



Community Reference Group meeting notes

Date	7 March 2019
Time	3.30pm – 5.00pm
Venue	Christchurch Community House, 301 Tuam Street
Attendees	Peter Beck, Leanne Curtis, Lucy D’Aeth, Ali Jones, Tom McBrearty, Garry Moore, John Patterson, Ken Pope, Cam Preston, Evan Smith, Dallas Welch, Adair Bruorton Apologies: Mel Bourke, Deon Swiggs
Chair	Peter Beck
Minute taker	Adair Bruorton, Inquiry Secretariat

Welcome and apologies

- Dallas Welch welcomed everyone, noting apologies from Mel Bourke and Deon Swiggs and that (as agreed) the Inquiry Chair was not attending this meeting.
- The Community Reference Group (the Group) decided that Peter Beck would chair the meeting.
- Everyone agreed that the notes of the previous meeting (13 February) should be added to the Inquiry website.
- The Group affirmed its role as set out in its [Terms of Reference](#) – i.e. to advise the Inquiry Chair on the “how” to engage with people and hear their experiences and views, and not the “what” of particular viewpoints or issues.
- Dallas invited any Group members who want to express their particular views and experiences to the Chair, to request a meeting with Dame Silvia Cartwright.

Discussion about written submissions and public forums

Written submissions

- Secretariat plans to commence written submission process in mid-late March: it is receiving requests by submitters already to send in material, and needs to maintain momentum.
- Building trust in the engagement process will be crucial –people need to know that it’s worth their while participating and something will come of it.
- With regard to question prompts for written submissions:
 - Firm agreement that questions need to be open-ended. The Secretariat outlined the proposed style of questions, which met this approach (Tell us your experiences; what went well and why; what didn’t go well and why; suggestions for changes to EQC to improve readiness and operational practices; other comments).

- The Inquiry should collect both in-scope and out-of-scope material. The Group agreed unanimously on the importance of gathering all the experiences as a legacy, regardless of scope, and that it is acceptable for the out-of-scope material to be separated out at report stage (and potentially for use/reference in the future).
- It was acknowledged that there will be repetition in these experiences, but this does not diminish their collective value. Also, that it will not be easy to separate the EQC strands of people's experiences from those relating to related insurance and other matters. It was noted that the Inquiry Chair had said at the Earthquakes Symposium that inquiry would look at insurance matters beyond EQC, so this material will be relevant.
- Knowing where on the post-earthquake/recovery timeline submitters are referring to is important – e.g. experiences in 2011/12 may be quite different to 2017, by which time EQC had made improvements to operational practices.
- Collection of demographic data such as location (of homeowner and/or property referred to), ethnicity and age group is valuable for analysis purposes and enriches the 'picture' of those who choose to submit.
- Caution noted that people's perception of their experiences may vary between the journey and the outcome – the journey might have been really difficult, but the outcome was good.

Summary of matters raised in submissions

- Closing the loop is important – i.e. going back to the community and saying "this is what we've heard".
- Following the completion of the public engagement phase, there needs to be a very short, succinct version of the summary that is readable and resonates with submitters and the community: "this is what we heard you say and this is what happens next".
- The analysis of submissions must 'make sense' to the community.
- The visibility to the community of the views and stories collected in the engagement/submissions processes is really important.

Collective experience of sharing experiences and ideas

- The concept of a Share an Idea-type event was discussed positively (but not to use that name as it's instantly associated with the earthquake aftermath), as a way for people to have the space and opportunity to share their views/ideas in a whole-of-community way.
- Would be good to provide opportunities for people to be heard by the Inquiry 1:1 and also have the chance to record experiences/story on video. The Campbell Live Caravan concept was mooted as an effective and popular way to capture stories.
- Such a collective experience would benefit from being a 'filtered space', such as honing in on a few 'big' topics (e.g. Share an Idea used Market, Life, Move and Space) to help curate the ideas.

- Need to be remember that not all people like the same sorts of channels for expressing views and experiences – e.g. the small-table discussions at the Older Generations Forums appealed to older adults.
- Other suggestions for engaging and stimulating views: encourage household and neighbourhood conversation topics, Your Voice, Your Choice participatory budgeting programme in Seattle.
- How can/will children and young people be able to take part in sharing their EQC and insurance experiences? For example, young people saw the impact on their parents/household of stressful claims management and settlement processes.

Concluding comments

- Everyone agreed that whatever is undertaken to gather views needs to follow through and make people confident that they *will* be heard and something *will* happen.
- People may need convincing that it will be worth their time having a say, if they have been disillusioned by recovery progress following the earthquakes and have a negative perception of the uptake of ideas from *Share an Idea*. Utilising well-known identities as part of a 'call to action' could encourage participation.

Actions for follow-up

	Date of meeting	Action	Responsible owner	Due date	Comments
1	7 March	Secretariat to draft a 'strawman' for how public forums/face-to-face engagement might look, based on this meeting's discussion. Include a timeline for Inquiry milestones.	Adair Bruorton / Dallas Welch	20 March	
2	7 March	Circulate the 'strawman' in advance of next meeting.	Adair Bruorton	21 March	
3	7 March	Secretariat to organise next two meeting dates: one for the Group/secretariat in late March to discuss 'strawman' and second one for Group to meet again with Dame Silvia and provide its feedback/advice building on the 'strawman' (1 April flagged)	Adair Bruorton	11 March	