



## GCCRS Advisory Committee

<b>SUBJECT</b>	<b>Meeting Minutes – 12 April 2019</b>
<b>PRESENT</b>	Mike West (Chair), Anthony Honeybone, (Chief Executive, Southern Response), Renee Walker (Deputy Chief Executive, EQC), Miriam Dean (Barrister Director), David Stanley (Treasury), Tania Williams (General Manager, Engineering NZ), Tom McBrearty (Chair, Homeowner Advisory Group), Lucy D'Aeth (Chair, Wellbeing Advisory Group)
<b>IN ATTENDANCE</b>	Darren Wright, (Director, GCCRS), John Hardie (IDRS)
<b>APOLOGIES</b>	

### 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 8 February 2018. It was agreed that electronically confirmed meeting minutes are published on the GCCRS website following meetings.

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

1. It was confirmed that the GCCRS portal customer survey is accessible at the onset of the customer's first website visit. Additional surveys are currently being designed.
2. Post settlement support options are being reviewed and proposals are to be submitted next month.
3. It was noted by members that flexible options for customers to engage with GCCRS are under way.
4. It was noted that the evolution of the GCCRS and future engagement options are in progress, in combination with the mapping of a replicable success-based model.
5. It was agreed that the GCCRS webpage is to be reviewed.

## **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. To date, GCCRS expertise has assisted homeowners through 841 cases with 75 cases referred to the Engineering and Internal Dispute Resolution (IDRS) services within GCCRS.
2. The members noted that GCCRS operational process changes are being reviewed to combine early facilitation with the range of services available through GCCRS.
3. Members discussed the importance of a collaborative approach to establish outcome timeframes and utilizing senior, experienced and specialized resources where required. Capacity of service and complexity of cases are focal points.
4. Regular operational meetings between SRES, EQC and GCCRS are being planned.
5. Priority response is to be given to claims with a longer lifespan by applying a higher level of flexibility within the range of services available.
6. A review of operational progress will take place at the next Advisory Committee meeting.

### **2.2 GCCRS Terms of Reference**

1. The Chair provided an outline of the agreed GCCRS Advisory Committee mandate to facilitate and monitor issues arising. It was noted that members and attendees are invited to contribute perspective and represent different parties.
2. The Terms of Reference (ToR) are to be reviewed and amended accordingly.

### **2.3 Treasury Update**

1. With resolution at the forefront, it was raised that detailed GCCRS claims analyses are needed to give visibility over claims settled in a conclusive way for homeowners. The top six issues being referred to GCCRS should be reflected in a detailed graph.
2. The Treasury endorses a collaborative approach between all crown agencies.
3. The Treasury to provide committee members with a new single-point source of relevant Canterbury outstanding claims data. The Wellbeing and Homeowner members to provide feedback on relevance and timeliness of data available.

## **3. Strategic Work Plan Review**

---

### **3.1 Review of IDRS/Engineering**

1. The continuation of IDRS is endorsed by the members. The homeowner centric service of GCCRS includes the tribunal being one of the pathways suited to homeowner claim resolution.
2. The tribunal service and GCCRS/IDRS are foreseen to work in a mutually supportive capacity.
3. GCCRS is working with CEIT to develop methodologies to monitor and evaluate interrelationships between both models and processes, to define how each work together.

## 4. Advisory Groups

---

### 4.1 Legal update

1. It was noted that successful settlement outcomes are to be fed back to GCCRS. 50 cases were settled out of court due to GCCRS involvement.
2. 3 Internal Dispute Resolution (IDRS) cases were successfully carried out to date.
3. 500 cases are in Court and it was noted that an increased number of IDRS facilitations are being planned presently to process the cases.
4. Southern Response and EQC are required to support GCCRS cases towards a settlement outcome.
5. A pre-hearing conference is scheduled next week for 14 cases currently in determination.

### 4.2 Engineering Update

1. Engineering New Zealand (ENZ) has received 62 case referrals from GCCRS to date.
2. ENZ is adding capacity to their expert panels and members discussed how volumes are likely to change in the next six months.
3. Members noted the time frames involved to allocate an engineer from the date of referral and noted 61 out of 62 cases were allocated and underway.
4. Engineers' presence at site meetings and their engagement with homeowners are proving successful and meetings between homeowners and facilitators are very well received and productive.
5. The next Engineering New Zealand Technical Forum is scheduled for Monday 27 May.

### 4.3 Homeowner Update

1. The members noted the importance of providing a comprehensive process towards settlement which includes the elements of support, adequate time frames and pathways to ensure a satisfactory outcome for the homeowner.
2. Current homeowner satisfaction with GCCRS services is being reported and both the personal approach and trustworthiness of the service are continuing objectives.
3. It was agreed that ongoing transparency of the service includes having relevant accessible data available to homeowners from one resource.

### 4.4 Wellbeing Update

1. It was noted that Christchurch's additional recovery process since the events of 15 March have impacted homeowners and GCCRS. Assistance programmes are being offered to meet the recovery needs, including trauma recovery.
2. A presentation was made by Pathways on the delivery and process of their service and was approved by the Psychosocial Committee.
3. Engagement process assistance is being provided to Dame Silvia Cartwright and the Public Inquiry into EQC.
4. It was emphasized that early intervention pathways applied to complex cases must be considerate of and give priority to, process methods to achieve clear supportive communication in respect of the settlement outcome.

## 5. Review of Agenda

---

- 5.1 The next meeting for the GCCRS Advisory Committee is scheduled on 7 June 2019.

**The meeting closed at 12.45pm**