



Greater Christchurch Claims Resolution Service

GCCRS Wellbeing Advisory Group

SUBJECT	Meeting minutes – 19 November 2020
PRESENT	Lucy D’Aeth (Chair), Paul Saunders (Community Mental Health Service), Tom McBrearty (Chair, GCCRS HOAG)
IN ATTENDANCE	Darren Wright (Director GCCRS), Elsa Marshall (Administration GCCRS), Jackie Moore (Wellbeing Support),
APOLOGIES	Greg Hamilton (CDHB), Denise Aylward (Pathways), Glenda Prendergast (Pathways)

1. Meeting Administration

1.1 Welcome & Karakia

1.2 Conflicts of Interest

1. No new conflicts of interest arose.

1.3 Minutes and Actions

1. The previous minutes of the Wellbeing Advisory Group from 16 October 2020 were confirmed.

2. Operational Update

2.1 GCCRS Operational Update

1. The GCCRS October 2020 Directors Report, as attached to the agenda, was taken as read and discussed.
2. Demand for the GCCRS service remains strong but is beginning to slow as the end of the year approaches. The GCCRS Satisfaction survey data is being closely monitored in response to the strong demand.
3. A staff update was provided; a new case manager will be starting in January.

2.2 GCCRS Homeowner Wellbeing

1. It was noted the GCCRS Satisfaction survey data remains strong, however a small decrease was noted in the wellbeing of homeowners; this may be due to other external factors such as Covid-19.
2. The process of identifying a possible need for wellbeing support during registration with the service was discussed.

2.3 Workplace Wellbeing

1. A Traumatic Brain Injury workshop for GCCRS staff was completed during October.
2. The group noted a change in the EQC’s operations/ policies has had a negative effect on the wellbeing of GCCRS staff.

3. GCCRS Customer Survey

3.1 Customer Survey

1. A discussion was had about the proposed changes to the GCCRS customer survey.
2. The importance of distinguishing between on-sold customers and non-on-sold customers was noted.

5. Anniversaries

5.1 The upcoming anniversary of the February 2011 Canterbury Earthquake was discussed.

5.2 It was noted there will be an opt-in survey being run by the Red Cross on the wellbeing of people in Canterbury in relation to the Canterbury Earthquake Sequence.

6. Review of Agenda

6.1 Review agenda and proposed meeting dates.

1. Next meeting will be held late January, subject to date confirmation
2. Proposed agenda items for the next scheduled meeting are: Te Tumu Waiora, Privacy of GCCRS Customers, & the Homeowner portal questionnaire.

6.2 Karakia