



Employment Services 2024/25

Employment in New Zealand

164,250 employers employing
2.88 million employees

Our presence

232 Employment Services personnel across 15 offices

Region

Northern (Auckland, Manukau and Whangārei)

Central (Hamilton, Napier, Tauranga, Palmerston North and New Plymouth)

Wellington (Wellington and Porirua)

Southern (Christchurch, Dunedin and Nelson)

Active FTE as at 30 June 2025

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

Information and education



51,226 calls and 3052 emails on employed-related issues received by MBIE's Service Centre



3,967,546 sessions on the Employment NZ Website



151,563 Facebook and 63,867 LinkedIn followers as at 30 June 2024

187,327 sessions on the employment agreement builder

17,905 sessions on the Workplace Policy Builder

via Business.govt website.

303,327 downloads, with 29,894 downloads of the Holiday and Leave Guide

Employment Standards

LABOUR
INSPECTORATE
FAIR WORKPLACES

70 Labour Inspectors

11.5 Labour Standards Officers

578 Labour Inspectorate Investigations

+5% from 2023/2024

4421 Employment Standards Interventions

33% of investigation conducted involving migrant exploitation

17% of investigations involved a regulatory partner

\$3,346,378.22 Total Dollars Awarded (Penalties, wage arrears, fines or other monies awarded)

597 Labour Standards, Guided Self Resolution cases completed

74% Guided Self Resolution within 30 days

Recognised Seasonal Employer (RSE) Scheme

857 RSE accommodation checks

89 RSE related incidents and checks

66 Applications or renewal audits

526 Application to recruit

360 Active minimum wage exemption permits

Dispute Resolutions

Employment
Mediation
Services

29.8 Mediators

14 Dispute Resolutions Coordinators

11 Early Resolutions Facilitators

21,410 Dispute Resolutions interventions

+13% from 2023/2024

5130 Mediations delivered

66% Settlement rate

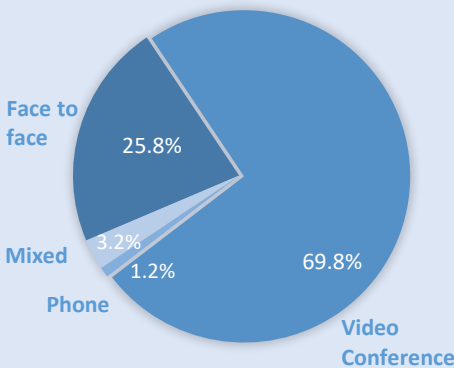
92 Collective bargaining applications

24 strike notice applications

13,939 records of settlement received with 86% completed in five days

81% Customer satisfaction

Mediations conducted by channel



2,709 early resolutions of employment problems delivered

+7% from 2022/2023

73% early resolutions closed within 15 days

Triage and Allocation

14.5 Triage Officers

6273 Total Complaints
-13% on 2023/2024

2701 Migrant Exploitation Complaints
(-31% from 2023/2024)

2059 Migrant Exploitation Prevention Visa Eligibility Assessments
1260 Report of Exploitation Assessment Letters issued

Employment Relations Authority



Employment
Relations
Authority

14 Authority Officers

\$771,600

Total Penalties Awarded

25 Members (including the Chief)

\$3,463,851

Total Compensation Awarded

772 Determinations

86 Determinations with penalties awarded

197 Determinations with compensation awarded

