



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**

63.9 Labour Inspectors

FAIR WORKPLACES

8.9 Labour Standards Officers

completed

(1) 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

623 Labour Standards, Guided Self Resolution cases

45% Guided Self Resolution within 30 days

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

Recognised Seasonal Employer (RSE) Scheme

795 RSE accommodation checks

86 Applications or renewal audits

106 RSE related incidents and

529 Application to recruit

86 Supplementary Seasonal Employer (SSE) checks

281 Active minimum wage exemption permits

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

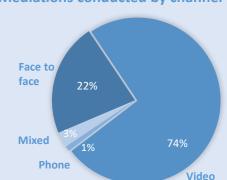
119 Collective bargaining applications

32 strike notice applications

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

78% Customer satisfaction

Mediations conducted by channel



Conference

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

65% early resolutions closed within 15 days

Triage and Allocation

14 Triage Officers

(1) 7,197 Total Complaints (+67% from 2022/2023)

(1) 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



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

