

Department of the Prime Minister and Cabinet

Inquiry into the Earthquake Commission Proactive Release

January 2021

The document below is released by the Department of the Prime Minister and Cabinet relating to the Public Inquiry into the Earthquake Commission.

Further information relating to this programme of work can be found on the DPMC website:
<https://dpmc.govt.nz/our-programmes/special-programmes/eqc-inquiry>

Key to Redaction Codes

Certain information in this document has been withheld under one or more of the following sections of the Official Information Act, as applicable:

No information has been withheld.

Accessible HTML version:

If you require HTML versions of this material please contact information@dpmc.govt.nz and cite the document's title or PDF file name.

© Crown Copyright, Creative Commons Attribution 4.0 International (CC BY 4.0)



Community Reference Group meeting notes

Date	13 February 2019
Time	4.00pm – 6.10pm
Venue	Christchurch Community House, 301 Tuam Street
Attendees	Dame Silvia Cartwright (Inquiry Chair), Peter Beck, Mel Bourke, Leanne Curtis, Lucy D'Aeth, Ali Jones, Tom McBrearty, Garry Moore, John Patterson, Ken Pope, Cam Preston, Evan Smith, Deon Swiggs, Dallas Welch, Adair Bruorton
Chair	Dame Silvia Cartwright, Inquiry Chair
Minute taker	Adair Bruorton, Inquiry Secretariat

Welcome and apologies

- Dame Silvia Cartwright, the Inquiry Chair, welcomed attendees and thanked them for their time and willingness to be a member of the Community Reference Group for the Inquiry.
- Attendees introduced themselves with a brief background to their involvement in EQC-related and post-earthquake advocacy and activities.
- An apology from Mike Coleman was noted, as he has decided he is unable to take up a place on the Group.
- It was noted that the Secretariat will continue to seek a recommendation from Ngai Tahu for a Group member to attend on their behalf.

Chair's introduction, followed by discussion

- Dame Silvia provided an overview of the Inquiry's scope, as set out in the Terms of Reference and the inquisitorial approach she is taking to seeking information. She talked about the importance of the Community Reference Group's advice to her in ensuring appropriate and useful opportunities for claimants and citizens to submit and share their experiences and views that are relevant and within the Inquiry's scope.
- Discussion followed, broadly around how and with whom the Inquiry needs to engage with.

Whiteboard notes from table discussion

- Transparency throughout the Inquiry process is crucial.
- It's really important for people to be able to share their stories and experiences using a range of channels (e.g. written, oral, video clip).
- But consideration needs to be given to possible risks of re-traumatising people by asking them to share their experience.

- Professional well-being support needs to be on-hand for submitters who may be troubled by the process of recounting their experiences. (Is there funding to support this?)
- The Inquiry needs to be about *understanding* people's experiences, not just hearing them.
- There also needs to be opportunity for people to propose suggestion for changes to EQC/systems.
- Has consideration been given to live streaming of public forums?
- People's stories should be made publicly available (though ensuring confidentiality of information for people who wish for this needs to be able to be guaranteed).
- Analysis of people's experiences and feelings will be required.
- Likely themes that will emerge in people's stories of their experiences need to be identified: these could be used as question prompts to help submitters 'organise' their stories/submissions, and also used for analysing the information received?
- A bibliography of the quake stories already gathered would be a useful record.
- Three different components or phases of the Inquiry's role need to be considered:
 - Healing (cathartic role the Inquiry has – there's an expectation of and need for this, but it's not explicit in its terms of reference)
 - Reconciliation (not the role of the Inquiry)
 - Remediating (looking to the future).
- It's important for the Inquiry to talk with current and past EQC staff.
- Would-be submitters who have confidentiality clauses in place as part of settlement agreements with EQC or insurers will need to be mindful of constraints that may impact on what they can submit on.

Conclusion

- The Group agreed to reconvene, as soon as possible, to brainstorm the questions and prompts that could be asked of submitters, to assist them in preparing their submissions. The Group will meet on its own, joined by 1-2 Secretariat members. Dame Silvia offered to attend but the Group is happy to do this exercise on its own.
- Dame Silvia thanked everyone for their contributions to the meeting and looks forward to receiving their feedback following the planned brainstorm.

Actions for follow-up

	Date of meeting	Action	Responsible owner	Due date	Comments
1	13 February	Adair to send around typed up whiteboard notes	Adair Bruorton	14 February	
2	13 February	Adair to email Group members to find a date/time for the brainstorm session	Adair Bruorton	14 February	



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	



Community Reference Group meeting notes

Date	25 March 2019
Time	3.30pm – 5.00pm
Venue	Christchurch Community House, 301 Tuam Street
Attendees	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
Chair	Peter Beck
Minute taker	Adair Bruorton

Welcome and round-table reflection

- 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

- 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

- 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	



Community Reference Group meeting notes

Date	12 April 2019
Time	11.25am – 12.30pm
Venue	Christchurch Community House, 301 Tuam Street
Attendees	Ali Jones, Leanne Curtis, Deon Swiggs, Tom McBrearty, John Patterson, Evan Smith, Ken Pope, Dallas Welch (Head of Secretariat), Adair Bruorton (Inquiry Secretariat) Apologies: Peter Beck, Lucy D'Aeth, Mel Bourke, Garry Moore, Cam Preston
Chair	Dallas Welch
Minute taker	Adair Bruorton

Welcome and Update from the Inquiry Chair

- Dallas Welch welcomed everyone, noting apologies.
- The Community Reference Group (the CRG) agreed that Dallas would chair the meeting, as Peter Beck is away this week.
- Dame Silvia Cartwright, the Inquiry Chair, updated the CRG on recent interviews she has conducted and meetings attended. These include current and previous EQC governance and management, Greater Christchurch Psychosocial Committee, former Minister Responsible for the EQC, Tenants Protection Association, Southern Response, Christchurch City Mayor and Councillors, Mayors and CEs of the Greater Christchurch Partnership, and the Insurance Council. Further engagements continue in April and May.
- All the meetings and interviews are proving useful and insightful: in particular they emphasise how EQC's relationships with claimants and communities are just as important a factor of their effectiveness as their technical advice and process for management of claims.

Update from the Secretariat

- The public website and public submissions phase opened on 10 April. Submissions have started to come in. Submissions are invited through to 19 May (*now 26 May*).
- The first edition of a regular newsletter to interested people and organisations has been sent out. CRG members are encouraged to forward it on through their networks – both to raise awareness of the submissions process and invite others to receive the newsletter if they are interested in the Inquiry.
- EQC current and former staff have been invited (via EQC) to contact the Inquiry if they want to attend a staff forum. The CRG asked if EQR staff will be sent a similar invitation (Secretariat

to look into that). The Secretariat noted that it will confirm the confidentiality of staff comments/references at these forums.

- With regard to claimants being able to speak to the Inquiry about matters that are part of a confidential settlement, there is information on the Inquiry website (eqcinquiry.govt.nz) about EQC waiving confidentiality provisions so affected claimants can speak freely to the Inquiry; claimants need to contact their respective insurer to check their position.

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 and school communities and make it easy for them to make submissions.
- Suitable material for using on social media to raise interest in the Inquiry was discussed.
- Ways to encourage people to visit the public forums at Tūranga in mid-May and early June were discussed.
- Preparing a kit of background information for community groups' use in holding their own conversations about the Inquiry was suggested.

Next meeting

- Monday 13 May (morning). Purpose: Update on progress /uptake for the written submissions; further advice on and public forums.

Actions for follow-up

	Date of meeting	Action	Responsible owner	Due date	Comments
1	12 April	Secretariat to send out invitation for next meeting on 13 May	Adair Bruorton	16 April	
2	12 April	Secretariat to follow up on contacts/suggestions with regard to possible groups of interest to the Inquiry	Adair Bruorton	18 April	
3	12 April	Secretariat to check feasibility of ex-EQR staff being contacted, to invite them to attend former-staff forums	Dallas Welch	28 March	
4	12 April	Secretariat to confirm confidentiality of comments/references at EQC staff forums	Dallas Welch	28 March	
5	12 April	Secretariat to look at preparing a 'kit' of relevant information and talking points that could be sent to community/interest groups who can work with their members to encourage preparation of submissions	Adair Bruorton	2 May	
6	12 April	Secretariat to send the CRG a short summary of the key elements of the print and social media advertising about the submissions process	Adair Bruorton	16 April	



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.

Community Reference Group meeting notes

Date	12 August 2019
Time	10.00am – 11.35am
Venue	Christchurch Community House, 301 Tuam Street
Attendees	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)
Chair	Dame Silvia Cartwright
Minute taker	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

- 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

- 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

- 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

	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	



Community Reference Group meeting notes

Date	13 December 2019
Time	11.15am -1.15pm
Venue	Christchurch Community House, 301 Tuam Street
Attendees	John Patterson, Tom McBrearty, Mel Bourke, Ken Pope, Evan Smith, Lucy D'Aeth, Garry Moore, Deon Swiggs, Dame Silvia Cartwright, Dallas Welch and Adair Bruorton (Secretariat) joined by other members of the Secretariat team Apologies/Absent: Peter Beck, Cameron Preston, Leanne Curtis, Ali Jones
Chair	Dame Silvia Cartwright
Minute taker	Adair Bruorton

Welcome and engagement update from the Inquiry Chair

- The Chair, Dame Silvia Cartwright welcomed members to this, the seventh and final meeting of the Community Reference Group (CRG). She also welcomed members of the Secretariat team who have supported her during the year.
- The purpose of this meeting was for the CRG to fulfil its terms of reference, by offering feedback on whether the findings, as outlined to them, reflected what have been most important for claimants and those who have advocated for and supported them; and identifying any outstanding issues that need to be considered.
- Dame Silvia updated members on the meetings and interviews undertaken since the CRG last met in August – details of which are on the Inquiry website, [What's Happening](#) page.
- In recent months, however, Dame Silvia explained that her time has mostly been taken up with preparing her draft report. She then gave a high-level view of what she has heard and learned from different parties and research. This was followed by table discussion.
- Dame Silvia outlined the next steps in the Inquiry process: for fairness, natural justice and fact checking only, EQC has been given a copy of the draft report to review, and similarly, specific sections have been sent to a small number of other parties identified in the report for limited review.
- Once the draft is finalised and Dame Silvia has completed her recommendations, she will present the report to the Government General before the end of March 2020. Hon Grant Robertson, Minister responsible for the EQC, will then table the report in Parliament as soon as practicable. Thereafter, the Government will consider the report and recommendations.

- The report will be accompanied by a comprehensive “What’s we’ve heard” companion document, so the voices of the people who participated in the Inquiry can be read alongside the report and recommendations.
- Dame Silvia closed by thanking the CRG members for their participation, which she describes as being pivotal in working on the best ways to communicate with the hundreds of people she has met and heard from, both in Christchurch, Canterbury and in other parts of New Zealand.