



Employment Services 2023/24

Employment in New Zealand

164,250 employers employing
2.4 million employees

Our presence

211.9 Employment Services personnel across **15** offices

Region	FTE
Northern (Auckland, Manukau and Whangārei)	79.4
Central (Hamilton, Napier, Tauranga, Palmerston North and New Plymouth)	36.3
Wellington (Wellington and Porirua)	44.9
Southern (Christchurch, Dunedin and Nelson)	51.3

Active FTE as at 30 June 2024

Excludes employees on extended unpaid leave, vacant positions, and ERA Members as at reported date.

Information and Education



63,640 calls and **7,133** emails on employed-related issues received by MBIE's Service Centre



4,616, 686 sessions on the Employment NZ Website

New Employment New Zealand website launched **25 June 2024**



152,366 Facebook and **64,295** LinkedIn followers as at 30 June 2024

53,411 new users subscribed for our employment learning modules

31,694 sessions on the employment agreement builder via Employment New Zealand's website

303,427 downloads, with 29,894 downloads of the Holiday and Leave Guide

Employment Standards

**LABOUR
INSPECTORATE**
FAIR WORKPLACES

63.9 Labour Inspectors

8.9 Labour Standards Officers

5,032 Employment Standards interventions

+58% from 2022/2023 (Includes Triage and Allocation Assessments)

549 Investigations

36% of investigation conducted involved migrant exploitation

30% of investigations involved a regulatory partner

\$3,169,542 Total Dollars Awarded (Penalties, wage arrears, fines or other monies awarded)

623 Labour Standards, Guided Self Resolution cases completed

45% Guided Self Resolution within 30 days

Recognised Seasonal Employer (RSE) Scheme

795 RSE accommodation checks

106 RSE related incidents and

86 Supplementary Seasonal Employer (SSE) checks

281 Active minimum wage exemption permits

86 Applications or renewal audits

529 Application to recruit

Triage and Allocation

14 Triage Officers

7,197 Total Complaints (+67% from 2022/2023)

3,925 Migrant Exploitation Complaints (+320% from 2022/2023)

3,063 Migrant Exploitation Prevention Visa Eligibility Assessments

2,115 Report of Exploitation Assessment Letters issued

1,933 Liaison Services Assessments

Employment Relations Authority

**Employment
Relations
Authority**

16 Support Staff

\$1,214,900

Total Penalties Awarded

24 Members (including the Chief)

\$3,574,020

Total Compensation Awarded

816 Determinations

85 Determinations with penalties awarded

119 Determinations with compensation awarded

Dispute Resolutions

**Employment
Mediation
Services**

23.9 Mediators

14.8 Dispute Resolutions Coordinators

7 Early Resolutions Facilitators

18,915 Dispute Resolutions interventions

+16% from 2022/2023

4,573 Mediations delivered

67% Settlement rate

119 Collective bargaining applications

32 strike notice applications

12,266 records of settlement received with 94% completed in five days

78% Customer satisfaction

2,501 early resolutions of employment problems delivered (+35% from 2022/2023)

65% early resolutions closed within 15 days

Mediations conducted by channel

