



**GCCRS Engineering Advisory Group
An independent committee convened by
Engineering New Zealand to support the GCCRS**

SUBJECT	Meeting Minutes – 10am 11 November 2019
PRESENT	Tania Williams (Co-Chair ENZ), Barry Brown (SESOC), Tony Fairclough (NZGS)
IN ATTENDANCE	Dave Brunson (Consultant ENZ), Stacey Campbell (Legal Manager), Gemma Natoli (Panel Coordinator), Kirsty Hamilton (GCCRS), Darren Wright (Director GCCRS)
APOLOGIES	Helen Davidson (Co-Chair ENZ), David Whittaker (NZSEE)

1. Welcome

1.1 Conflicts of Interest

There were no conflicts of interest noted, but it was identified that when EAG members are reviewing Panel reports for quality improvement purposes they need to be mindful about reviewing reports associated with their own companies.

1.2 Minutes and Actions

The previous minutes of the Engineering Advisory Group of 28 August 2019 were confirmed.

Key points from the previous meeting actions were reviewed and progress noted.

2. Update of Panel Services

Actions and upcoming measures

The Engineering Advisory Group (EAG) *Update on Activities* report was reviewed including mention of the following items:

- 2.1** An update was provided on the number of referrals made from GCCRS, with 124 completed cases, 35 cases in progress, the back log is now down to 4 cases. An additional 4 cases have been referred by the Canterbury Earthquake Insurance Tribunal (CEIT).
- 2.2** The EAG members acknowledged the Panel's fast turn-around of cases and dedication to clearing the backlog of cases to be assigned to the Panel. Key steps are being tracked early in the process in order to maintain these timely assignments.

3. GCCRS update

- 3.1** It was agreed that the GCCRS Bi-Monthly Reports will be circulated to the EAG members and Panel.
- 3.2** Demand for the GCCRS service continues to be high as reflected in the GCCRS September 2019 Monthly Report. Data indicates that 83% of homeowners are “Recommending the service to others”. 75% of cases are referred by word of mouth.
- 3.3** A discussion was held on the on sold cases being referred to GCCRS following the recent ministerial directives. It was noted the fund will only apply where the work is carried out by the homeowner. This will have an impact on Engineering New Zealand (ENZ) members’ workflow as cash settlements are not available. The predominant on-sold issues most likely to be referred to the panel are initial assessments referrals.
- 3.4** GCCRS is working with EQC to better forecast future demand. These numbers should be available early in 2020.
- 3.5** Reporting triggers are now in place to enhance the close monitoring of case progression so that vital information and key conversations are held one month after the Engineering NZ Service that is, facilitation or peer review has been completed, to ensure the cases keep moving towards resolution.
- 3.6** Data criteria is being considered by Treasury to measure and monitor key steps in case progression through GCCRS.
- 3.7** It was recommended that facilitators keep homeowners fully briefed on facilitation outcomes.
- 3.8** It was noted that Southern Response (SRES) are winding down their operation in December and remaining claims will be administered by EQC.
- 3.9** Members were informed that GCCRS Wellbeing services are available to Panel members.

4. Trends in Peer Review Claims

- 4.1** A discussion was held on themes arising from panel reports. EAG members reviewed recommendations for improving the quality and readability of panel reports made since the last EAG meeting.
- 4.2** A number of points were noted to maintain consistency and members are progressing with a collective and educative approach. It was recommended that a checklist be developed to assist with the Engineering NZ quality assurance review of panel reports, along with sharing exemplary reports with panel members to provide guidance.

5. Next Meeting

The next EAG meeting date early 2020 was discussed and subject to confirmation.

The meeting ended at 12.30pm