

How to use this dashboard

This dashboard shows a monthly snapshot of EQC's progress across its operational spectrum as well as how we track in relation to the performance measures in our Statement of Performance Expectations (SoPE). Below is a summary of each section.

Section 1 - Statement of Performance Expectations (SoPE) measures

This section shows progress across those SoPE measures that can be measured on a monthly basis. The results are cumulative year-to-date results which reflect the year-to-date progress bar to reach the year-end target. The SoPE is one of our public accountability documents which can be found here:

https://www.eqc.govt.nz/sites/public_files/documents/publications/EQC_SoPE_2020_Web.pdf

Section 2 - Canterbury

This section tracks the progress of outstanding claims arising from the Canterbury sequence of earthquakes 2010-11 ('Canterbury'). It shows how many claims have been reopened (inflow), how many claims have been resolved during the month (resolved), and how many are outstanding at the time of reporting (on hand). We also profile our remaining on hand claims by age, and by reason for opening the claim. This section also provides visibility on our progress to resolve claims in dispute (claims subject to legal proceedings or other dispute resolution pathways).

Government on-sold support package

This 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 - Other Natural Disaster Events (Excluding Canterbury/Kaikōura)

This section covers all claims that are not related to the specific Canterbury and Kaikōura events. Here, we track our claims management progress by how many we have received during the month (inflow), how many we have resolved in the month (resolved), and how many are on hand (outstanding). The data in this section is organised by the type of damage for which a claim may be lodged (namely earthquake, landslide, flood or storm damage). In this section we also profile our remaining on hand claims by

Section 4 - Customer Focus

This section monitors the quality of our customer focus through customers' satisfaction with their interactions with EQC. There are three key strands which align to the customer focus metrics in the SoPE 2020-21:

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

The data comes from the customer satisfaction survey that TNS Kantar undertakes on our behalf each month. This section also summarises the volume of customer contacts by phone, email and post.

Section 5 - Media

This section monitors the media impact of EQC's coverage in both traditional and social media. It keeps a year-to-date count of the number of media statements released by EQC, and also how many times EQC appeared in the media during the month (media articles). The section also provides a view on what's driving our media impact and the leading messages and themes shaped by these drivers in both media formats.

Section 6 - Official Information Act (OIA) Requests

This section monitors the number of OIAs we've 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 and/or operational activities (Organisational OIAs). Our compliance rate for both request types is monitored and reported here.

Section 7 - Privacy Breaches

This section provides a monthly update on EQC's compliance matters, in particular, severity and themes of privacy breaches.

Section 8 - HR Operations

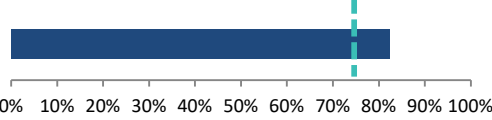

This section tracks EQC's average annual leave balance, sick leave usage and annualised turnover, compares them to the corresponding Public Service average and provides visibility on what's influencing our averages and annualised turnover rate. This section also provides a view on headcount movement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

*A section on Kaikōura has been excluded as it includes private commercially sensitive insurer data.

Section 1 - Statement of Performance Expectation measures - monthly monitoring

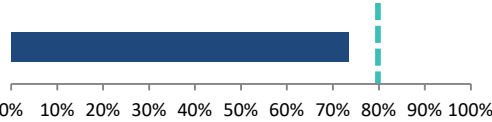

Output Two - Event Response | Timeliness

Output 2.1 - Settlement of Canterbury 2010-11 Earthquake Sequence Remedial Claims

Ref	Measure	Target	YTD Result	Progress - YTD	Status/Trend
2.1.1	Outstanding claims over six months old, on hand at 30 June 2020, are settled by 30 June 2021	75%	82%		

Commentary:

As at 31 May 2021, we have closed 534 of the 648 claims that were outstanding (over 6 months old) at 30 June 2020 (82%). We attained the 75% target during March, with 3 months to spare.



2.1.2	New claims opened or reopened between 1 January 2020 and 31 December 2020 are resolved within 6 months *	80%	74%		
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Commentary:




So far this financial year, 74% of claims that were reopened in January-November 2020 have been settled within 6 months of their reopened date, adrift of our 80% target.

* Including claims opened from 1 January 2020 to 31 December 2020 will give a financial year (1 July 2020 to 30 June 2021) result for "settled within six months"

Key:

-  Result not available for the month
-  On track for delivery

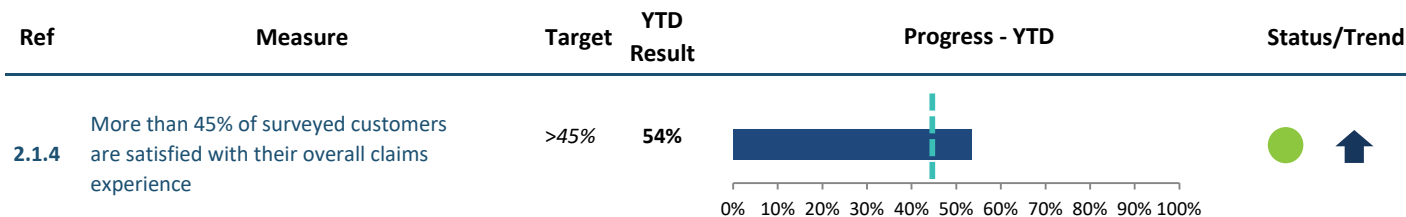
-  Potential risk of not achieving target
-  Target highly unlikely to be achieved

-  Performance trend increase
-  No change in performance trend
-  Performance trend decrease

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

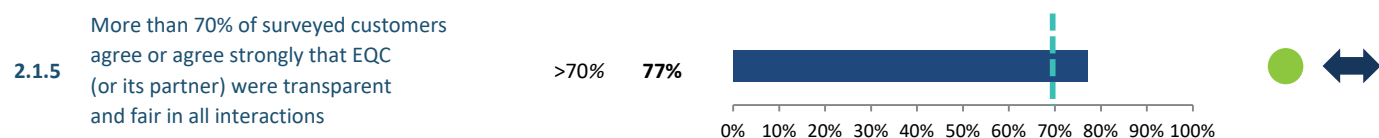
Output Two - Event Response | Customer Focus

Output 2.1 - Settlement of Canterbury 2010-11 Earthquake Sequence Remedial Claims

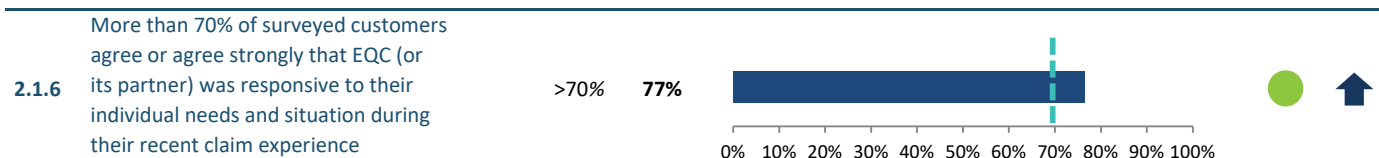
**Commentary:**

Our result this month improved significantly on last month's result driving our YTD result up to 54%. Our YTD result against SOPE measure 2.1.4 remains above our target of >45%.

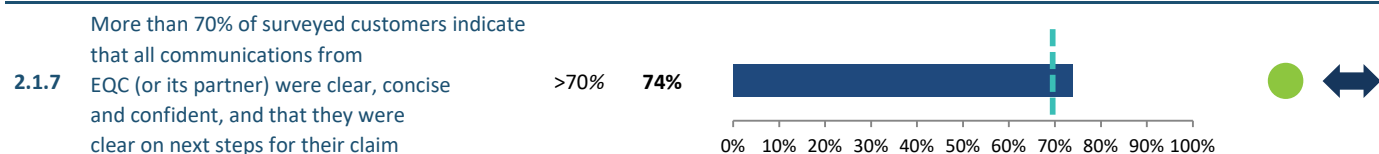
Reflecting on their most recent experience:

**Commentary:**

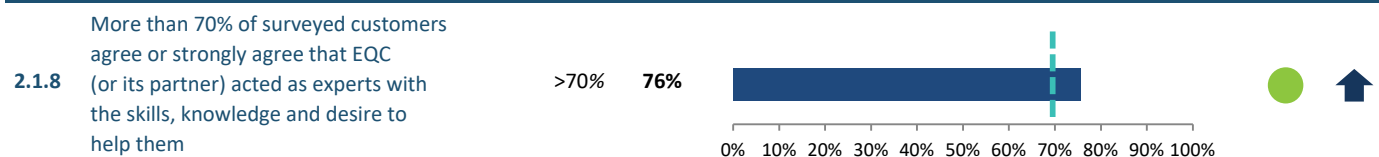
Our result this month has remained relatively steady compared to last month's result, with our YTD result holding steady at 77%. Our YTD result against SOPE measure 2.1.5 continues to exceed its target of >70%.

**Commentary:**

Our result this month has improved on last month's result driving our YTD result up to 77%. Our YTD result against SOPE measure 2.1.6 continues to exceed its target of >70%.








**Commentary:**

Our result this month has remained relatively stable compared to last month's result. Our YTD result against SOPE measure 2.1.7 continues to exceed its target of >70%.

**Commentary:**

Our result this month has is a continuation of last month's strong result leading to an increase in our YTD result to 76%. Our YTD result against SOPE measure 2.1.8 continues to exceed its target of >70%.

Key:

	Result not available for the month		Potential risk of not achieving target		Performance trend increase
	On track for delivery		Target highly unlikely to be achieved		No change in performance trend
					Performance trend decrease

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

Output Two - Event Response | Customer Focus (cont.)

Output 2.1 - Settlement of Canterbury 2010-11 Earthquake Sequence Remedial Claims

Ref	Measure	Target	YTD Result	Progress - YTD	Status/Trend
	Timeliness of complaints resolution:				
	<ul style="list-style-type: none"> 90% simple complaints completed in 30 working days 90% standard complaints completed in 60 working days 90% complex complaints completed in 120 working days 				
2.1.9	<ul style="list-style-type: none"> 90% simple complaints completed in 30 working days 90% standard complaints completed in 60 working days 90% complex complaints completed in 120 working days 	>90%	96%		

Commentary:

So far this financial year, 96% of complaints relating to Canterbury claims have been resolved within targeted timeframes.

	Quality of complaints resolution:				
	75% customer satisfaction with complaints process				
2.1.10	75% customer satisfaction with complaints process	>75%	0%		

Commentary:

Given the very low number of survey responses we are unable to provide a meaningful result for SOPE measure 2.1.10.

	EQC settlements should be enduring.				
2.1.11	Less than 10% of claims settled are reopened within six months	<10%	14%		

Commentary:

Of 4,494 in-scope claims closed in January-November 2020, 14% (634 claims) have been reopened within six months.

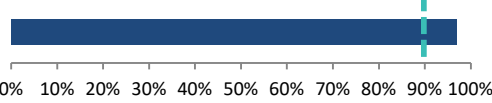
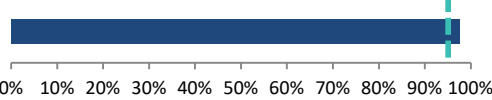
Key:

	Result not available for the month		Potential risk of not achieving target		Performance trend increase
	On track for delivery		Target highly unlikely to be achieved		No change in performance trend
					Performance trend decrease

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

Output Two - Event Response | Timeliness

Output 2.2 - Claims Relating to Natural Disaster Events (excluding Canterbury)

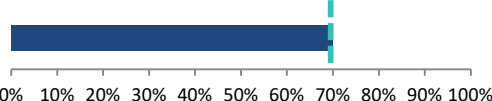
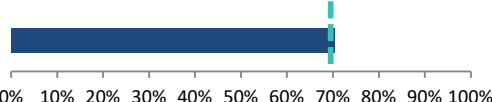


Ref	Measure	Target	YTD Result	Progress - YTD	Status/Trend
2.2.1	Claims lodged between 1 Jan 2020 and 31 December 2020 are resolved within 6 months	90%	97%		● ↔
2.2.2	Claims which have not been settled within six months of lodgement are settled within 90 working days of the assessment process being completed	95%	98%		● ↑

Commentary:

Of 3,862 in-scope claims lodged in January-November 2020, all but 116 (97%) were resolved within 6 months (measure 2.2.1). Seventy eight of 80 in-scope claims not settled within six months of lodgement, have subsequently been settled within 90 working days of the assessment process being completed (98%).

Output Two - Event Response | Customer Focus

Output 2.2 - Claims Relating to Natural Disaster Events (excluding Canterbury)

2.2.3	More than 70% of surveyed customers are satisfied with their overall claims experience	>70%	70%		● ↔
2.2.4	More than 70% of surveyed customers agree or agree strongly that EQC (or its partner) were transparent, fair and reasonable in all interactions	>70%	70%		● ↓
2.2.5	More than 70% of surveyed customers agree or agree strongly that EQC (or its partner) was responsive to their individual needs and situation during their recent claim experience	>70%	68%		● ↓
2.2.6	More than 70% of surveyed customers indicate that all communications from EQC (or its partner) were clear, concise and confident, and that they were clear on next steps for their claim	>70%	78%		● ↔
2.2.7	More than 70% of surveyed customers agree or strongly agree that EQC (or its partner) acted as experts with the skills, knowledge and desire to help them	>70%	78%		● ↓

Commentary:

Of our SOPE measures 2.2.3-5, our YTD result for SOPE measure 2.2.5 has dipped to 68% and the places the achievement of this measure at greater risk while the YTD result has held steady for the other two at risk measures. Meanwhile the YTD results for our other two customer focus measures under Output 2.2, SOPE measures 2.2.6-7, remain comfortably ahead of their respective targets.

Key:

●	Result not available for the month	●	Potential risk of not achieving target	↑	Performance trend increase
●	On track for delivery	●	Target highly unlikely to be achieved	↔	No change in performance trend
				↓	Performance trend decrease

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

Output Two - Event Response | Customer Focus (cont.)

Output 2.2 - Claims Relating to Natural Disaster Events (excluding Canterbury)

Ref	Measure	Target	YTD Result	Progress - YTD	Status/Trend
	Timeliness of complaints resolution:				
2.2.8	<ul style="list-style-type: none"> 90% simple complaints completed in 30 working days 90% standard complaints completed in 60 working days 90% complex complaints completed in 120 working days 	>90%	93%		
2.2.9	Quality of complaints resolution: 75% customer satisfaction with complaints process	>75%	0%		

Commentary:

So far this financial year, 93% of in-scope complaints relating to non-Canterbury claims have been resolved within targeted timeframes. Given the very low number of survey responses we are unable to provide a meaningful result for SOPE measure 2.2.9.

2.2.10	EQC settlements should be enduring. Less than 10% of claims settled are reopened within six months	<10%	4%		
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Commentary:

Of 3,740 in-scope claims settled in January-November 2020, 163 (4%) were reopened within six months, a continuation of the good result last month (4%).

Key:

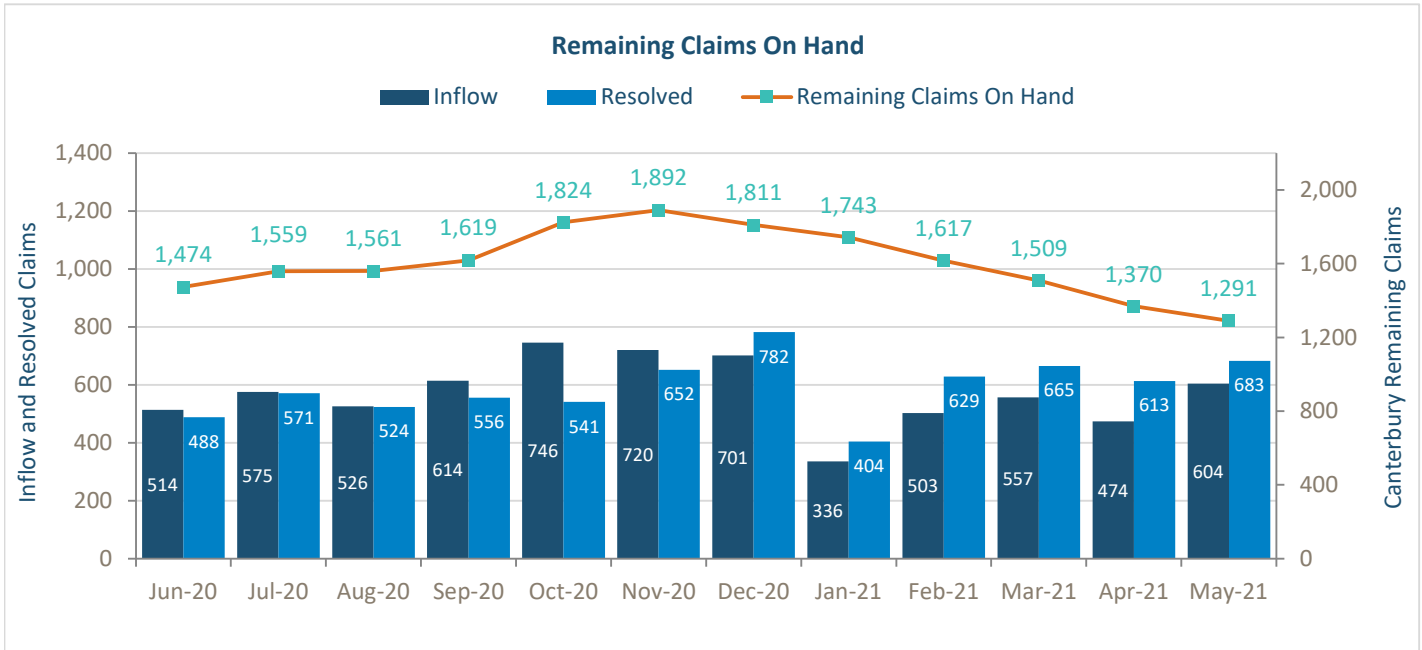
	Result not available for the month		Potential risk of not achieving target		Performance trend increase
	On track for delivery		Target highly unlikely to be achieved		No change in performance trend
					Performance trend decrease

Section 2 - Canterbury

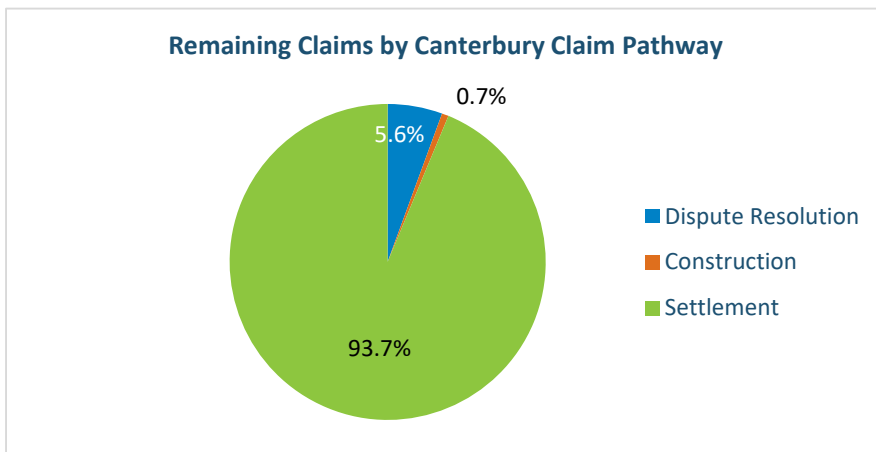
We resolved 683 claims during May, offset by inflow of 604 claims. At month's end we have 1,291 open Canterbury claims on hand, a reduction of 79 since the end of April.

From May 2021, and in line with better business practice, our reported population of open claims now excludes claims reopened purely for administrative reasons. At month's end, this has resulted in the exclusion of 60 claims reopened solely for administrative purposes from the reported total.

The focus of our **Aged Claims Strategy** is now on the achievement of our 30 June 2021 target which is to reduce our claims aged >12 months ('aged claims') population to under 100 by this date. The likelihood of achieving our 30 June target remains 'likely' with 112 (▼24) 'aged claims' remaining at month's end.

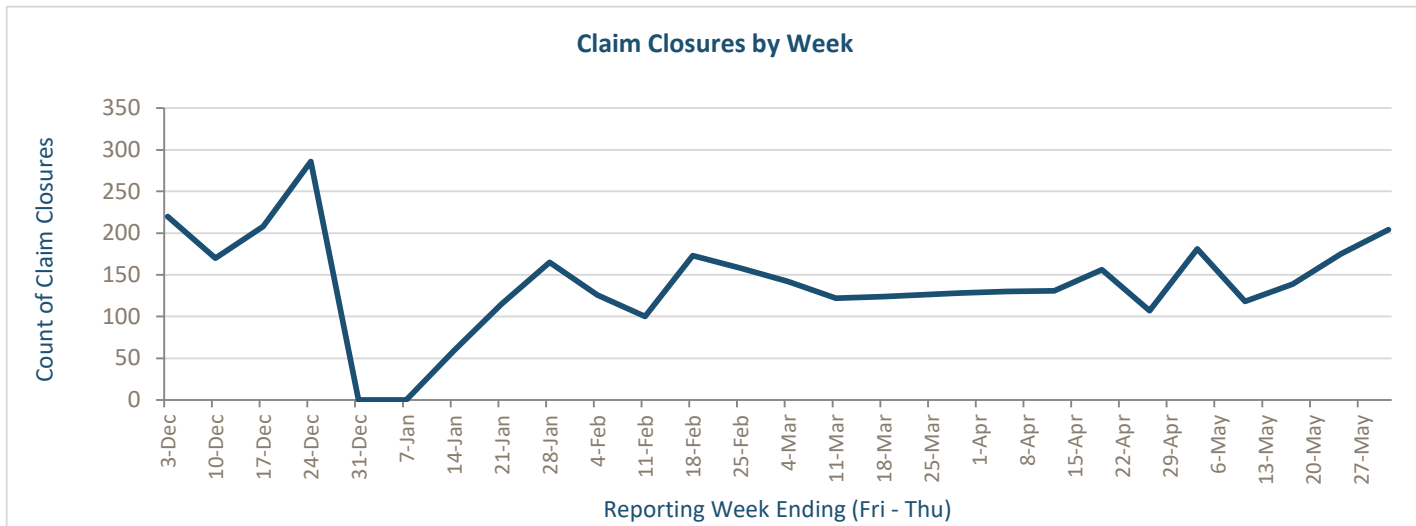


The 683 claims resolved this month includes 19 claims open at 1 May, that are now subject to an application for Government support for repair of on-sold over-cap properties ('on-sold claims', an open total 1,862 of which are excluded). A further 16 SRES MOU claims were settled and 1 claim returned to Claims Assurance for review.

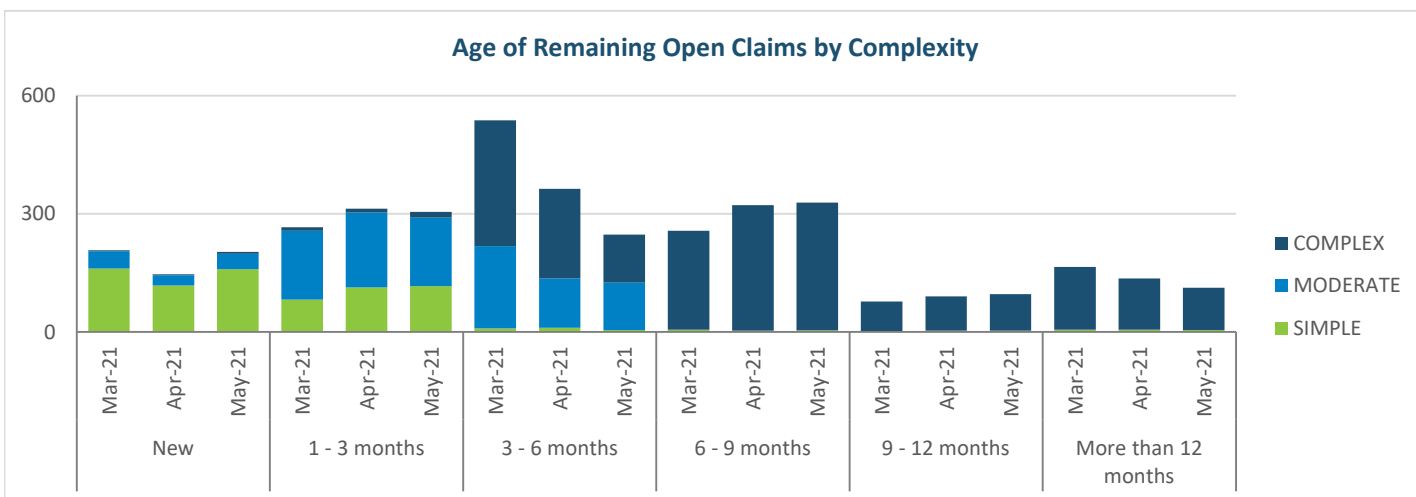


Of the 1,291 Canterbury claims remaining on hand, 94% are being managed by Settlement teams, <6% are in Dispute Resolution, and <1% are in physical repair.

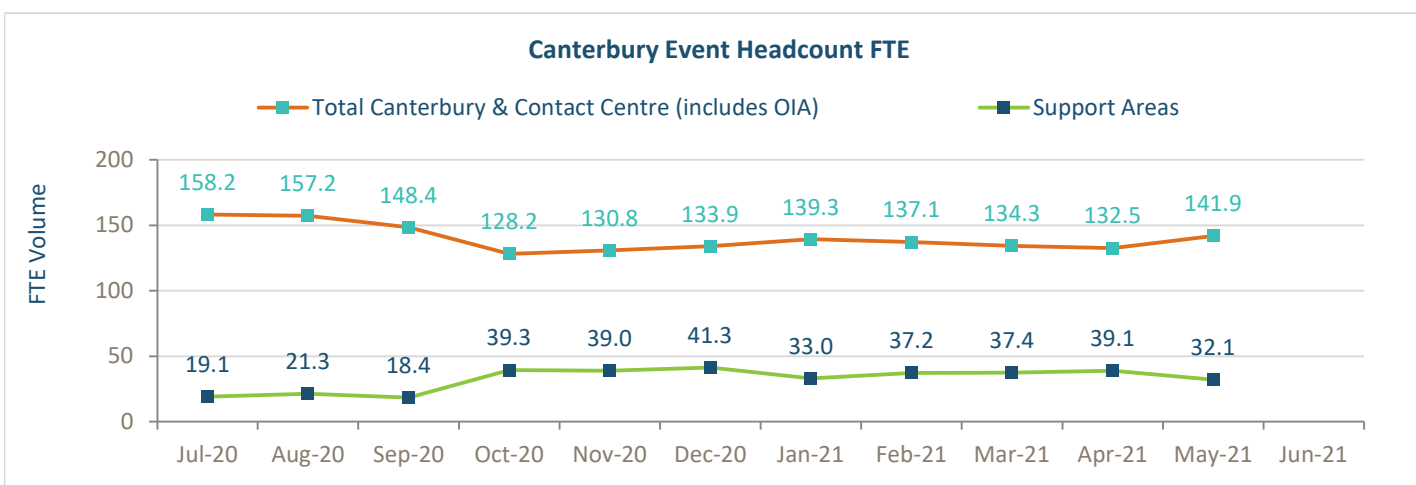
Section 2 - Canterbury (cont.)



On average, we closed 163 claims per week during May. This is consistent with the weekly average in April (161). There were a total of 683 claims resolved in May.



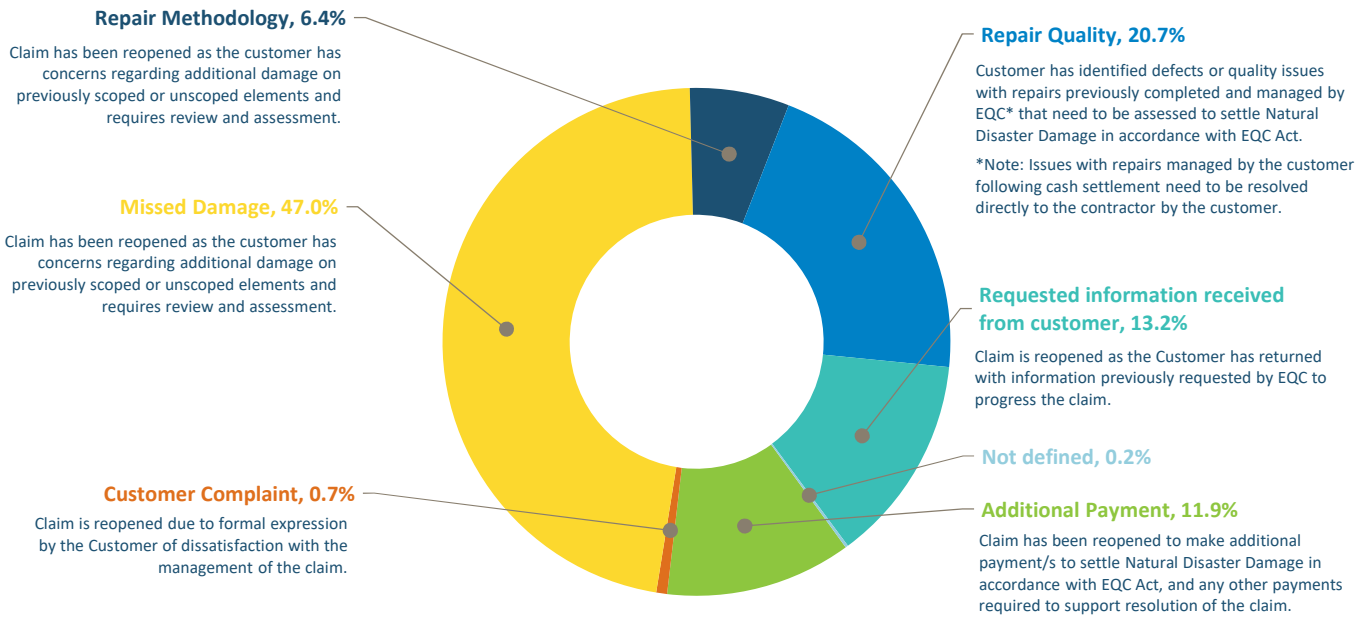
Resolution of aged claims remains a key priority for our settlement teams. During May there was a further 18% reduction in claims aged > 12 months (136 down to 112). Claims aged 3-6 months reduced by 32% (363 down to 247), though claims aged 9-12 months rose by 7% (90 up to 96).



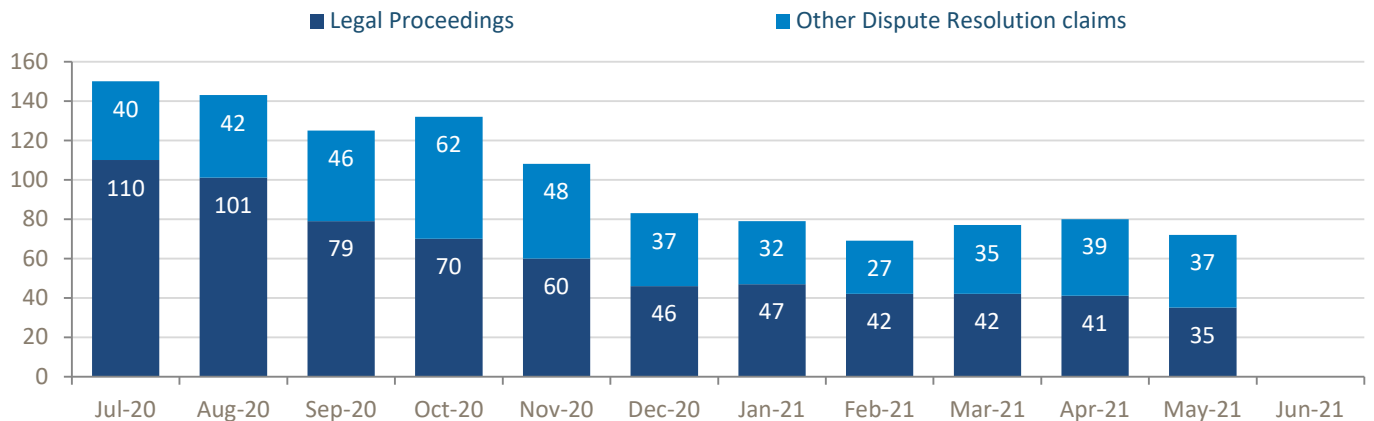
The Canterbury Event Headcount increased this month to 174.0, compared to 171.6 last month.

Section 2 - Canterbury (cont.)

Open Canterbury Claims by Reopen Reason

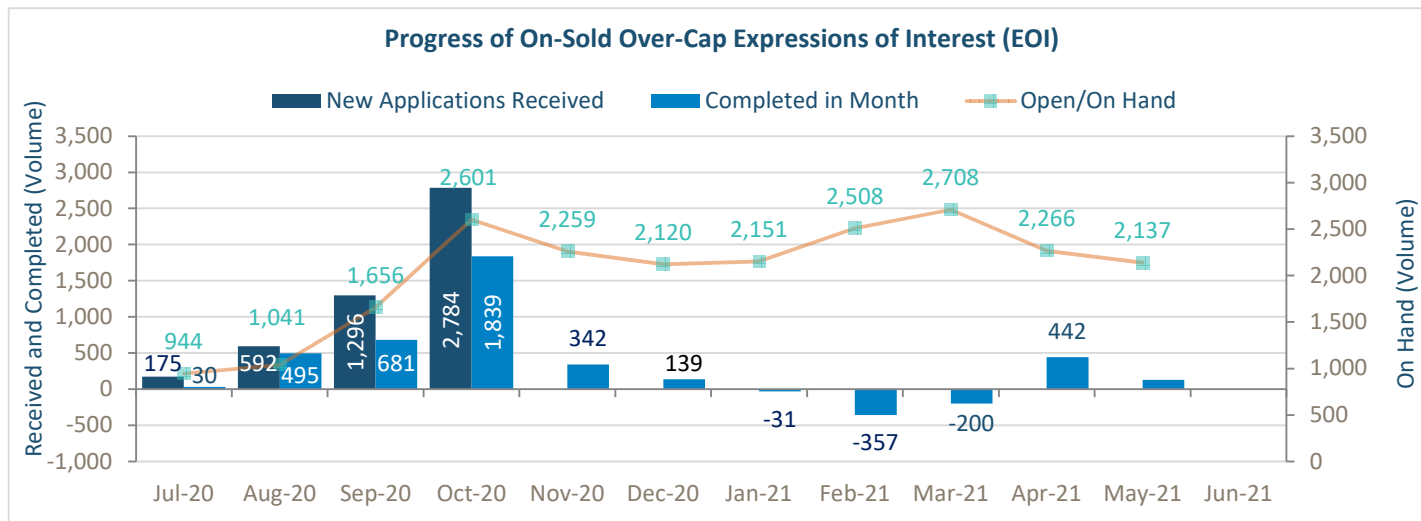


Claims in Dispute



As at 31 May, 35 Canterbury claims remained subject to legal proceedings, reduced from 41 at the end of April. Other claims with Dispute Resolution teams have reduced from 39 at the end of April, to 37 as at May month end.

Section 2 - Canterbury (cont.)



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 following chart plots the flow of On-Sold EOIs through the value chain. To date, we have completed the assessment of 3,825 applications of which:

- 722 have received an On-Sold settlement agreement or have been resolved without the need to pay Crown funds;
- 486 have been transferred to EQC operations to be managed as these applications are not likely to exceed the EQC cap, or do not fit the On-Sold eligibility criteria; and
- 1,311 have been closed due to insufficient information following a campaign to contact homeowners requesting additional information customer to assess their eligibility and demonstrate they have additional damage.

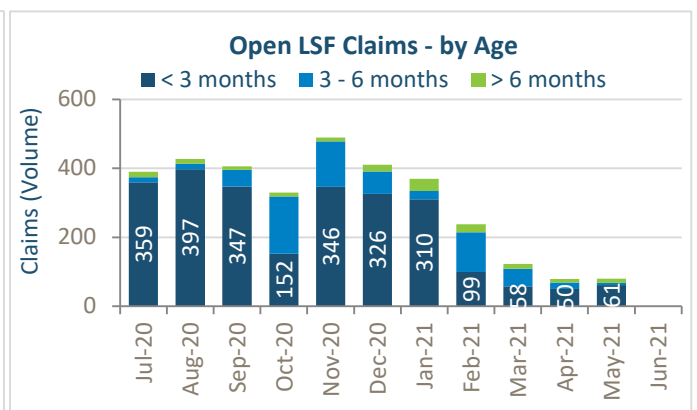
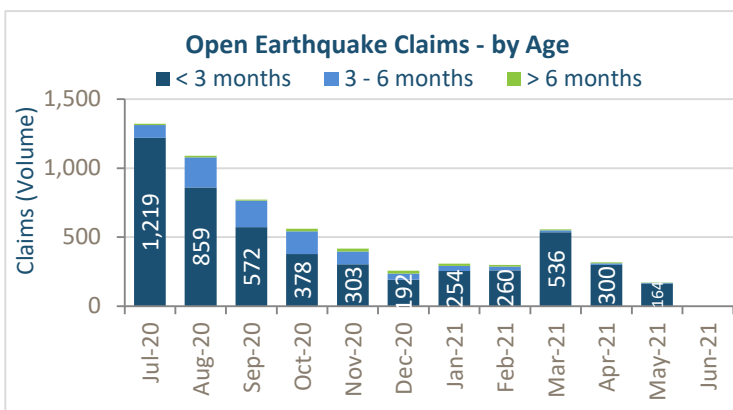
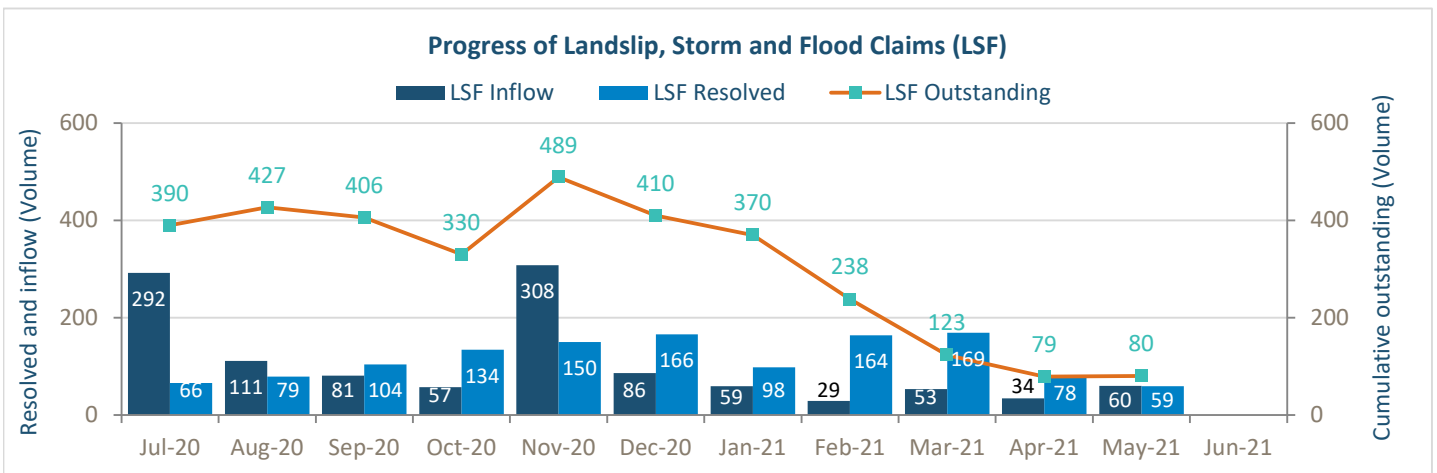
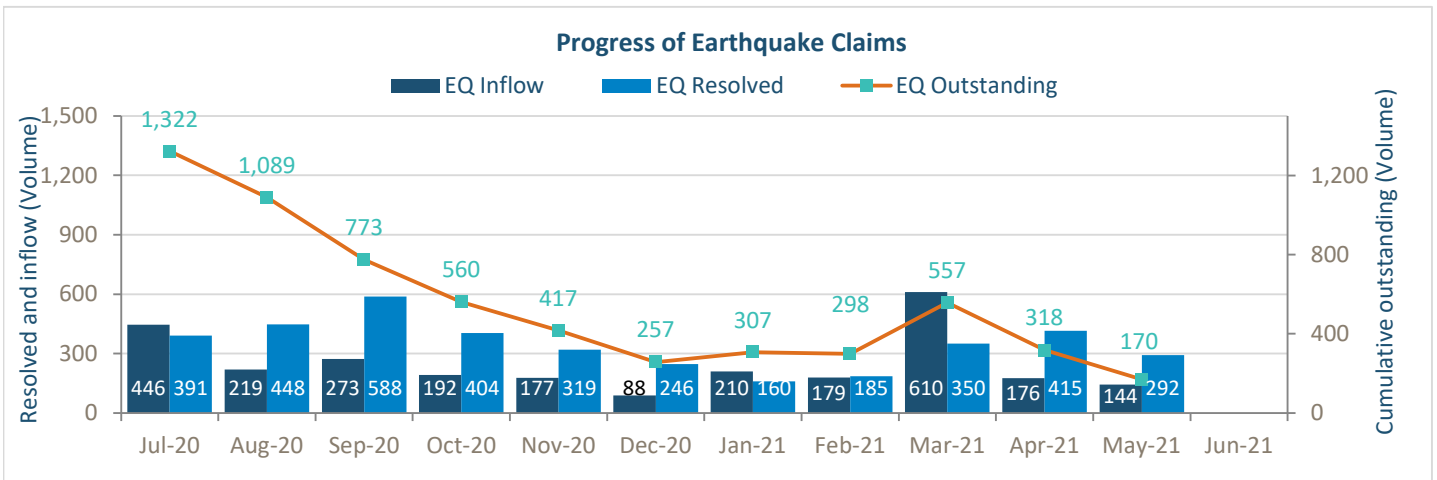
We currently have 2,137 EOIs on hand that are being reviewed for eligibility or are being managed through our On-Sold assessment/ settlement process.



Section 3 - Other Natural Disaster Events (Excluding Canterbury/Kaikōura)

This section provides details of claims that did not result from the Canterbury or Kaikōura earthquake events.

We recorded much reduced inflow of 204 new and reopened claims in May, down slightly from 210 in April. Of this, 71% was attributable to earthquake (EQ) and 29% to Landslip, Storms and Flood claims (LSF). These lodgements included 51 additional earthquake claims resulting from the magnitude 7.1 Te Araroa earthquake on 5th March 2021.



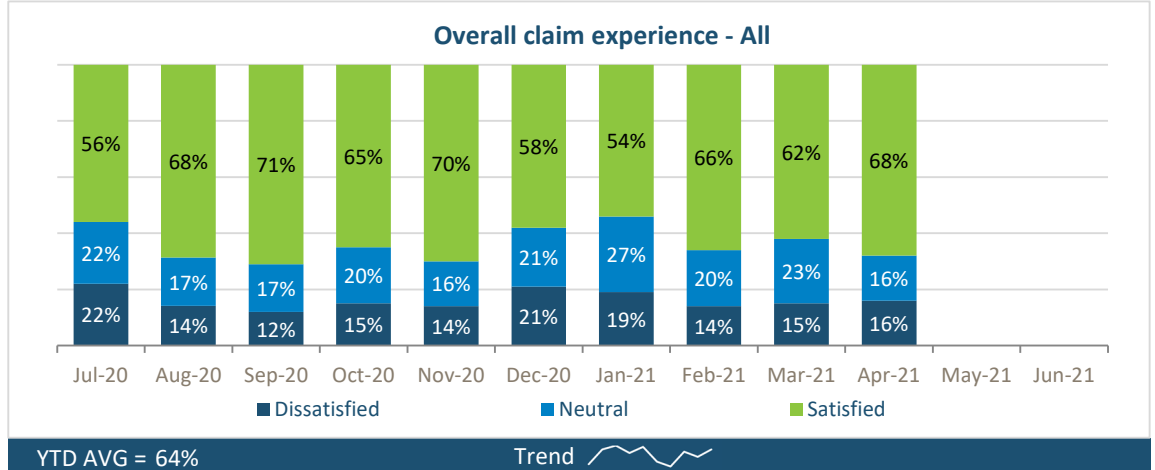
Note: Inflow refers to claims lodged as well as reopened.

Section 4 - Customer Focus

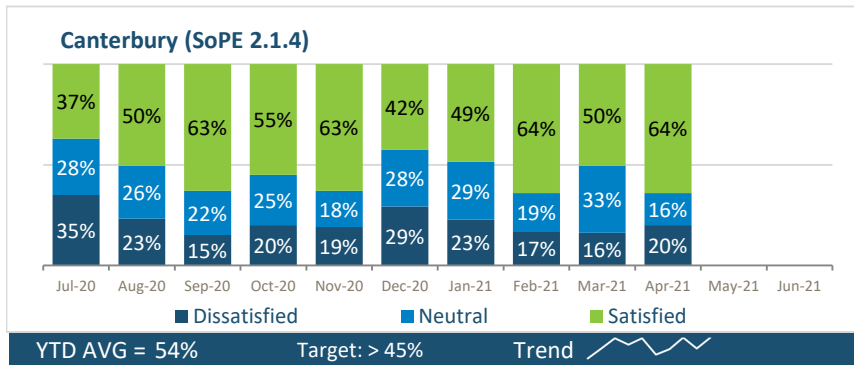
This month our overall customer satisfaction results have improved on last month's result. One month into the new quarter, customer satisfaction with our key process touchpoints ie. 'Lodgement', 'Assessment', and 'Settlement' has improved in comparison to last quarter results.

Overall claim experience

'How satisfied were you with the overall quality of the service you received making the claim?'



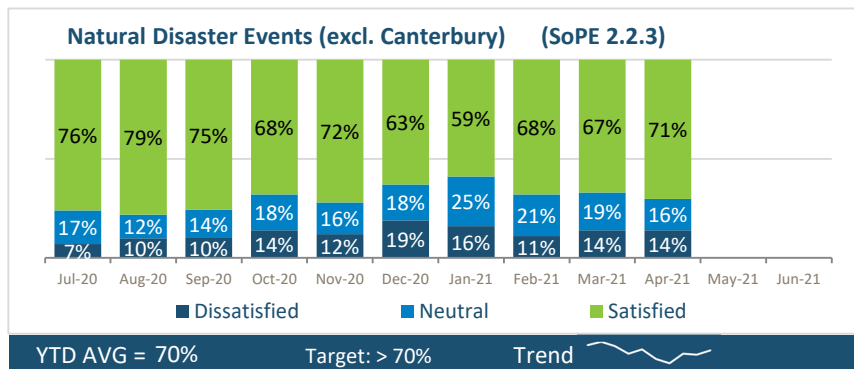
Overall claim experience by event response



Our Canterbury customers

With a YTD result of 54%, customer satisfaction with their overall claim experience (2.1.4) is well ahead of our 45% target. YTD results for all of our recent experience SOPE measures (2.1.5-8) continue to track ahead of their respective targets.

NB: With the exception of SoPE measure 2.1.4, all other Canterbury customer focus measures centre on recent experiences.

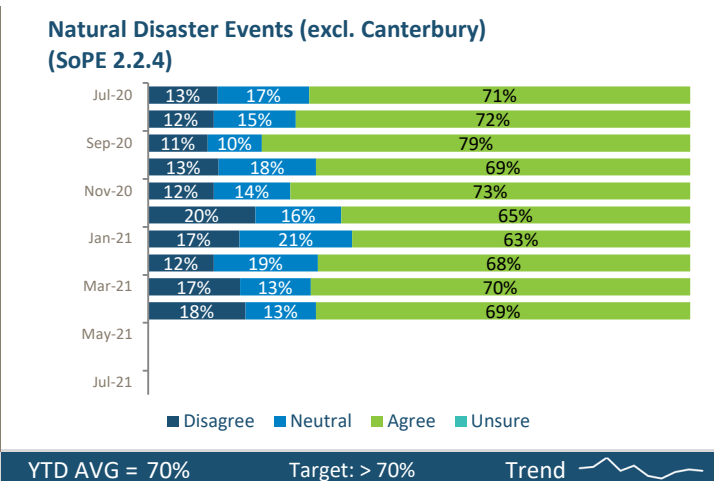
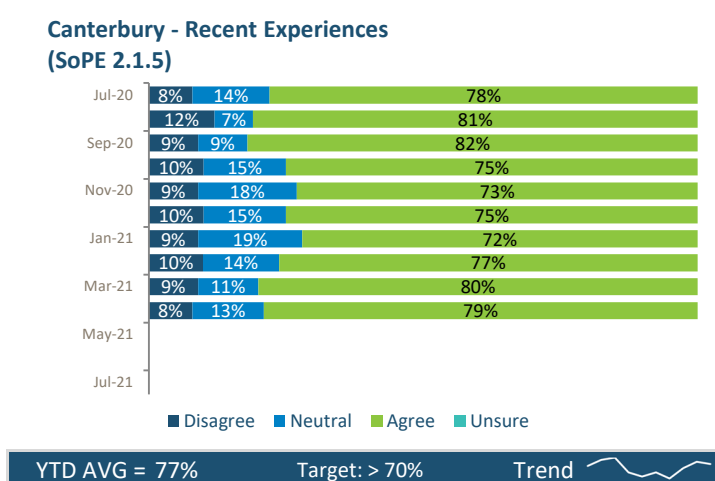


Our Natural Disaster Events (NDE) customers

Customer satisfaction has shown a positive uplift in sentiment. This is reflected in 71% customer satisfaction with their overall claim experience, well up on last quarter (64% for Q3).

Satisfaction amongst customers with accepted claims has risen significantly, while for non-accepted customers results have remained stable.

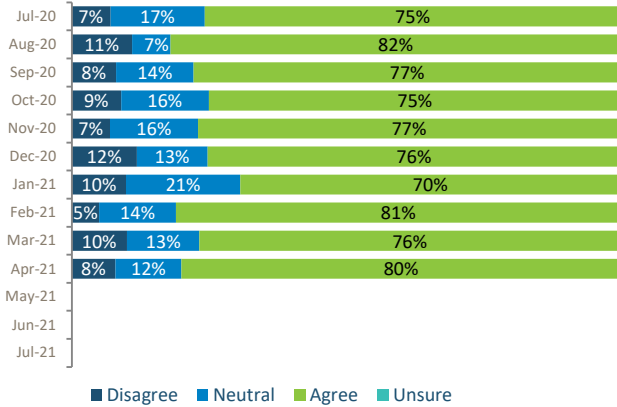
Transparent, fair and reasonable interactions



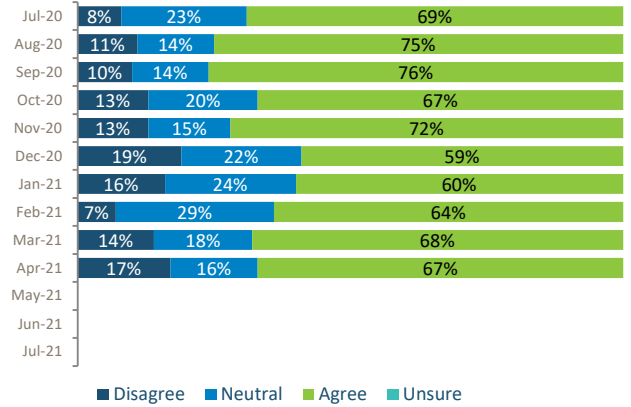
Section 4 - Customer Focus (cont.)

Responsive to individual needs and situation

Canterbury - Recent Experiences (SoPE 2.1.6)



Natural Disaster Events (excl. Canterbury) (SoPE 2.2.5)

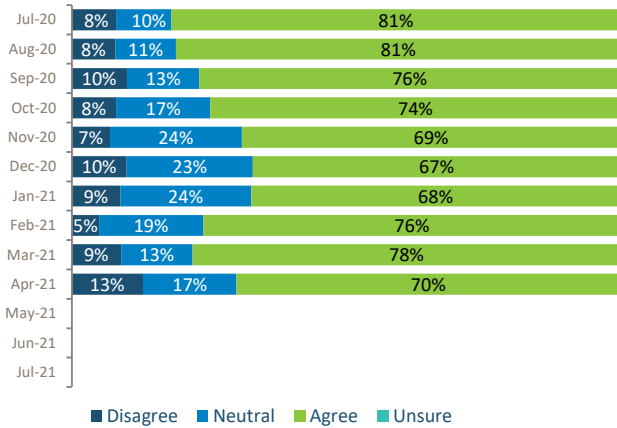


YTD AVG = 77% Target: > 70% Trend

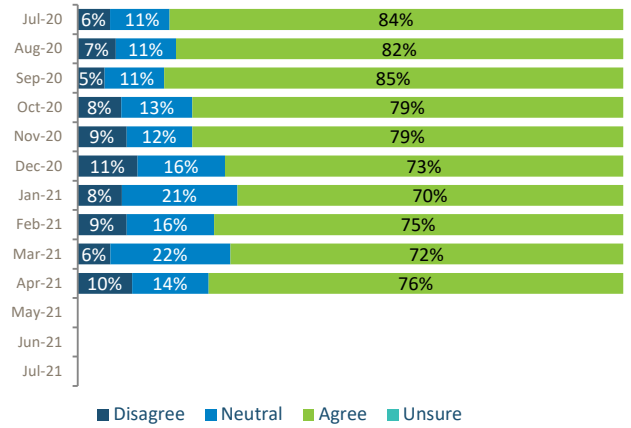
YTD AVG = 68% Target: > 70% Trend

Quality of communication and customer clarity on next steps

Canterbury - Recent Experiences (SoPE 2.1.7)



Natural Disaster Events (excl. Canterbury) (SoPE 2.2.6)

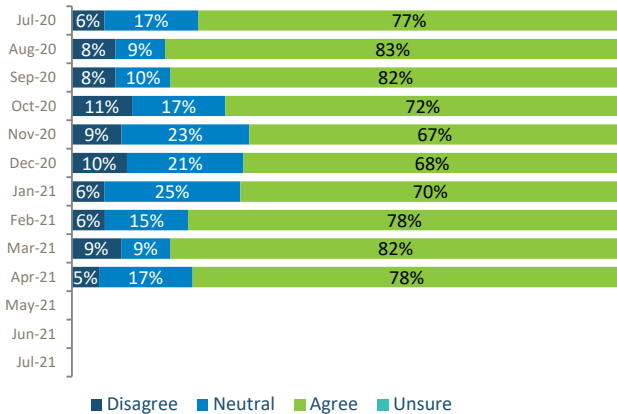


YTD AVG = 74% Target: > 70% Trend

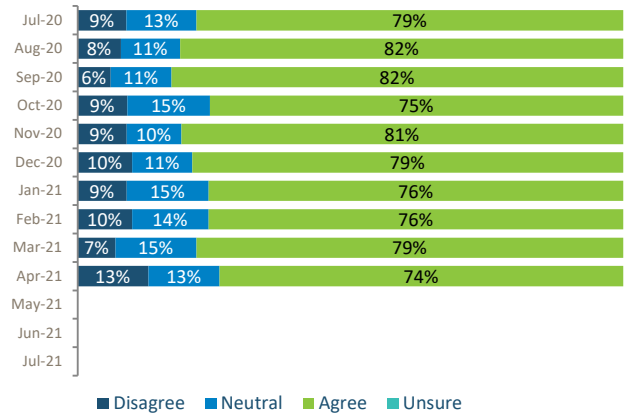
YTD AVG = 78% Target: > 70% Trend

Demonstrating expertise and a desire to help

Canterbury - Recent Experiences (SoPE 2.1.8)



Natural Disaster Events (excl. Canterbury) (SoPE 2.2.7)



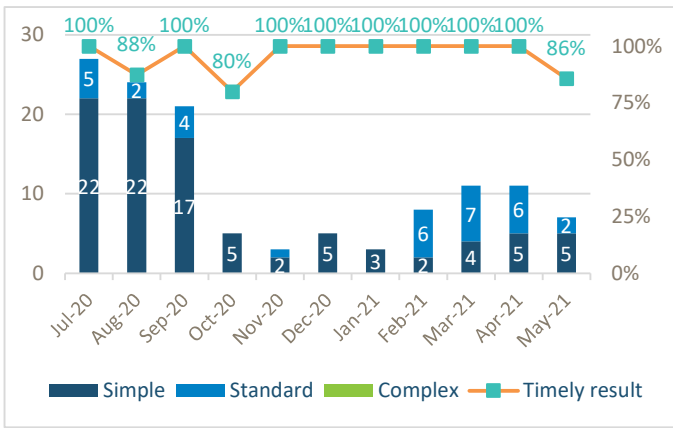
YTD AVG = 76% Target: > 70% Trend

YTD AVG = 78% Target: > 70% Trend

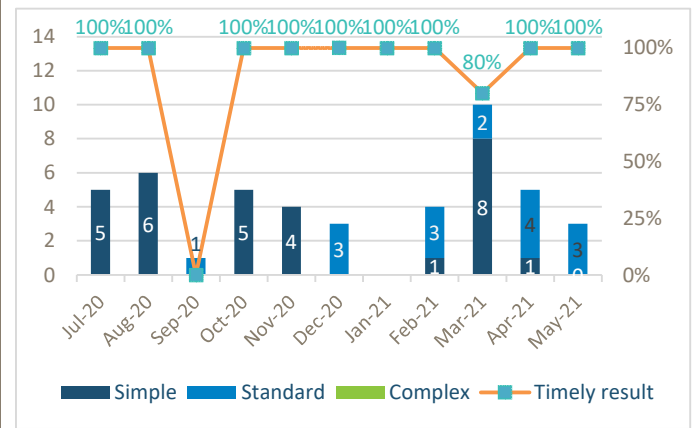
Section 4 - Customer Focus (cont.)

Timeliness of complaint resolution

Canterbury



Natural Disaster Events (Excl. Canterbury)



YTD AVG = 96%

Target: > 90%

Trend

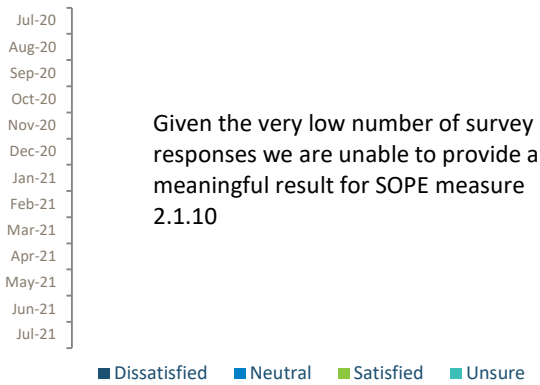
YTD AVG = 93%

Target: > 90%

Trend

Quality of complaint resolution

Canterbury (SoPE 2.1.10)

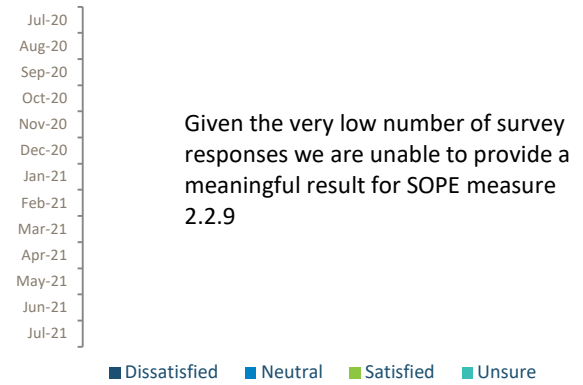


YTD AVG =

Target: > 75%

Trend

Natural Disaster Events (excl. Canterbury) (SoPE 2.2.9)

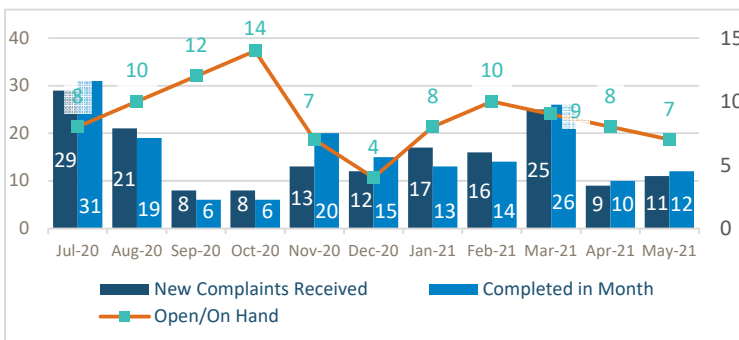


YTD AVG =

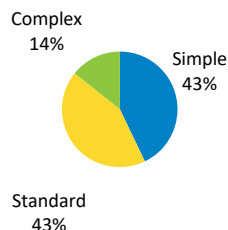
Target: > 75%

Trend

Progression of customer complaints



Complexity of Open Complaints



We received inflow of 11 new complaints in May offset by resolution of 12 complaints. This left 7 open complaints on hand at month end down from 8 open at the end of April.

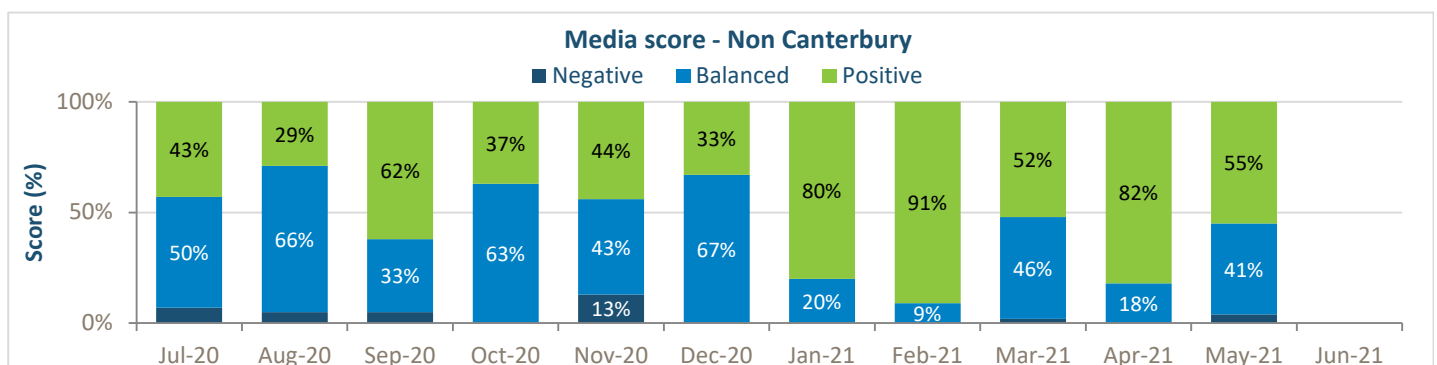
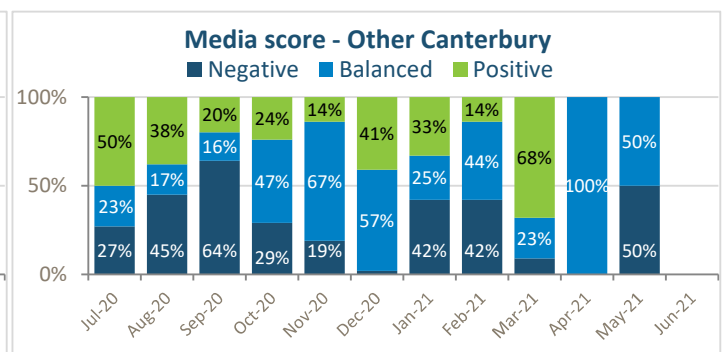
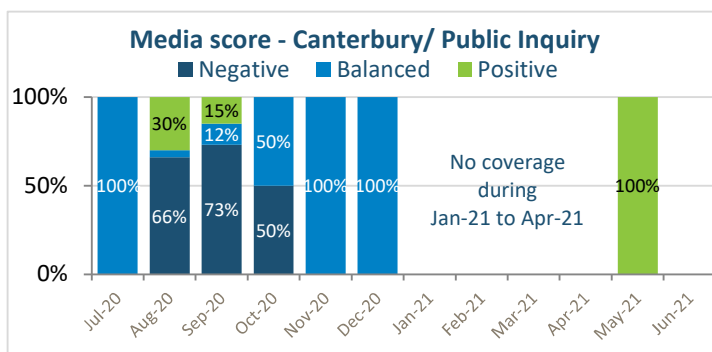
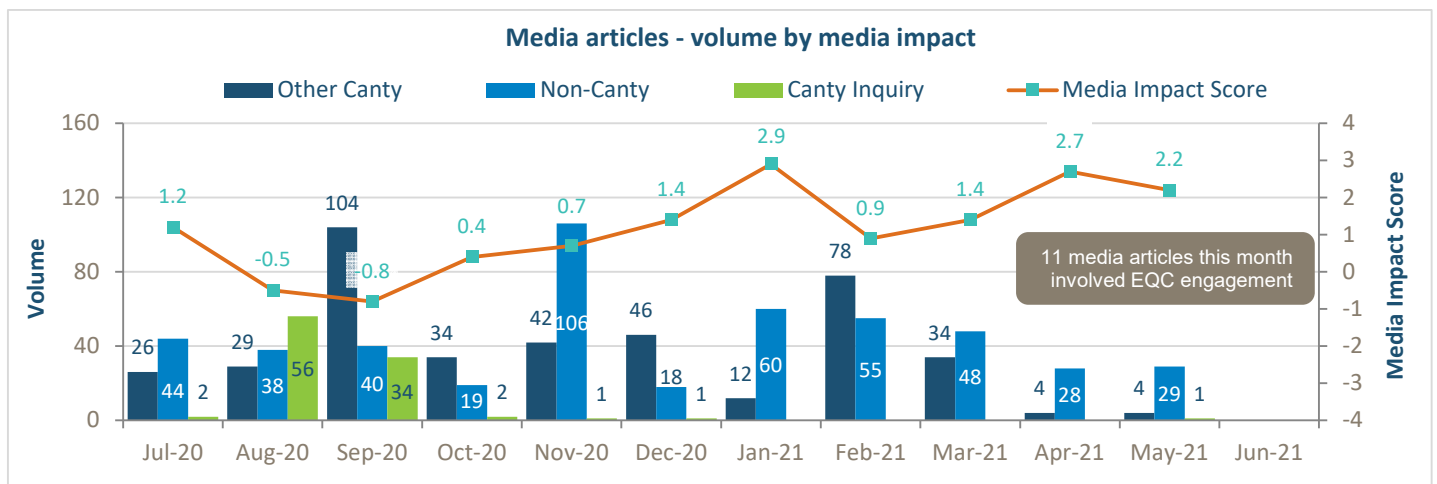
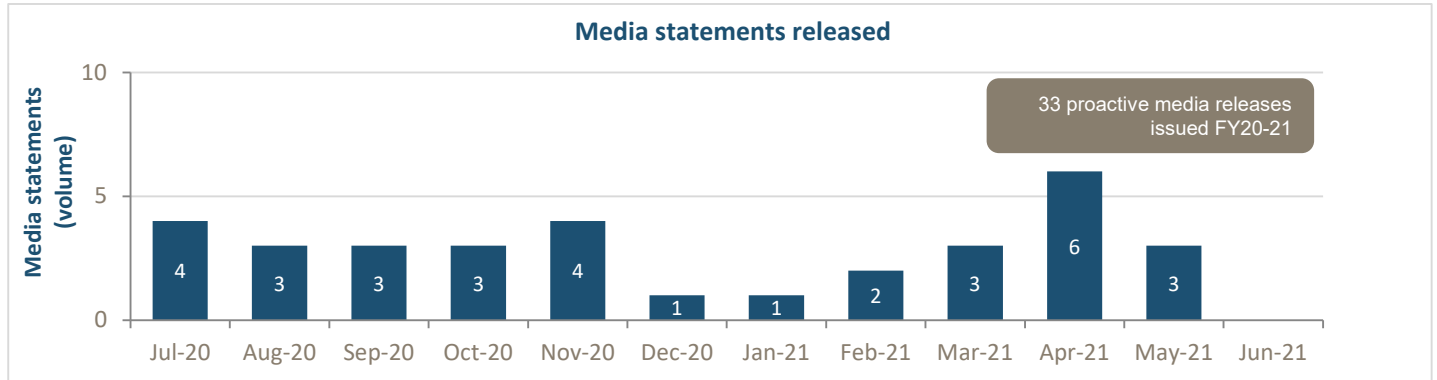
Three of the 7 complaints open at month end were simple complexity, three standard

Total call, email and post volume

	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Trend
Outbound - Inbound Ratio	20:80	15:85	14:86	7:93	16:84	13:87	
Grade of Service	98%	98%	97%	98%	97%	98%	
Abandonment Rate	1%	1%	1%	2%	1%	2%	
Roll Over No Answer	39	16	35	45	27	28	
Total Calls	3,017	2,444	2,732	3,633	2,619	2,446	
Total Email and Post	5,703	4,296	4,943	5,298	3,737	4,180	

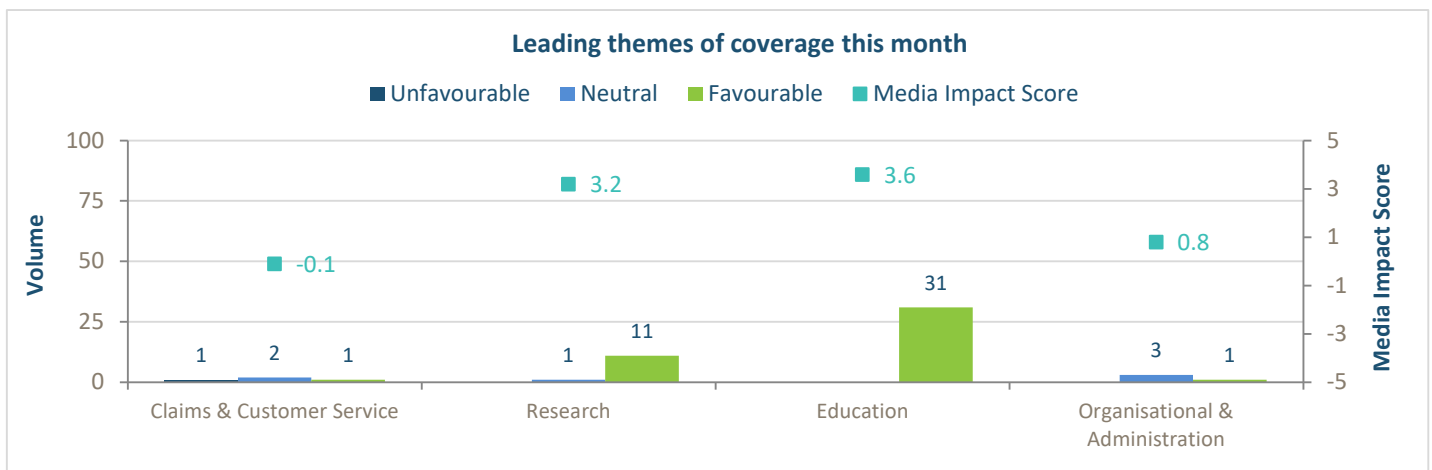
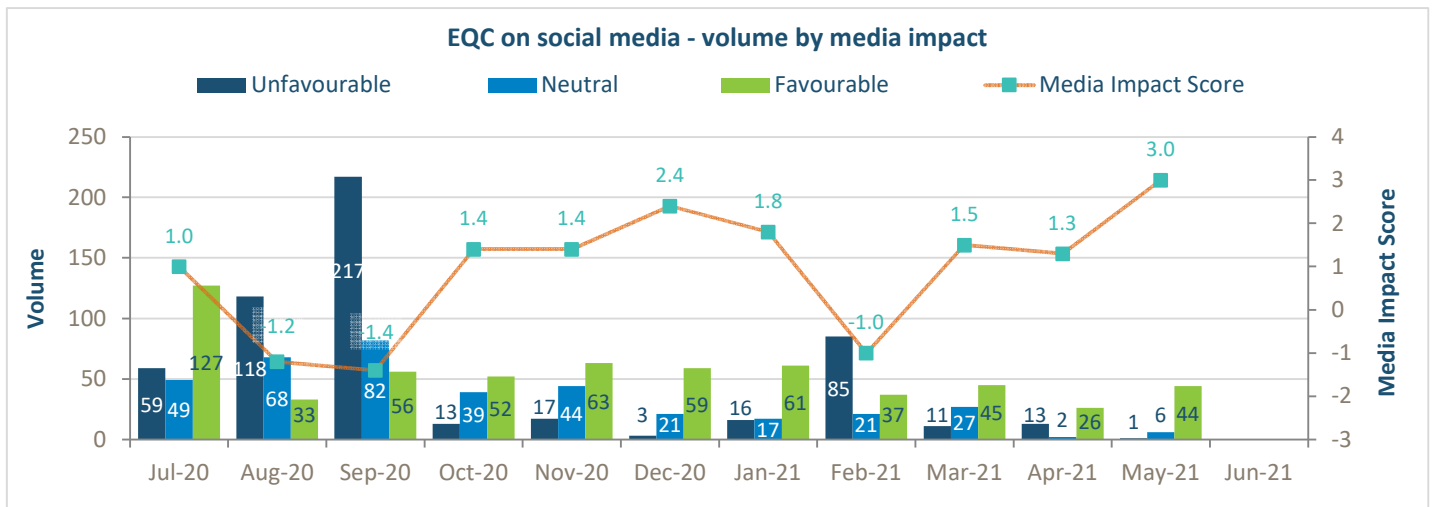
Section 5 - Media (traditional)

Our volume of traditional media coverage remained steady in May. From a Media Impact Score (MIS) perspective, our coverage dipped by 0.5 points but remains elevated and firmly positive at 2.2 (▼0.5). While the tone of our coverage last month was exclusively positive or neutral/ balanced in tone, a number of EQC-funded research and education programmes generated some very positive reporting for the Commission in May. This included the Kikurangi subduction zone earthquake and tsunami education roadshow, continuing reporting on the AF8 Roadshow, research undertaken in south Wairarapa as part of the It's Our Fault project, and the study exploring the likely timeframe of a mass evacuation in Auckland during a volcanic eruption.



Section 5 - Media (social) cont.

The overall tone of social media conversations relating to EQC improved markedly this month. Posts were almost exclusively positive and centred around education and research, culminating in a record-high overall Media Impact Score of 3.0 - the highest score since analysis began. The AF8 Roadshow continued to garner considerable positive engagement. Other prominently discussed research and education projects included: the trench survey conducted on the newly reclassified Rauoterangi Fault by GNS (funded by EQC); the study into the likely timeline of a mass evacuation in Auckland during a volcanic eruption; and posts encouraging people and organisations to register for ShakeOut 2021.



Positive social media coverage arising out of EQC's education activities and funded research have driven this month's strong media impact score. Our leading message this month of *'improves knowledge about NZ's natural hazards'* was conveyed in 80% of all analysed social media posts, while our second leading message of *'helps communities better understand the risk of natural disasters'* was conveyed in 59% of posts. Key contributors to this month's positive coverage included: the AF8 Roadshow; the trench survey conducted on the reclassified Rauoterangi Fault by GNS (with funding from EQC); the study into the likely timeline of a mass evacuation in Auckland during a volcanic eruption; and posts encouraging people and organisations to register for ShakeOut 2021.

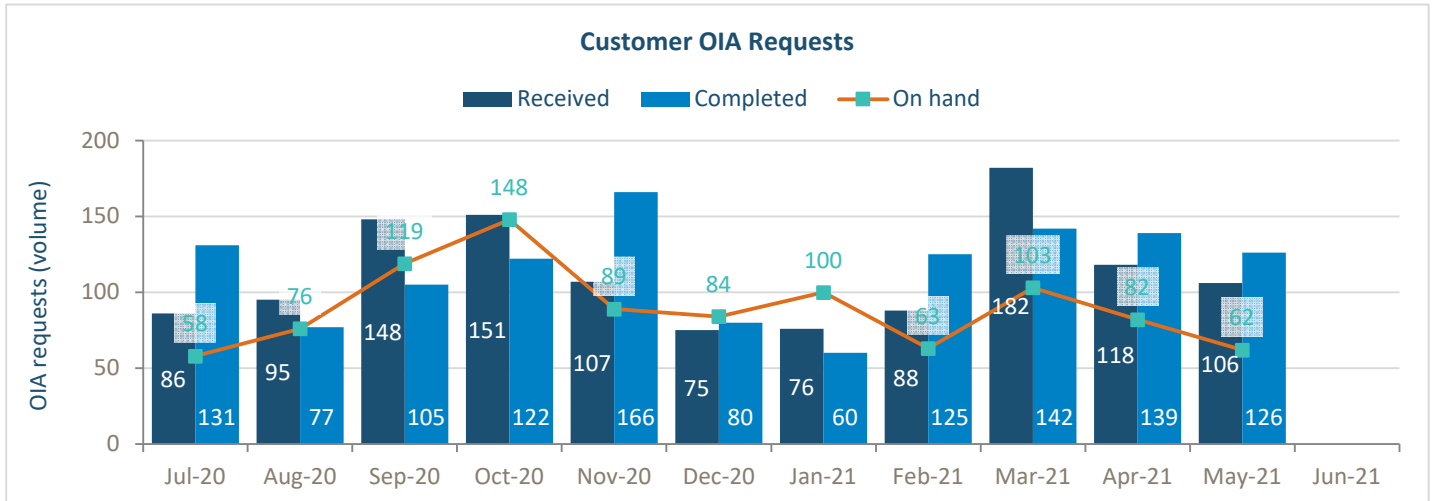
Understanding the Media Impact Score

The change in metric from 'Average Favourability' to 'Media Impact Score' (MIS) is based on ensuring that the methodology we employ more accurately reflects the way audiences consume media and engage with digital news and social media.

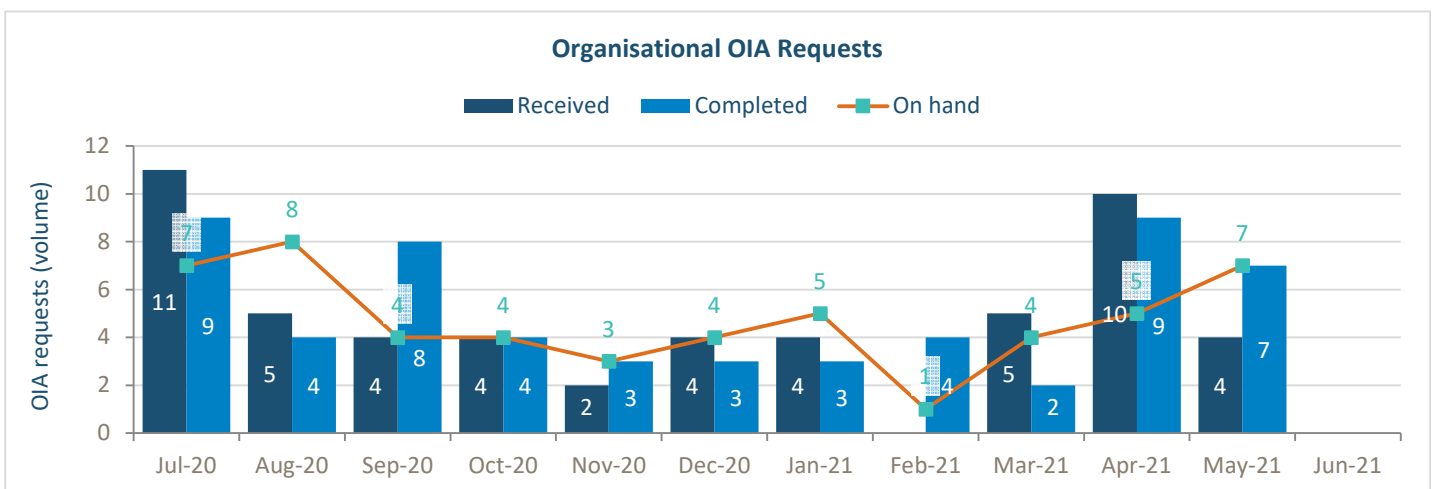
The new methodology combines **content analysis** (what the coverage says, the tone, topics, and messaging) with **salience** (its importance/ influence, by taking into account the audience size and potential reach of each piece of coverage, our positioning and prominence within that coverage, and the level of engagement for social media) to assess **impact**.

Our score sits on a **scale of -10 to 10**, with 0 being the neutral or balanced point.

Section 6 - Official Information Act (OIA) Requests



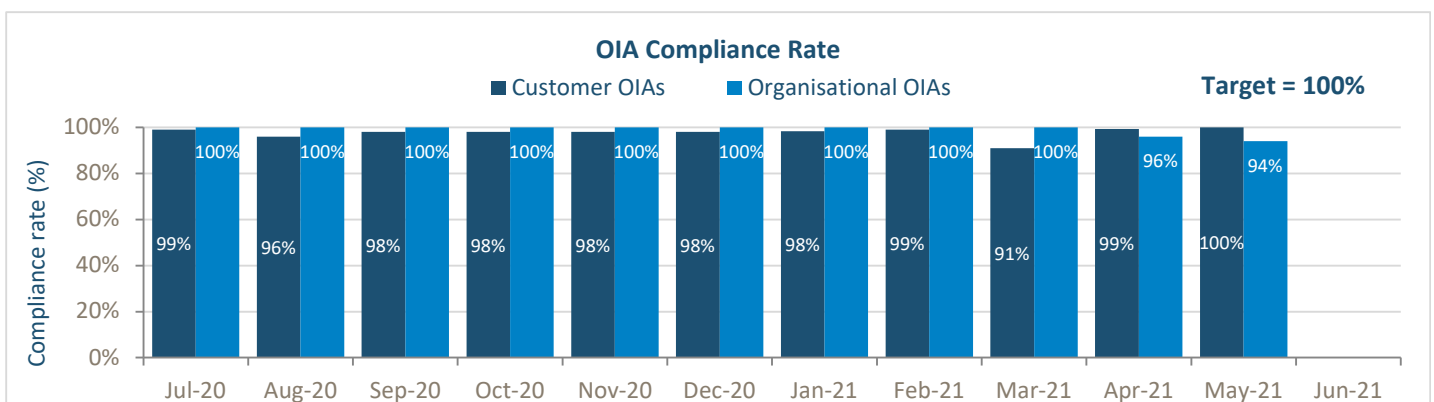
This month, our Customer OIA Team received 106 new OIA requests (vs. 118 in Apr-21). Coupled with the 82 requests on hand from last month and resolution of 126 requests this month, the team have 62 requests on hand at month's end.



This month, our Government Relations Team received 4 new high level OIA requests (vs. 10 in Apr-21) and completed 7 requests during this period.

Upward adjustment of on hand total

Due to reporting anomalies in the numbers carried over at the start of FY20-21, the month end total has been adjusted upward by 5. The team now reports 7 requests on hand at month's end.

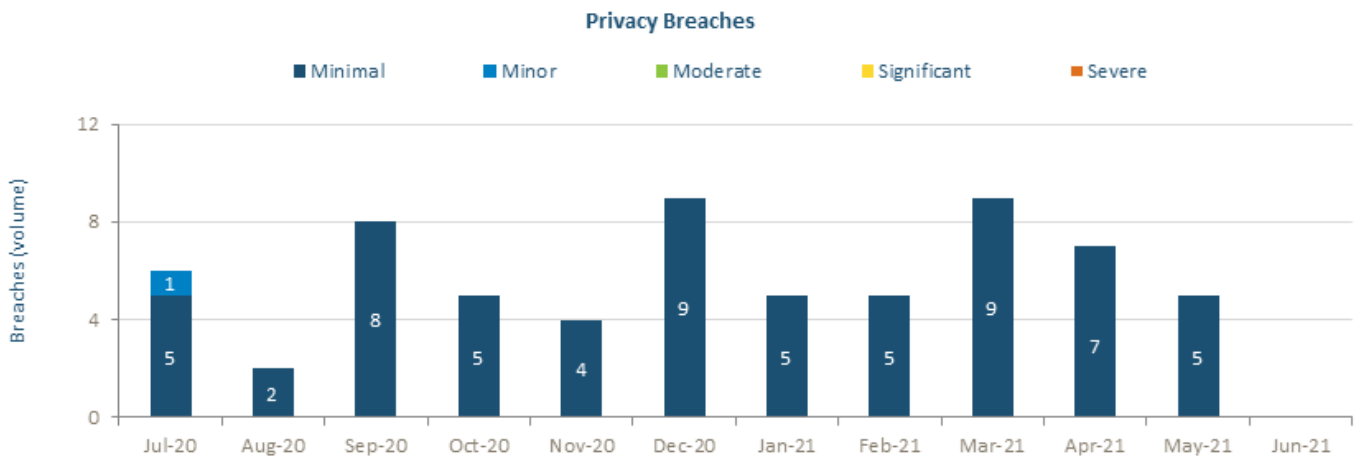


This month our Customer OIA Team achieved a compliance rate of 100% (vs. 99% for Apr-21), with no instances of non-compliance.

During the same period the compliance rate of our Government Relations Team for organisational/ high level OIA requests dipped to 94%. One response was provided the day after the last day of the statutory time frame. As a result, the team's year-to-date compliance rate is 94 percent.

Section 7 - Privacy Breaches

Five privacy breaches (vs. 7 in Apr-21), all classified as of minimal severity, were recorded by the Risk and Compliance Team this month. All reported breaches were assessed against the Government Chief Privacy Officer (GCPO) categorisation system, have been contained, and no serious harm appears to have arisen as a result.



Privacy breaches

The five reported breaches this month, all of minimal severity, relate to 'Wrong document sent' (2); 'Incorrect email address used' (2); and 'Other' (1). All reported breaches have been contained, and no harm appears to have arisen as a result. The 'other' breach relates to an email sent to the correct recipients detailing their settlement information, however an unrelated email to another party was part of the email chain.

New 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."

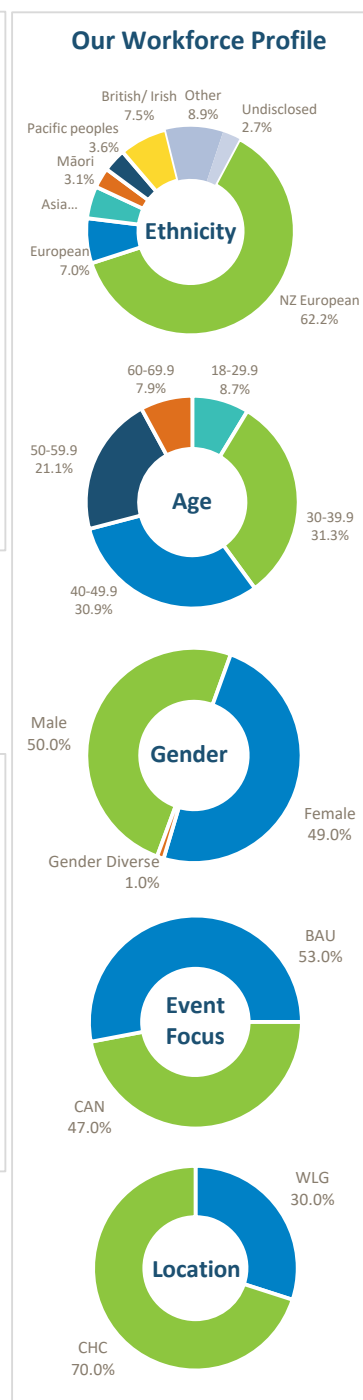
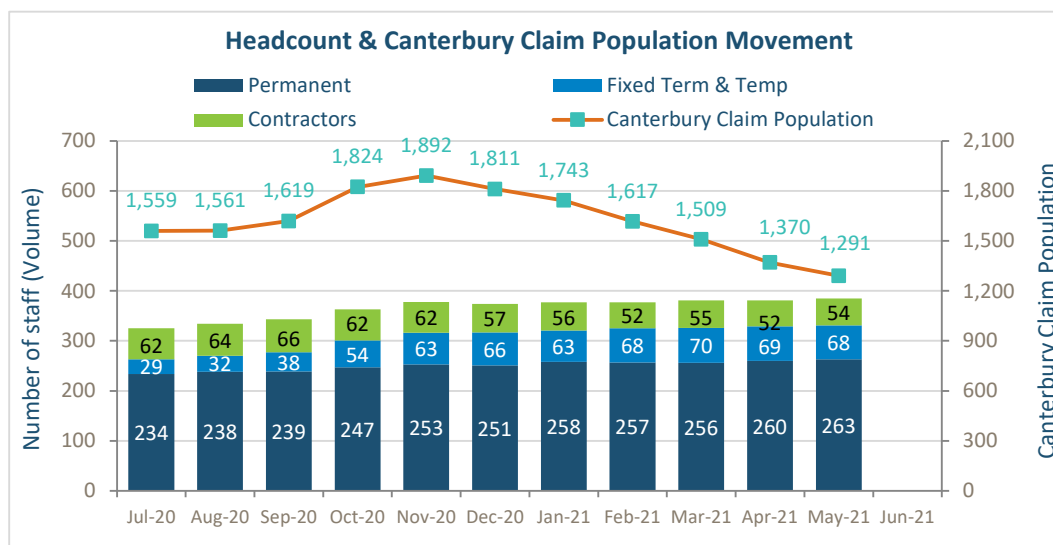
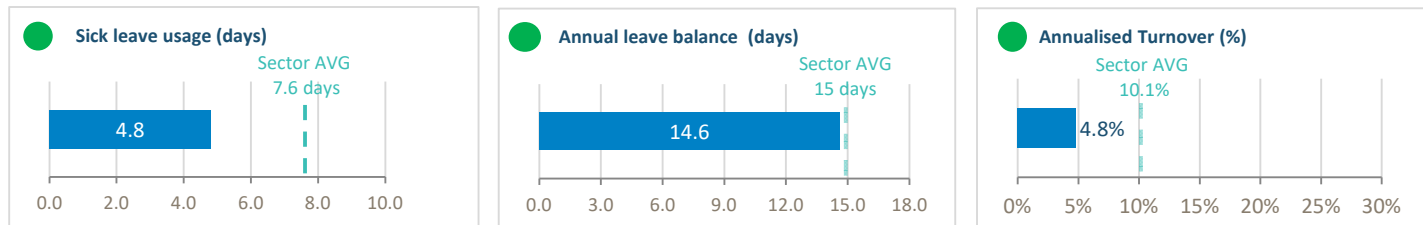
Below is an explanation of each rating:

Severe	Significant	Moderate	Minor	Minimal
<p>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.</p>	<p>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.</p>	<p>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.</p>	<p>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.</p>	<p>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.</p>

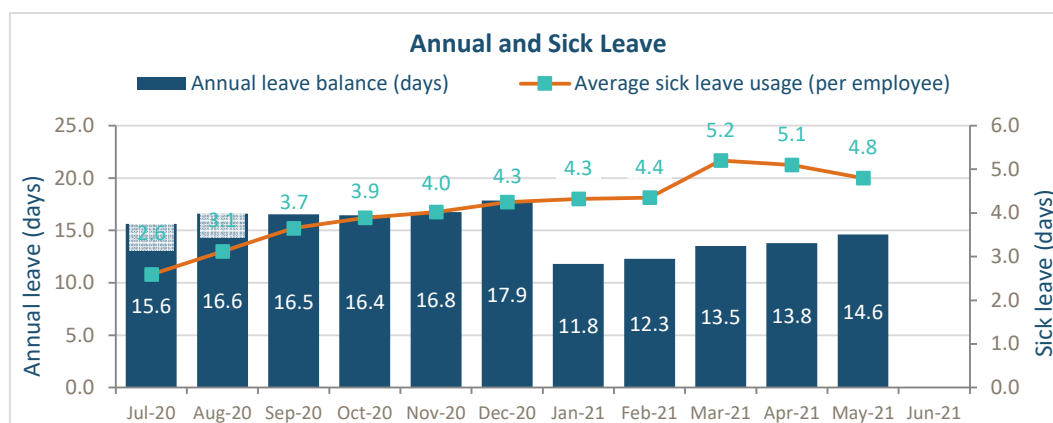
Section 8 - HR Operations

This month our workforce headcount has remained relatively static as expected. During the same period our average annual leave balance increased slightly to 14.6 days (vs. 13.8 last month) and is now within close proximity of the corresponding Public Sector ('sector') average of 15 days. Over the same period our average sick leave usage continued to decrease slightly, down to 4.8 days (vs. 5.1 last month), remaining below the sector average of 7.6 days. Annualised turnover ('voluntary turnover') has held relatively steady this month with a marginal decrease to 4.8% (vs. 4.9% last month), which continues to compare favourably to the sector average of 10.1%.

HR Ops at a glance - EQC's performance against Public Service Sector Averages



As expected, our workforce headcount has remained relatively static this month. Over the current financial year our permanent staff numbers have been the main area of headcount increase. This growth reflects the surge in workload, specifically in the Christchurch office and evidence that a number of contractors who have previously backfilled EQC positions have stayed on permanently.



This month our average annual leave balance continues to increase, rising to 14.6 days (vs. 13.8 last month) and now within proximity of the public sector average of 15 days. It is expected that this average will remain relatively steady through the winter period. During the same period our average sick leave usage decreased slightly to 4.8 days (vs. 5.1 last month).

It should be noted that Covid-19 continues to influence our people data and trends.