





# Greater Christchurch Psychosocial Committee

## Meeting Minutes – 4<sup>th</sup> October 2019

<b>Date / Time</b>	Friday, 4 <sup>th</sup> October 2019, 1 – 3 pm	
<b>Location</b>	Pegasus Health, Madras Street, (Meeting Room 1.02)	
<b>Attendees:</b>	Donna Ellen (Pegasus), Eileen Britt (Canterbury University), Fiona Bartley (MoE), Gareth Birch (CDEM), Liezel Esterhuizen (EQC), Lucy D’Aeth (Facilitator- CDHB), Nigel Ripley (BCC – Inter Church Forum), Rachael Walkinton (EQC), Ruth Jones (EDLG), Sara Epperson (CDHB) Guest Speaker: Renée Walker - EQC	
<b>Apologies:</b>	Adele Wilkinson (MHERC), Anna Hunter (CDHB), Ciaran Fox (All Right?), Claire Phillips (CCC), Darren Wright (GCCRS), Holly Griffin (OVTRK; Sport Canterbury), Penny Taylor (PSUSI), Pip Mabin (NZ Red Cross), Rose Henderson (CDHB), Tessa Sturley (WMK)	
Facilitator: Lucy D’Aeth (CDHB)		Minute Taker: Debbie Baugh (CDHB)
<b>1</b>	<b>Welcome; Apologies:</b> Lucy welcomed the group to the meeting. Apologies were noted.	
<b>2</b>	<b>Minutes of Previous meeting – 31<sup>st</sup> May 2019</b> Minutes accepted.	
<b>3</b>	<b>Matters arising:</b> Chairs Update: Lucy to share email trail from Treasury on update. – On-going. CCC – Mosque Shooting Recovery Model update – Claire Phillips 6.a Action Point: will be forwarded out weekly to committee members. <b>On-going – update is now monthly. Discussion with Claire Phillips to organise update to be sent to Committee members.</b> Future Plan EDLG and Charter – Ruth Jones 7.a Action Point: Ruth to send Committee Accessibility key messages that can be shared through group contacts. <b>Completed. See further discussion in Shared Programme of Action.</b> Updates from members and information sharing: 12.a Action point: Committee to contact Regenerate and ask for clarification on what support is there for this group. <b>On-going – Lucy to have further discussions.</b> 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. <b>On-going – Lucy to have further discussions.</b>	
<b>4</b>	<b>Chair’s update:</b>  What we’ve heard - an early snapshot.m  Public inquiry into EQC review – attached early snapshot update from Dame Silvia Cartwright. Waiting on full report to Governor General, March 2020. Homeowners Advisory GCCRS group – reviewing Terms of Reference. Funding has been extended.	
<b>5</b>	<b>Governance Group update:</b> Last meeting June 2019 - Discussion around resilience funding. Conversation on Mosque recovery instruments that have involved. Signed off Psychosocial Committee Terms of Reference October meeting has been postponed.	

<p>6</p>	<p><b>EQC Update – Renée Walker</b></p> <p>Still settling approx. 700 claims a month, but also re-opening 700 a month. A majority of these claims are additional damage or defective repair work – 20% un-scoped damaged e.g. drainage/foundations.</p> <p>On-sold policy has contributed to the number of re-opens. Prior these issues were unresolved. 2,500 open claims at end of July.</p> <p>Customer satisfaction has been positive. Asking customers about their experience over last six months as opposed to over last 9 years. A lot of initiatives put in place around case management, builder lead, enduring settlements and customer engagement and agreement put in place prior – these initiatives appear to be working.</p> <p>Scope process is more enduring, involving a whole scope of each dwelling.</p> <p>Staff being challenged by board to up settlement rate to 1000 a month.</p> <p>Asking builders to lead more. Using independent experts/contractors. - Using Crawford’s, Sedgewick’s, and Gallagher Bassett to lead some of these settlements. Working alongside GCCRS. Will increase settlement rate over October/November.</p> <p>On-sold over cap programme- \$300million policy that we will administer. Ensuring repairs done, improving housing stock. Treasury very clear it’s a social policy not insurance policy. New homeowners could receive a better settlement compared to previous home owners (Indemnity Policy). Could lead current owners of not on-sold’s questioning Government. Have pointed this risk to Treasury.</p> <p>Discussion with Treasury re cap on payments – there will be some, 300 registered with us, another 50 registered with Shine Lawyers. Could be up to a 1000 in total. Believe there should be a cap on total losses.</p> <p>To qualify - Homeowner must have purchased on-sold before 15<sup>th</sup> August 2019. Had to have under cap settlement prior to purchase which has now gone to over-cap. Statuary declaration or signed builders contract must be completed.</p> <p>Public Education campaign planned. Next 12 months we will be counting down. We will educate people around due diligence. Going forward no further gratitude payments.</p> <p>Homeowners should be getting correct advice for purchasing. Speaking to a number of organisations, e.g. Lawyers/Real Estate Institutes.</p> <p>Approx. 400 looking like over-cap.</p> <p>End of year will take over Southern Response Claims (250 claims).</p> <p>Dame Silvia Cartwright summary findings – no surprise. Continuing to improve. Will review full report in March/April. Have put in closing submission.</p> <p>Focus – how to move to future model. Wider insurance response – use more external resources/expertise, e.g. Engineers, Builders. Downsize internal expertise.</p>
<p>7</p>	<p><b>Homeowners GCCRS Update – Lucy D’Aeth</b></p> <p>Increase claims into service – mainly by word of mouth.</p> <p>On-solds being re-opened.</p> <p>A lot of conversation around engineering responsibilities.</p> <p>Wellbeing service being well used, increase funding post settlement.</p>
<p>8</p>	<p><b>Shared Programme of Action (reports taken as read) All Right? And Treasury:</b></p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  <p>AllRightManagerReART_23_EvaluationS portseptember2019.ummary_V22019.pdf</p> </div> <div style="text-align: center;">  <p>Update to Psychosocial Commi</p> </div> <div style="text-align: center;">  </div> </div> <p><b>Nigel –BCC – Inter Church Forum</b></p> <p>Canterbury Pasifika Churches Network – launched last year. Church leaders who have Pacific people in their churches to take a lead to work together. This year have run a pilot expo – church leaders ran it. Asked agencies to present, and had information stalls. A great number attended. Feedback survey completed and will do again. Will discuss with Polyfest about working with them next year.</p>

	<p>Look at running face to face expos in churches around housing, financial, health – getting agencies reps in the room. Church to take lead roles.</p> <p>Donna Ellen – Pegasus can assist with support around health.</p> <p><b>Ruth – EDLG</b></p> <p>Working with Access Alliance – aligned agencies pushing National Accessibility.</p> <p>Workshop in Christchurch before end of year. Research/back story to legislation paper into cabinet prior to next June. Encourage people to explore with candidates and newly elected officials their commitment to Accessibility.</p> <p>Accessibility Charter – can't be used due to recent decision by Barrier Free to copyright the Charter wording. EDLG will continue to use and promote charter but cannot promote as a funding tool.</p> <p><b>8.a Action Point: Lucy and Ruth to meet and discuss what this means for the Committee.</b></p>
9	<p><b>Items for the Governance Group:</b></p> <p><i>Issues for noting:</i></p> <p>EQC report</p> <p>Pasifika Churches Network</p> <p><i>Issues for escalation</i></p> <p>Implementation of the Accessibility Charter.</p>
<p><b>Next meeting: Friday, 29<sup>th</sup> November 2019 – 1.00pm – 3.00pm</b></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.

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

**Next meeting: Friday, 29<sup>th</sup> November 2019**

#### **Actions – 4<sup>th</sup> October 2019**

<b>Action</b>	<b>Who</b>	<b>Due</b>
<p><b>Shared Programme of Action:</b></p> <p><b>8.a Action Point: Lucy and Ruth to meet and discuss what this means for the Committee</b></p>	Lucy/Ruth	

**Actions – 31<sup>st</sup> May 2019**

<b>Action</b>	<b>Who</b>	<b>Due</b>
<b>Chair's update:</b> <b>Action Point: Lucy to share email trail.</b>	Lucy	On-going
<b>CCC – Mosque Shooting Recovery Model update – Claire Phillips</b> <b>6.a Action Point: will be forwarded out weekly to committee members.</b>	Claire/Debbie	On-going
<b>Future Plan EDLG and Charter – Ruth Jones</b> <b>7.a Action Point: Ruth to send Committee Accessibility key messages that can be shared through group contacts.</b>	Ruth	Completed
<b>Terms of reference:</b> <b>10.a Action Point: Finalised completed Terms of Reference to be sent out.</b>	Sara/Debbie	Completed
<b>Updates from members and information sharing:</b> <b>12.a Action point: Committee to contact Regenerate and ask for clarification on what support is there for this group.</b> <b>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.</b> <b>12.c Action Point: Eileen to send 'one pager' to committee</b>	Lucy  Lucy  Eileen	On-going  On-going  Completed