



## GCCRS Advisory Committee

<b>SUBJECT</b>	<b>Meeting Minutes – 27 February 2020</b>
<b>PRESENT</b>	Ingrid Bayliss (Chair), Miriam Dean (Barrister Director), Tania Williams (General Manager, Engineering NZ), Lucy D’Aeth (Chair, Wellbeing Advisory Group), Tom McBrearty (Chair, Homeowner Advisory Group), Helen McDonald (Treasury)
<b>IN ATTENDANCE</b>	Darren Wright (Director, GCCRS), Renee Walker (Deputy Chief Executive, EQC), Elsa Marshall (Administrator, GCCRS)
<b>APOLOGIES</b>	Casey Hurren (Chief Executive, Southern Response), James Beard (Treasury)

### 1. Meeting Administration

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#### 1.1 Conflicts of Interest

1. Miriam Dean noted a potential conflict of interest.

#### 1.2 Minutes and Actions

1. It was noted that previous minutes of the Advisory Committee of 6 December 2019 were circulated to members for electronic confirmation, and that publication on the GCCRS website had been done within 20 working days of the meeting date.
2. Key points and actions from the previous meeting were reviewed and acknowledged.

### 2. Operational Update

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#### 2.1 GCCRS Operational Update

1. The GCCRS February 2020 Directors Report as attached to the agenda was taken as read and discussed.
2. Members noted a continued downward trajectory of overall referrals to the service with on-sold cases making up the majority of new cases.
3. The GCCRS Wellbeing Advisory Panel is in the process of being updated to meet the needs of the service.
4. The Canterbury Earthquake Insurance Tribunal (CEIT) has requested more involvement from the GCCRS. The service is working with CEIT and stakeholders to develop an appropriate approach to support CEIT.
5. A discussion was held about the on-sold package and how GCCRS is able to support homeowners through post settlement support.

6. The members commended the GCCRS team on their work and thanked the Director for his thorough report.

## **2.2 Treasury Update**

1. Treasury provided a summary of the previous quarter.
2. It was noted that there is a significant decline of claims in litigation.
3. It was noted that all private insurers with the exception of IAG have returned to business as usual.

## **3. Strategic Work Plan – Risk Reporting**

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- 3.1 Changes to the GCCRS Risk Register were discussed by the Members.

## **4. Advisory Group Updates**

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### **4.1. Wellbeing Group Update**

1. The Wellbeing Advisory Group (WAG) is working on a comprehensive wellbeing process flowchart.
2. A discussion was held about the importance of consent and documentation in regards to wellbeing support.
3. It was noted that WAG is continuing development of a post-settlement support package.
4. A discussion was held about wellbeing support for GCCRS staff.

### **4.2. Legal Group Update**

1. The involvement of the GCCRS in the CEIT was discussed.
2. The Legal Advisory Group members are in support of increased involvement from the GCCRS in the CEIT to support homeowners.
3. A concern was raised about the number of homeowners entering into the CEIT without representation.
4. It was noted that cost factors continue to affect homeowners' representation at CEIT.

### **4.3. Engineering Group Update**

1. Engineering New Zealand (ENZ) has completed 181 cases, with 12 currently in progress, and 5 waiting to be assigned.
2. It was noted that peer reviews make up the majority of the cases.
3. The new ENZ forms that have been in use since October 2019 have received positive feedback and an increase in detail and consistency has been observed.

### **4.4. Homeowners Group Update**

1. Increased cooperation between stakeholders has been a positive development noted by the Homeowners Advisory Group (HOAG).
2. It was discussed that homeowners may need to re-enter the service after the repair/rebuild to their home starts and that they may require post-settlement support.
3. HOAG members acknowledged and thanked Renee Walker, Deputy Chief Executive, EQC for the

work she has done.

4. A concern was raised about advocates working in the project management space without required training or experience.

## 5. Meeting wrap up

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- 5.1 The GCCRS Advisory Committee acknowledged and thanked Renee Walker, Deputy Chief Executive, EQC for the significant contribution she has made to the Committee and to the system.
- 5.2 The next Advisory Committee Meeting date was agreed for **Thursday 23 April 2020**.

**The meeting closed at 2.31pm**

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