

Greater Christchurch Psychosocial Committee

Meeting Minutes – 31st May 2019

Date / Time	Friday, 31 st May 2019, 1 – 3 pm	
Location	Pegasus Health, Madras Street, (Meeting Room 1.02)	
Attendees:	Ciaran Fox (All Right?), Claire Philips (CCC), Darren Wright (GCCRS), Eileen Britt (Canterbury University), Fiona Bartley (MoE), Glenys Browne (LINZ), Holly Griffin (One Voice Te Reo Kotahi), Lucy D’Aeth (CDHB), Meg Logan (GCCRS), Nigel Ripley (BCC – Inter Church Forum), Penny Taylor (PSUSI), Ruth Jones (EDLG), Sara Epperson (CDHB), Anna Hunter (CDHB) – in place of Sandy McLean, Michael Donoghue (NZ Red Cross) in place of Pip Mabin, Liezel Esterhuizen (EQC) – in place of Rachael Walkinton, Rawa Karetai (Te Putahitanga) – in place of Helen Leahy	
Apologies:	Bob Henderson (ICF), Pip Mabin (NZ Red Cross), Rachael Walkinton (EQC), Rose Henderson (CDHB), Sandy McLean (CDHB), Adele Wilkinson (MHERC)	
Facilitator: Lucy D’Aeth (CDHB)		Minute Taker: Debbie Baugh (CDHB)
1	Welcome; Apologies: Lucy welcomed the group to the meeting. Apologies were noted.	
2	Minutes of Previous meeting – 15th March 2019 Acknowledgment of the Mosque terror attack. Minutes accepted.	
3	Matters arising: N/A	
4	<p>Chair’s update:</p> <p>Treasury - Conversation had with David Stanley. David is happy to meet with this committee if required. Questions asked -</p> <p>Numbers of households still awaiting resolution to their insurance/EQC claims –</p> <p>Treasury are regularly reporting back on this.</p> <p>Numbers of households affected by needing re-repairs (including the level to which re-repairs were needed) –</p> <p>EQC are reporting on this and this is picked up in Treasury reports.</p> <p>How damage and repairs were being recorded on house records. –</p> <p>EQC and Linz are working on a public database to bring all info together. There are a number of privacy issues but in principle this should be launched later 2019.</p> <p>Number, and location, of ‘as is, where is’ sales, and any records to understand the level of repairs carried out by new owners. –</p> <p>Very difficult, no singular database because that creates a duty of care but Linz/EQC process will help. Many agencies aware but no neat answer. Don’t want to create an intervention which doesn’t work and creates a level of expectations.</p> <p>Monitoring of use of cash pay-out’s e.g. repairs undertaken, whether the pay-out covered this expense, under-insurance issues –</p> <p>Outside Treasury, because it is post-settlement, personal choice and responsibility</p> <p>Monitoring pay-outs vs repair of domestic horizontal infrastructure (e.g. the potential risk of domestic lateral damage impacting on the wider city system – level of damage to sewage system)</p> <p>Work being completed by CCC/EQC – Treasury has an overview on this. Aware this work has just started.</p> <p>4.a Action Point: Lucy to share email trail.</p>	

	<p>Homeowners Advisory Group – conversation within this group, largely focused on issues around Engineering advice. Conversations with Engineering NZ around expertise and independence and how to ensure best resolutions for claimants.</p> <p>Dame Silvia Cartwright EQC Inquiry – Advisory Group – Engagement structure. Real willingness from the Inquiry team to hear everything. Four committee members (Ciaran Fox, Eileen Britt, Adele Wilkinson and Nigel Ripley) have agreed to meet further with Dame Sylvia’s team to provide advice on preliminary results of the engagement process.</p>
5	<p>Governance Group update N/A</p>
6	<p>CCC – Mosque Shooting Recovery Model update – Claire Phillips</p> <p> CCCOurFutureTogether190531.pdf</p> <p>CCC – 15th March 2019 – this was a Police–led criminal incident rather than a civil defence mode/state of emergency.</p> <p>Getting together agencies was not an issue, due to the relationships already built from the Earthquakes.</p> <p>Initially CCC sat back, looked for those emerging community spaces, finding out what the communities needed, pulling together people as needed.</p> <p>Hagley College was initially used for the Muslim Community. Moved to a more formal Community Hub at the Hagley Oval – Conference centre. With the Muslim Community emerged “The Agency Hub”.</p> <p>Transition from the Police into case management process for the affected families – known as Kaiwhakaoranga. MSD case managers are now working with the affected families/individuals alongside Victim Support, Court and Police liaison.</p> <p>Victim Support – distribution of donations. ‘Give a little’ page closes today.</p> <p>Moved out of response phase and moving into the long term response.</p> <p>What worked well – agencies working forward together, breaking down of hierarches, release of staff to do what they needed to (money later/high trust)? Collaborative funders.</p> <p>Te Kohao Pounamu newsletter available weekly.</p> <p>6.a Action Point: will be forwarded out weekly to committee members.</p> <p>If this group has any activities that can be feed in, then please share with Claire, who is considering using a ‘shared programme of action’ model to help people understand the variety of responses Claire distributed the work plan (attached) and noted the City Unity work strand, in partnership with Ngāi Tahu. Dialog around what we are as a society/who we are as a city/who we want to become, requires a movement/community led. Using the framework from the Multi-Cultural Strategy.</p> <p>Conversation around lasting Memorials is emerging with a lot of international requests. Will be led by the Muslim community on how this involves.</p> <p>Questions/Feedback:</p> <p>Penny – expressed appreciation and thanked everyone who was involved in developing consistent resources and the front line staff.</p> <p>Rawa – encourage CCC to share the lessons learnt for any future events.</p>
7	<p>Future Plan EDLG and Charter – Ruth Jones</p> <p>EDLG established at the end of 2011. In between has been some good outcomes, and some not. Struggling to support due to speed of rebuild. Messages on accessibility remain the same.</p> <p>Push to have legislation before the next election/bill pass – that will guarantee accessibility to all New Zealanders. Working with Access Alliance nationally.</p>

	<p>Building code is out of date/not meeting needs.</p> <p>Concerns still around accessible journey. Access auditing – more parties to negotiate with now that CERA finished.</p> <p>DPOs (Disability Persons Organisations) encourage others to engage.</p> <p>Challenges include reduced funding and people power, since EDLG is a small Trust.</p> <p>Would like a mandate from this committee that the work of the EDLG is still needed. Would like to leave a legacy for others, share lessons learnt with other regions on how to rebuild a city that is accessible.</p> <p>Funding for disable people is changing remarkably. Funding is currently bulk funded to providers, to provide assistance.</p> <p>Accessible Charter – a document that has a clear message – will need to re-boot this up again.</p> <p>Looking for more signatories.</p> <p>Questions/Comments:</p> <p>Penny – still important to get this work finished.</p> <p>Rawa – Question - City Council – Disability Advisory Group, how could they help?</p> <p>Lucy - Wellbeing survey – repeatedly still showing people with disabilities have compromised wellbeing.</p> <p>Claire – suggestion to complete a briefing paper for incoming councillors.</p> <p>The Committee endorsed the continuing work of EDLG and its commitment to the Accessibility Charter.</p> <p>7. a Action Point: Ruth to send Committee Accessibility key messages that can be shared through group contacts.</p>
<p>8</p>	<p>Post Dame Silvia Cartwright visit and next visit:</p> <p>Dame Silvia Cartwright has asked for more detailed conversation with this committee. Further meeting to be held 28th June with Dame Silvia Cartwright. Attending from this group –Adele Wilkinson, Ciaran Fox, Eileen Britt, Lucy D’Aeth, and Nigel Ripley.</p> <p>Submissions ended on Sunday – approx. 930 received, with some still to come in.</p> <p>Further public meetings/forums are being held, should be completed by second week of July.</p> <p>Analysts started to look at all submissions.</p> <p>Public forums/drop in sessions still on-going across NZ; details on website.</p> <p>Greater Christchurch - Public forum in Waimakariri just completed. Selwyn – 27th June 2019.</p> <p>Christchurch – sessions at Tūranga library next week.</p>
<p>9</p>	<p>GCCRS update – Darren Wright</p> <p>From Budget, the service has been extended for additional two years. Partially funded for the two years following that.</p> <p>As at 24th May – 1005 registered with the service, 244 closed/settled. Month of May, 98 cases into the service, closed 95. Demand is significantly still high.</p> <p>Tribunal passed its last reading. Tribunal is expected to be launched mid-June. Working with the Tribunal on how the two services will work together.</p> <p>244 cases settled – 120 as a cash settled, 38 required more information. Impact flow on – majority are not completing repairs. Selling and moving on.</p> <p>If repaired – will take approx. two years to get back into that property. An accommodation payment part of their insurance.</p> <p>Majority of claims are ‘new repairs’ – 67% of clients come as referrals from current customers, which is a positive endorsement of the service.</p> <p>22 cases have gone through internal dispute services. 18 of those were determinations - none went to the judge, as they were settled prior.</p> <p>High demand on engineering services, on peer reviews and engineering facilitations. This is a pressure point which means delays getting an engineer.</p>

	<p>Residential Advisory Services managing 2016 Kaikoura event. Needs to be a package put together for homeowners who take a cash settlement and if buying a 'as if where is' clear precise instructions are required. To be raised through the Governance Group. Darren and Lucy to discuss. Lucy acknowledged the Pathways presentation from the last Committee meeting.</p>
<p>10</p>	<p>Terms of reference:</p>  <p>ToRPsychosocialCte e2019draft.docx</p> <p>Terms of reference are due for updating.</p> <p>Feedback has been received from committee. The word 'Psychosocial' remains problematic to committee members and is not well understood, and discomfort has also been expressed about the word 'wellbeing', which can seem vague. However, this language has been a part of our current Terms of Reference and no suitable alternatives have been proposed. The Committee therefore agreed to accept the draft presented.</p> <p>Recommendation to reflect current purpose. Agree to stay as is.</p> <p>Rawa – should we be saying more to support EDLG? The Accessibility Charter is listed as a priority item,</p> <p>10.a Action Point: Finalised completed Terms of Reference to be sent out.</p>
<p>11</p>	<p>Shared Programme of Action (reports taken as read) All Right? And Treasury:</p>   <p>4104153_Update to AllRightManagerRe Psychosocial Commi portmay2019.docx</p> <p>Acknowledgment from group to the All Right? campaign for wonderful resources of He Waka Eke Noa.</p> <p>EQC rep alerted the group to the following Consumer Protection page; a new "Buying a house after a natural disaster" webpage. https://www.consumerprotection.govt.nz/help-product-service/buying-or-renting-a-house/buying-after-natural-disasters/</p>
<p>12</p>	<p>Updates from members and information sharing:</p>  <p>20190531 Residential Red Zon</p> <p>Glenys Browne (LINZ): In August 2018, the Minister for Greater Christchurch Regeneration announced that payments would be made to all former owners of uninsured or underinsured Residential Red Zone properties where a payment had not already been made for the uninsured improvements. These 104 Ex Gratia payments have now all been made.</p> <p>The Crown has made all ex gratia payments – totalling nearly \$11million. 82 payments for uninsured properties and 21 for underinsured properties. Based on the 2007/2008 rateable value.</p> <p>107 red zone properties. Can sell red zone property. Council to still provide services (temporary). Crown offer now closed.</p> <p>Committee comments: Concerns around the wellbeing of this group, noting that the relatively low uptake of this offer suggests people could not afford to take it. Nigel asked if it was possible to get contact information in order to offer pastoral support.</p>

	<p>Committee – as a group keep these residents on our radar.</p> <p>12.a Action point: Committee to contact Regenerate and ask for clarification on what support is there for this group.</p> <p>12.b Action Point: Lucy to contact Human Rights Commission to see if they are doing any further work with this group following their survey of remaining Red Zone residents.</p> <p>Penny – part of the Mana Aka. Mana Aka is now in every primary school. Celebrated its first birthday. Group would like to acknowledge Claire Shepherd.</p> <p>Eileen – Student research on unresolved claims. Still looking for more contacts. Eileen to send one pager.</p> <p>12.c Action Point: Eileen to send ‘one pager’ to committee.</p>
13	<p>Items for the Governance Group:</p> <p><i>Issues for noting:</i> Concern regarding wellbeing of those who did not accept the 2018 Red Zone offer. Endorsement of the ongoing work of EDLG</p> <p><i>Issues for escalation</i> Buying a ‘as is, where is’ property. Who is supporting, providing advice for potential buyers.</p>
<p>Next meeting: Friday, 26th July 2019 – 1.00pm – 3.00pm</p>	

Possible speakers

School of Psychological Medicine – Research into how people who were perceived to be resilient post-earthquake and people who were anxious post quakes. Research has been renewed for next year.

Mana Aka Project team – midyear June/July.

People/Communities who are not homeowners

Rose Henderson – Psychosocial model response in Kaikoura.

First responders – identified late presenters.

Primary care/ (Pilot in Auckland) Procure Group- Primary Care – Rural Mental Health.

Mental Health Inquiry.

Resilience Partnership Funds Group Receivers.

Homeowners Group

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Actions – 31st May 2019

Action	Who	Due
<p>Chair's update:</p> <p>Action Point: Lucy to share email trail.</p>	Lucy	ASAP
<p>CCC – Mosque Shooting Recovery Model update – Claire Phillips</p> <p>6.a Action Point: will be forwarded out weekly to committee members.</p>	Debbie	Weekly
<p>Future Plan EDLG and Charter – Ruth Jones</p> <p>7.a Action Point: Ruth to send Committee Accessibility key messages that can be shared through group contacts.</p>	Ruth	ASAP
<p>Terms of reference:</p> <p>10.a Action Point: Finalised completed Terms of Reference to be sent out.</p>	Sara/Debbie	ASAP

<p><i>Updates from members and information sharing:</i></p> <p><i>12.a Action point: Committee to contact Regenerate and ask for clarification on what support is there for this group.</i></p> <p><i>12.b Action Point: Lucy to contact Human Rights Commission to see if they are doing any further work with this group following their survey of remaining Red Zone residents.</i></p> <p><i>12.c Action Point: Eileen to send 'one pager' to committee</i></p>	<p>Lucy</p> <p>Lucy</p> <p>Eileen</p>	<p>ASAP</p> <p>ASAP</p> <p>ASAP</p>
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