



# 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)

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



**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)

## Recognised Seasonal Employer (RSE) Scheme

**857** RSE accommodation checks

**89** RSE related incidents and checks

**360** Active minimum wage exemption permits

**597** Labour Standards, Guided Self Resolution cases completed

**74%** Guided Self Resolution within 30 days

## Dispute Resolutions



**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

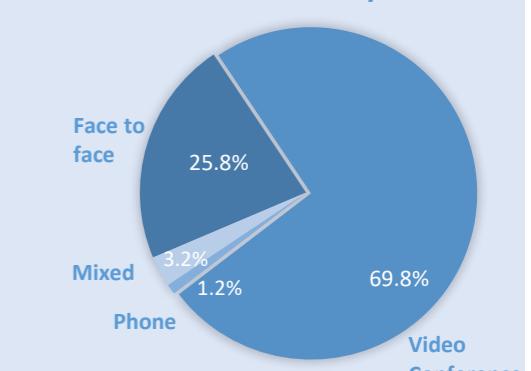
**81%** Customer satisfaction

 **2,709** early resolutions of employment problems delivered

+7% from 2022/2023

**73%** early resolutions closed within 15 days

### Meditations conducted by channel



## 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