



Who we Serve

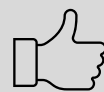
2.4 million employees
167,000 employers

53,394 calls and **7,132** emails
on employment related issues
received by MBIE's Service Centre



5,502,969 sessions on
Employment NZ website

151,949 Facebook and **66,476**
LinkedIn followers as at 30th June 2023



38,927 users subscribed for our
employment learning modules



59,473 sessions on the employment
agreement builder via Employment
New Zealand's website

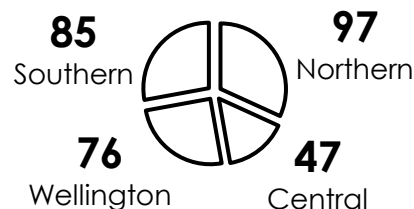


539,624 downloads, with **39,857**
downloads of the Holiday and Leave
Guide

Who we are

305

Employment Services
Personnel across 18
offices



**LABOUR
INSPECTORATE**
FAIR WORKPLACES

**Employment
Mediation
Services**

**Employment
Relations
Authority**

**Regulatory
and Advisory
Services**

86 Labour Inspectors

14 Labour Standards Officers

30 Mediators

18 Dispute Resolution Coordinators

10 Early Resolution Facilitators

29 Authority Staff

25 Members (Including Chief)

19 Triage and Liaison

4 Legal Researchers

9 Regulatory services

8 Advisory services

How we served them

3,174 Interventions completed (+**39%** from 2021/22)

37% of investigations involved migrant
exploitation

29% of investigations conducted
with a regulatory partner

\$478,540 in penalties, **\$557,488** in arrears awarded by the ERA on LI cases

873 cases where the LI team attempted GSR,
80% completed within 30 days, 93% within 45

25 employers stood down **6** Employers banned

Recognised Seasonal Employer scheme

88 application or review audits

650 accommodation checks

137 Supplementary Seasonal Employer Checks

485 'application to recruit' assessments

88 RSE-related incident checklists

219 minimum wage exemptions issued

4,128 mediations delivered (**69%** were resolved)

79 collective bargaining
applications

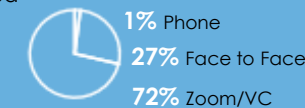
22 strike notices applications

80% customer satisfactions

9,591 settlement records completed.
83% completed within 3 days

1,765 early resolutions delivered,
41% completed within 15 days

Mediation Events by Channel



\$1,126,180

Total Penalties Awarded

\$2,925,063

Total Compensation Awarded

747 Determinations

77 Determinations with Penalties
Awarded

194 Determinations with compensation
awarded

230 Migrant Exploitation Protection Visa
Eligibility letters issued and received

4,191 Employment Complaints received
and triaged

198 Migrants supported through liaison
services

136 OIAs received and information
released