



## GCCRS Legal Advisory Group

<b>SUBJECT</b>	<b>Meeting Minutes – 22 October 2019</b>
<b>PRESENT</b>	Miriam Dean (Chair), Helen Davidson (General Manager, Legal & Policy, Engineering NZ) Nicola Wills (Crown Law)
<b>IN ATTENDANCE</b>	Darren Wright (Director GCCRS), John Hardie (IDRS Advisor), Sophie Slater (MBIE Solicitor), Paul O’Neill (Community Law), Sandra Spiller (Community Law)
<b>APOLOGIES</b>	Victoria Wood (Lawyer, Community Law), Hugh Matthews (Independent Lawyer)

### 1. Administration

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#### 1.1 Conflicts of Interest

There were no conflicts of interest.

#### 1.2 Minutes and Actions

1. Members approved the previous minutes from the 9 August 2019 electronically and these were published on the GCCRS website within 20 working days of the meeting.
2. Key points from the previous meeting were reviewed and acknowledged.

### 2. Updates

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#### 2.1 GCCRS Operational Update

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

The following points were raised:

1. The Chair acknowledged the GCCRS team for their efforts in providing comprehensive and advanced data reporting in the September Monthly Report.
2. Members discussed examples of key data, including the review of claims sub-categories allowing a closer survey of how cases progress over time which will be helpful to track progress.

3. It was explained that some cases are categorized according to the type of technical issues or individual time constraints presented by each. The proposed Process Map outlined in the paper should help manage these categories effectively. This process has been assigned to a senior case manager for further assessment.
4. The proposed culture and conduct legislation relevant to the insurance industry will be reviewed by the ministry's legal advisors as to what impact if any it might have on the way remaining claims are managed.
5. Canterbury Earthquake Insurance Tribunal (CEIT) outcomes may affect insurers' referrals to the service in the future.
6. Members noted that the GCCRS Exit Survey will over time reflect the changing complexity of cases relative to the historical issues and longevity of each case in the service.
7. The GCCRS Wellbeing Advisory Group is restructuring to provide higher levels of technical wellbeing support.

## **2.2 Internal Disputes Resolution Service (IDRS) Update**

1. The number of claims resolved through the IDRS has reached 28 with a number of significant challenging cases successfully resolved.
2. It was noted that the need for regulation of advocates managing home owners' claims had been raised with the EQC Public Enquiry.
3. Changes to IDRS facilitation processes are being finalized to maintain timely hearing dates.

## **2.3 Engineering New Zealand (ENZ) Update**

1. ENZ referral forms have been updated after consultation with stakeholders to align with ENZ Instructions to Engineers.
2. The appointment of additional panel members with ENZ has significantly reduced the backlog of assignment of engineers to cases.

## **3. Review of Agenda**

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The next meeting date and time for the GCCRS Legal Advisory Group is confirmed for Friday 6 December 2019 at 11.00am.

**Meeting closed at 12.40pm**