



# Greater Christchurch Claims Resolution Service

## GCCRS Wellbeing Advisory Group

<b>SUBJECT</b>	Meeting minutes – 28 August 2020
<b>PRESENT</b>	Lucy D’Aeth (Chair), Paul Saunders (Community Mental Health Service)
<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), Tom McBrearty (Chair, GCCRS HOAG), 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 26 February 2020 were confirmed.

#### 1.3 Terms of Reference

1. The GCCRS Wellbeing Advisory Group Terms of Reference will be updated and circulated to members.

### 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. A discussion was had about the impact Covid-19 had on incoming cases into the service.
3. It was noted the demand for the service remains strong; the previous two months, June and July, exceeding forecasted incoming cases. The closure rate of claims remains steady.

#### 2.2 GCCRS Homeowner Wellbeing

1. A discussion was had about the increase in homeowners with challenges during July.
2. The GCCRS Satisfaction Survey remains consistently strong; 88% would recommend the GCCRS.

#### 2.3 Workplace Wellbeing

1. The GCCRS staff wellbeing package is underway. All staff have now completed at least one of the group sessions. It was noted that there was a spike in the wellbeing of staff shown in the data collected by MBIE after the group sessions had been completed.
2. It was noted there have been fewer referrals to specialised assistance than anticipated.
3. Two groups of staff have started the group supervision service.

### **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.
3. The number of days a customer is in the Pathways service has dropped from June to July.
4. Covid-19 has had minimal impact on the service; a drop of less than 3% in contact was recorded during the lockdown period. There were 9 new referrals during this time.

### **4. Review of Agenda**

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#### 4.1 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 16 October 2020.
3. Proposed agenda items for the next scheduled meeting are: the 10 year anniversary of the February Earthquake, Wellbeing Advisory Group Terms of Reference, and the Wellbeing support flow chart.