



# Greater Christchurch Claims Resolution Service

## GCCRS Advisory Committee

<b>SUBJECT</b>	<b>Meeting Minutes – 8 February 2019</b>
<b>PRESENT</b>	Mike West (Chair), Anthony Honeybone, (Chief Executive, Southern Response), Renee Walker (Deputy Chief Executive, EQC), Miriam Dean (Barrister Director), James Beard (Director Economic System, Treasury), Tania Williams (General Manager, Engineering NZ), Tom McBrearty (Chair, Homeowner Advisory Group)
<b>IN ATTENDANCE</b>	Darren Wright, (Director, GCCRS), Meg Logan (Secretariat), Nichola Ainslie (Secretariat)
<b>APOLOGIES</b>	Lucy D’Aeth (Chair, Wellbeing Advisory Group)

### 1. Meeting Administration

#### 1.1 Conflicts of Interest

No conflicts of interest were raised.

#### 1.2 Minutes and Actions

Committee members reviewed and accepted the previous minutes of 29 November 2018.

It was agreed that electronically confirmed meeting minutes would be published on the GCCRS website following meetings.

The following key points from the previous meeting actions were reviewed:

- GCCRS’s operational focus on planning and developing educational and briefing sessions on GCCRS services, including the benefits of Internal Dispute Resolution Service (IDRS) for homeowners.
- A flexible, adaptable pathway is the planning focus to meet changing needs.

#### 1.3 Review Terms of Reference

The Terms of Reference (ToR) were accepted. ToR publication on the GCCRS website was agreed.

## **2. Operational Update**

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### **2.1 GCCRS Update Operational Monthly report**

The GCCRS Monthly Operational Report as attached to the Agenda, taken as read, was presented and discussed with committee members.

The following points were raised:

- To date, GCCRS expertise has assisted homeowners through 617 cases on record, with 73 cases closed and 230 RAS cases closed.
- It was suggested that follow up conversations be held with homeowners a month after settlement.
- An Engineering NZ update to be included in next Advisory Board meeting.
- Internal Dispute Resolution Service (IDRS) users to be identified.
- GCCRS is a customer-centric service. The GCCRS Wellbeing Advisory Group met with Pathways to identify the right programme for the Wellbeing service delivery. Mental health issues are to be considered resulting from returning pressure for homeowners during the repair process.
- Post settlement support options are being considered.
- GCCRS systems and working parties are in place to adapt to private insurer on-boarding requirement and to ensure each claim is being processed with full and prompt access to all of GCCRS' services, Engineering peer reviews, site visits, facilitation and determination.

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

### **2.2 Overview of the Treasury's role**

- It was noted that the key focusses for the Treasury monitoring teams are to maintain performance and policy in place for EQC and SRES.
- GCCRS constitutes a critical element of the performance of both organizations. The policy team is coordinating the various activities and future evolution of disaster risk for Insurance in New Zealand and the EQC Act Review.
- The EQC Public Enquiry is in place and will bring recommendations along with GCCRS data covering Canterbury and Kaikoura affecting what reforms are to be included in the EQC Act to broaden the framework.
- The evolution of GCCRS is particularly important and is the basis of an operational model for managing disaster risk in New Zealand.

### **2.3 Funding Model and Budget update**

- It was noted that success rates of the GCCRS service are key measures to ensure funding.
- Funding options for 2019/2020 will be considered as part of the 2019 budget.

### 3. Work Plan Review

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#### 3.1 Private Insurer Update

- Current private insurer on-boarding agreements are being finalized.
- Workflow expertise and operational service capacity are being reviewed and resources are being considered to meet the requirements.

### 4. Advisory Groups

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#### 4.1 Legal update

- It was noted that an increased flexible approach within the service is to be applied to encourage early intervention legal facilitations.

#### 4.2 Engineering Update

- Engineering New Zealand (ENZ) held its first Advisory Panel meeting on 13 December 2018 and a Technical Forum was held with 100 attendees.
- Future meetings are planned for 2019 and the next ENZ Advisory Group meeting is scheduled for 25 February.
- It was agreed that meeting minutes would be published on the ENZ web site, with an ongoing consistent approach to information sharing.

#### 4.3 Homeowner Update

- The Homeowners Advisory Group met on 28 January 2019.
- Questions were considered from the members to reflect the need for long term evaluation systems, longevity of successful settlement and wellbeing factors.

#### 4.4 Wellbeing Update

- The GCCRS Wellbeing Update will be reviewed at the next Advisory Committee Meeting.

### 5. Review of Agenda

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- 5.1 The Work Plan and Meeting Schedule for 2019 were considered by committee members and agreed on. Performance objectives are to be considered at the next meeting.

The next meeting for the GCCRS Advisory Committee is scheduled for **Friday 12 April 2019 at 10.30 am.**

**The meeting closed at 12.35pm**