



GCCRS Advisory Committee

SUBJECT

PRESENT

IN ATTENDANCE

APOLOGIES

Meeting Minutes – 7 June 2019

Mike West (Chair), Anthony Honeybone, (Chief Executive, Southern Response), Renee Walker (Deputy Chief Executive, EQC), James Beard (Treasury), Tania Williams (General Manager, Engineering NZ), Tom McBrearty (Chair, Homeowner Advisory Group), Lucy D'Aeth (Chair, Wellbeing Advisory Group)

Darren Wright, (Director, GCCRS), Hugh Matthews (Independent Lawyer)

Miriam Dean (Barrister Director)

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 amended minutes of 12 April 2018.

It was noted by the members that minutes are approved electronically and confirmed minutes are published on the GCCRS web site within 20 days of the meeting date.

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

1. An illustration of how homeowner claims progress through the service will be available on the GCCRS website by the end of July.
2. Senior staff from Southern Response (S/RES) and EQC are working with GCCRS case managers to advance cases effectively.
3. It was noted that the number of S/RES claims being managed by GCCRS are to be categorized indicating EQC or S/RES where applicable.
4. The GCCRS website revisions are being progressed.

2. Operational Update

2.1 GCCRS Operational Update

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:

1. It was noted that the collaboration between EQC and GCCRS is working effectively to resolve claims.
2. A marked increase in the rate of case resolution was noted over the month of May 2019 with 123 cases being registered and 121 cases resolved.
3. Key points relating to post-settlement property inspection regulations were discussed.
4. Canterbury Earthquake Insurance Tribunal (CEIT) representatives held a successful presentation for GCCRS team members to be conversant with all the relevant documentation for homeowners to register with the Tribunal.
5. The communication service between GCCRS and CEIT is in place to enable a seamless transfer of claims. It was noted that GCCRS will offer continued support to homeowners already registered with the service who require transfers to the Tribunal service.
6. It was noted that the additional pathway offered by CEIT includes the right of appeal.
7. The members discussed the factors affecting the longevity of a claim and determining key factors.
8. Feedback was received by SRES that outcome quality is the primary focus of claimants.
9. Members agreed that emphasis continues on defining a pathway based on holistic wellbeing and fostering trust. Communication back to homeowners is central to the service. This has received full ministerial acknowledgement and the next monthly report is to include a report from Pathways to reflect the wellbeing component of GCCRS.
10. A selection process is currently underway for additional technical and structural engineering panel members to meet the number of cases referred to Engineering New Zealand (ENZ).
11. There is a proposed ministerial announcement to mark the first 1000 consented cases milestone registered with GCCRS.

2.2 GCCRS Terms of Reference

1. The Terms of Reference (ToR) were reviewed and amendments accepted by the members of the committee.
2. The updated ToR will be published on the GCCRS website.

2.3 Treasury Update

1. It was noted that Treasury has stewardship responsibilities for the overall claims ecosystem. Its current work program has focused on developing a consolidated data set covering the stock and flow of outstanding claims.
2. Treasury has also been working to ensure that different parts of the claims ecosystem are offering as joined up and consistent service as possible.

3. Strategic Work Plan Review

3.1 Strategic Risk Review

1. Members reviewed the 2019 Risk Register.
2. An MBIE Health and Safety programme is currently in use by the GCCRS team and is proving effective.
3. The positive professionalism shown by additional security staff at 161 Cashel Street was noted.

4. Customer expectations are being sought via the GCCRS satisfaction survey and comments will be included in the next GCCRS monthly report.
5. GCCRS is being nominated for Government awards taking place later in the year reflecting the work being achieved by the team.
6. Additional risks were added to the register and are to be circulated before the next Advisory Committee meeting.

4. Advisory Groups

4.1 Legal update

1. The GCCRS Legal Advisory Group is meeting today and both the Internal Dispute Resolution Service (IDRS) and the Christchurch Earthquake Insurance Tribunal (CEIT) processes will be discussed.

4.2 Engineering Update

1. Applications are being reviewed for additional engineering panel members to be appointed in the coming weeks. This will impact positively on reducing the time taken to assign an engineering to a GCCRS case.
2. It was noted that all comments on the engineering service are welcome by Engineering New Zealand (ENZ)
3. A meeting was held on 6 June between the Engineering Advisory Group (EAG) and the Homeowner Advisory Groups (HOAG). A discussion was held between the HOAG and the EAG about ongoing improvements to the Engineering Panel Services. A further meeting is scheduled to take place in July.
4. A meeting was held between the EAG and the CEIT on offering services to the Tribunal.

4.3 Homeowner Update

1. It was noted that the Homeowner Advisory Group (HOAG) is focused on realizing significant and positive changes which will impact resolving current outstanding issues successfully as well as focusing on future outcomes.
2. The group has worked with the Public Enquiry and this collaboration is working well.
3. The members discussed Council certification regarding repair work carried out including determination outcomes recorded with LINZ when purchasing a property. This process is to be clarified and made available to members of HOAG. It was also suggested that information is made available on the MBIE website in this respect.

4.4 Wellbeing Update

1. It was noted that Treasury data serves to support transparent access to relevant information.
2. Post settlement support is being received from GCCRS.
3. It was noted that obtaining a clear overarching picture of long term wellbeing costs is still in progress and how that would impact future wellbeing mechanisms. Both the Public Enquiry and Pathways processes are contributory.

5 Review of Agenda

- 5.1 The next meeting for the GCCRS Advisory Committee is scheduled on 9 August 2019.

The meeting closed at 2.50pm