

Governance Group - Meeting Minutes

Purpose	RAS Governance Meeting
Date / Time	12 March 2015: 2:00pm – 3.30pm
Location	Level 8 Boardroom, CERA Offices
Attendees	<ul style="list-style-type: none"> Michelle Mitchell - CERA (Chair) Ken Pope - RAS Project Manager Darren Wright – Community Representative Michael Price - (EQC) Samson Samasoni – (ICNZ) Glenys Thornhill (CERA – Minutes)
Invitees	•
Apologies	• Hugh Cowan, Michael Aitken

Item	Issue / Topic	Descriptor	Who
1	Apologies and Welcome	<ul style="list-style-type: none"> Apologies and Welcome <ul style="list-style-type: none"> Apologies noted 	Presented by: Chair
2	Conflicts of Interest	<ul style="list-style-type: none"> Daren Wright declared that he remains a member of the Advisory Board on Transition. The conflict was noted. 	Presented by: Chair
3	Previous Minutes	<p>Minutes of the Residential Advisory Service (RAS) Governance Group Meeting – 5 February 2015</p> <p style="text-align: right;">Moved by: Darren Wright Seconded by: Samson Samasoni</p> <p>THAT the RAS Governance Group</p> <ol style="list-style-type: none"> Confirms the minutes of the RAS Governance Meeting held on 5 February 2015, having been circulated, as a true and correct record Receives the minutes of the RAS Governance Meeting held on 5 February 2015 to be released onto the RAS website. 	Presented by: Chair
4	Previous Action Points	<ul style="list-style-type: none"> Project Manager to arrange advertising and marketing campaign for February and March 2015 <ul style="list-style-type: none"> Paper is tabled for discussion relating to Advertising and Marketing ICNZ to ensure Insurer's update their information packs <ul style="list-style-type: none"> Insurers have updated their information packs to ensure they contain up to date links and details for both RAS and ESC as referral points Develop a response from RAS in respect of any queries received from Home Owners regarding the EQC Excess Recovery Programme <ul style="list-style-type: none"> Advisors have formulated a response to the 	Action by: Completed Completed Completed

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		<p>Excess Recovery Programme following a productive meeting with the EQC ERP Team</p> <ul style="list-style-type: none"> Updated MOU and Invoice to be sent to the Christchurch City Council as soon as possible <ul style="list-style-type: none"> The signed MOU has been received from CCC. Their invoice has also been processed for RAS funding Project Manager to amend recommendation 4 in the Future of RAS discussion paper and reissue this to the Governance group <ul style="list-style-type: none"> Updated 'Future of RAS' discussion document has been issued Draft budget for the next 12 months is to be distributed to the Governance Group for consideration <ul style="list-style-type: none"> Draft 2015/2016 budget tabled for discussion at today's meeting Funders to be in a position to confirm contributions at the March 2015 meeting <ul style="list-style-type: none"> ICNZ are continuing to work with individual members re Funding ICNZ to consider how to treat non-contributing insurer home owners that wish to access RAS <ul style="list-style-type: none"> ICNZ continuing to progress discussions with non-contributing funders Health and Safety to be added to the meeting agenda as a standing item <ul style="list-style-type: none"> Health and Safety has been added to the agenda 	<p>Completed</p> <p>Completed</p> <p>In Progress</p> <p>In progress</p> <p>In progress</p> <p>Completed</p>
5	RAS Update	<p>RAS Monthly Project Status Report for February 2015 The RAS Monthly Project Status Report for February 2015 was presented to the Governance Group, providing an overview of the Service along with key statistics and budgetary information.</p> <p>The Report was previously circulated and taken as read. Moved by: Ken Pope Seconded by: Michelle Mitchell</p> <p>THAT the RAS Governance Group:</p> <ul style="list-style-type: none"> Receives the RAS Monthly Project Status Report for February 2015. Approves the RAS Monthly Project Status Report for February 2015 <p>Discussion</p> <ul style="list-style-type: none"> General discussion from report <p>Action Point:</p> <ul style="list-style-type: none"> Project Manager to investigate broadening the range of clinics to include other Agencies such as NZ Fire Service, DOC, MAF etc ICNZ to follow up with ESC Governance regarding referrals to RAS 'In the Know' Land Hub – RAS needs to be comfortable 	<p>Presented by: Ken Pope</p> <p>Ken Pope</p> <p>Samson Samasoni</p>

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		<p>with Health and Safety requirements to ensure the appropriate level of safety is provided for RAS</p> <ul style="list-style-type: none"> • Risks three and four to be reviewed to 'Low'. • Project Manager to report at next meeting on Technical Panel outcomes from MBIE review 	<p>Ken Pope</p> <p>Ken Pope Ken Pope</p>
6	RAS Funding for 2015/16	<p>Discussion</p> <ul style="list-style-type: none"> • EQC were thanked for their early advice and confirmation of an increased level of funding for 2015/2016 • ICNZ continued to have conversations with its members regarding on-going support for the upcoming year. ICNZ hope to provide a formal proposal to its members on a possible funding model by 19 March with members confirming agreement by 26 March. • Draft budget was discussed and accepted subject to required funding being raised <p style="text-align: right;">Moved by: Michelle Mitchell Seconded by: Darren Wright</p> <p>Action Point:</p> <ul style="list-style-type: none"> • Chair to send letter to request funding to CCC and for CERA to confirm funding provision 	<p>Samson Samasoni</p> <p>Chair</p>
7	Promotion and Marketing	<p>Discussion</p> <ul style="list-style-type: none"> • The Promotion and Marketing paper was discussed fully. It was resolved that the need for a global approach was no longer appropriate and a more targeted tactic is required. • Consideration should be given to developing a targeted letter to be directed to those customers who have yet to make decisions or are 'stuck' in their insurance claim. Advice was given that it should be short, sharp and punchy. Given past performance, messages such as 'highly successful', proven performance etc should be incorporated. • It was agreed that any targeted promotion should be supported with 'below the line' messaging to key community groups, such as Aged Concern, Probus, Pacific Island Church, etc. <p>Action Point;</p> <ul style="list-style-type: none"> • The Project Manager to work with CERA Communications Team to develop promotion 	<p>Ken Pope</p>
8	Health and Safety	<p>Discussion</p> <ul style="list-style-type: none"> • Health and Safety matters noted in Operation Report • No other matters raised 	

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9	General Business	Discussion <ul style="list-style-type: none"> Concern raised from recent feedback that the lines of communication between EQC and the Advisors was not working appropriately and was impacting on service delivery and achieving positive outcomes Both RAS and EQC have been focussed on working together with good lines of communication and more engagement Both parties are continuing to work on these issues 	
10	Board only time	<ul style="list-style-type: none"> The Board did not request any 'Board only' time 	
11	Next meeting	<ul style="list-style-type: none"> Thursday 9 April 2015, 2.00pm to 3.30pm 	

Action Point Summary:

	Action Points	Action by	Timeframe
1	Project Manager to investigate broadening the range of clinics to include other Agencies such as Fire Service, DOC, MAF etc	Project Manager	09/04/15
2	ICNZ to follow up with ESC Governance regarding referrals to RAS	Samson Samasoni	09/04/15
3	In the Know Land Hub – RAS needs to be comfortable with Health and Safety requirements to ensure the appropriate level of safety is provided for RAS	Project Manager	Prior to Hub opening
4	Risks three and four to be reviewed to 'Low'.	Project Manager	01/04/15
5	Project Manager to report at next meeting on Technical Panel outcomes from MBIE review	Project Manager	09/04/15
6	Chair to send letter to request funding to CCC and for CERA to confirm funding provision	Chair	09/04/15
7	Project Manager to work with CERA Communications Team to develop promotion	Project Manager	09/04/15
8.	ICNZ continuing to work with individual members re Funding	Samson Samasoni	09/04/15
9	ICNZ continuing to progress discussions with non-contributing funders	Samson Samasoni	09/04/15

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