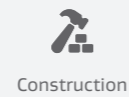


Employment Services at a glance 19/20

We focus on sectors with high levels or risk/harm



Construction



Hospitality



Dairy



Retail



Fishing



Horticulture
Viticulture



Cleaning



Education



Health



Forestry

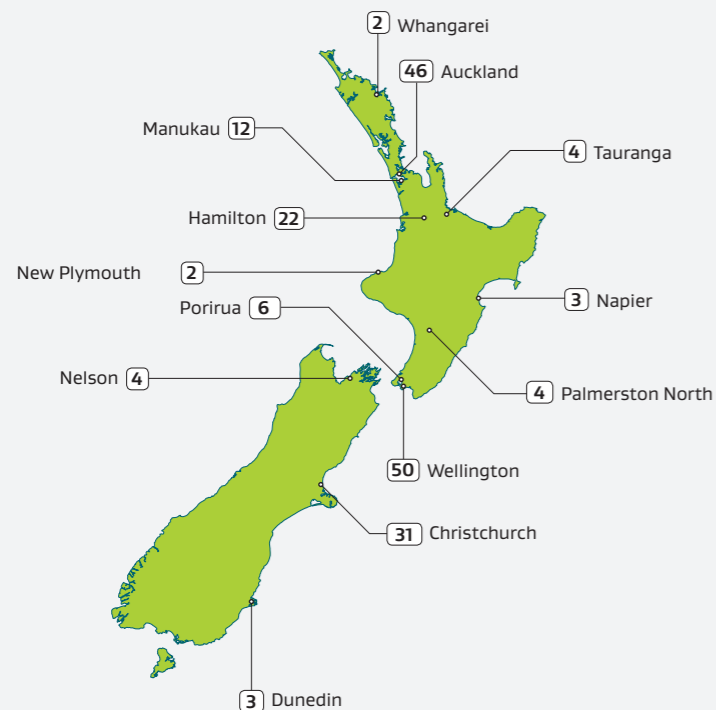
PIE GRAPH KEY

Auckland
Waikato and Bay of Plenty
North Island - other

Canterbury
South Island - other

Our presence

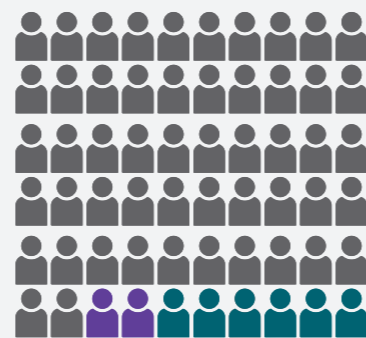
189 Employment Services Personnel across 13 locations



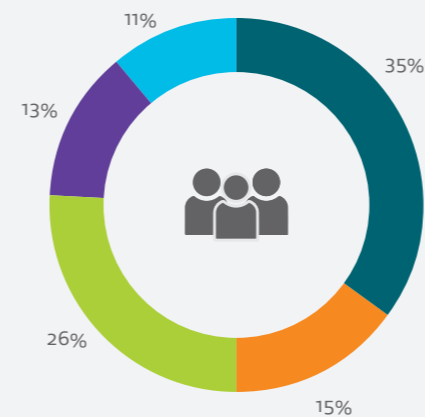
Appointed positions as at March 2020
Includes contract service providers

Employment world

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



Employees
by location



Dispute Resolution

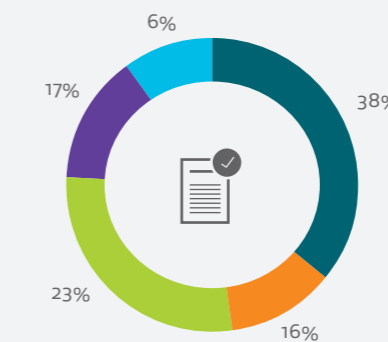
Employment Mediation Services

37 Mediators

16 Dispute Resolution Coordinators



Received mediation applications
by location



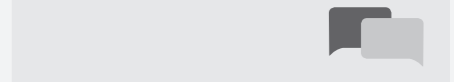
7,293 Mediation applications received

75 collective bargaining applications received

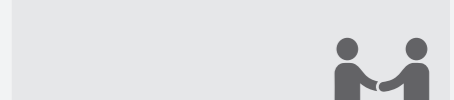


4,459

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

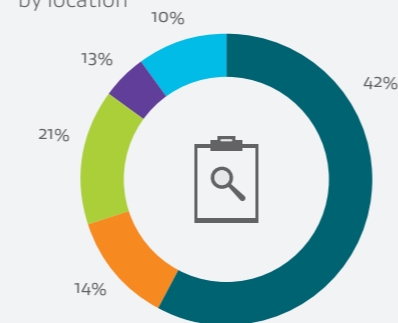
LABOUR INSPECTORATE
FAIR WORKPLACES

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