



# Greater Christchurch Claims Resolution Service

## GCCRS Wellbeing Advisory Group

<b>SUBJECT</b>	Meeting minutes – 16 October 2020
<b>PRESENT</b>	Lucy D’Aeth (Chair), Paul Saunders (Community Mental Health Service), (Chair, GCCRS HOAG)
<b>IN ATTENDANCE</b>	Darren Wright (Director GCCRS), Elsa Marshall (Administration GCCRS), Jackie Moore (Wellbeing Support), Glenda Prendergast (Pathways)
<b>APOLOGIES</b>	Greg Hamilton (CDHB), Denise Aylward (Pathways)

### 1. Meeting Administration

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#### 1.1 Conflicts of Interest

1. No new conflicts of interest arose.

#### 1.2 Minutes and Actions

1. The previous minutes of the Wellbeing Advisory Group from 28 August 2020 were confirmed.

#### 1.3 Terms of Reference

1. The GCCRS Wellbeing Advisory Group Terms of Reference (ToR) update was confirmed with members. The ToR will now be published on the GCCRS website.

### 2. Operational Update

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#### 2.1 GCCRS Operational Update

1. The GCCRS August 2020 Directors Report, as attached to the agenda, was taken as read and discussed.
2. Demand for the GCCRS service remains strong. August saw 130 cases incoming into the service, 172 in September, and 101 to date during October.
3. Registration for the EQC On-sold programme closed Wednesday 14 October.
4. It was noted GCCRS supports the regulation of advocates.

#### 2.2 GCCRS Homeowner Wellbeing

1. The GCCRS Satisfaction Survey remains consistently strong; 87% would recommend the GCCRS.

#### 2.3 Workplace Wellbeing

1. The GCCRS staff wellbeing package is underway. The GCCRS staff are complementary of the programme and the support provided from it.
2. A Traumatic Brain Injury workshop for GCCRS staff is scheduled for the end of the month.
3. MBIE data shows wellbeing of GCCRS staff remains high after an initial spike after the wellbeing programme commenced.

## 2.4 Wellbeing Flowchart

1. The draft wellbeing flowchart was discussed and will be updated.
2. Cases were anonymously discussed in relation to the use of the flowchart.

## **3. Pathways Update**

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### 3.1 Update from Pathways

1. An overview of the pathways report was provided to the group.
2. The demand for Pathways service remains strong and an increase in workload has been noted.

## **4. Anniversaries**

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- 4.1 The upcoming anniversary of the February 2011 Canterbury Earthquake was discussed.

## **5. Review of Agenda**

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### 5.1 Review agenda and proposed meeting dates.

1. The GCCRS Wellbeing Advisory Group pass on a thank you to the GCCRS staff for their continued efforts and commitment to their customers.
2. Next meeting will be held on 19 November 2020.
3. Proposed agenda items for the next scheduled meeting are: the 10 year anniversary of the February Earthquake, Privacy of GCCRS Customers, & the Homeowner portal questionnaire.