



Community Reference Group meeting notes

Date	13 May 2019
Time	10.00am – 11.30am
Venue	Christchurch Community House, 301 Tuam Street
Attendees	Ali Jones, Leanne Curtis, Deon Swiggs, Tom McBrearty, John Patterson, Evan Smith, Lucy D'Aeth, Cam Preston, Mel Bourke, Dame Silvia Cartwright, Dallas Welch (Head of Secretariat), Jane Meares (Counsel Assist), Adair Bruorton (Inquiry Secretariat) Apologies: Peter Beck, Garry Moore, Ken Pope
Chair	Dame Silvia Cartwright
Minute taker	Adair Bruorton

Welcome and Update from the Inquiry Chair

- The Chair, Dame Silvia Cartwright gave an update on the Inquiry's progress, along with related processes such as the Canterbury Earthquakes Insurance Tribunal – there was table discussion about the role of the Tribunal.

Update from the Secretariat

- Dallas outlined forthcoming meetings that have been scheduled, including local National Party MPs (local Labour MPs in calendar for later), several meetings in Waimakariri district, Tower, Empowered Christchurch and several individuals.

Reaching potential submitters

- The CRG shared useful ideas and contacts to help ensure the Inquiry can reach particular groups of claimants and residents, such as tenants, older people, print media and media commentators, and school communities and making it easy for them to make submissions.
- Members are concerned that the advertising in print and social media and radio is not reaching people – none of them had heard/read the ads. It was explained that advertising was about to be boosted further, in advance of the Public Forums.
- Suitable material for using on social media to raise interest in the Inquiry was suggested (e.g. 'call to action' video clips).
- Ways to encourage people to visit the public forums at Tūranga in mid-May and early June were discussed. The CRG is keen to see any barriers to participation minimised (e.g. timing).

of forum sessions, travel ease) but thought it was going to be hard to dispel disillusionment and lack of trust with consultation processes elsewhere.

- Preparing a kit of background information for community groups' use in holding their own conversations about the Inquiry was suggested.
- The questions posed in discussions need to be framed around asking people what can be done for the future – do it for your children, grandchildren, change the emotion from shame/ stigma to paying it forward and helping to make things better for next time. Break through the 'what's the point' attitude.
- Have to recognise that a lot of people are exhausted and can't bear to look back to days after the earthquakes and difficulties with EQC and other recovery issues.
- Seek editorial content in The Press and the Star.
- Be aware that people may not realise that it's safe to speak up and they won't be disadvantaged in their claim settlement if they criticise or tell the truth about their experiences. Some people are still very risk-averse.
- Need to reassure people that their submissions can be wholly confidential to the Inquiry.
- Also need to explain better and make it more widely known about the waiver EQC has given to claimants who have confidentiality agreements with EQC; and make the process clear for people with confidentiality agreements in place with their insurers that they need to check with their respective insurer what waiver provision they may make. Query: does the waiver cover Southern Response too? (Answer: claimants need to check with Southern Response for certainty of their position).

Next meeting

- Next meeting of the CRG is likely to be late in July at the earliest, once the Christchurch Public Forums and out-of-Christchurch engagements are completed. Over the next two months the Inquiry Chair is fully committed and/or travelling out of town. Email updates will be sent to the group in the meantime, and any further feedback or ideas from members is welcomed at any time.