



Independent Oversight Committee

Independent Oversight Committee information release

November 2023

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Independent Oversight Committee – October 2023 Meeting Minutes

- Location:** New Zealand Claims Resolution Service, MBIE Office, Grand Central Building, 145-161 Cashel Street, Christchurch
- Date:** 13 October 2023
- Time:** 10.30am – 3.15pm
- Present:** David Ayers (Chair – DA), Sandra Manderson (SM), Nina Khouri (NK), Felicity Caird (FC)
- Apologies:** No apologies
- In attendance:** Sarah Steele (Secretary), Nanette Ainge (incoming Secretary)
- SRES Management – Casey Hurren (Chief Executive – SRCE), Veronica Cress (General Counsel – SRGC), Daniel Hickling (Head of Corporate Services – SRCS), Anna Dobson (Unit Manager – SRUM)
- SRES Board – Alister James (Chair), Bevan Killick (Deputy Chair), Fiona Pimm
- The Treasury – Matthew Beilan, Hannah Simcock, Katie O’Brien

Agenda items

1. **Welcome and introduction to Nanette Ainge** (new IOC secretary pending Treasury approval)
Apologies and quorum – the **quorum** was met and there were no **apologies**.
2. **Committee members’ interests** – No conflicts in relation to any Agenda items were advised.
3. **Minutes of previous meeting** – The September 2023 minutes were approved unanimously with minor corrections.
4. **Matters arising from Minutes** –
 - 4.1. **September Action items reviewed.**
5. **Other general business**
 - 5.1. **Information Analysis Checklist reviewed** – The Committee reviewed items on the checklist clarifying as necessary.
 - 5.2. **Review SRES papers** – noted various matters to be checked/confirmed with SRES below.
 - 5.3. Correspondence – none this month
 - 5.4. Discussed possible Linked in post re Package milestones. Discussed further below at 6.1. **NK will refer back to the IOC** if the post is to go ahead.
 - 5.5. Moved to Agenda item 9 (Administrative matters) as time allowed.
 - 5.5.1. The IOC completed an update to Communications Policy and **the Secretary will forward** this to The Treasury for publication on the web page.
 - 5.5.2. The Comments email address will be forwarded to DA. **The Secretary will arrange** this through The Treasury.

[SRES Board and Management and Treasury attendees arrived at 12pm for introductions, an informal discussion and lunch from 12 to 1pm with SRES management staying on for the afternoon sessions as usual]

6. General matters including any arising from 5.2 above

- 6.1. General discussion around various issues including progress on the Ombudsman's inquiry and a possible linked-in post.
- 6.2. No meeting with the Minister this month.
- 6.3. No internal audit reports this month.
- 6.4. Package Review Process – no new requests in this period.

7. Company update –

- 7.1. **Legal landscape** – SRGC updated the IOC on current legal proceedings and outlined possible outcomes.
- 7.2. **Current Legal issues and Discretionary issues** – No new legal or discretionary issues this month. Discussion around OOS eligibility – investigations will continue through the remainder of this year. **SRUM will provide a detailed update in early 2024.**
- 7.3. **Operational progress** – SRES responded to IOC queries regarding remaining over-cap applications, OOS processes (including those relating to proof of identity and verification for lower monetary value applications), privacy issues, forecasting and other matters. **SRUM will provide IOC** with updated processes as required and the **Secretary will add these** to the Diligent Resource Centre.

[SRES attendees departed at 2.20pm]

8. Other business–

- 8.1. Some discussion around timing and frequency of IOC meetings for 2024. **The IOC will continue to monitor** and make changes as required with reference to the SRES Board meeting schedule and within the parameters of the Terms of Reference.

9. Administrative matters

- 9.1. Update Communications policy – see 5.4 above
- 9.2. Comments email address to be forwarded to DA – see 5.4 above
- 9.3. Action Items for October confirmed.
- 9.4. Review of any items for reporting – to be noted in draft document.
- 9.5. Other administrative matters – The IOC agreed to appoint Nanette Ainge as the new IOC secretary pending approval from The Treasury. **DA will seek approval next week** and advise.

10. Summary and close of meeting – Meeting closed at 3.15pm

Next meeting – 10 November 2023