



## Community Reference Group meeting notes

<b>Date</b>	25 March 2019
<b>Time</b>	3.30pm – 5.00pm
<b>Venue</b>	Christchurch Community House, 301 Tuam Street
<b>Attendees</b>	Peter Beck, Leanne Curtis, Lucy D'Aeth, Mel Bourke, Deon Swiggs, Tom McBrearty, Garry Moore, John Patterson, Ken Pope, Cam Preston, Evan Smith, Dallas Welch (Head of Secretariat), Adair Bruorton (Inquiry Secretariat) Apology: Ali Jones
<b>Chair</b>	Peter Beck
<b>Minute taker</b>	Adair Bruorton

### Welcome and round-table reflection

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- Dallas Welch welcomed everyone, noting an apology from Ali Jones.
- The Community Reference Group (the CRG) affirmed that Peter Beck would chair this meeting and subsequent ones.
- The meeting took some time to reflect on the recent terrorist attacks, both personally and from the perspective of how the events and their aftermath are likely to impact on the community's readiness and interest in engaging with the Inquiry into the EQC.
- Everyone agreed that it is still just as important for the process to be completed thoroughly and in a timely way. However, the Inquiry needs to be mindful that people may have a different level of interest or priority now. The messaging to encourage participation needs to reinforce the value of people's past and current experiences in helping shape the future EQC and the experiences claimants will have after another natural disaster event.

### Update from the Secretariat

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- The launch of the public website and public submissions phase was postponed immediately following the terrorist attacks. It is planned to now commence this in early April.
- The Chair is continuing her programme of interviews: recent and forthcoming interviews include EQC board members and management (past and present), the former Minister for EQC, Greater Christchurch Psychosocial Committee, private insurers, Canterbury Community Law, Ngāi Tahu, Fletchers, EQC current staff (and former staff will be sought too), Greater Christchurch Partnership mayors and chief executives.
  - The CRG made suggestions for sectors/representatives that it would be useful for the Inquiry to hear from: contractors who worked for Fletchers, quantity surveyors, builders, engineers, lawyers (including those who have represented claimants), local

government building consents and land drainage teams (e.g. with regard to laterals' repair).

- Dallas reiterated that any CRG members who want to share their experiences with the Chair, can request a meeting with Dame Silvia Cartwright.
- It was agreed that the notes of the previous meeting (7 March) could be added to the Inquiry website.

## **Discussion about public forums**

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- Everyone agreed that there is very likely a changed level of interest in the Inquiry, following the terrorist attacks, and some (maybe many) people will no longer wish nor be able to focus on participating in the Inquiry – neither now nor for an unknown length of time.
- However, there was overall agreement that the Inquiry process should proceed, albeit acknowledge and take into account people's possible changed priorities and interest level.
- The Inquiry 'call to action' / key messages need to really encourage public participation and emphasise why it's important for people to take part and share their experiences ("what's in it for me"), such as emphasising that it will help ensure New Zealand has robust organisations such as EQC and they are prepared for future natural disaster events. Need to recognise that people will never have the same experience again, as changes have already been made to EQC practices – but it's still really important for people to take the time to share their experiences and views on improvements/changes.
- Public forums need to offer a range of ways for people to engage in the Inquiry – need to offer a diverse approach to channels for people to have a say, and ensure that all stories/experiences are accepted, not just in-scope material. Sharing views with Inquiry staff, exchanging views and experiences with other attendees, adding post-it ideas to themed walls, making oral or written submissions, recording your story on video, getting information about the Greater Christchurch Claims Resolution Service and other assistance, taking part in a focussed discussion (e.g. issues relating to body corporates or tenants) were all suggested.
- Although the Chair is the focal point and lead of the Inquiry, it is not essential (nor practical) that she, personally, is available and visible at every public engagement event. Many people will be satisfied if they can make their views known to Inquiry staff, as long as they are assured the views will be received and understood by the Chair too.
- Having a central, identifiable base where people can go to and engage with the Secretariat staff about the Inquiry would be appealing – people will be purposeful in choosing if they want to engage, so having a sense of place to visit will provide this.
- Taking the Inquiry to where people are 'at' was discussed – e.g. popular public locations such as shopping malls, large gatherings were suggested. However, there were mixed views on whether these were places where people had the time or inclination to really engage.

## Actions for follow-up

	Date of meeting	Action	Responsible owner	Due date	Comments
1	25 March	Secretariat to revise public forums/engagement plan, as per discussion and recirculate to the Group in advance of next week's meeting with the Inquiry Chair.	Adair Bruorton / Dallas Welch	28 March	
2	25 March	Secretariat to circulate the key messaging/tone that will be used to promote participation in the Inquiry, so that the Group can feedback on any suggested changes to nuance, to reflect current community sentiment.	Adair Bruorton	28 March	Sent our 26 March
3	25 March	Secretariat to send out agenda for next meeting with the Inquiry Chair – to include forums' discussion, key messaging and out-of-Christchurch engagement.	Adair Bruorton	28 March	