

# Community Reference Group meeting notes

<b>Date</b>	12 August 2019
<b>Time</b>	10.00am – 11.35am
<b>Venue</b>	Christchurch Community House, 301 Tuam Street
<b>Attendees</b>	Peter Beck, Cameron Preston, Ali Jones, John Patterson, Tom McBrearty, Lucy D'Aeth, Garry Moore, Deon Swiggs, Leanne Curtis, Dame Silvia Cartwright, Dallas Welch and Adair Bruorton (Secretariat) Apologies: Ken Pope (overseas), Mel Bourke (work commitment), Evan Smith (unable to find a car park)
<b>Chair</b>	Dame Silvia Cartwright
<b>Minute taker</b>	Adair Bruorton

## Welcome and engagement update from the Inquiry Chair

- The Chair, Dame Silvia Cartwright welcomed members to the meeting and thanked them for their time and continued advice.
- Since the CRG has last met, the Inquiry has undertaken a large number of community engagements across 15 towns and cities (18 Public Forums, 19 meetings with local community groups/local government and 7 forums with current and former EQC staff/contractors). Individual meetings with people of interest and those who requested a meeting have continued (77 meetings so far).
- Dame Silvia acknowledged the generous assistance given by local council and other colleagues in helping arrange the visits outside of Christchurch. They helped with arranging suitable venues, doing local promotion and bringing together community service providers and residents who have been keen to share their experiences.
- Dame Silvia reiterated her thanks to the CRG for their advice on how to engage with communities about their experiences with the EQC, and the need for an empathetic approach. Everywhere, it has been appreciated that the Inquiry has travelled to listen to local people's experiences.
- Meetings have included those with industry or technical expertise, advocacy and representative groups. A hui hosted by Te Putahitanga o Te Waipounamu was very useful. Secretariat staff have met with some representative groups and individuals too, when the Chair has not been available. Forums with current and former EQC staff have been insightful and frank.
- Dame Silvia is satisfied that the inquisitorial approach to hearing from people has been effective. Quite a number have chosen to send in further information after attending a

meeting – clearly feeling encouraged to contribute. Similar stories and experiences have been expressed everywhere, providing a solidarity of views.

- It has been impressive how people have provided objective and thoughtful views, despite often having a very personal story to share also.
- People’s experiences varied between urban and rural situations – generally, insurers became the focus of people’s experience (instead of EQC), the further north the Inquiry travelled. Hearing from small rural communities through to people living in large cities has been diverse and always interesting and worthwhile to hear about their particular local experiences and knowledge.
- Members of the CRG asked some questions about the extent of reach the Inquiry has been able to achieve, in terms of meeting or hearing from a reasonable range of people in local communities. Dame Silvia is confident that she has been able to reach a fair number of people in order to inform her report, along with the almost 1,000 written submissions received.

## Initial thinking

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- Dame Silvia is still in the preliminary phase of her thinking on the final report: she will be guided by the Inquiry’s [terms of reference](#) in how the report is shaped.
- Dame Silvia forewarned that her report may not be prescriptive nor go into the detail of *how* changes/improvements might be made, but will explain the reasons why a change is recommended for consideration.
- The following were discussed:
  - Recognising the impacts on people that EQC operational practices has had;
  - Improving dispute resolution processes;
  - Recognising the importance of community input into building processes; and
  - Clarifying statutory matters in the EQC legislation.

## Summary document

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- A succinct summary of ‘what we’ve heard’ will be published at some point before the final report - the Inquiry is keen to go back to submitters and those who have attended forums and acknowledge what’s been said and listened to.
- Group members would like to see some more material go out publicly as soon as possible, to keep the public up to date about next steps and complete the loop on the community engagement.
- It was agreed that the Inquiry team will look at ways to publish the material from the public forums (i.e. the notes taken at all the forum discussions and the posters with key themes heard in submissions) along with a current timeline and Inquiry progress update.
- CRG members talked about their role prior to and around the time the final report is presented to the Governor General and Government. They agreed they will be able to,

for example, support public awareness of the report, endorse the process followed and will be able to support those parts of the report that they agree with.

## Next meeting

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- Next, final meeting is likely to be in November – an opportunity for the CRG to undertake its final role as set out in its terms of reference:

*6. Provide feedback on the interim report from the Inquiry from the perspective of the extent to which it reflects matters raised by claimants and interested parties.*

## Actions

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	Date of meeting	Action	Responsible owner	Due date	Comments
1	12 August	Inquiry team to work on publishing 'what we've heard at public forums' notes, summary of key themes heard and other info to update the community.	Dallas Welch	10 September	