

The foundation from which
we stand strong, together

Toka: (noun) rock, large stone, boulder

Tū: (verb) to stand, take place, set in place, establish

Ake: (particle) to raise upwards

Monthly Performance Dashboard June 2024

Rahu River, Victoria Forest Park, NZ

EQC Toka Tū Ake has adopted a new name to better represent the role our scheme plays in supporting New Zealanders.

Our new name reflects the whakapapa of our nation.

Our land is constantly changing from earthquakes, volcanic eruptions, landslips and floods. Communities have lived alongside those perils for hundreds of years, and Māori have always believed the relationship and connection of people to land and nature is inseparable.

Our dashboard explained

Our dashboard provides a monthly snapshot of EQC Toka Tū Ake progress across its operational spectrum as well as how we are tracking in relation to the performance measures in our *Statement of Performance Expectations 2023-24*.

Below is a summary of each section.

Section 1 - Statement of Performance Expectations (SoPE) measures - monthly monitoring

This section shows progress across those SoPE measures that can be measured on a monthly or quarterly basis. The results are cumulative year-to-date results with a traffic light system used to indicate proximity of actual performance to expected performance. The *Statement of Performance Expectations 2023-2024* is one of our public accountability documents which can be found on our website:

<https://www.eqc.govt.nz/our-publications/statement-of-performance-expectations-2023-2024/>

Section 2 - Canterbury* (Output 1.1)

This section tracks the progress of outstanding claims arising from the Canterbury sequence of earthquakes 2010-11 ('Canterbury') including claims EQC Toka Tū Ake is managing on behalf of Southern Response. It shows how many claims have been reopened (inflow), how many claims have been resolved during the month (resolved), and how many remain open (on hand). We also profile our remaining on hand claims by age, complexity, and reopen reason. This section also provides visibility on our progress to resolve claims in dispute (claims subject to legal proceedings or other dispute resolution pathways).

*The published report made publicly available excludes a section on Kaikōura. This is excluded due to commercially sensitive insurer data.

Government on-sold support package

This sub-section outlines our progress in the delivery of the Government on-sold support package, on behalf of the Government, to support owners of on-sold over cap properties in Canterbury to access financial help to have their homes repaired.

Section 3 - Claims relating to natural hazard events (excluding Canterbury & Kaikōura) (Outputs 1.2 and 1.3)

This section covers all claims to the scheme that are not related to the 2010-11 Canterbury earthquake sequence and the 2016 Kaikōura earthquake. Here, we track our claims management progress by how many we have received during the month (inflow), how many we have settled in the month (resolved), and how many remain open (on hand). The measures in this section address the timeliness, quality and cost of claims resolution for all other events.

There are two output classes in this section for this financial year. Output class 1.2 excludes claims relating to the Upper North Island weather events of January and February 2023, which are reported separately under Output class 1.3.

The data in this section is organised by the type of natural disaster damage for which a claim may be lodged (namely earthquake, landslip, flood or storm damage). In this section we also profile our remaining on hand claims by damage type and age.

Claims subject to management under the Natural Disaster Response Model (NDRM)

Section 3 includes reporting, at an aggregate level, of claims managed by the NDRM insurers under the NDRM from 30 June 2021 onwards. Under the NDRM, homeowners now lodge their disaster claim directly with the NDRM insurers who manage the settlement process on behalf of EQC Toka Tū Ake ('Insurer Managed').

Note: EQC Toka Tū Ake continues to directly manage a small number of historical claims ('EQC Toka Tū Ake Managed') that pre-date the NDRM.

Section 4 - Resilience (Outputs 2.1 and 2.2)

This section monitors progression of the EQC Toka Tū Ake contribution to reducing risk and building resilience to natural hazards in New Zealand through collaboration and sharing information with New Zealanders and other agencies.

Output 2.1 focuses on how well our resilience programme is facilitating improved analysis and public understanding of natural hazard risk. Output 2.2 is focused on innovating through technology to enhance loss modelling and public understanding of natural hazard risk.

To measure the quality of information we provide, we seek feedback to understand its value to our stakeholders. We also measure the impact activities have on the number of New Zealanders who are taking action to prepare for natural hazard events. The section also monitors the perceptions of key stakeholders around the quality and relevance of the outputs of our investment in research (usefulness, usability and use), our contribution to building resilience to natural hazards and the quality of our partnering in these areas. Monitoring also includes the public's perception of how we are doing with enhancing public understanding of natural hazard risk and our influence on the public to take action to reduce this risk. Reporting on progress occurs on a quarterly basis.

Section 5 - Homeowner Focus (subsets of Outputs 1.1-3)

This section monitors the quality of our homeowner focus through homeowners' satisfaction with their interactions with EQC Toka Tū Ake. There are three key strands to our homeowner focus metrics:

- 'Service Quality' of their overall claims experience and, for Canterbury homeowners, reflection on their most recent experience;
- 'Timeliness and quality of Complaints Resolution'; and
- 'Enduring settlements'.

The large majority** of homeowner satisfaction surveys are conducted on our behalf by InMoment, who survey homeowners on our behalf every fortnight.

Our dashboard explained (cont.)

Section 5 - Homeowner Focus (subsets of Outputs 1.1-3) cont.

Homeowner satisfaction results are now reported by month the homeowner was surveyed, previously reporting was based on month claim closed ie. there is now no lag in our reporting on homeowner satisfaction results as was the case in previous financial years. This section also summarises the volume of customer contacts through our primary channels of phone, email or post and customer satisfaction with the service provided by our Contact Centre.

****We also survey homeowners involved in our Government on-sold support package. Our survey agent for this is Verian (formerly Kantar Public).**

Section 6 - Media

This section monitors the volume and sentiment of EQC Toka Tū Ake media coverage and what's driving that coverage. We also report on the sentiment of coverage across four themes: Natural Hazards; Insurance; Readiness; and Risk Reduction and Resilience. Social media reporting will eventually be reintroduced in this financial year.

Section 7 - Official Information Act (OIA) Requests

This section monitors the number of OIAs we have received, completed and have remaining on hand at the end of the month. Our OIAs are divided into two types: those in which our customers request information and/or supportive information from us on their claim (Customer OIA); and OIA requests that relate directly to EQC Toka Tū Ake and/or operational activities (Organisational OIAs). Our compliance rate for both request types is monitored and reported here.

This section also provides a visibility each month of any notices of investigation into a complaint received by the Ombudsman as well as visibility of the volume of requests received to draft a response for the Minister's Office.

Section 8 - Data Protection

This section provides a monthly update on EQC Toka Tū Ake compliance matters, in particular, the severity and nature of reported privacy breaches as well as any emerging themes.

Section 9 - Our People

This section tracks the EQC Toka Tū Ake average annual leave balance, sick leave usage and annualised turnover, compares them to the corresponding Public Service average and provides visibility on what's influencing our averages and annualised turnover rate. This section also provides a view on headcount movement overlayed by claim population movement and a broad profile of our workforce, which is updated on a quarterly basis.

Sequence of footnotes (why do some footnotes appear to be missing?)

The footnotes included in our dashboard, and the numbering of these, are taken directly from our *Statement of Performance Expectations 2023-2024* (SOPE 2023-2024) to ensure our dashboard is aligned to SOPE 2023-2024. There are some footnotes contained within our SOPE 2023-2024 that are not relevant to our dashboard and are therefore not included. For example, this applies to footnotes 1-4, which is why the footnote numbering begins from 5 onwards.

Is there any information we exclude from the dashboard before we make it publicly available?

Yes there is. Before the dashboard is made publicly available we exclude a section on Kaikōura. This section is excluded due to commercially sensitive insurer data.

Section 1 - Statement of Performance Expectation (SoPE) measures - monthly monitoring

Output One - Recovery after an event

Output 1.1: Settlement of the 2010-11 Canterbury earthquake sequence claims

Output 1.1 is specifically focussed on serving homeowners with claims from the **2010-2011 Canterbury earthquake sequence**, including claims EQC Toka Tū Ake is managing on behalf of Southern Response. The measures address both the timeliness and the homeowner focus of the claims management services.

The measures in this output class are a continuation from the 2022-2023 financial year. The number of claims from the Canterbury events is gradually reducing as less new damage is discovered. From 2023-2024, measures are likely to be re-evaluated to reflect the fewer claim numbers and the different treatments required for them.

The threshold for homeowner satisfaction is different for Canterbury claims than it is for other claims. This is because damaged homes in Canterbury often have long and complex histories, in part reflective of past processes that have now changed. Also, for this reason, most of our homeowner focus measures look at a homeowner's recent experience to test the effectiveness of our continuous improvement initiatives.

Performance measures | Timeliness

Ref	Measure	Target	FY23-24 Result	Progress - Year to Date	Result												
1.1.1	Outstanding claims over six months old, on hand at 30 June 2023, are settled by 30 June 2024	85%	86%	<div><div>N=257, 86%</div></div>	Achieved												
1.1.2	New claims opened or reopened ⁵ between 1 January 2023 and 31 December 2023 are resolved within 6 months ⁶	85%	83%	<div><div>N=3093, 83%</div></div>	Not Achieved												
1.1.3	The on-sold ex gratia package is administered in accordance with the On-Sold Canterbury Properties Services Agreement ⁷	100%	100%	<div><div>100%</div></div>	Achieved												
<table><tr><th>Performance measure</th><th>Standard</th><th>Result</th></tr><tr><td>A decision on the outcome of the Application will be conveyed to the Applicant within one month of receiving all required documentation and reports.</td><td>100%</td><td>100%</td></tr><tr><td>EQC will provide reporting to the Treasury as specified in Schedule 4 of the On-Sold Canterbury Properties Services Agreement.</td><td>Achieved</td><td>Achieved</td></tr><tr><td>Applications for ex gratia payments will be assessed against the criteria specified in the On-Sold Canterbury Properties Services Agreement and a decision on the outcome of the Application will be conveyed to the Applicant within one month of receiving all required documentationand reports.</td><td>100%</td><td>100%</td></tr></table>						Performance measure	Standard	Result	A decision on the outcome of the Application will be conveyed to the Applicant within one month of receiving all required documentation and reports.	100%	100%	EQC will provide reporting to the Treasury as specified in Schedule 4 of the On-Sold Canterbury Properties Services Agreement.	Achieved	Achieved	Applications for ex gratia payments will be assessed against the criteria specified in the On-Sold Canterbury Properties Services Agreement and a decision on the outcome of the Application will be conveyed to the Applicant within one month of receiving all required documentationand reports.	100%	100%
Performance measure	Standard	Result															
A decision on the outcome of the Application will be conveyed to the Applicant within one month of receiving all required documentation and reports.	100%	100%															
EQC will provide reporting to the Treasury as specified in Schedule 4 of the On-Sold Canterbury Properties Services Agreement.	Achieved	Achieved															
Applications for ex gratia payments will be assessed against the criteria specified in the On-Sold Canterbury Properties Services Agreement and a decision on the outcome of the Application will be conveyed to the Applicant within one month of receiving all required documentationand reports.	100%	100%															
1.1.4	Claims managed on behalf of Southern Response are managed in accordance with the Agreement Relating to Management of Outstanding Canterbury Claims between EQC Toka Tū Ake and Southern Response ⁸	100%	100%	<div><div>100%</div></div>	Achieved												

⁵The open claim has been settled (closed) from the perspective of the homeowner and/or EQC Toka Tū Ake. An open claim may be classified as settled where the homeowner has been asked to provide further information related to their claim (over a period) that has not occurred. This approach is consistent with that taken by the NDRM insurers. To count as reopened, EQC Toka Tū Ake needs to have triaged the request and accepted the possibility of further activity being required.

⁶Does not include claims in litigation or where a homeowner appoints a third party to represent them.

⁷This agreement between the Crown and EQC Toka Tū Ake records the terms and conditions on which EQC Toka Tū Ake administers the government policy that allows homeowners of on-sold over-cap properties in Canterbury to receive an ex gratia payment from the Crown towards the cost of having their homes repaired.

⁸This outlines the agency mandate, terms and principles for EQC Toka Tū Ake settling claims as an agent for Southern Response.

Section 1 - Statement of Performance Expectation measures - monthly monitoring (cont.)

Output One - Recovery after an event (cont.)

Performance measures | Timeliness

Ref	Measure	Target	FY23-24 Result	Progress - Year to Date	Result
1.1.5	New Southern Response claims opened or reopened between 1 January 2023 and 31 December 2023 are settled within six months	60%	75%	<p>N=139, 75%</p>	Achieved

Performance measures | Homeowner focus

1.1.6	Surveyed homeowners are satisfied with their overall claims experience	>60%	71%	<p>N=980, 71%</p>	Achieved
1.1.7	Surveyed homeowners agree or agree strongly that EQC Toka Tū Ake:				
	• was easy to interact with during their claim	>70%	88%	<p>N=852</p>	Achieved
	• was responsive to their individual needs and situation during their recent claim experience	>70%	87%	<p>N=942</p>	Achieved
	• provided clear and concise communication, and homeowners were clear on next steps for their claim	>70%	85%	<p>N=928</p>	Achieved
	• acted as experts with the skills, knowledge and desire to help them	>70%	83%	<p>N=906</p>	Achieved

Commentary relating to SoPE measures 1.1.6 and 1.1.7

Note: Results are based on the month the homeowner was surveyed (previously results were based on month claim closed).

1.1.8	Timeliness of complaints resolution: complaints are resolved in two months ⁹	95%	100%	<p>N=39, 100%</p>	Achieved
1.1.9	EQC Toka Tū Ake settlements should be enduring: percentage of settled claims reopened within six months ¹⁰	≤5%	5%	<p>N=2771, 5%</p>	Achieved

⁹This measure includes results where complaints will take longer than two months to resolve provided an alternative timeframe is agreed with the homeowner.

¹⁰This will not include claims re-opened for administrative purposes (such as for making a payment or insurer facilitation).

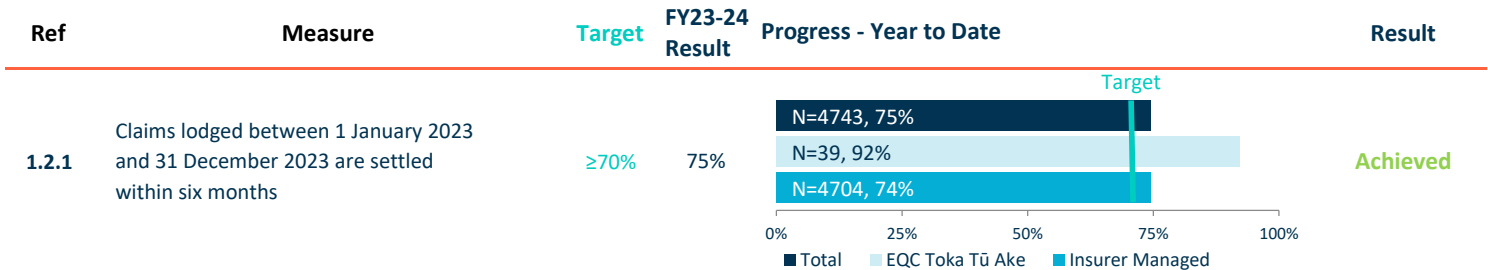
Section 1 - Statement of Performance Expectation measures - monthly monitoring (cont.)

Output 1.2: Claims relating to natural hazard events (excluding 2010-11 CES & Upper North Island weather events: Jan-Feb-23)

Output 1.2 is focused on claims to the scheme that occurred after the 2010-2011 Canterbury earthquake sequence. These measures address the timeliness, quality and cost of claims resolution for all other events, including claims management services provided by NDRM insurers under the NDRM from 30 June 2021 onwards.

They exclude claims relating to the Upper North Island weather events of January and February 2023, which are included in output 1.3.

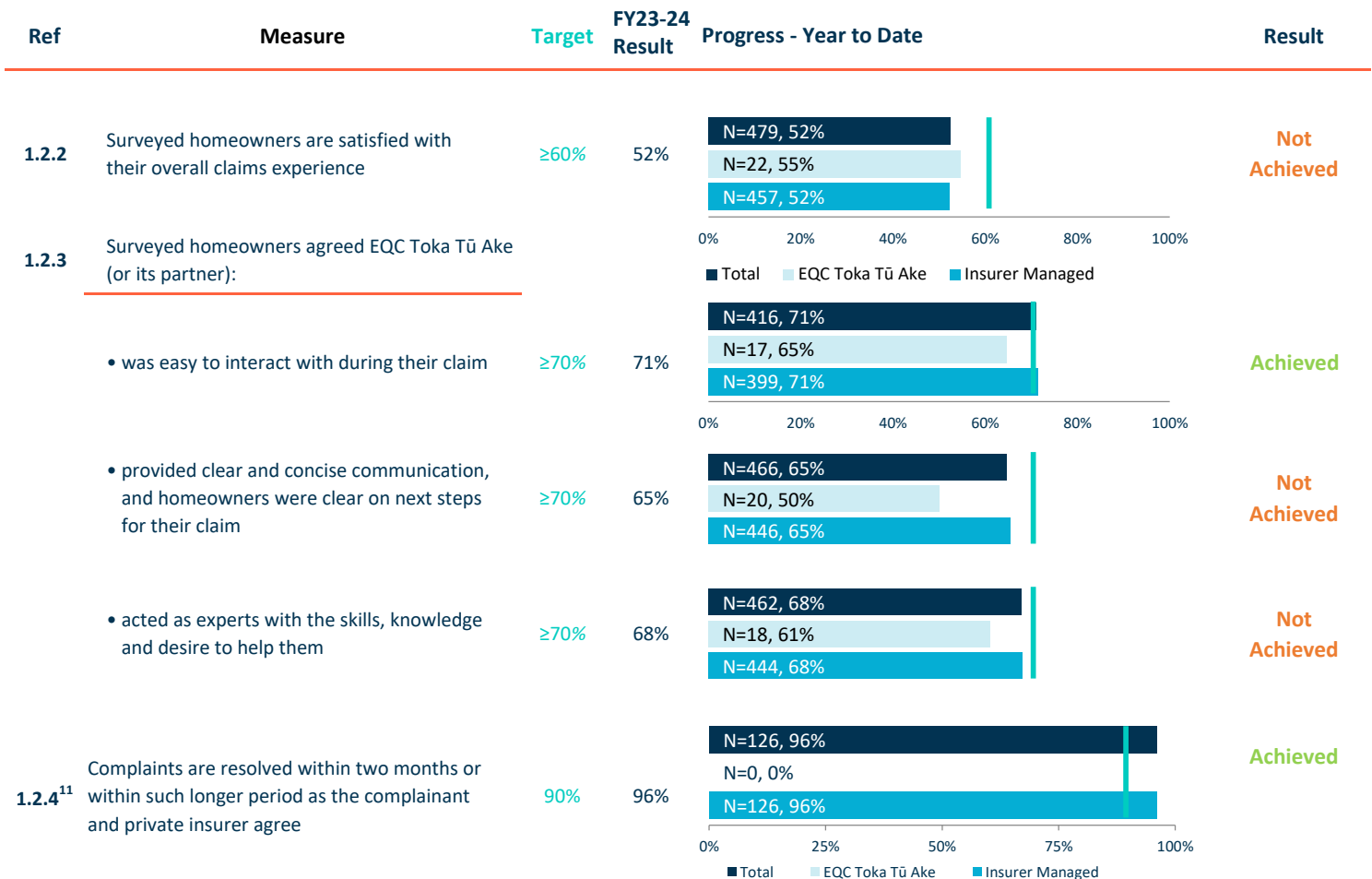
Output 1.2: Performance measures | Timeliness



Commentary relating to SoPE measure 1.2.1

Explanatory note: This includes claims from the Upper North Island Weather events (reported from 1 July 2023) that have 12 months for settlement.

Output 1.2 | Performance measures | Homeowner focus



Commentary relating to SoPE measure 1.2.4

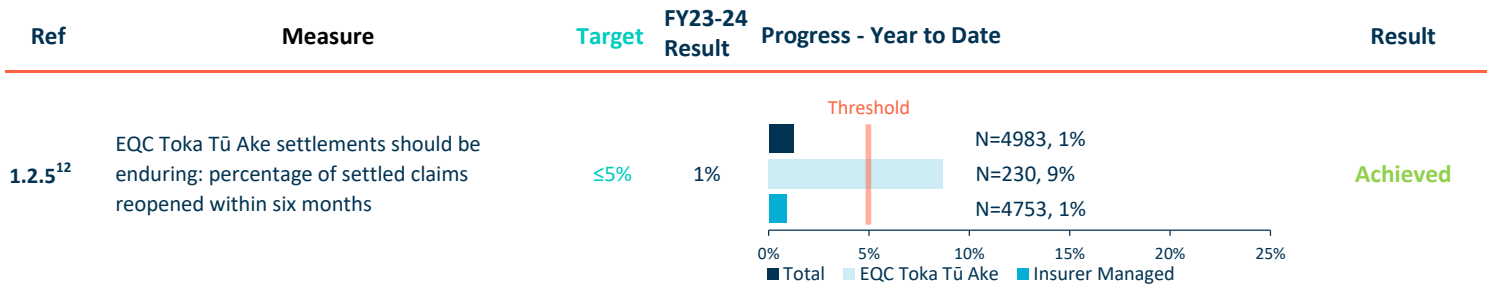
The complaint result includes information received from the NDRM insurers, confirming where agreements are in place with homeowners that extend beyond two months, for resolution of their complaints.

¹¹Excludes complaints that fall into the external dispute resolution process to align with Fair Insurance Code terminology.

Section 1 - Statement of Performance Expectation measures - monthly monitoring (cont.)

Output One - Recovery after an event (cont.)

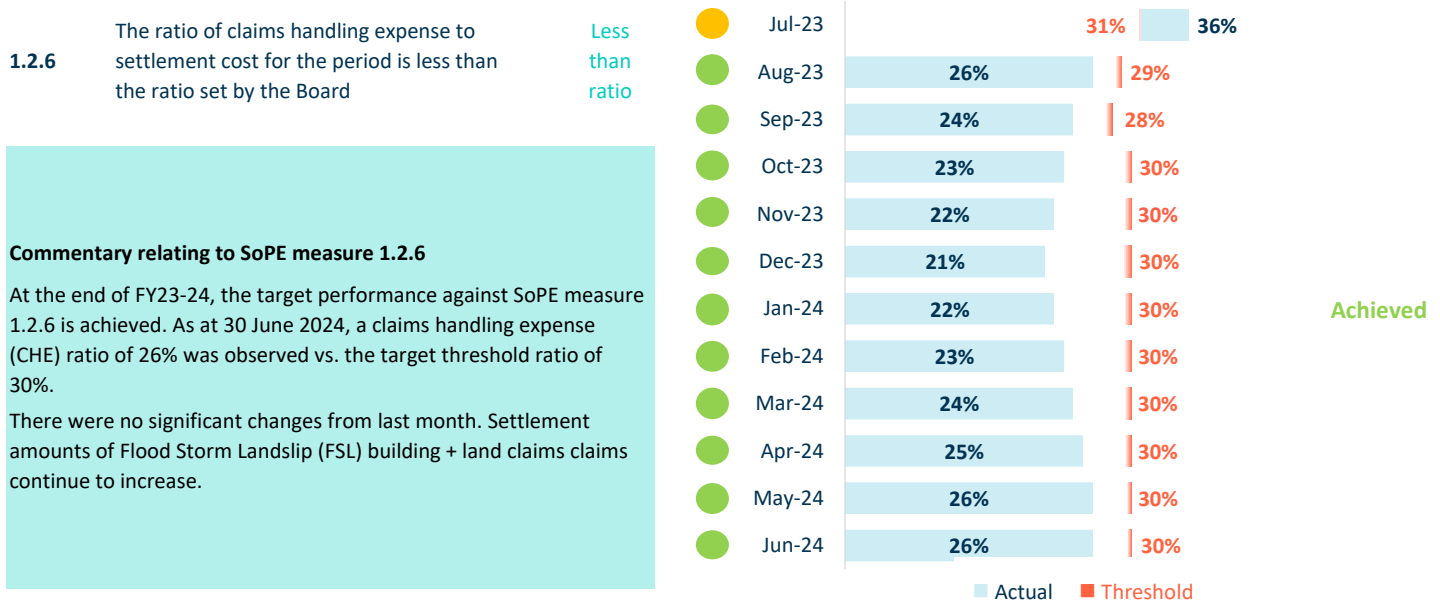
Output 1.2 | Performance measures | Homeowner focus (cont.)



Commentary relating to SoPE measure 1.2.5

Note: This result is adjusted to exclude the claims reopened for administrative purposes as confirmed by EQC Toka Tū Ake Operations and the NDRM insurers.

Output 1.2 | Performance measures | Quantity



Notes

- This measure is specific to claims managed by the NDRM insurers under the Natural Disaster Response Model (NDRM), which commenced on 1 July 2021.
- The threshold is recalibrated each month.
- The methodology used to calculate this measure was approved by the Board on 12 May 2021.

¹²Measure excludes administrative reopens.

Section 1 - Statement of Performance Expectation measures - monthly monitoring (cont.)

Output One - Recovery after an event (cont.)

Output 1.3 - Claims relating to Upper North Island weather events: January - February 2023

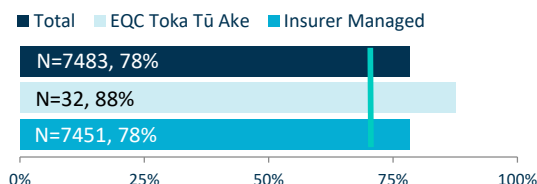
We have introduced a new measure for the response to the impacts of severe weather events in the Upper North Island (including the Auckland Anniversary Weekend floods in January 2023 and Cyclone Gabrielle in February 2023). This measure reflects the increased complexity and timeframe to resolve many of the claims where there is significant land damage.

Output 1.3 | Performance measures | Timeliness

- 1.3.1 Claims lodged between 1 January 2023 and 30 June 2023 are settled within 12 months

≥70%

78%



Achieved

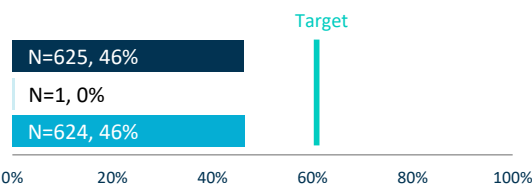
Commentary relating to SoPE measure 1.3.1

Output 1.3 | Performance measures | Homeowner focus

- 1.3.2 Surveyed homeowners are satisfied with their overall claims experience

≥60%

46%



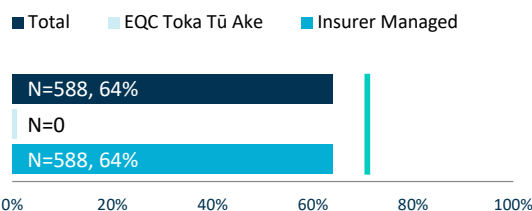
Not Achieved

- 1.3.3 Surveyed homeowners agreed EQC Toka Tū Ake (or its partner):

- were easy to interact with during their claim

≥70%

64%



Not Achieved

- provided clear and concise communication and homeowners were clear on next steps for their claim

≥70%

53%



Not Achieved

- acted as experts with the skills, knowledge and desire to help them

≥70%

62%

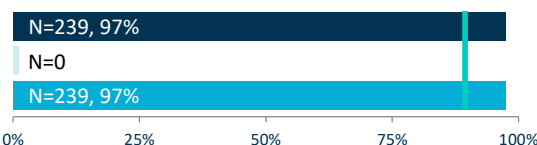


Not Achieved

- 1.3.4¹³ Complaints are resolved within two months or within such longer period as the complainant and private insurer agree

90%

97%

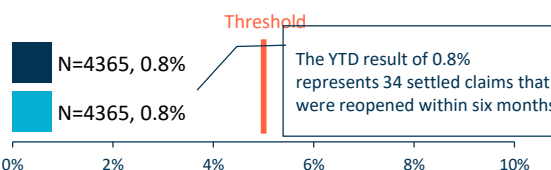


Achieved

- 1.3.5¹⁴ EQC Toka Tū Ake settlements should be enduring: percentage of settled claims reopened within six months

≤5%

0.8%



Achieved

Commentary relating to SoPE measure 1.3.4

The complaint result includes information received from the NDRM insurers, confirming where agreements are in place with homeowners that extend beyond two months, for resolution of their complaints.

¹³Excludes complaints that fall into the external dispute resolution process to align with Fair Insurance Code terminology.

¹⁴Measure excludes administrative reopens.

Section 1 - Statement of Performance Expectation measures - monthly monitoring (cont.)

Output Two - Resilience

Output 2.1 - A resilience programme that facilitates improved analysis and public understanding of natural hazard risk

Our **Resilience** output class, focusses on investing in science, data, loss modelling and public education to inform and enable choices and decisions that reduce the vulnerability and exposure of New Zealanders to natural hazards. We will also prepare for the changes to our resilience functions under the NHI Act.

Output 2.1 | Performance measures | Quality

Ref	Measure	Target	FY23-24 Result	Progress - Year to Date				Result
2.1.1	Percentage of stakeholders ¹⁶ surveyed ¹⁷ agree or strongly agree that the outputs of the investment by EQC Toka Tū Ake in research are:	>75%	89%	<div><div>Target</div><div>2.1.1a) of good or excellent quality</div><div>89%</div></div>				Achieved
	<ul style="list-style-type: none">• of good or excellent quality• relevant and focussed on the outcomes of the Resilience Strategy¹⁵		82%	<div><div>2.1.1b) relevant and focussed on ...</div><div>82%</div></div>				
	<div><div>0%25%50%75%100%</div></div>							
2.1.2	Percentage of stakeholders surveyed agree or strongly agree that EQC Toka Tū Ake:	>75%	86%	<div><div>2.1.2a) is contributing to driving progress .</div><div>86%</div></div>				Achieved
	<ul style="list-style-type: none">• is contributing to driving progress in resilience to natural hazards• is an engaged and supportive partner		85%	<div><div>2.1.2b) is an engaged and supportive partner</div><div>85%</div></div>				
	<div><div>0%25%50%75%100%</div></div>							
2.1.3	Percentage of the public surveyed ¹⁸ who say:	>75%	89%	Q1 result	Q2 result	Q3 result	Q4 result	Achieved
	<ul style="list-style-type: none">• they thought about potential risks of natural hazards when buying or looking to buy a property		89% N=212	89% N=194	86% N=219	90% N=213		
	<ul style="list-style-type: none">• they are aware they can take action to make their homes safer and stronger for hazard events		70%	Q1 result	Q2 result	Q3 result	Q4 result	
2.1.3	<ul style="list-style-type: none">• where possible, they have taken action as homeowners on any of the six key preparedness actions¹⁹ promoted by EQC Toka Tū Ake²⁰	>60%	72% N=1005	72% N=1,006	65% N=1,005	71% N=1,005	Achieved	
	>55%	61%	Q1 result	Q2 result	Q3 result	Q4 result		
	61% N=596	59% N=641	64% N=634	60% N=642	Achieved			
2.1.4	Number of formal, evidence-based submissions made on relevant (natural hazard risk) policies, plans, or initiatives or local government statutory plans. Reviewer commentary that submissions are:	5	5	During FY2023-24, we made 5 submissions, comprising 2 on central government (fast track bill and select committee) and 3 on local council plans				Achieved
	<ul style="list-style-type: none">• of good quality• on matters relevant to natural hazard risk reduction			<div><div>5</div><div>05101520</div></div>				

¹⁵EQC-Resilience-Strategy-2019-2029

¹⁶Stakeholders include central government, local government, science and research, insurance industry and design, planning, and construction professionals.

¹⁷Quantitative surveys are undertaken by Research First Ltd, an independent organisation.

¹⁸Quantitative surveys are undertaken by A C Neilsen, an independent organisation.

¹⁹The key preparedness actions are: secure tall furniture, secure hot water cylinder, remove or replace hazardous chimneys, secure foundations, know how to turn off mains gas, and know how to turn off mains water.




²⁰This action measure is calculated by summing the count of people who said 'yes' to each of the six actions, divided by the sum of the count of eligible people who answered for each action (excludes those who said not applicable).

Section 1 - Statement of Performance Expectation measures - monthly monitoring (cont.)

Output Two - Resilience

Output 2.2: Innovating through technology to enhance loss modelling and public understanding of natural hazard risk

Performance measures

Ref	Measure	Target	FY23-24		Result
			Result	Progress - Year to Date	
2.2.1	Deliver the following milestones for loss modelling:	Achieved			
	<ul style="list-style-type: none"> Implement new earthquake fragility models in PRUE²¹ Deliver exposure assessment capability for tsunami (building only) and rainfall induced landslip 		 	<p>Development work on additional fragility and exposure models is ongoing but has been delayed due to issues with model performance and ongoing resource constraints with our external partners.</p> <p>A Tsunami exposure model has been delivered into PRUE.</p>	<p>Not Achieved</p> <p>Achieved</p>
2.2.2	A Business Case for Stage 2 of the Natural Hazards Portal is costed and presented to the EQC Toka Tū Ake Board.	Achieved		Achieved. A Business Case was presented to the Board for the June 2024 Meeting.	Achieved

²¹PRUE is our loss model based on the RiskScape® risk modelling software developed by GNS and NIWA.

Key:



Result Not Achieved



Result Achieved




Section 1 - Statement of Performance Expectation measures - monthly monitoring (cont.)

Output Three - Risk Financing

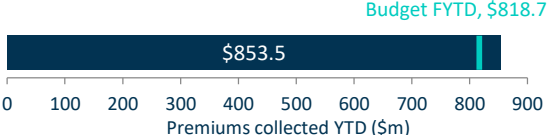
Output 3.1: Maintain a reinsurance programme that supports the delivery of affordable residential natural disaster insurance protection

Our **Risk financing** output supports our core legislative functions to collect premiums payable for insurance under the Earthquake Commission Act 1993, administer the NDF and obtain reinsurance. In combination with the Crown guarantee²², this ensures financial resources are available to meet people's claims when they fall due. The NDF is also used to invest in research and education and operate the scheme.

Performance measures

Ref	Measure	Target	FY23-24 Result	Progress - Year to Date	Result
3.1.1	Reinsurance protection for 2024-2025 is obtained on terms that assure continuity of coverage for all perils, at rates that are lower than the Crown's cost of capital	1 June 2024		Achieved	Achieved
3.1.2	Annual consultation with the Crown on risk appetite occurs prior to purchasing reinsurance for 2024-2025	Achieved		Achieved, the Treasury were consulted during the 2024/25 renewal.	Achieved
3.1.3	An annual review of the risk financing strategy is conducted	30 June 2024		Achieved, the Board reviewed the Risk Financing Strategy at its June 2024 meeting and approved an update of the strategy for the 2024/25 financial year.	Achieved

Output 3.2 - Managing the NDF

3.2.1	The level of premiums collected compared to annual financial budget	100%	100%		Achieved
3.2.2	The NDF is managed in accordance with directions from the Minister	100%	100%	For FY23-24, the NDF was managed in accordance with directions from the Minister and was fully compliant in this regard.	Achieved

²²Section 16 of the EQC Act provides that, if the assets of EQC Toka Tū Ake are not sufficient to meet its liabilities, the Crown will provide EQC Toka Tū Ake with a grant or advance to meet the shortfall.

Key:





Result achieved

Section 1 - Statement of Performance Expectation measures - monthly monitoring (cont.)

Output Four: Readiness for an event

Readiness is about ensuring EQC Toka Tū Ake and its partners have the right capability and capacity in place to support New Zealanders, should we be required to respond to an event today. We do this by maximising the effectiveness of our NDRM, running scenario exercises, planning for business continuity and identifying areas for improvement. The National Reference Group provides us with invaluable perspectives and input into this work.

Ensuring capacity and readiness for an event

Ref	Measure	Target	FY23-24 Result	Progress - Year to Date	Result
4.1	Document and present to the Board the lessons learned from the 2023 Upper North Island weather events	Achieved		Martin Jenkins & Associates have completed an in-depth independent review of the NDRM's response to the North Island weather events. The Board was provided with the final review report in mid-May 2024. We are now developing an implementation plan to deliver lessons learned from this review and our other event scenarios. We will provide the Board with the implementation plan in September 2024.	Achieved
4.2	NDRM insurers attest they have surge plans to support the NDRM to respond to a natural hazard event with up to 100,000 homeowner claims	as per measure		On track. Attestation has been provided by all NDRM insurers for the 6 months ended 31 Dec 2023. All NDRM Insurers have attested that "Appropriate surge plans are in place to support (proportionately in line with the NDRM insurers market share) the NDRM to respond to a natural hazard event with up to 100,000 EQC Toka Tū Ake customer claims." No issues requiring actions were identified.	Achieved
4.3	EQC Toka Tū Ake and NDRM insurers further develop the NDRM's efficiency and effectiveness as a claims model by completing projects in the approved implementation plan ²³	Achieve 90% of 2023-24 milestones		The Insurer Engagement Workplan has been successfully delivered. Six projects were completed in FY23-24. The other projects are underway and tracking in line with business requirements. One was postponed (Assurance Review) and an external review was commissioned, beginning in July-24. The remaining project [One Off Repairs] is the subject of a paper going to the September 2024 Board meeting.	Achieved
4.4	New Zealanders have increasing trust and confidence in EQC Toka Tū Ake	Results match or are higher than the FY22-23 result		The result for this measure is based on the annual Public Sector Reputation (PSR) Index Report. Our index score for FY23-24 is 94, matching our previous PSR index score for FY22-23.	Achieved

²³The approved implementation plan will outline projects and initiatives that will develop the NDRM. The plan will also include any issues identified for action through the NDRM assurance framework.

Key:



Result achieved

Section 2 - Settlement of the 2010-11 Canterbury earthquake sequence claims

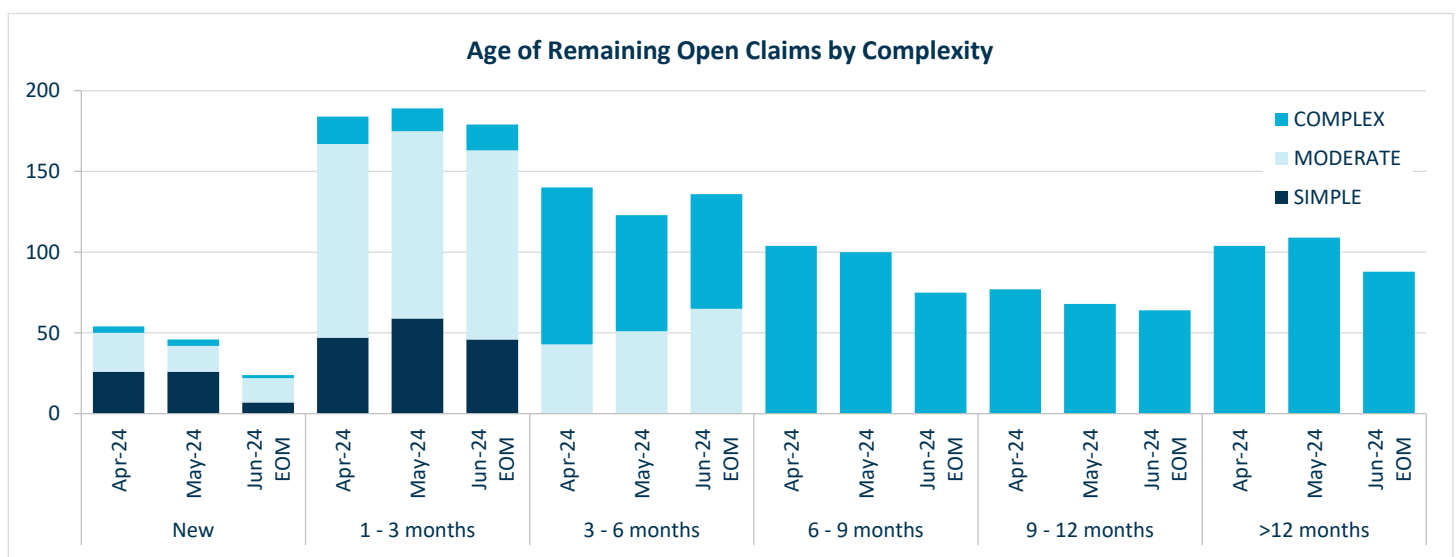
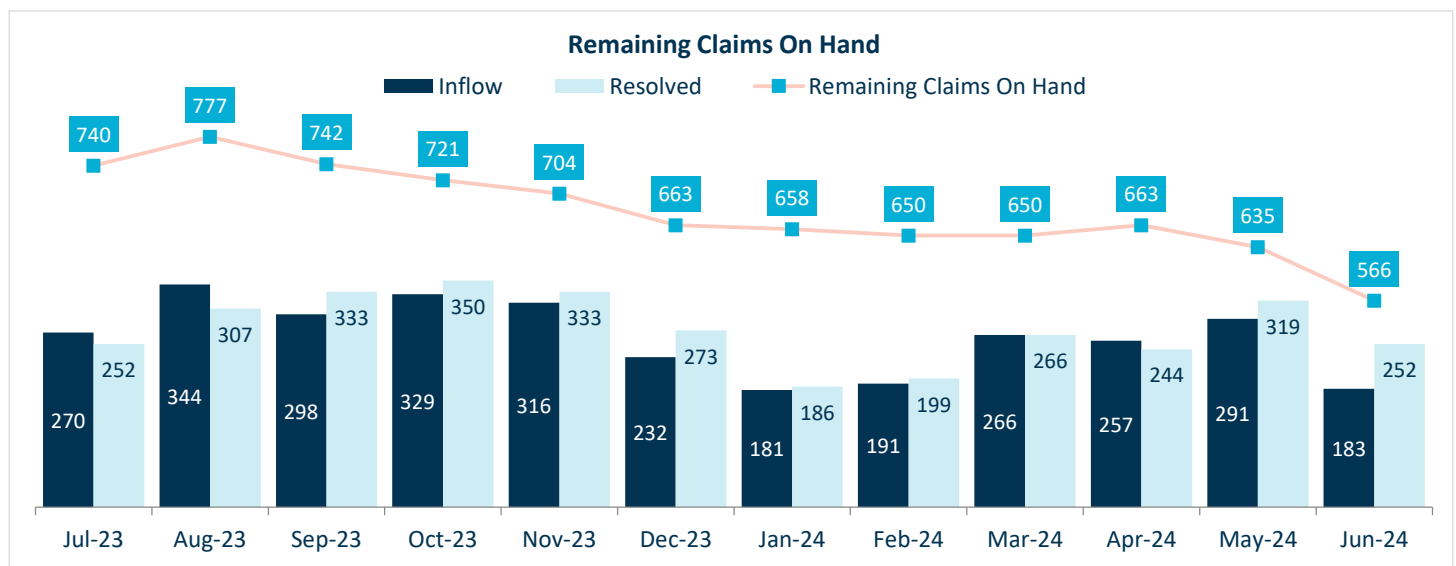
During June, 252 claims were settled, offset by inflow of 183 claims. At month end we have 566 open Canterbury claims on hand (cf. 635 at EOM May-24), a reduction of 69 from last month.

This month, 63% of claims were settled within 3 months of reopening. During the same period, 11% of settlements this month were 'aged claims' (claims older than 12 months).

Sampling of inflow across the month also shows that 74% are categorised as 'simple' claims i.e., closed or forecast to close in <3 months. A further 29% are classified as 'standard' complexity (3-6 month forecast duration), and 2% classified as 'complex' (>6 month forecast duration). Closure forecast accuracy this month was 88% (cf. 80% last month).

Missed damage remains the top homeowner-initiated reopen category, accounting for 75% of reopens this month. Drainage/plumbing related reasons remain the biggest driver of claims reopened for missed damage.

The age profile of remaining claims reveals that 36% are <3 months old while aged claims (>12 months old) account for 16%. Settling aged claims remains an ongoing focus, currently we have 88 aged claims (cf. 109 last month) and 139 aging claims (64 claims aged 9-12 months and 75 claims aged 6-9 months).



Resolution of aged claims continues to be a key priority for our settlement teams. Movement of our Canterbury claim population by age bracket across the month is summarised below:

- Claims aged >12 months ▼19% to 88 (cf. 109 last month)
- Claims aged 6-12 months ▼17% to 139 (cf. 168 last month)
- Claims aged 3-6 months ▲11% to 136 (cf. 123 last month)
- Claims aged <3 months ▼14% to 203 (cf. 235 last month)

Section 2 - Settlement of the 2010-11 Canterbury earthquake sequence claims (cont.)

Open Canterbury Claims by Reopen Reason

Missed Damage, 73.1%

Claim has been reopened as the homeowner has concerns regarding additional damage on previously scoped or unscoped elements and requires review and assessment.

Homeowner Complaint, 3.2%

Claim is reopened due to formal expression by the homeowner of dissatisfaction with the management of the claim.

Additional Payment, 1.9%

Claim has been reopened to make additional payment/s to settle Natural Disaster Damage in accordance with EQC Act, and any other payments required to support resolution of the claim.

Requested information received from homeowner, 2.8%

Claim is reopened as the homeowner has returned with information previously requested by EQC Toka Tū Ake to progress the claim.



Repair Methodology, 7.4%

Claim has been reopened as the homeowner has concerns regarding elements of the repair methodology* or strategy that was recommended or followed, to settle natural disaster damage in accordance with EQC Act.

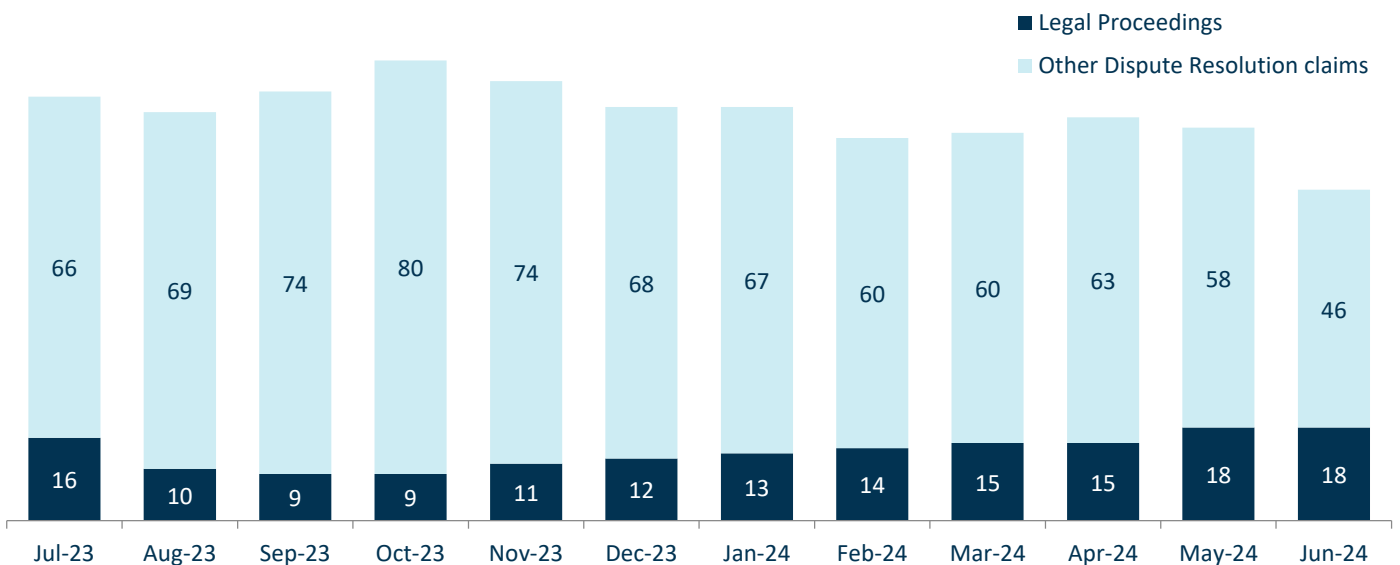
* Methodology: determining a repair strategy for damage relating to Natural Disaster using appropriate qualified specialist assessments.

Repair Quality, 11.5%

The homeowner has identified defects or quality issues with repairs previously completed and managed by EQC Toka Tū Ake* that need to be assessed to settle Natural Disaster Damage in accordance with the EQC Act.

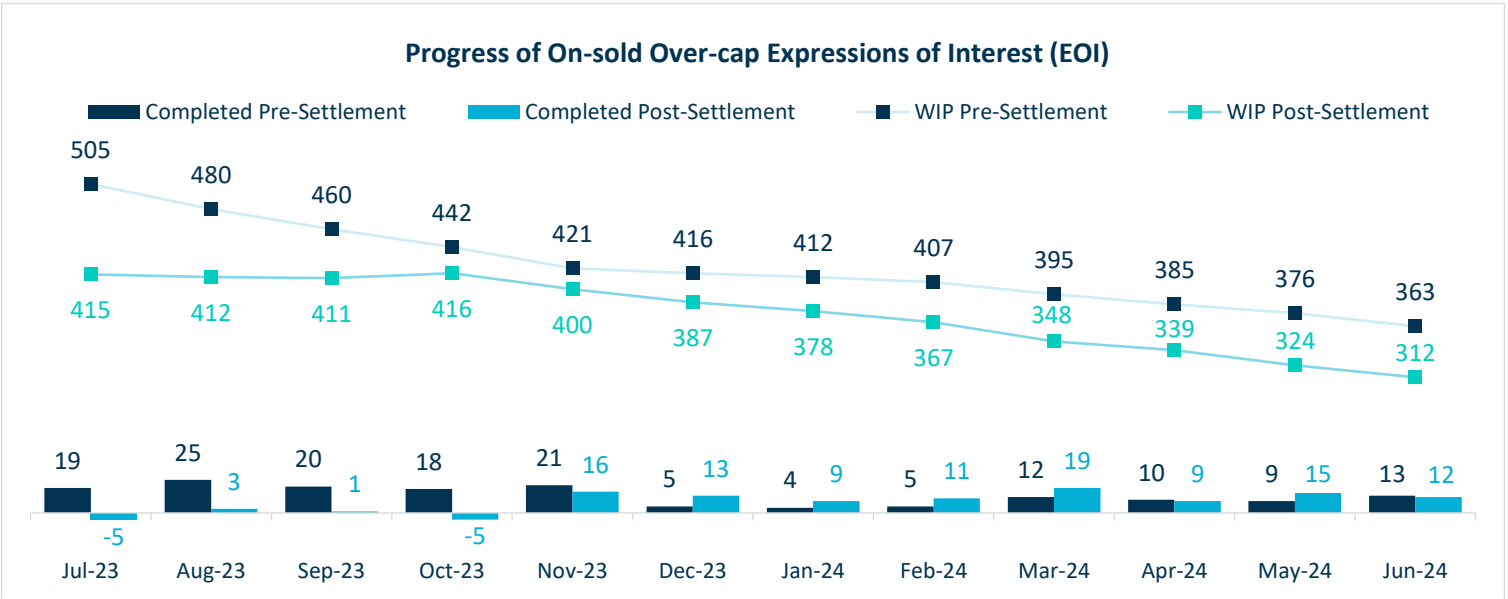
*Note: Issues with repairs managed by the homeowner following cash settlement need to be resolved directly by the homeowner with the contractor.

Claims in Dispute



As at month end, we have 18 Canterbury claims that are subject to legal proceedings (cf. 18 at May-24 EOM). Our population of other claims requiring dispute resolution currently stands at 46 (cf. 58 at May-24 EOM).

Section 2 - Settlement of the 2010-11 Canterbury earthquake sequence claims (cont.)



WIP - Work in Progress

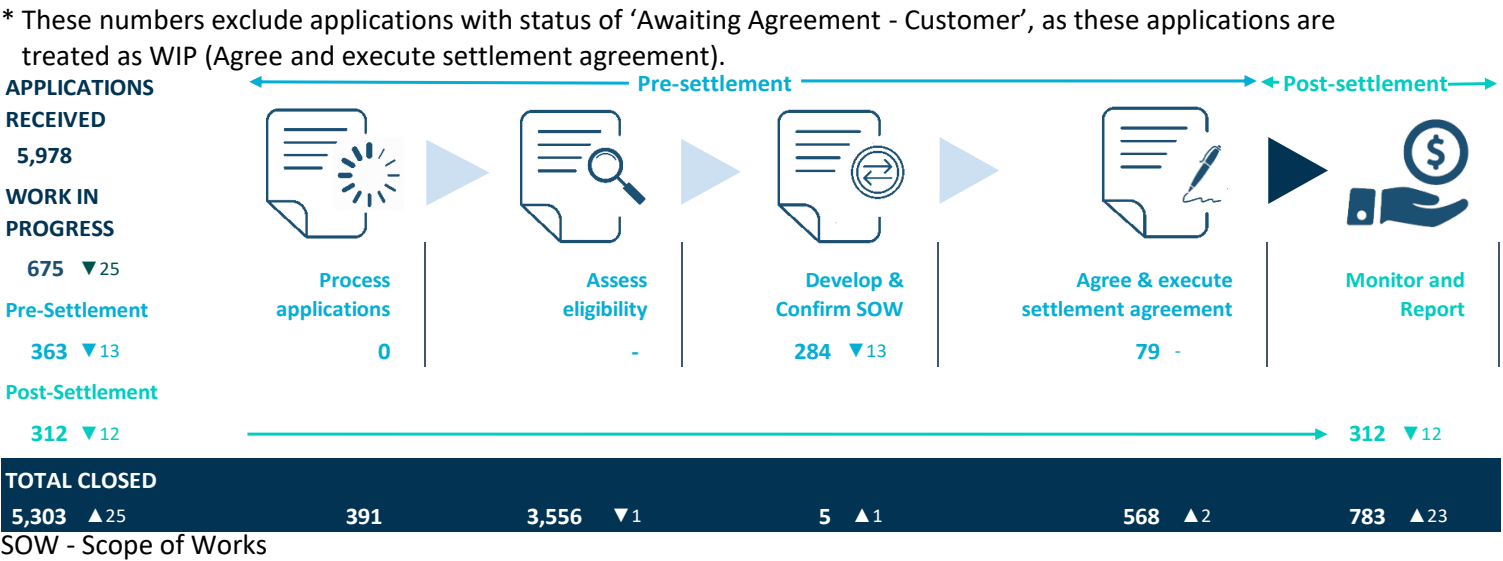
Note: Applications (expressions of interest - EOIs) for government support to repair On-Sold Over-Cap properties closed in October resulting in nil inflow from Nov-20.

The chart above plots the flow of On-Sold EOIs through the value chain. To date, we have completed the assessment of 5,615* applications ('total closed' (5,303) + 'WIP post-settlement' (312)) of which:

- 1,663 have received an On-Sold settlement agreement or have been resolved without the need to pay Crown funds ('Completed - EQC Payment' (568) + 'Monitor and Report' (1,095));
- 760 have been transferred to EQC Toka Tū Ake operations to be managed as they're unlikely to exceed the EQC cap, or do not fit the On-Sold eligibility criteria; and
- 1,033 have been closed due to insufficient information.

At month end, and now including post-settlement, our WIP includes:

- Pre-settlement** - 363 EOIs on hand that are being reviewed for eligibility or are being maaged through our On-Sold assessment/settlement process ('Pre-settlement'), including 69 Awaiting Agreements with Customers.
- Post-settlement** - 312 (refer to reporting change notation above for definition).



Section 3 - Claims relating to natural hazard events

In this section we report on the progress of settling claims related to natural hazard events that occurred after the 2010-11 Canterbury earthquake sequence (2010-11 CES). There are two parts to this section:

- Historic claims that we manage directly that pre-date the Natural Disaster Response Agreement (NDRA)
- Claims that the NDRM insurers manage directly under the NDRA

As a proportion of the overall population, the historic claims that we manage directly that pre-date the NDRA is relatively small, whereas claims managed directly by the NDRM insurers under the NDRA represents the vast majority of claims relating to natural hazard events after the 2010-11 CES.

The first part of this section reports on the small population of historical claims that we manage directly.

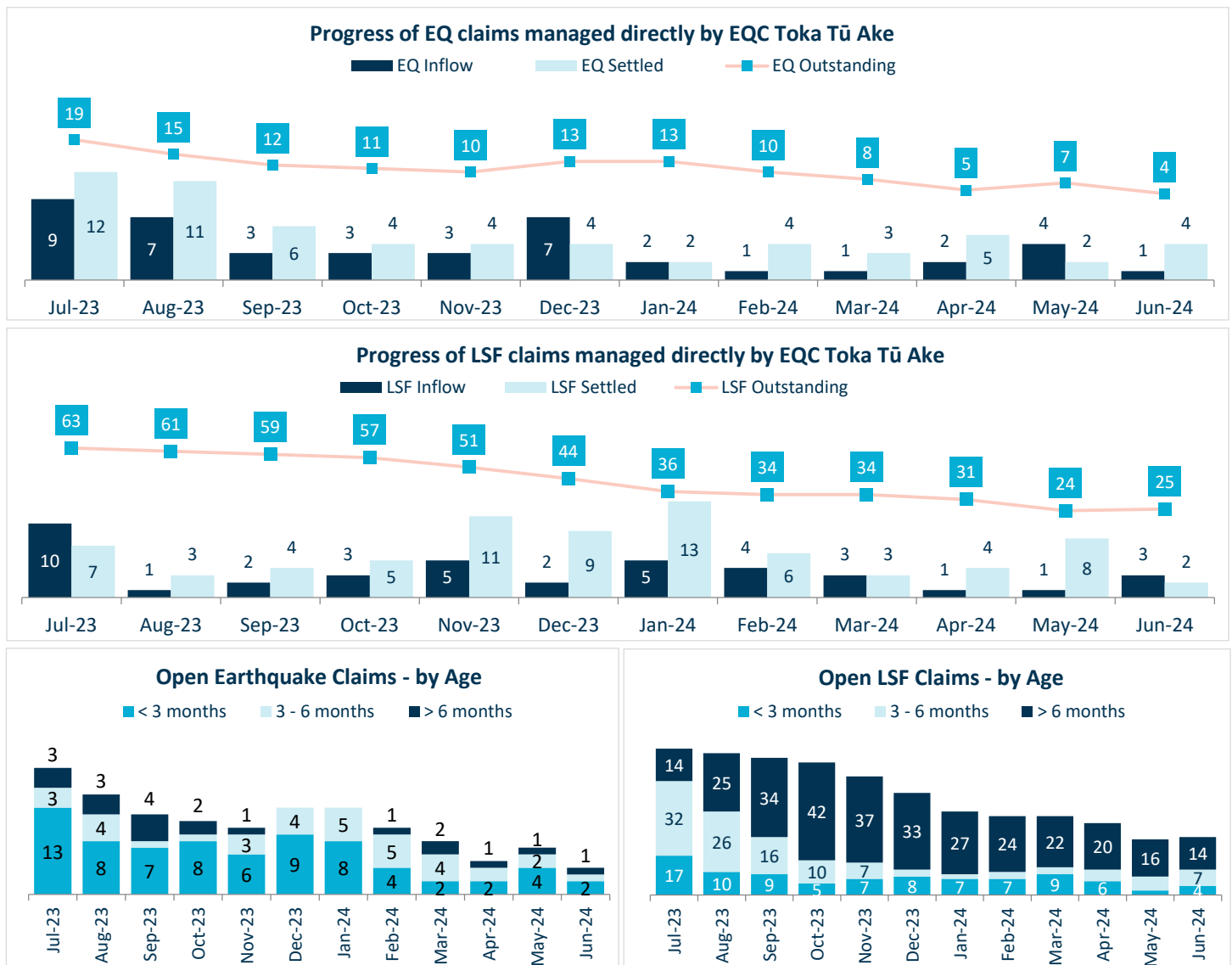
Historic claims managed directly by EQC Toka Tū Ake

This population of claims pre-date the Natural Disaster Response Agreement (NDRA) and are not linked to either the 2010-11 CES or the remaining tail of the 2016 Kaikōura earthquake event claims.

Population movement across the month

Across June, inflow included 4 new and reopened claims (cf. 5 for May-24). The loss cause profile of this month's inflow was 25% Earthquake (EQ) related and 75% Landslip, Storms and Flood (LSF) related.

This month we settled 6 claims. Coupled with an on-hand population of 31 at the end of last month, we have 29 claims on hand at month end that we're directly managing.



Note: Inflow refers to claims lodged as well as reopened

Section 3 - Claims relating to natural hazard events (cont.)

Claims managed directly by the NDRM insurers under the Natural Disaster Response Agreement (NDRA)

The second part of this section reports on how the NDRM insurers are progressing the settlement of claims that they directly manage under the Natural Disaster Response Agreement (NDRA). The NDRM insurers, under the NDRA, manage the vast majority of claims relating to natural hazard events that are not linked to either the 2010-2011 Canterbury earthquake sequence or the remaining tail of 2016 Kaikōura earthquake event claims.

How many claims have we received since the start of the NDRA?

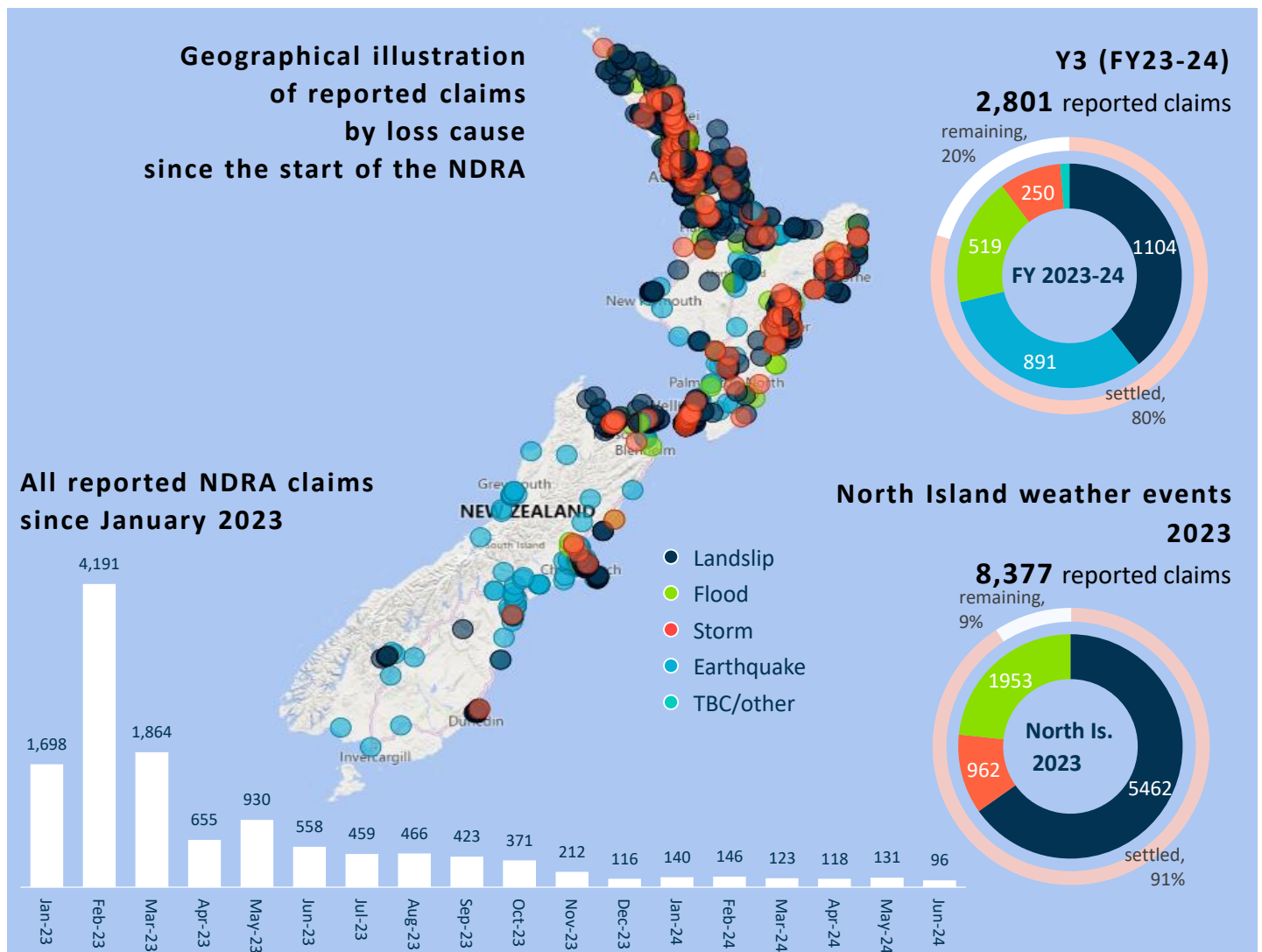
Since the commencement of the NDRA, we've received 18,088 claims (cf. 17,862 reported last month). About 81% of reported claims are related to a weather event.

Progression of claims relating to natural hazard events (excluding the 2010-11 CES)

In this financial year, we focused on reporting the progress that the NDRM insurers, as a whole, were making on claims:

- lodged in this financial year.
- relating to the Upper North Island weather events of Q1-2023.

The following visual provides a summary of progress against these two claim populations along with a geographical illustration of all reported claims since the start of the NDRA.



Note: Due to updated information received from NDRM insurers, the reported claims total for May-24 has been revised in Jun-24.

Section 4 - Resilience

Progress summary

On our Resilience Three Year Priorities



Coordinated & targeted Research investment

Click on the image below
to find out more about
funded projects on the go

Across Q4: 1 April to 30 June 2024:

- 14 new **research contracts** commenced between 1 April – 30 June 2024, including:
 - sponsorships; and
 - significant variations to existing projects
- 5 **research projects** and **sponsorships** have been completed between 1 April 2024 – 30 June 2024, including two that relate to developing fragility functions for loss modelling.
- Government announced in Budget 2024 multi-year **funding for GeoNet**, allowing NHC contribution to remain reduced at \$4 million for FY24/25.
- An implementation plan for the **Research Benefit Management Framework** was completed.



A renewed focus on the strategic value of Data and information

Click on the adjacent image
to find out more about
how we work to reduce risk
and build resilience

Across the quarter to 30 June 2024:

- Over 13,000 users visited the **Natural Hazards Portal** between April and June, with over 12,000 new users during this period. Site engagement remains strong at an average of 4m 17s per user, and 4,588 pdf downloads by 2,176 users (17% users downloaded pdfs).
- The **Data and Analytics business case** approved by the Board in June. The resilience team played a key role in development of the strategic case for improving NHC's capability and capacity to translate, share and use natural hazards data. This will include design and development of Phase 2 of the Natural Hazards Portal.
- We are building our loss modelling capabilities through the development of a **National Liquefaction Model**. This will improve our understanding of the likely impacts and losses from an earthquake, and how they can be amplified by liquefaction, as well as provide a public tool to support researchers, practitioners, and local government similar to the National Seismic Hazard Model. Results and outputs are expected in the second half of 2024.
- NHC has funded Stage 1 of the development of a **National Tsunami Hazard Model**. This will be akin to the National Seismic Hazard Model and is being developed by GNS Science and numerous other tsunami scientists and risk modellers from across the country. Stage 1 will focus on the modelled risk to the Wellington region from multiple tsunami event sources. It will be delivered in March 2025.
- Development of **National Building Dataset**, in conjunction with Land Information New Zealand, is being scoped as part of a key deliverable of our Resilient Homes and Buildings Action Plan. This project is due to start in FY24/25.

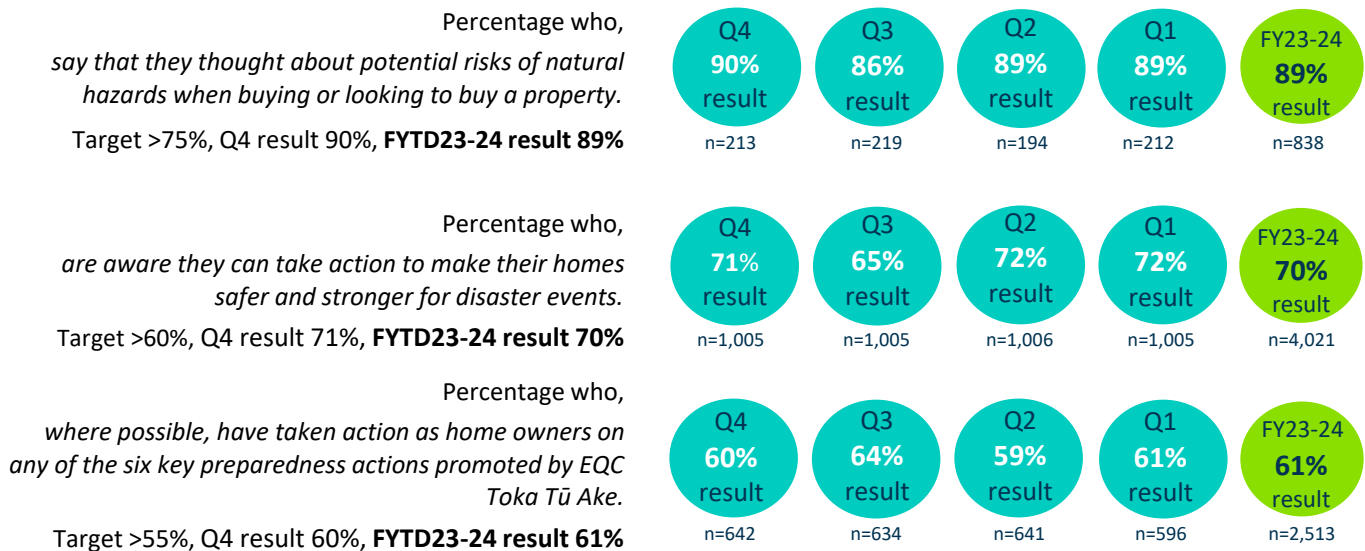


Section 4 - Resilience (cont.)



Public Education measures to raise public awareness

Survey results for the quarter to 30 June 2024 and FY23-24 results:



Click the image above to view our Quake Safe Guide



Accelerating the synthesis & Translation of research outputs

Across the quarter to 30 June 2024:

- A submission was made on the **Fast Track Approvals Bill**. NHC also appeared at the Select Committee in support of our submission on the Bill.
- The **'Planning for non-planners'** and **'Being an Expert Witness'** courses for researchers were held.
- We have launched a standalone website named **design.resilience.nz**, to house building design resources that exceed the minimum building performance requirements in the Building Code. The website is endorsed by the New Zealand Geotechnical Society Inc, Structural Engineering Society (SESOC), New Zealand Society for Earthquake Engineering (NZSEE), MBIE and BRANZ.

Section 4 - Resilience (cont.)



Developing reciprocal Partnerships

Our goal: Central and local government; private insurers; key research platforms



Across the quarter to 30 June 2024:

- A second three-year contract with the **New Zealand Planning Institute (NZPI)** (originally 3 + 3) was signed, based on a successful 3-yearly report of progress. The main focus of the next three years includes:
 - Developing a new professional development course framework; and
 - Implementation.
- We have continued to work closely with the **Ministry for the Environment (MfE)** to provide subject matter input into various briefings on improving natural hazard risk assessment and planning.
- We have continued to work closely with **councils** in many ways, including to support them in the drafting stage of district plans and how they can use our risk tolerance methodology.
- Members of the team presented at the Resilience to **Natures Challenges conference**. This gave us an opportunity to share the wealth of work we do in the translation of research into useful and useable outputs, to support our stakeholders and communities.



Perceptions of EQC Toka Tū Ake

Surveying of key stakeholders (annual) and the general public (quarterly)

We survey key stakeholders on an **annual** basis to ascertain perceptions around:

- the quality and relevance of the outputs of EQC Toka Tū Ake's investment in research (SOPE measure 2.1.1)
- the contribution to driving progress in resilience to natural hazards; and the quality of our partnering (SOPE measure 2.1.2)

Note: Survey results for SOPE measures 2.1.1-2 are included in this performance dashboard for June 2024.

We also survey the public on a **quarterly** basis to see how we're doing with enhancing the public's understanding of natural hazard risk and risk reduction activity undertaken (SOPE 2.1.3). Please refer to Public Education section above for a summary of results which now include results for the FY23-24.

Section 5 - Homeowner Focus

Homeowner engagement under the Natural Disaster Response Agreement (NDRA)

Under the NDRA, which came into effect on 30 June 2021, homeowners now lodge their disaster claim directly with the NDRM insurers who manage the settlement process on behalf of EQC Toka Tū Ake ('Insurer Managed' claims). EQC Toka Tū Ake continues to directly manage historical claims ('EQC Toka Tū Ake Managed' claims) relating to damage prior to 30 June 2021.

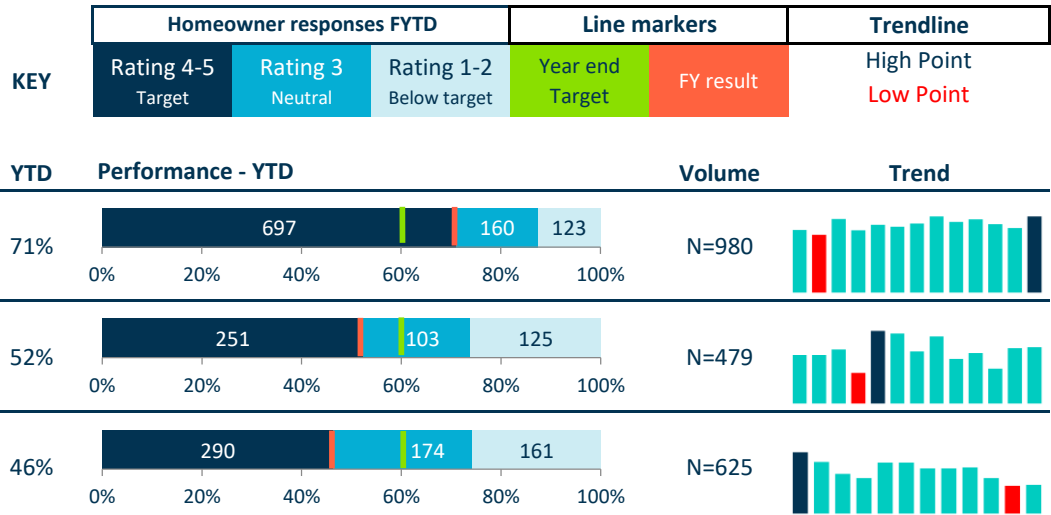
Are there any significant changes to our FY23-24 homeowner experience reporting from last year?

With the introduction of Output Class 1.3, we'll be measuring homeowner satisfaction for homeowners impacted by the severe weather events in the Upper North Island (including the Auckland Anniversary Weekend floods) in January 2023 and Cyclone Gabrielle in February 2023.

We are also now reporting results across FY23-24 by the month the homeowner was surveyed which means that there is now no lag in the reporting of homeowner satisfaction results. Previously we'd reported on results on a month claim closed basis which meant there was a lag in our reporting.

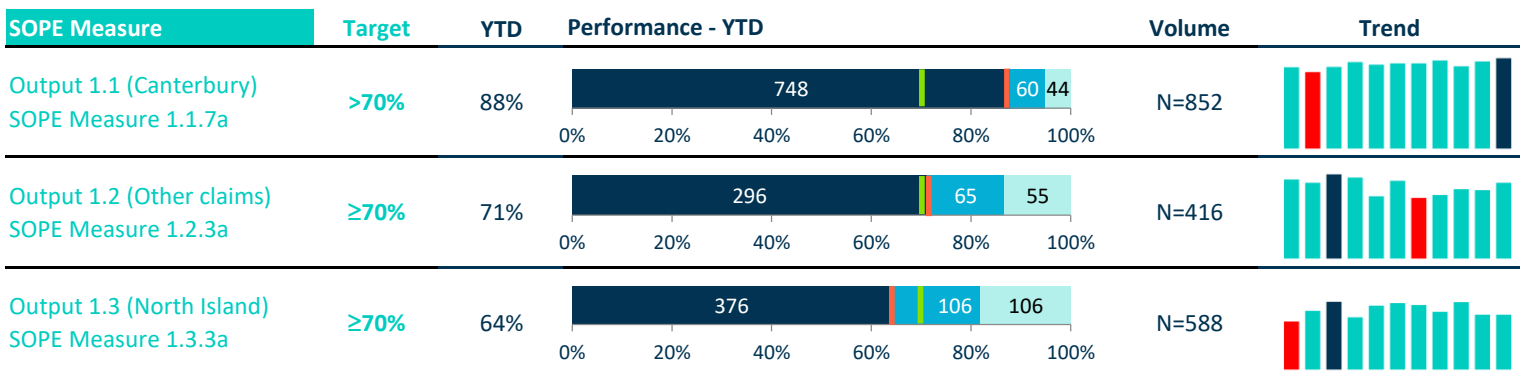
Overall experience:

Surveyed homeowners are satisfied with their overall claims experience



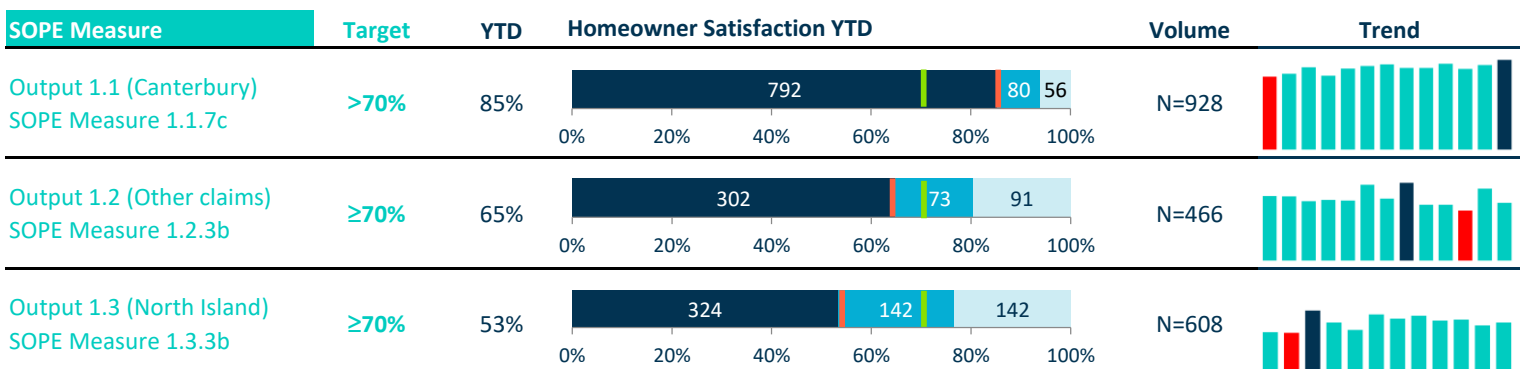
Ease of interaction:

Surveyed homeowners agree EQC Toka Tū Ake (or its partner, Outputs 1.2-3) were easy to interact with during their claim experience.



Quality of communication:

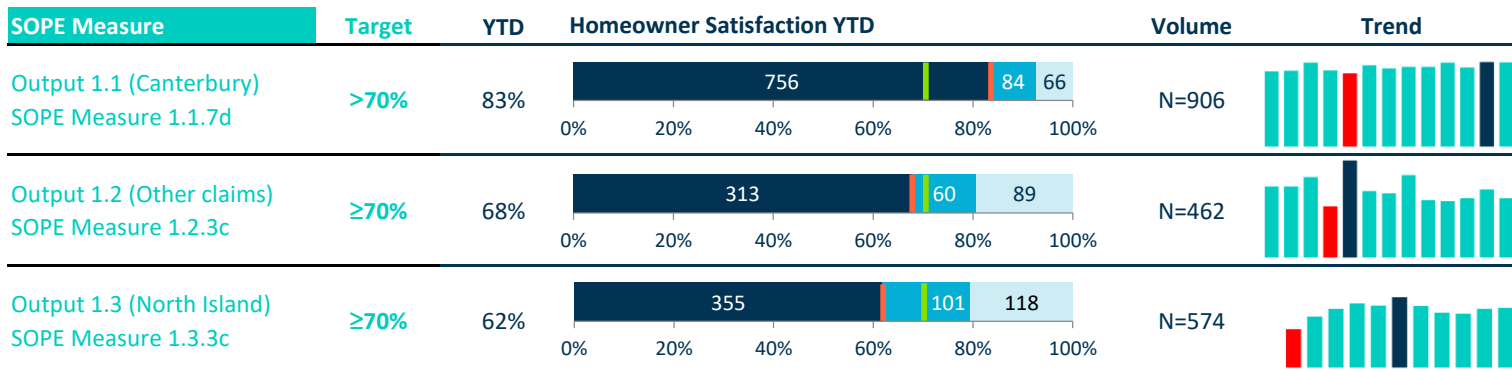
Surveyed homeowners agree EQC Toka Tū Ake (or its partner (Outputs 1.2-3)) provided clear and concise communication and homeowners were clear on next steps for their claim



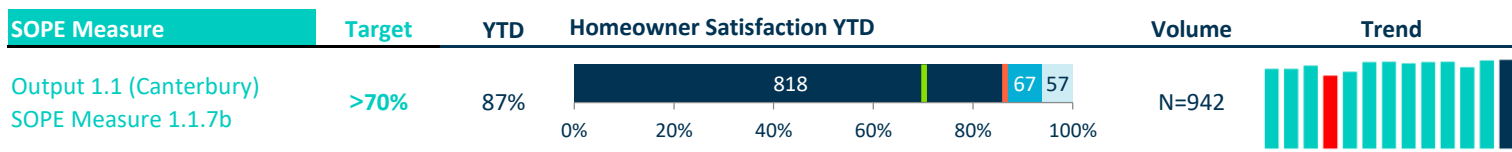
Section 5 - Homeowner Focus (cont.)

Acted as experts:

Surveyed homeowners agree EQC Toka Tū Ake (or its partner (Outputs 1.2-3)) acted as experts with the skills, knowledge and desire to help them

**Responsiveness to individual needs and situations: (Canterbury only)**

Surveyed homeowners agree EQC Toka Tū Ake was responsive to their individual needs and situation during their recent claim experience

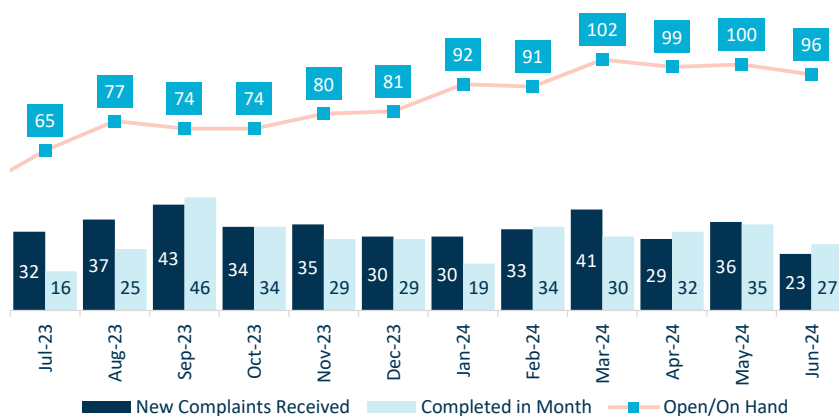
**Why are there differences in the trendlines for the above SOPE measures?**

- Some trendlines are longer because they're a continuation of an SOPE measure from the previous financial year and so we're able to provide a view of performance for the month across a 12 month period.
- Other trendlines are shorter because they're new SOPE measures for this financial year.
- You'll also notice that some trendlines have gaps. One reason that there is a gap is because there were no respondents to the survey question associated with that SOPE measure. The other reason, as is the case with SM 1.3.3, is that we had not introduced the survey question for that associated SOPE measure into our survey script in time for reporting at the start of this financial year.

Section 5 - Homeowner Focus (cont.)

Timeliness of complaint resolution		KEY	Time to resolve		Line markers		Trendline
			<2 months Target	>2 months Below target	Measure Target	FY result	
SOPE Measure	Target	YTD	Timely resolutions YTD		Volume		Trend - timely resolution
Output 1.1 (Canterbury) SOPE Measure 1.1.8	95%	100%	39		N=39		Achieved
Output 1.2 (Other claims) SOPE Measure 1.2.4	90%	96%	121		N=126		Achieved
Output 1.3 (North Island) SOPE Measure 1.3.4	90%	97%	233		N=239		Achieved

Progression of homeowner complaints



Overall this month

We received 23 new complaints offset by 27 resolved, leaving 96 open on hand at month end.

Canterbury

There were 2 new complaints received this month, 3 were resolved, and 1 open on hand at month end.

Other claims, including NDRA*

We received 21 new complaints offset by 24 resolved, leaving 95 open on hand at month end.

*May-24 figures revised to include changes in status of complaints as well as any additional complaints, as advised by the NDRM insurers in Jun-24.

What's the nature of the complaints that we have on hand for insurer managed claims?

From the information received to date from the NDRM insurers, the predominant complaint themes overall continue to be *Timeframes*, *Damage not covered by the Act*, and *Assessment Outcome (repair strategy or costs)*. For the Upper North Island weather event, *Timeframes* continues to be the largest driver to date, representing nearly 42% of the complaints. *Act Coverage* is more predominant for non-Upper North Island weather event claims.

For claims that we are directly managing:

- The complexity profile of our on hand complaints includes: simple (0); standard (4); and complex (1).
- The categorisation of these on hand complaints includes: service related (0); process related (1); and technical (4).

Total call, email and post volume

	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Customer calls service
Outbound - Inbound Ratio	10:90	12: 88	10: 90	12: 88	11:89	9:91	
Grade of Service	89%	85%	77%	92%	93%	94%	Across June, our grade of service was 94% (cf. 93% last month).
Abandonment Rate	0.9%	0.9%	3.5%	0.8%	0.7%	0.1%	
Roll Over No Answer	12	16	58	13	11	1	Actual inbound calls for the month (N=1,267) compares to forecast (N=1,468).
Total Calls	1,411	2,077	1,843	1,814	1,846	1,399	
Total Email and Post	3,070	3,727	3,615	3,425	3,114	2,473	

Customer experience

Customer experience remains high this month at 98% (cf. 95% last month) across 335 customers surveyed this month (cf. 767 surveyed last month). The FY2023-24 average was 95%.

Explained: Grade of service

Grade of service is defined as calls being answered within 20 seconds.

Explained: Customer experience rating

Customers are invited to complete a survey after every call to rate their experience on a scale of 1-7. The descriptors used for the scale are as follows:

1 and 2 = negative; 3 and 4 = neutral; and 5,6,7 = positive.

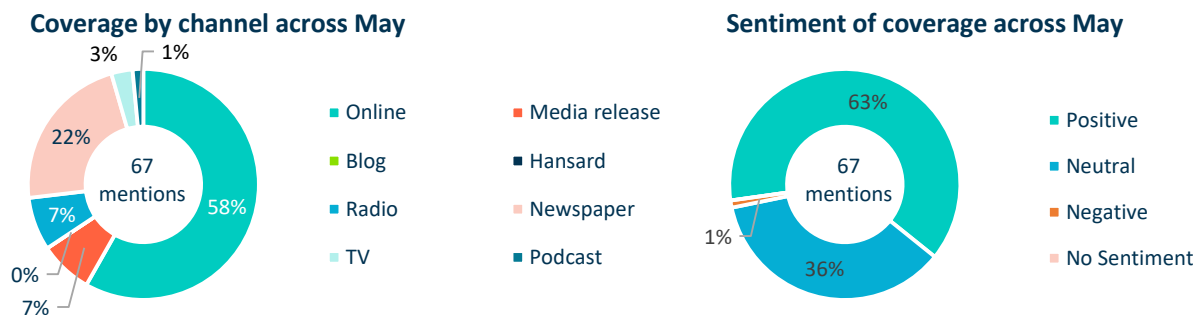
Overall rating is the total positive ratings divided by total responses.

Section 6 - Media Coverage

Traditional media coverage across the month

- Toka Tū Ake spokespeople featured in two top stories on TVNZ One News on the same night.
- Highest number of organic impressions on LinkedIn this year.
- 21% increase in positive sentiment of Toka Tū Ake media mentions.
- Higher than average number of new followers and record number of content interactions on both LinkedIn and Facebook.

Sentiment of coverage across the month was again predominantly positive at 63%, 1% negative, with the balance of sentiment neutral at 36% (cf. 57% neutral and 42% positive last month). Coverage by channel this month shows that six out of every ten mentions this month occurred online, while more than a fifth of this month's coverage occurred through the newspaper channel.



Note: To calculate the coverage volume, we count the number of theme tags that each story attracts. Some stories will have multiple theme tags assigned.

63% of mentions in the media this month attracted positive coverage (cf. 42% last month), including:

- **Waikato Times** - [Hamilton basin research could transform seismic modelling](#)
- **The Post** - [Lights, buzzers, tsunami turtle mascots - students rise to CRISiSLab Challenge](#)
- **TVNZ One News** - [New Zealand's largest urban landslide studied to 'hunt out' others](#)

36% of mentions in the media this month attracted neutral coverage (cf. 57% last month), including:

- **Valley Profile** - [Living on the edge](#)
- **RNZ** - [Unfunded roads and an unfinished tax: Treasury's fiscal risks](#)

1% of mentions in the media this month that attracted negative coverage (cf. 1% last month)

- **The Press** - [letter to the editor](#)

Media releases this month

We distributed five media releases this month:

- **4 June** - [Liquefaction research creates valuable new tools for earthquake engineers](#). We distributed a media release on a Toka Tū Ake funded three-year research that improves the analysis of liquefaction risk in different soil types, by incorporating advanced learnings from the past decade.
- **5 June** - [EQC secures record levels of natural hazard reinsurance](#). We distributed a media release on the record level of reinsurance of \$9.2b from 1 June 2024 we secured to protect New Zealand homeowners from the impact of natural hazards and keep home insurance affordable.
- **11 June** - [Geologists study Tāhunanui slump to understand potential impacts of complex slopes across New Zealand](#). We distributed a media release on Toka Tū Ake funded research that collates data for one of New Zealand's largest urban landslide, the Tāhunanui slump in Nelson, to create a 3D model of this slow-moving landslide to better understand similar landslides across the country.
- **19 June** - [Waikato seismic research may have global impact](#). We distributed a media release on Toka Tū Ake funded research into the geology of the Hamilton basin aims to create 3D simulations that will transform seismic modelling.
- **26 June** - [Wellington students compete to build a novel tsunami alert system](#). We distributed a media release on the Toka Tū Ake funded CRISiSLab Challenge which saw over 80 students from 15 Wellington colleges showcase their novel tsunami alert systems to peers and a panel of expert judges.

Media enquiries this month

- We responded to two media enquiries this month. One to **Thames Valley Profile** asking how we assess and calculate settlements, and one responding to a **Devonport Flagstaff** about using Natural Hazards Cover (NHCover) settlements to remediate land and when council placards affect future NHCover claims.

Section 6 - Media Coverage (cont.)

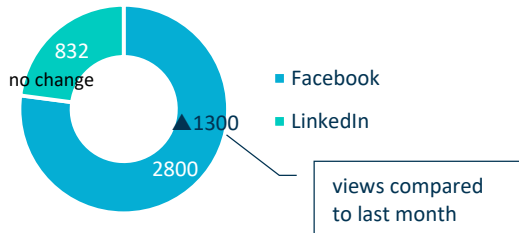
Our social media profiles

Both our social media profiles on social media channels, LinkedIn and Facebook, continue to grow. Across June, our following on LinkedIn rose to 7,679 followers (110 new followers) while our following on Facebook also increased, rising to 4,577 followers (44 new followers).

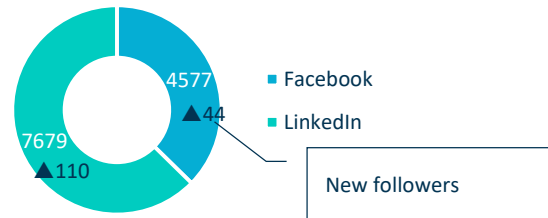
Across June, we posted 15 times on LinkedIn attracting 757 interactions, while on Facebook we posted 14 times attracting 888 interactions.

Across the month, we attracted 832 profile views on LinkedIn and 2.8k profile views on Facebook.

Social media profile views this month



Social media profile followership



Analysis of content published on our social media profiles this month

- **Top performing posts were science and research based.** Posts that were shared via our research partners had a larger reach across both channels. When Waikato Uni shared a post on FB we got over 5000 impressions and 136 engagements. Similarly, the Wellington High School post had over 2000 impressions on Facebook and 58 engagements.
- **We experimented posting more people focused content on Facebook.** Historically Facebook has been a challenging place to post content about our organisation and our people. Two people focused posts were posted across both channels in June, with both being successful and engagement higher on Facebook, than on LinkedIn.
- **We posted paid ad content on our newsfeed.** We reused the land cover tiles and the portal tiles on our newsfeed – although both of these campaigns were successful as paid ads, they did not perform well as a series on our newsfeed.
- **Paid advertising has a positive impact on numbers overall.** We ran our first paid campaign on LinkedIn this month. The paid campaign results in isolation were average, but we also experienced record numbers of engagement and profile visits. The same pattern can be seen when we boost content on Facebook.

Educating media and the public on EQCover and our role in claims

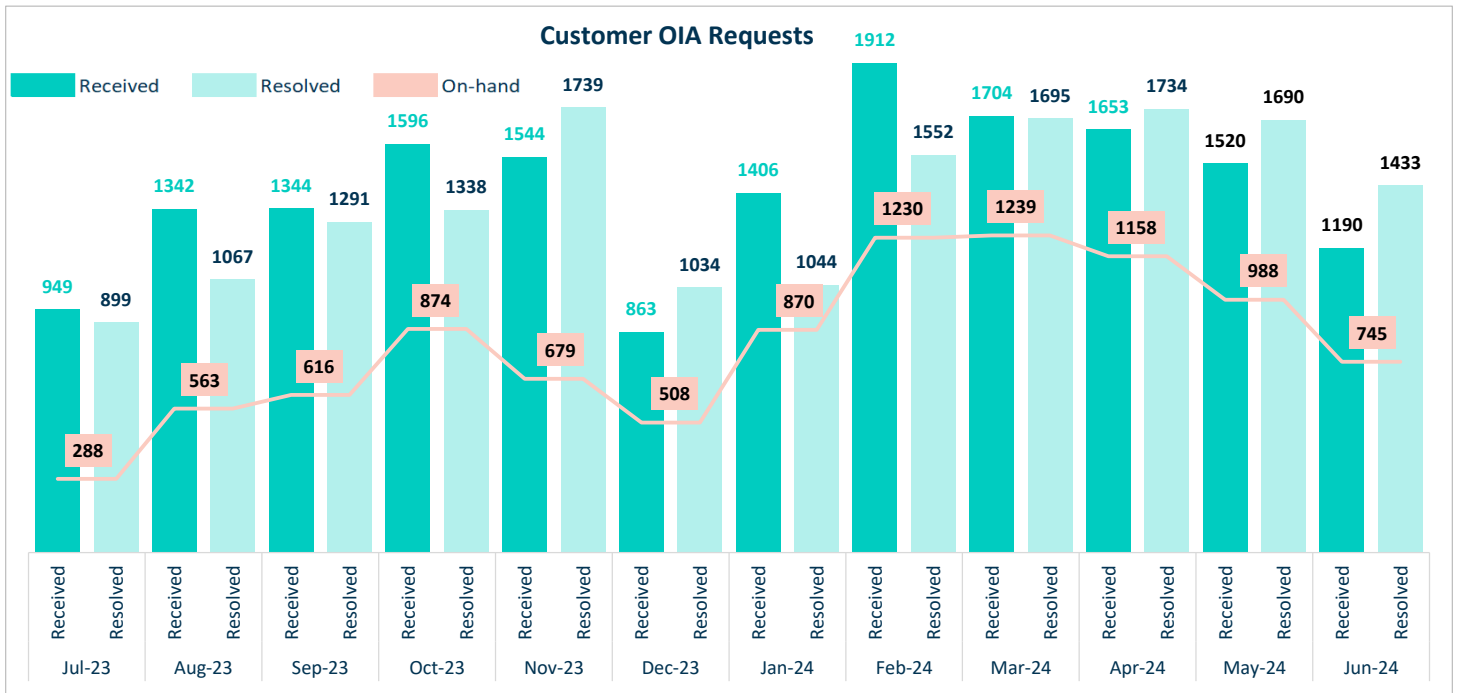
Our team continues to seek opportunities to educate the media and the public. We regularly use our responses to journalists as a chance to provide broad details of EQCover, the Natural Disaster Fund, and our insurance partnership to aid understanding.

Section 7 - Official Information Act (OIA) Requests

From the start of the current financial year, reporting on customer requests for information has been widened to include all information requests we receive from customers.

Our widened reporting encompasses two other information request workstreams:

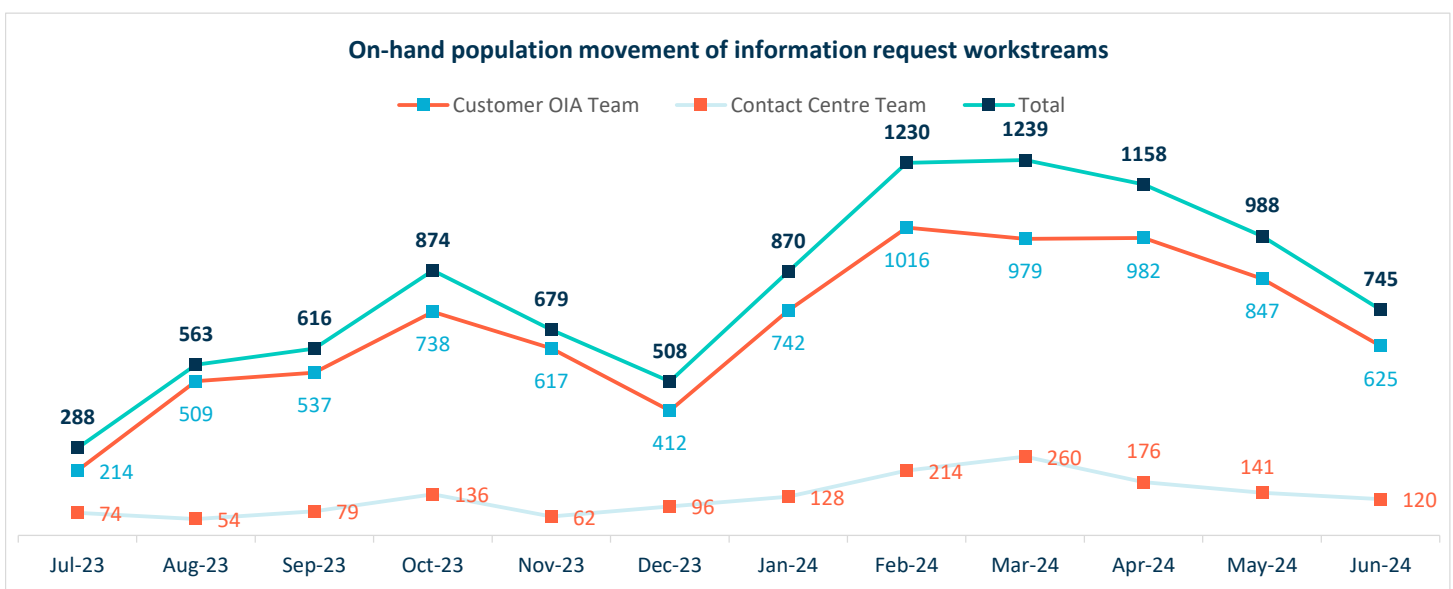
- One of our workstreams is for information requests for property related files, which is processed under either section 31A of the Earthquake Commission Act 1993 or the Official Information Act 1982; and
- Our other workstream covers information requests that our Contact Centre are able to resolve directly.



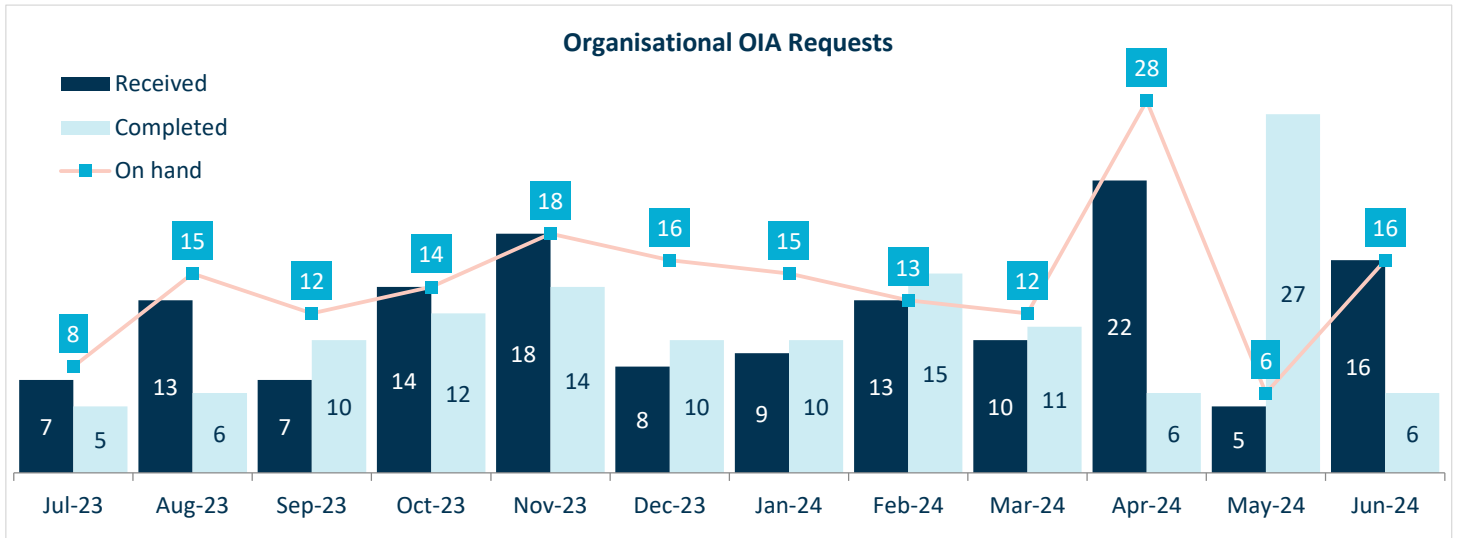
Across June, our Customer OIA and Contact Centre Teams received 1,190 new OIA requests (cf. 1,520 for May-24). Coupled with the 988 requests on hand from last month and resolution of 1,433 requests this month, we have 745 requests on hand at month end.

Compared to May, there were 21% fewer requests in June. This month's real estate market seems to be slowing down as winter draws in. We anticipate a resurgence of requests in August and September based on statistics from previous years. The OIA team has received 17,023 overall this year, compared to 11,239 the year before. We attribute this increase to the launch of the Portal which has aggressively encouraged buyers' and sellers' crucial due diligence. We have maintained 99.8% compliance this financial year in spite of the increase.

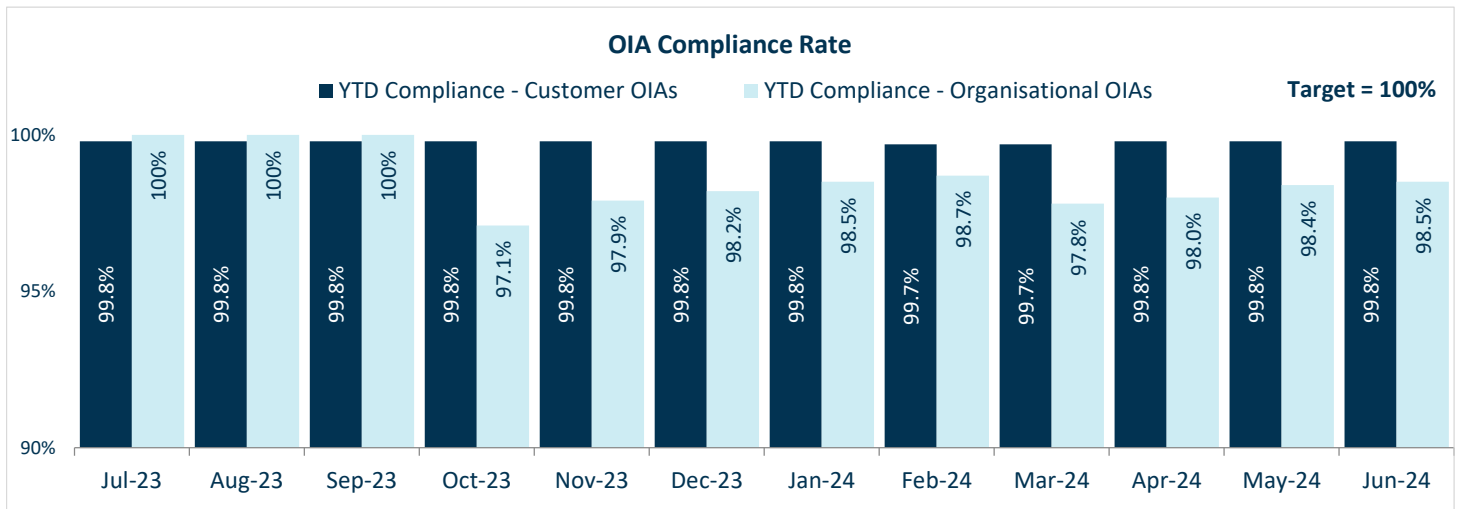
The chart below shows the monthly on hand population movement of our two customer information request workstreams.



Section 7 - Official Information Act (OIA) Requests (cont.)



Across June, our Government Relations Team received 16 new high level OIA requests (cf. 5 in May-24). Coupled with the 6 requests on hand from last month and 6 completed requests this month, the team have 16 requests on hand at month end.



Across June, our Customer OIA and Contact Centre teams achieved a compliance rate of 100% across 1,433 completed responses with 0 non-compliant responses reported. The compliance rate for the FY23-24 remained steady at 99.8%, unchanged from last month.

During the month, our Government Relations Team achieved a 100% compliance rate across 6 completed responses, raising the FY23-24 compliance slightly to 98.5% (cf. 98.4% at the end of last month).

Ombudsman review of complaints received

Across June, we received no notices of formal investigation or final opinion from the Ombudsman. In total, across the FY23-24, we have received 7 formal notices of investigation.

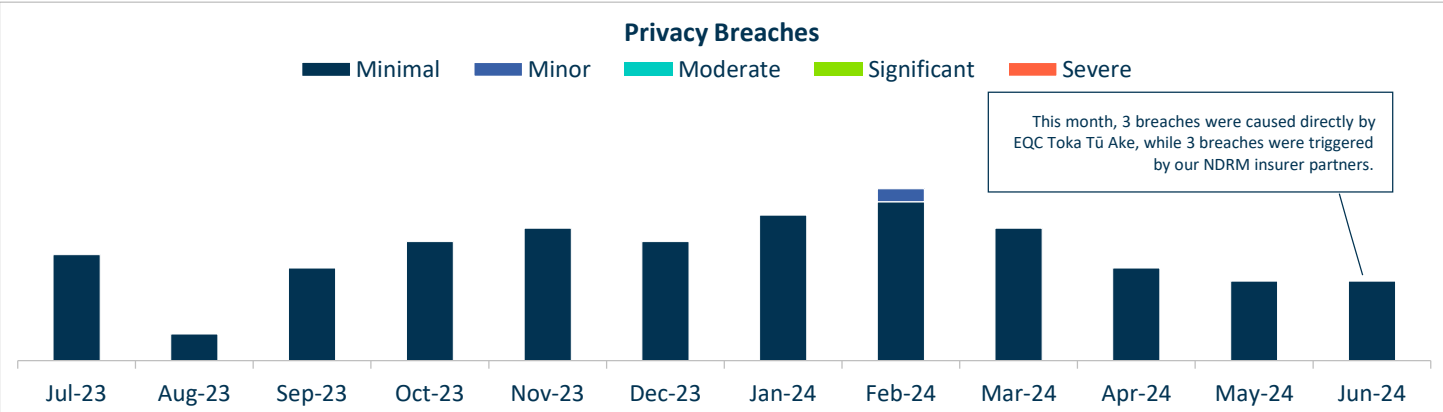
Ministerial correspondence

Across June, we received one request to draft a response for the Minister's Office. Across the FY23-24, we have received a total of 21 requests.

Section 8 - Data Protection

Across June, 6 privacy breaches (cf. 6 for May-24) were reported by the Risk and Compliance Team.

All reported breaches were assessed against the Government Chief Privacy Officer (GCPO) categorisation system and none have met the serious harm threshold requiring reporting to the Office of the Privacy Commissioner.



Privacy breaches

Of the 6 reported breaches across June, 3 occurred within EQC Toka Tū Ake while 3 were attributable to the NDRM insurers. Privacy have completed consultation for the July/August 'What does good look like' Executive Leadership Team (ELT) paper. This follows the review of insurer breaches previously reported. The July/August paper will identify what best practice is for privacy incident management, and what opportunities there are for NHC to improve.

Privacy Assessments

Across June, 6 new privacy assessments were received by the Risk and Compliance team, while 2 assessments were completed. As at end of June 2024, there are currently 6 assessments in progress.

Breach severity categories

Following the new Privacy Act 2020, which came in to effect on 1 December 2020, all breaches are now assessed against the Government Chief Privacy Officer Tool (GCPO). The GCPO categorisation system allows for transparent internal and external reporting on privacy incidents, and allows for benchmarking and direct comparisons of reported incidents across government agencies. The new rating categories are: 'Minimal', 'Minor', 'Moderate', 'Significant', and 'Severe'.

Severe	Significant	Moderate	Minor	Minimal
Breach of sensitive or highly sensitive information with serious potential or actual harm. Indication of systemic failure that could undermine government systems. The incident will significantly affect the reputation of and undermine trust and confidence in the public sector. The incident will get ongoing media coverage.	Information is sensitive or highly sensitive with serious potential or actual harm. There will be measurable and ongoing negative impact on individuals and/or agencies with potential long-term loss of trust and confidence in the agency. Possible indication of systemic failure that could undermine government systems. The incident will get ongoing media coverage.	Information is not sensitive or highly sensitive. Potential or actual harm is more than minor. Customers and clients may stop using, or be reluctant to use, a service or delivery channel. The incident may get media attention or cause reputational risk due to the number of people rather than the information involved.	Small number of people are affected with minor potential or actual harm. Little or no indication of systemic problems. The incident may get short-term minor or isolated media interest.	Small number of people are affected with little or no potential or actual harm. Little or no indication of systemic problems. The incident most likely won't get media interest.

Section 9 - Our People

Across June, our permanent workforce headcount was increased to 349 (345 last month), and our temporary headcount increased by 1, to 11.

Note: Our permanent workforce headcount of 349 equates to 343.78 FTE.

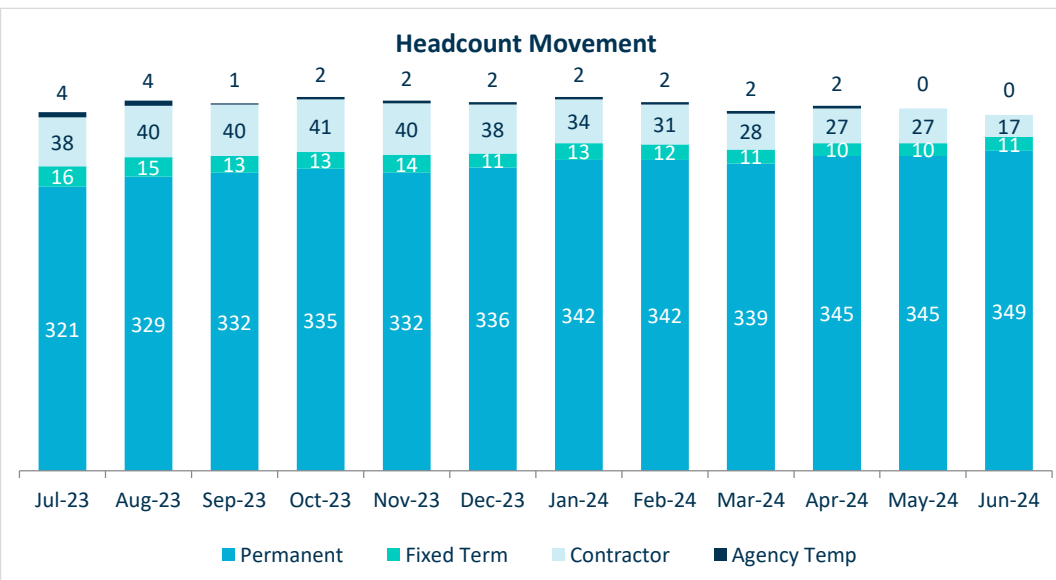
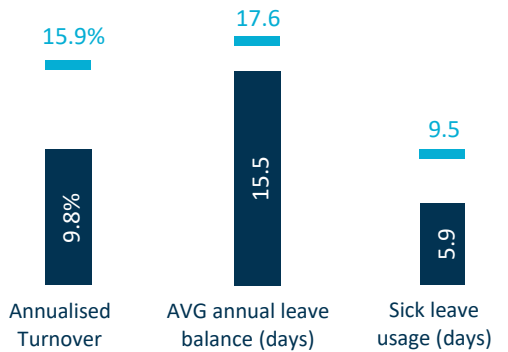
Across the month, our average annual leave balance this month increased by 0.7 days to 15.5 days, remaining below the 2023 public sector average ('sector average') of 17.6 days. During the same period, average sick leave usage was unchanged at 5.9 days, remaining below the sector average of 9.5 days.

Annualised turnover ('voluntary turnover') decreased this month by 0.1% to 9.8%, remaining under the sector average of 15.9%.

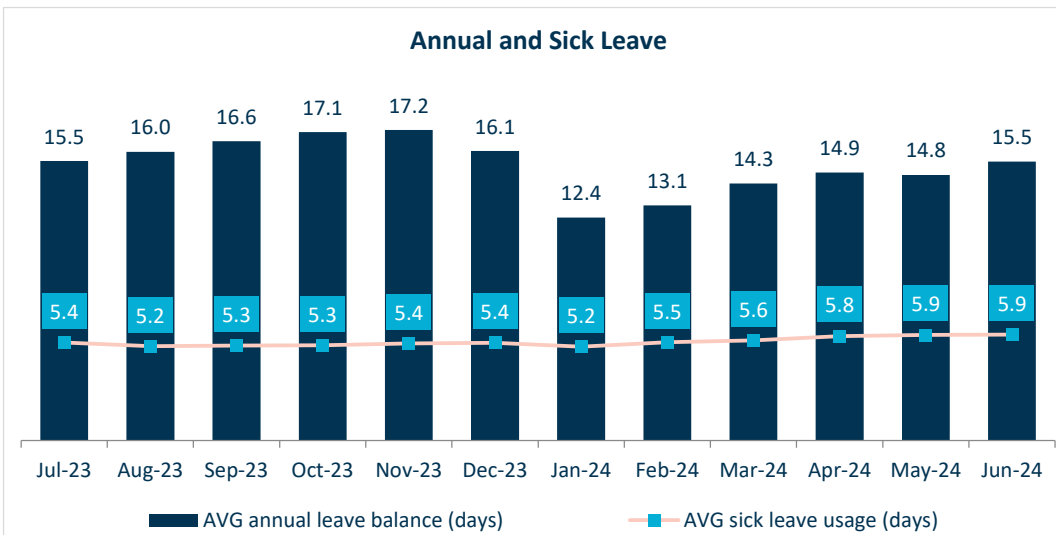
Our People, Culture, and Capability team continues to actively work with our people leaders to understand employee departure causes, future requirements, and the importance of productive conversations to address retention issues. Regular feedback from people leaders is also part of staff development plans to foster positive employee engagement.

Our People at a glance - Comparison of EQC Toka Tū Ake averages against Public Service Sector averages

2023 Public Service Sector AVG



This month our permanent headcount increased by 4, compared to last month. Our fixed term headcount increased by 1, while our contractor headcount decreased by 10 as some contractors were moved to be permanent employees.



This month, our average annual leave balance increased by 0.7 days to 15.5 days.

The average annual leave balance across all employees as at 30 June 2024 is 15.48 days. In order to implement and actively manage leave plans for employees with larger balances, PC&C is proactively collaborating with people leaders.

Our Workforce Profile

