

CONFIRMED MINUTES

REA BOARD MEETING 21 AUGUST 2024



At the **REA Board Meeting - September 2024** on **19 Sept 2024** these minutes were confirmed with the following changes:

One minor amendment was requested to 1.5.

Name:	Real Estate Authority
Date:	Wednesday, 21 August 2024
Time:	9:00 am to 2:45 pm (NZST)
Location:	REA Office , REA Office (Teams option)
Board Members:	Denese Bates KC (Chair), Brooke Loader, Latham Lockwood, Liz Nidd, Mele Wendt, Tony Stack, Vern Walsh, Shirley McLeod
Attendees:	Belinda Moffat, Victor Eng, Andrew Bulled, Josh Doherty, Marie Snell, Katie Solomon, Saara Fourie, Michael Morrison
Guests/Notes:	[REDACTED]

1. Opening Meeting

1.1 Board in Committee

Issues for discussion with the Chief Executive were agreed.

1.2 Board and CE alone time

Papers and issues identified by Board were discussed with the Chief Executive. Actions were agreed.



5) P & C Committee to seek Board member views on CE performance - see detail below

People and Capability Committee to seek Board member views on CE performance ahead of next review, and before finalising the 2023/24 CE Review outcome.

Due Date: 31 Aug 2024

Owner: [REDACTED]



23) Strategy Session Content

Include consideration of Māori and Pacific Peoples homeownership rates, and wider housing strategy (and REA's role within this context) in the end of year Strategy Session.

Due Date: 3 Dec 2024

Owner: Belinda Moffat

1.3 Karakia

The Senior Leadership Team (SLT) joined at 10.15am and the meeting was opened with a Karakia. [REDACTED] was welcomed to the meeting (in capacity as acting General Counsel) with introductions.

1.4 Confirmation of Agenda

The agenda was adjusted, noting [REDACTED] is unwell and the Board Governance session was deferred to September. There were no additional agenda items.

It was noted that [REDACTED] will be departing the meeting early to fly to Christchurch to prepare for Conversations with REA.



7) Reschedule Governance Assessment review to September Board meeting

Reschedule Governance Assessment review to September Board meeting

Due Date: 19 Sept 2024

Owner: Belinda Moffat

1.5 Interests Register

[REDACTED] declared that one of the CAC members recommended for appointment worked for [REDACTED], whom also employ [REDACTED]. [REDACTED] does not know the candidate personally but the [REDACTED] affiliation was noted. The Board discussed the potential conflict and agreed that [REDACTED] be recused from the meeting when the candidate's appointment to the CAC panel is considered.

1.6 Confirm Minutes

REA Board Meeting - 19 June 2024 19 Jun 2024, the minutes were confirmed as presented.

Minutes and resolution were approved.

2. Actions from Previous Meetings

2.1 Action Item List

Due Date	Action Title	Owner
19 Jun 2024	[REDACTED] Status: Completed on 15 Aug 2024	[REDACTED]
19 Jun 2024	2) Seek advice on GST on Board fees. Status: Completed on 15 Jul 2024	Belinda Moffat
20 Jun 2024	3) Insurance declarations from the Board and SLT Status: Completed on 15 Aug 2024	[REDACTED]
30 Jun 2024	1) Submit signed BDO proposal back to the auditors. Status: Completed on 22 Aug 2024	[REDACTED]
21 Aug 2024	6) Review of handling of [REDACTED] Status: Completed on 15 Aug 2024	Belinda Moffat
21 Aug 2024	2) Code of Conduct Status: In Progress	Belinda Moffat
21 Aug 2024	8) Develop principles-based guidance on the use of AI in real estate. Status: Completed on 15 Aug 2024	Belinda Moffat

Due Date	Action Title	Owner
21 Aug 2024	9) 2024/25 Tactical Plan for Communications and Engagement Strategy Status: Completed on 15 Aug 2024	[REDACTED]
21 Aug 2024	11) Look into Easy Read and MSD's service for translating more accessible resources. Status: Completed on 15 Aug 2024	[REDACTED]
21 Aug 2024	12) CE to work with the Board Chair and [REDACTED] on the Board Governance Programme. Status: Completed on 15 Aug 2024	Belinda Moffat
21 Aug 2024	14) CE and Chair to write to the Minister on Board appointments and succession. Status: Completed on 15 Aug 2024	Belinda Moffat
21 Aug 2024	15) Disclosure CPD topic Status: Completed on 15 Aug 2024	[REDACTED]
21 Aug 2024	16) Sale & Purchase Agreement CPD Topic Status: Completed on 15 Aug 2024	[REDACTED]
21 Aug 2024	17) Add reasons for topic to each scope (noting that it was missing from some of the topics) Status: Completed on 15 Aug 2024	[REDACTED]
21 Aug 2024	18) Move RST report (including CIP reporting) and SEP agenda items higher on future Board agendas Status: Completed on 15 Aug 2024	Belinda Moffat
21 Aug 2024	3) Report back to the Board in August with focus areas and proposed actions from HYS Survey results Status: Completed on 11 Sept 2024	[REDACTED]
30 Sept 2024	11) Māori Engagement Framework - Board Marae Visit Status: In Progress	Belinda Moffat
31 Oct 2024	17) Engagement with Māori Housing entity - [REDACTED] Status: In Progress	Belinda Moffat
31 Oct 2024	18) Translate the Complaints Guide to Samoan. Status: Completed on 17 Sept 2024	[REDACTED]
3 Dec 2024	22) Consider inviting a housing specialist [REDACTED] to speak to the Board. Status: Not Started	Belinda Moffat
4 Dec 2024	24) Review of Offshore Regulatory Settings Status: On Hold	[REDACTED]

The actions were taken as read and the Board had no comments or questions relating to the actions.

3. Chief Executive's Report

3.1 CE Report

The report was taken as read and the following matters were discussed:

- The CE provided a verbal update on a complaint [REDACTED] and steps being taken by REA to address the complaint, including the management of ongoing frequent email correspondence from the complainant.
- The Board did not have any questions or concerns relating to health and safety matters raised in the CE report.
- The review of the complaints management/investigation process with respect to [REDACTED] was noted. The Board endorsed the recommendations from [REDACTED] for improvements to REA's complaints handling system.

- The Board endorsed the current internal complaints process where the CE notifies the Board Chair and the Board about internal complaints.
- The Board noted a pending change to the IAG terms of reference to reflect that REA will stand down any participants that are the subject of an active complaint.
- The Board noted the Government Workforce Policy Statement and that REA current approach and policy is consistent with it.
- The Board noted a positive reduction in staff EAP usage from last month.
- The Board noted the reduction in staff turnover which is positive for REA and also a reflection of the changing job market.

Recommendations

It was recommended that the Board:

- **Note** the contents of this report.
- **Discuss** the health and safety update and provide feedback on any issues arising
- **Discuss and endorse** the recommendations from [REDACTED]
- **Discuss and provide feedback** on any other matters raised in this report where indicated.

Outcome: Noted, discussed and recommendations from [REDACTED] were endorsed.



12) Implement the recommendations made in [REDACTED] complaints management advice.

Implement the recommendations made in [REDACTED] complaints management advice.

Due Date: 24 Oct 2024

Owner: Belinda Moffat



13) Protected Disclosures Policy to be reviewed following the recommendations from [REDACTED]

Protected Disclosures Policy to be reviewed to see if any changes are required following the recommendations from [REDACTED]

Due Date: 24 Oct 2024

Owner: [REDACTED]



14) Engage [REDACTED] to conduct protected disclosures training with the Board in October

Engage [REDACTED] to conduct protected disclosures training with the Board in October.

Due Date: 24 Oct 2024

Owner: [REDACTED]



8) Updated IAG Terms of Reference to be circulated to the Board for review and approval

Updated IAG Terms of Reference to be circulated to the Board for review and approval out of cycle or at next meeting.

Due Date: 19 Sept 2024

Owner: [REDACTED]

3.2 Changes to Strategic Environment

- The Board discussed REA's role in supporting a significant sector in New Zealand's economy and whether we need to do more as guardians of the sector.
- The Board agreed that work underway to engage with key partners working within the sector, such as banks and mortgage brokers, was a positive move and continuous monitoring of sector data and insights is also of great importance to guide our direction.
- The Board supported the suggestion for an economic analysis of the financial value of the sector that REA oversees, assessing volume and value of sales and impact on economy.
- The Board commended the CE for her engaging speech at the Property Brokers *Women in Leadership* Conference which was very well received.

3.3 Committee Updates from 23 July

Verbal updates were provided on the 23 July 2024 Audit & Risk Committee and People & Capability Committee meetings by the Committee Chairs. Updates included:

- P&C focus areas: Staff wellbeing, turnover reduction, Leadership Development Programme delivery for T3/4 leaders, gender pay gap, Speak Up paper, Have Your Say Survey results, and the CE's annual review.
- ARC focus areas: quarterly risk report, review of several policies that are now presented to the Board for approval, and the first review of the 2023/24 Annual Report.

3.4 Break

Break for morning tea at 10.55am

4. Board Papers for Approval or Discussion

4.1 Accountability Documents: 2023/24 Annual Report Update

This paper was taken as read and the Board was invited to provide comments or questions on paper. The following aspects were discussed:

Annual Report

- The CE highlighted that this is an early draft and further work is required on some aspects, including more detail about the judicial review, demonstrating fiscal prudence and savings, and the significant input into the preparations for the Regulation of Property Management which did not progress. The next review will also ensure that REA's strategic impact is clearly articulated
- Financials have been updated by \$1,000.
- Initial audit feedback included the recommendation that judicial review costs be reported above the line to ensure transparency.

The Board provided the following feedback:

- The Board recommended organising, condensing and refining the listed activities, with more of a strategic lens demonstrating how REA has performed against our strategic priorities and how REA's activities made a difference to strategic outcomes.

- The CE noted the annual report length has been reduced from last year but agreed there is room for further refinement in the next iteration.
- Complaints resolution timeliness is one of REA's key ongoing focus areas, and the ongoing work to improve the disciplinary process could be better articulated in the narrative.
- The Annual Report should also signal future areas of focus including SEP, ongoing improvements on complaints timeliness and fiscal sustainability.

Next steps:

- The updated draft will be circulated to the Board out of cycle before it goes to MoJ by 30 August.
- The next draft is to be presented to the Board in September in clean form. A marked-up version will be saved in the supplemental papers folder on BoardPro containing the changes.
- The Board will then see the final design version at the October Board meeting before submission to the Minister.

BDO Engagement Letter

- The Board approved the Board Chair to sign the engagement letter.

ComplyWith Results

- The Board noted the areas of partial compliance and the actions of management to address these.

Emissions Audit

- Initial findings of the audit were noted.

Recommendations

It was recommended that the Board:

- Note** the annual report 2023/24 update and timetable
- Recommend** that the BDO engagement letter be approved and signed by the Board Chair
- Provide feedback** on the first draft Annual Report in response to the questions raised at paragraph 6
- Note** the ComplyWith survey results and **confirm** that the Board is satisfied that the actions of management to address the partial non-compliance matters are appropriate
- Note** the emissions audit outcome and **provide** any feedback on the results.

Outcome: All recommendations were noted, feedback was provided where requested, and the audit engagement letter was approved to be signed by the Board Chair.



6) Circulate the updated draft annual report to the Board prior to submission to MoJ on 30 August.

Circulate the updated draft annual report to the Board prior to submission to MoJ on 30 August.

Due Date: 30 Aug 2024

Owner: Belinda Moffat



4) Board Chair to sign the Audit Engagement Letter and submit to BDO

Board Chair to sign the Audit Engagement Letter and submit to BDO.

Due Date: 22 Aug 2024

Owner: [REDACTED]

4.2 Annual Research Results

This paper was taken as read and [REDACTED] joined the meeting for this paper. Management highlighted the following:

- The results are overall very positive and show strong performance by REA and the sector despite a very challenging market.
- The high levels of confidence from buyers and sellers is noted.
- The results reinforce that the REA's strategic priorities on lifting awareness to support consumer confidence are sound.
- The publication and communications plan in paragraph 27-28 shows the steps intended to be taken this year.
- The Board was asked to consider the results and provide guidance on the points raised in paragraph 29.

The Board discussed the following:

- The Board noted the results are overall very strong.
- Settled and REA websites continue to perform well in providing information to consumers and licensees.
- The Board highlighted the strategic decisions that need to be made in terms of focusing resources where they are needed (e.g. focus on complaints and achieving regulatory efficiency vs. putting resources into raising consumer awareness and stakeholder engagement).
- Improving perceptions of the complaints process should remain a focus (CIP). There is still work to be done in this space.
- Complaints survey results: Do people know what a good complaints system looks like e.g. if they come out of a complaint process and the findings were not in their favour, would this impact results? Consider explaining more about what an "independent, transparent and fair" process looks like in future surveys.
- The importance of communication was also highlighted throughout the complaints process.
- Diverse communities: more can be done with reaching these communities. Home ownership is down among these communities, we want to ensure that the real estate sector and process is not a barrier, so raising awareness and providing effective consumer information should continue to be a focus for REA.
- Stakeholder engagement: the Board supported a proposed focus on Banks, lawyers and mortgage brokers as key players in supporting consumer knowledge, awareness and understanding, and distributing REA consumer information.
- Social media use to reach consumers: feedback from the REINZ Ambassadors regarding raising awareness, particularly with younger consumers, is targeting via social media channels (e.g. videos and TikTok). REA has an active Facebook account and is trialling an Instagram account.
- Survey design: survey content will be reviewed, including adding more about fairness and transparency.

- Licensee focus: explaining why the guides are important.
- Challenge for REA is to balance what can be done to advance consumer knowledge and awareness, whilst also focusing on important regulatory services.
- Noted that if awareness raising is effective, that may lead to more complaints so our system needs to be working effectively to manage increased volumes.
- Publication recommendations in paragraphs 27 and 28 were supported.
- Licensees should be encouraged to distribute guides earlier, and explain the guide when it is given.

Recommendations

It was recommended that the Board:

- Note** the 2024 annual research results
- Discuss** the results and provide guidance to REA on the questions posed in paragraph 29.
- Identify** any aspects on which the Board seeks more information or analysis to assist in understanding the results
- Discuss and provide feedback** on the publication proposal outlined in paragraph 27 and 28.

Outcome: The Board noted, discussed the results and provided feedback/ guidance where specified.



21) Annual Research Results: Improvements to the Complaints Survey

Improve the complaints survey, explaining what a fair, transparent and independent complaints system looks like.

Due Date: 20 Nov 2024

Owner: [REDACTED]



26) Progress engagement with Lawyers, Banks and Mortgage Advisors to raise awareness of REA

Progress engagement with Lawyers, Banks and Mortgage Advisors to raise awareness of REA resources and REA role.

Due Date: 20 Mar 2025

Owner: [REDACTED]

4.3 Regulatory Services, CIP Update and CAC Appointments

This paper was taken as read and management highlighted the following:

- REA is closing more low level cases than ever before with the new CIP process, and reducing the overall time it takes to close complaints. The quality of decisions is also high with all Registrar decision reviews dismissed so far this year.
- Complaint volumes have increased significantly with 112 in the last 3 months and this is now the key challenge. Proposed actions to manage this unexpected volume increase is highlighted in paragraph 19 for feedback from the Board.

The Board discussed the following matters:

- Timeliness of REA communicating with a licensee that a complaint has been laid against them. The desired process is to communicate with the licensee as soon as possible (ideally within 5 days of acceptance of the complaint) and this is where REA is aiming to get to. In an instance where this took longer (example given), further information had been sought from the complainant prior to the complaint being accepted.
- A licensee is advised of a complaint against them once it is accepted by REA, or sometimes sooner if they have been copied into the complaint by the complainant or their lawyer.
- Where a licensee has been copied into a complaint allegation, an additional step should be built in to communicate with the licensee acknowledging the complaint and advise the complaint has not yet been accepted and will be assessed.
- Licensees would prefer being given a timeframe rather than waiting in limbo. Most are happy to wait if they have indicative timing.
- Increased resources: the Board supported recruitment of two further facilitators and a further lawyer.
- Reputational risk is high and if management feels that additional resourcing is needed to manage complaint volumes, the Board agreed they would support this approach.
- How quickly do we need to get the resources and will this cost impact the SPE budget? The CE has a delegation to approve a higher budget for RST resourcing, making allowances for these additional resources provided that the overall SPE budget is not exceeded. If cost of further resources is at risk or exceeding the SPE budget then authority from the Board will be sought.
- Internal vs external capability: REA seeks to build up the internal legal team and streamline processes to improve efficiency.
- Supporting CAC decision writing. Options include decision writing support from REA legal and/or external contractor.
- CAC recruitment and appointing the right kind of people for these roles, with rights skills and capacity to do the work.
- Sharing efficiencies across CAC committees: CAC Chairs monthly meetings provide opportunities to share learnings across committees.
- REA provides decision-writing training, templates and guides. The challenge is getting CACs to utilise these and work efficiently.
- The Board supported the recommended actions in response to the higher complaint volumes.
- Management revisit the request to MoJ to increase the number of CAC panel members from up to 20 (as specified in the Act) to 25/30 to allow REA to stand up an additional CAC panel. The CE advised that this has been raised with MoJ previously and would require an update to the Act, along with a public consultation process. It will be raised again.
- Investigation process: noted that new DTI process has improved the investigation focus, further improvements to be implemented.

CAC Appointment Recommendations

The Board considered [REDACTED] declaration of interest relating to one of the recommended CAC panel appointees and excused him from the decision-making process for that candidate. [REDACTED] left the room for the decision of the one appointee where a perceived conflict of interest was identified.

- The Head of Regulatory Services presented the candidates for consideration and noted there were strong candidates this intake, with one ex-CAC Chair and an ex-REA staff member in the shortlist.

The Board discussed the following matters:

- The Board was asked to consider a possible perceived conflict of interest regarding the candidate that used to work for REA. Acting General Counsel advised that no real conflict of interest exists relating to her appointment, noting a significant period of time has passed since her employment at REA, there was no pecuniary gain to any of management or decision-makers. It was noted that her knowledge and understanding would be of great value to a CAC panel. The Board agreed there was no conflict of interest preventing appointment of that candidate.
- Stand-down period for former CAC panel members: there is nothing in the Act preventing reappointment or specifying a timeframe before they can be appointed again. REA is operating on the basis of previous legal advice that 2.5 years is a reasonable period before reappointment.
- The Board queried whether there are any additional candidates in reserve, should any recommended appointees not pass their background checks or accept appointment. Seven were shortlisted with five recommended, so there are a further two candidates that could be considered.
- The Board approved the appointment of all five candidates, subject to the appropriate reference checks being completed to the satisfaction of the Head of Regulatory Services.

Recommendations

It was recommended that the Board:

- a. **Note** the contents of this paper and provide feedback on any matters raised.
- b. **Note** the high complaint volumes and proposed actions to be taken in response.
- c. **Approve** the candidates identified in this paper for appointment to the CAC panel, subject to the completion of reference checks to the satisfaction of the Head of Regulatory Services.

Outcome: Noted and approved.

Lunch break at 12.55pm



9) CE to raise a proposed increase in the number of CAC appointments with MoJ again

CE to raise a proposed increase in the number of CAC appointments with MoJ again (noting this would require a change to the Act).

Due Date: 19 Sept 2024

Owner: [REDACTED]

4.4 Systems Enhancement Project (SEP) Update

The paper was taken as read and the Programme Manager highlighted the following points:

- [REDACTED]
- [REDACTED]



The Board did not have any questions or comments.

Recommendations

It was recommended that the Board:

- a. **Note** the progress update of the Systems Enhancement Project.

Outcome: Noted

4.5 Board Governance Assessment

This was deferred to the September meeting due to the facilitator being unwell.

4.6 Regulatory Tools and Responses Framework

The paper was taken as read and the Board discussed the following:

- The intention of the Regulatory Tools and Responses Framework is to provide transparency and promote trust and accountability to licensees and the sector about REA's regulatory approach, and to raise awareness about the regulatory tools we have available to give effect to our regulatory functions.
- It is intended to lift trust, confidence and understanding about our regulatory operations. It is also designed to support consistency with our approach.
- The Board was asked to provide feedback on the Regulatory Tools and Responses Framework and proposed next steps.

The Board discussed the following:

- Whether this should be a policy document rather than a framework. The CE advised that is not a policy as it reflects the statutory and other regulatory tools we can use, and is not intended to bind us to a particular course of action. It is more of an informative "menu" of powers and responses that REA has available.
- Improve the description of the purpose of the document in the introduction and consider a one page summary of the tools and responses.
- The next steps in paragraph 8 were supported.

Recommendations

It was recommended that the Board:

- a. **Note**, discuss and provide feedback on the draft Regulatory Tools and Responses Framework
- b. **Approve** the proposed next steps for the Regulatory Tools and Responses Framework.

Outcome: Noted and next steps were approved.



15) Regulatory Tools and Responses Framework

Bring back a marked-up version of the Regulatory Tools and Responses Framework for final approval, following internal consultation and external legal peer review.

Due Date: 24 Oct 2024

Owner: [REDACTED]

4.7 Policies Update

The paper was taken as read and the Head of Corporate Services highlighted the proposed increase to his financial delegation in the Delegated Authority Policy. The Board supported this change.

The Board discussed the following:

Fraud & Corruption Policy

- Changes approved.

Litigation Reserve Policy

- Changes approved.

Delegated Authority Policy

- Changes approved, including the increased financial delegation for the Head of Corporate Services.

Prosecution & Charging Policy

- Approved without changes.

Litigation Management Policy

- Approved without changes.

Enforcement of Monetary Orders Policy

- Approved without changes.

Mobile Devices Policy

- Changes approved.

ICT Acceptable Use Policy

- The Board noted the importance of alignment with the NZ Information Security Manual, for example alignment with security requirements around password length - 10 characters with digits, capitals and lower case letters, or 16 characters with no specifications.

Diversity & Inclusion Policy

- Changes approved.

People & Capability Committee Terms of Reference

- The Board noted that the People & Capability Committee can make recommendations in relation to the Chief Executive's annual performance review but require Board endorsement of the review outcome.
- The People & Capability Committee will share their recommendations to the Board for approval in Board alone time at the conclusion of this meeting.
- Terms of Reference approved.

Recommendations

It was recommended that the Board:

- Approve** the updated Fraud & Corruption Policy
- Approve** the updated Litigation Reserve Policy
- Approve** the updated Delegated Authorities Policy
- Note** the review of the Prosecution & Charging Policy, Litigation Management Policy, and Enforcement of Monetary Orders Policy and **approve** these policies without changes
- Approve** the updated Mobile Device Policy
- Approve** the updated ICT Acceptable Use Policy
- Approve** the updated Diversity & Inclusion Policy
- Approve** the People & Capability Committee Terms of Reference without changes.

Outcome: All approved, subject to the ICT Acceptable Use Policy being checked for compliance with the NZ Information Security Manual.



19) Review NZ Information Security Manual to ensure ICT Acceptable Use Policy compliance

Review NZ Information Security Manual to ensure ICT Acceptable Use Policy compliance before finalising.

Due Date: 31 Oct 2024

Owner: [REDACTED]

4.8 Legal Update Paper

The paper was taken as read and the Acting General Counsel noted that the legal team is highly focused on keeping the CAC cases moving, and that Tribunal cases and appeals outcomes had been positive. Board comments or questions, and feedback on the draft AI guidance was invited.

The Board discussed the following:

- The information contained in the AI guidance document was supported.
- The Board felt it should be provided in a more graphical way with real life examples when circulated to the sector, so that it would be more widely read. The Board suggested that a one-page summary, that posed the questions that licensees should consider, might be useful.
- Emphasis needs to be placed on checking the content that the AI tool has produced before publishing.

- The guidance should include ensuring that agents and supervisors are informed about the AI tools being used by salespeople.
- The proposed next steps were supported.

Recommendations

It was recommended that the Board:

- Note** that this paper is confidential and subject to legal professional privilege.
- Note** the contents of this paper and provide feedback on any matters raised.

Outcome: Noted, feedback was provided and next steps were supported.



20) AI Guidance Summary Document

Consider presentation of AI guidance to make it more user-friendly (e.g. producing a 1-page summary document)

Due Date: 31 Oct 2024

Owner: [REDACTED]

4.9 Break

5. Board Papers for noting

5.1 PMO Report

The paper was taken as read and Marie Snell, Programme Manager, invited comments or questions from the Board.

- The PMO schedule has been reproduced based on previous Board feedback. The schedule is now more concise.

The Board discussed the following:

- CIP resourcing actions raised in the RST paper (paragraph 19) could be project managed as it is going to have cost and resourcing implications.
- Draft Style Guide: Marie confirmed this was mostly developed internally, with the exception of some input from our external proofreader who shared her style guide tips. The Board requested to see the Style Guide once complete.
- Māori Engagement Strategy and plan: the board requested an update on progress and areas of focus. The CE confirmed a staff internal cultural capability programme is in train with [REDACTED] and the CE and Head of EIE are working on further engagement activities.
- Board member [REDACTED] reiterated her willingness to support ongoing progress on this strategy.

Recommendations

It was recommended that the Board:

- Note** the contents of this paper and the attached PMO report.

Outcome: Noted



25) Add CIP improvements to the PMO Schedule.

Add CIP improvements to the PMO Schedule.

Due Date: 4 Dec 2024

Owner: [REDACTED]



16) Add the draft style guide to the supplemental papers folder for the Board's optional review.

Add the draft style guide to the supplemental papers folder for the Board's optional review.

Due Date: 24 Oct 2024

Owner: [REDACTED]



10) Māori Engagement Strategy and plan: add more detail on the next steps

Māori Engagement Strategy and plan: add more detail on the next steps.

Due Date: 19 Sept 2024

Owner: [REDACTED]

5.2 Speak Up Safely Programme Paper

The paper was taken as read and [REDACTED], Head of People of Capability, noted that Speaking Up is an important part of REA's risk management framework, in which the Board plays a key role. A key focus is to increase first responder training, including that of the Board. Comments or questions from the Board were invited.

The Board discussed the following:

- Staff can raise concerns about REA operations that might not amount to wrongdoing with their managers, SLT or P+C.
- Management to consider how best to capture these issues so that they are addressed, and/or responded to if no action is to be taken

Recommendations

It was recommended that the Board:

- a. **Note** this paper.
- b. **Provide feedback on** the questions raised in paragraph 9, if any.
- c. **Endorse** REA's intended actions to strengthen REA's speaking up environment.

Outcome: Noted and endorsed.

6. Other Business

6.1 General Business

- A concern was raised about the increasing delivery of CPD online, and that [REDACTED] online training was not engaging.
- EIE is preparing a CPD provider quality assessment plan and criteria to assess ATPs which will be rolled out in coming months
- Concern was raised about the lack of licensee understanding about LIMs. CPD training modules exist on this topic and will be covered in the 2025 Councils topic.

6.2 Closing Karakia

The meeting was closed with a Karakia at 2.35pm.

The meeting concluded with Board alone time to confirm the CE's performance review outcome.

7. Close Meeting

7.1 Close the meeting

Next meeting: REA Board Meeting - September 2024 - 19 Sept 2024, 9:00 am

Unuhia, unuhia	<i>Draw on, draw on,</i>
Unuhia ki te uru tapu nui	<i>Draw on the supreme sacredness</i>
Kia wātea, kia māmā, te ngākau,	<i>To clear, to free the heart,</i>
te tinana, te wairua t e ara takatā	<i>the body and the spirit of mankind</i>
Koia rā e Rongo, whakairia ake ki runga	<i>Rongo, suspended high above us (i.e. in 'heaven')</i>
Kia tina! TINA! Hui e! TĀIKI E!	<i>Draw together! Affirm!</i>

Signature: _____



Date: 19 September 2024 _____