



Greater Christchurch Claims Resolution Service

GCCRS Advisory Committee

SUBJECT	Meeting Minutes – 29 November 2018
PRESENT	Mike West (Chair), Anthony Honeybone, (Chief Executive, Southern Response), Renee Walker (Deputy Chief Executive, EQC), Miriam Dean (Barrister Director), James Beard (Treasury), Tania Williams (General Manager, Engineering NZ)
IN ATTENDANCE	Hon Dr Megan Woods (Up to item 1), Sid Miller (CEO, EQC), Darren Wright, (Director, GCCRS), Mike Shatford (Treasury, Up to item 1)
APOLOGIES	None

Minister Woods addressed the Advisory Committee and expressed her thanks to the members and her interest in the evolution of GCCRS.

The Minister emphasized the need for a collaborative government model to be practiced by GCCRS, reinforcing a climate of trust and consistency.

It was noted that Internal Disputes Resolution service, Psychosocial Service and Systems Processing are operational.

1. Meeting Administration

1.1 Conflicts of Interest

None.

1.2 Minutes and Actions

Committee members agreed to publish confirmed minutes of meetings on the GCCRS website following meetings.

1.3 Review Terms of Reference

It was agreed the Terms of Reference and Draft Customer Charter are to be published on GCCRS website.

2. Operational Update

2.1 GCCRS Update Operational Monthly report

The GCCRS Monthly Operational Report as attached to the Agenda was presented and discussed by committee members. Consideration was given to the technical aspects of engineering reports, on-boarding processes, timely processing of both initial and complex homeowner enquiries.

It was noted that a process for evaluating referrals will be in place early in 2019 to measure the efficiency of the service.

Positive feedback from homeowners was noted reflecting the accessibility of the GCCRS website portal.

The GCCRS Communications Campaign will be agreed in early 2019 and could include a digital campaign and face to face presentations delivered to community organizations within Greater Christchurch.

A review of operational progress will take place at the next Advisory Committee meeting in February 2019.

2.2 Funding Model and Budget Update

A funding model and budget update is being prepared and a full report is scheduled for presentation to the GCCRS Advisory Committee at the first committee meeting in 2019.

3. Risk Review

3.1 GCCRS Risk Register

The GCCRS Draft Risk Register was reviewed and points were noted as follows:

- Process verification and audits are in place
- Monitoring operational progress
- Health and Safety tools
- Expert selection process auditing
- Ongoing partnership and staff engagement at team meetings

4. Advisory Groups

4.1 Legal update

Canterbury Law will host a GCCRS presentation to legal firms at the RSA in Christchurch on 11 December.

The first GCCRS IDRS Facilitation meeting is being delivered on 30 November at 9.00am.

4.2 Engineering Update

Nominations for the engineering advisory panel selection are being finalized.

The first Engineering Advisory Panel is scheduled for 13 December with recorded and documented Homeowners technical issues from GCCRS.

The Engineering NZ website will be updated after 13 December selection announcement.

4.3 Homeowner Update

The first GCCRS Homeowners Advisory Group is meeting on Monday December 3 represented by ten members.

It was noted this was an opportunity to bring closure to conversations and queries coming from Homeowners.

Community organizations with vulnerabilities are being informed of the GCCRS provisions.

4.4 Wellbeing Update

The Greater Christchurch Psychosocial Committee met on 23 November and a chair was appointed to the GCCRS Wellbeing Advisory Group to be aware of the emotional, social, environmental and personal impacts of loss.

It was noted that within the collaborative governmental model the GCCRS Wellbeing Advisory Group offered to meet regularly and have the capacity to contribute to the GCCRS communications campaign.

The next GCCRS Wellbeing Advisory Group is meeting on 25 January 2019.

5. Review of Agenda

- 5.1 The Work Plan and Meeting Schedule for 2019 were considered by committee members and agreed on.

The meeting closed at 3.05pm.