



Terms of Reference for GCCRS Wellbeing Advisory Group

February 2020

A. Background

1. The Greater Christchurch Claims Resolution Service (GCCRS) has been established to support the resolution of insurance claims related to the Christchurch Earthquake sequence. GCCRS provides impartial and independent advisory and resolution services to residential home owners who have outstanding or potential insurance claims within the Greater Christchurch earthquake sequence.
2. These are the Terms of Reference (ToR) for the oversight of the GCCRS Wellbeing Advisory Group (WEAG).
3. The Wellbeing Advisory Group is not a statutory board and has no legal standing.

B. Objectives

1. The objective of the GCCRS is to:
 - a. Achieve the correct insurance resolution for customers consistent with the Earthquake Commission Act, the applicable insurance policy (including legislation, case law and natural justice); and
 - b. Assist with the psychosocial recovery and wider wellbeing of the homeowner both during the resolution of the claim and post settlement.
2. The objective of the Wellbeing Advisory Group is to:
 - a. Improve the service provided by GCCRS by with a wellbeing perspective;
 - b. Undertake to make GCCRS aware of important wellbeing issues; and
 - c. Advise the GCCRS Director and the GCCRS Advisory Committee,
 - d. Act as advisor to the service.
 - e. Help develop wellbeing models which can be rolled out in future recoveries.

C. Principles of the GCCRS

The following principles underpin the functioning of the GCCRS:

1. **Independence:** the GCCRS is independent from EQC and insurance companies;
2. **Customer-centricity:** the customer will be supported by the GCCRS in the assessment, management and resolution of their insurance claim;
3. **Transparency:** subject to members' obligations around privacy and confidentiality, the GCCRS will be open with processes, decision making and communication with customers;
4. **Flexibility:** in outcomes and processes for achieving those outcomes;
5. **Timeliness:** the processes of the GCCRS will support the prompt settlement of outstanding insurance claims wherever reasonably possible;
6. **Well-being:** the successful resolution of an insurance claim includes facilitation of the psychosocial recovery and wellbeing of the owner.

D. Role of the Wellbeing Advisory Group

To provide advice and oversight of:

1. Generic wellbeing support for clients of GCCRS
2. Workplace wellbeing support and training strategies for GCCRS staff, individually and collectively
3. Ensure appropriate management of identified cases which require significant mental health input

E. Membership

The Wellbeing Advisory Group will be made up of representatives from:

1. GCCRS
2. CDHB Specialist Mental health service
3. CDHB Planning and Funding
4. CDHB Community and Public Health
5. Pathways
6. Chair, GCCRS Homeowners Advisory Group
7. Other wellbeing specialists as seconded by member

F. Protocols

The members agree that in dealing with each other, and in dealings with homeowners, they will abide by the following principles and professional standards of behaviour:

1. Be open, frank, honest, prompt, fair and consistent;
2. Seek constructive steps to avoid differences and identify solutions;
3. Be ready to discuss issues in an open and collaborative manner;
4. .
5. Maintain appropriate confidentiality
6. The parties will develop and maintain a reciprocal relationship of support and will work constructively and on a “no-surprises” basis. In particular, the parties will keep each other informed of any potential contentious events or issues in a timely manner.

G. Conflict

The members of the Wellbeing Advisory Group will disclose any potential or perceived conflict of interest to the other members of the Wellbeing Advisory Group. The WEAG will decide the best way for conflicts to be managed, including members withdrawing from decisions associated with the conflict of interest. In the event that a member withdraws, a different representative from the organisation can attend in their place provided there is no conflict of interest in them doing so.

H. Administration

1. The group will meet monthly, or as required
2. If the Chair is unable to attend a meeting, they will delegate responsibility.
3. Quorum will be 2 members, plus the Chair.
4. The Chair is responsible for preparing and distributing a written agenda at least two working days before the meeting.
5. Minutes will be published on the GCCRS website within 20 working days of the meeting.
6. The members shall endeavour to make proposals by consensus, however a majority of votes will be sufficient in the event that a consensus is not possible. In the event of a tie in votes, the Chair shall have the casting vote.
7. Secretariat support will be provided by the GCCRS.
8. The Wellbeing Advisory Group ToR will be reviewed annually and agreed by members.