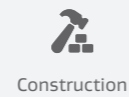


## Employment Services at a glance 19/20

We focus on sectors with high levels or risk/harm



Construction



Hospitality



Dairy



Retail



Fishing



Horticulture  
Viticulture



Cleaning



Education



Health



Forestry

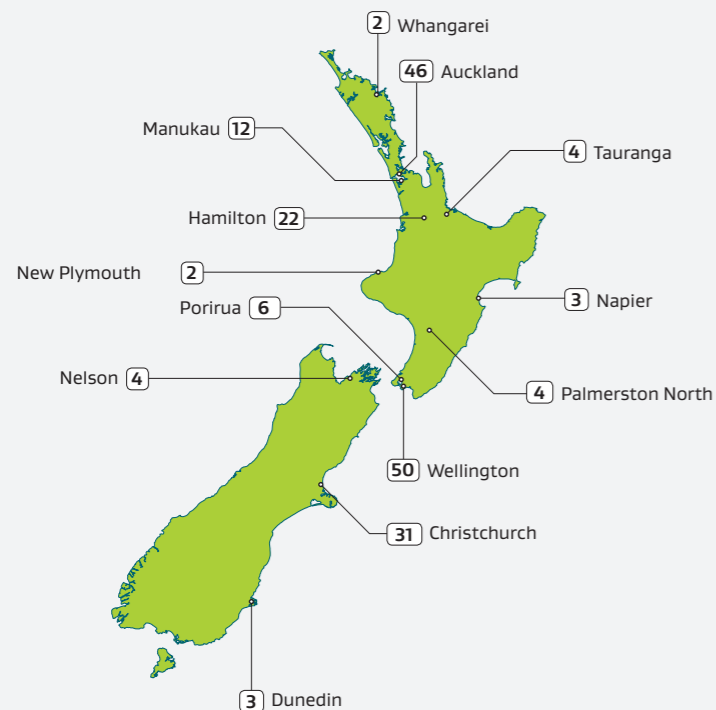
PIE GRAPH KEY

Auckland  
Waikato and Bay of Plenty  
North Island - other

Canterbury  
South Island - other

### Our presence

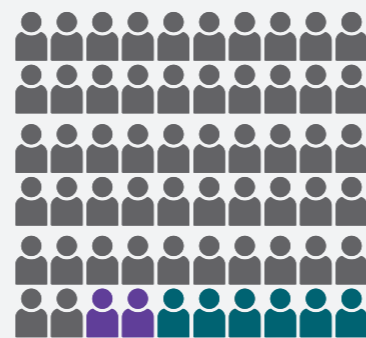
**189 Employment Services Personnel**  
across **13 locations**



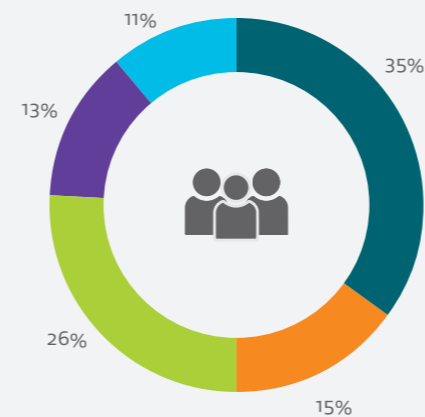
Appointed positions as at March 2020  
Includes contract service providers

### Employment world

**158k** employers employing  
**2.3 million** employees of which  
**188,000** are migrant workers and



Employees  
by location

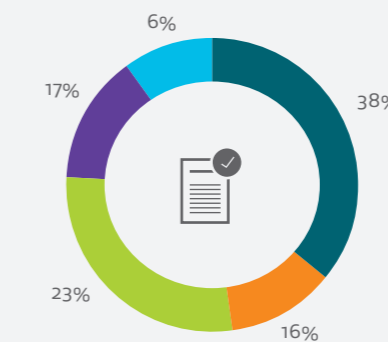


### Dispute Resolution

**Employment Mediation Services**  
**37** Mediators



Received mediation applications  
by location



**7,293** Mediation applications received



**75** collective bargaining applications received

**4,459** mediations conducted and closed, with over **75%** of them resolved

Over **10,007** recorded settlements completed with **91%** of them completed within **3 days**

### Labour Inspectorate

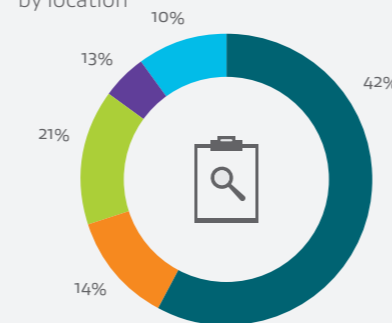
**LABOUR INSPECTORATE**  
FAIR WORKPLACES

**56** Labour Inspectors  
**4** Labour Standards Officers

**588 Investigations**

56	Infringement notices
147	Improvement notices
237	Enforceable undertakings
86	Cases filed at the ERA
100	Employers stood down from hiring migrant workers

Completed investigations  
by location



### Regional Seasonal Employer Scheme

**51** Application or Review audits  
**362** Application to recruit assessments  
**450** Accommodation Checks

**56%** Investigations involved migrant workers  
**30%** Conducted with a regulatory partner

Penalties awarded on Labour Inspectorate cases by the **ERA \$359,762**

**273** early resolutions provided of which **74%** were completed within **30 days** and around **86%** in **45 days**

Arrears being paid out for Payroll issues  
**\$121,565,940**

### Information and Education



**5,877,915** sessions on the Employment NZ website

**4** Engagement & Assurance Specialists and **3** Digital Specialists

**555,165** downloads, with **45,890** of the Holiday and Leave Guide

**45,502** sessions on employment agreement builder via ENZ's website



**123,566** Facebook and **35,902** LinkedIn followers as at July 2020

**14,484** users subscribed for our employment learning modules



Service Centre interactions on **employment related issues**

**91,735** calls and **13,988** emails received to the Ministry's Service Centre on employment related issues

### Employment Relations Authority



**\$883,113**  
Total penalties awarded

**\$1,467,675**  
Total compensation awarded

**15** Authority Officers supporting members

**615** Determinations

**86** Determinations with penalties awarded

**119** Determinations with compensation awarded