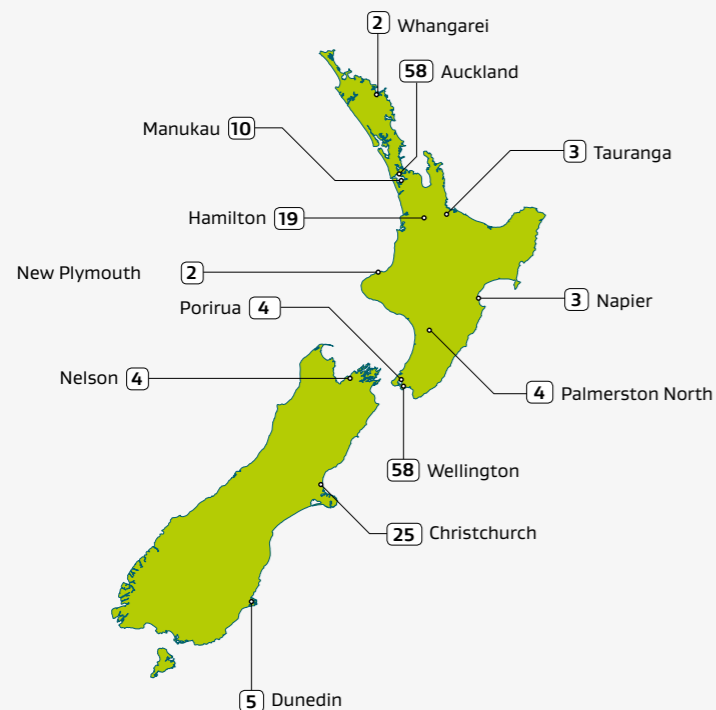


Employment Services at a glance 17/18



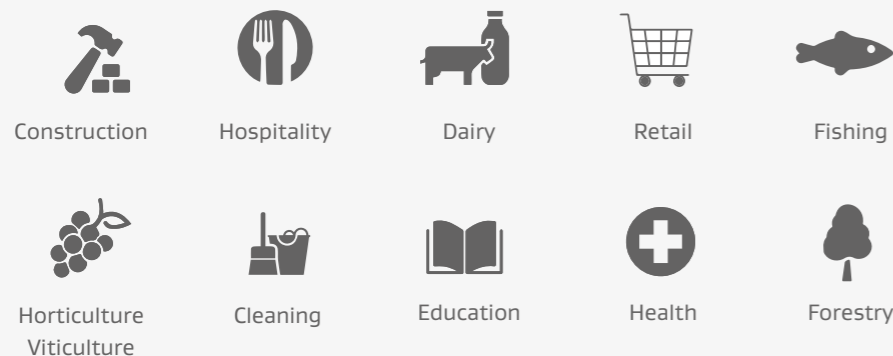
Our presence

197 Employment Services Personnel across 13 locations



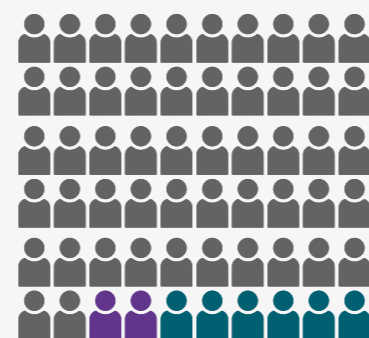
As at October 2018
Includes contract service providers

We focus on sectors with high level of risk / harm

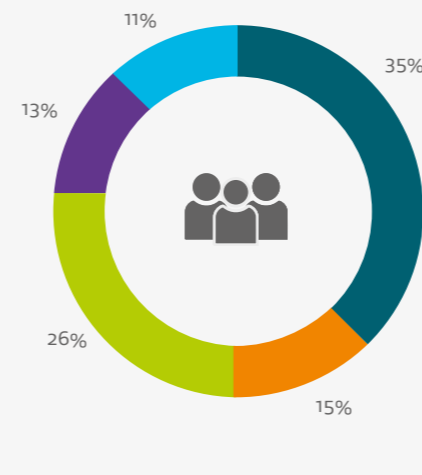


Employment world

160k employers employing **2,2 million** employees of which **200,000** are migrant workers and **60,000** are new entrants



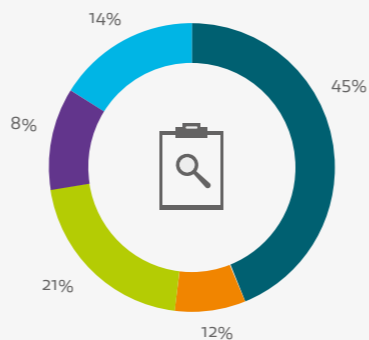
Employees by location



Labour Inspectorate

63 Labour Inspectors
8 Labour Standards Officers

Completed investigations by location



690 Investigations

116	Infringement notices
179	Improvement notices
102	Enforcable undertakings
35	Cases filed at the ERA
180	Employers stood down from hiring migrant workers

53% Investigations involved migrant workers
26% Conducted with a regulatory partner

Penalties awarded on Labour Inspectorate cases by the **ERA \$757,272**

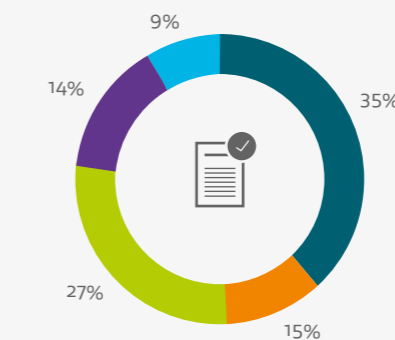
627 early resolutions provided of which **59%** were completed within **30 days** and around **84%** in 45 days

Dispute Resolution

40 Mediators
Employment Mediation Services

7,132 Mediation applications received
126 collective bargaining applications received

Received mediation applications by location



4,558 mediations conducted and closed, with over **76%** of them resolved

Over **8,976** recorded settlements completed with **90%** of them completed within **3 days**

Information and Education

3,567,167 sessions on the Employment NZ website

446,871 downloads, including **50,280** of the Holiday and Leave Guide
77,414 sessions on the employment agreement builder that came from Employment NZ website

45,000 Facebook followers as at November 2018

2,970 users subscribed for our employment learning modules

Service Centre interactions on **employment related issues**

91,678 calls and **5442** emails received to the Ministry's Service Centre on employment related issues