



Who we Serve

2.3 million employees
162,000 employers

73,763 calls and **12,318** emails on employment related issues received by MBIE's Service Centre



6,515,359 sessions on Employment NZ website



149,032 Facebook and **66,808** LinkedIn followers as at 30th June 2022



34,571 users subscribed for our employment learning modules



51,297 sessions on the employment agreement builder via Employment New Zealand's website

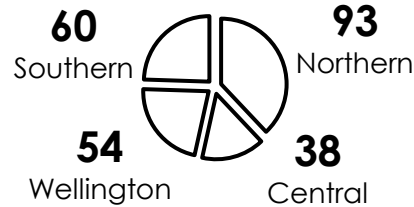


551,290 downloads, with **43,343** downloads of the Holiday and Leave Guide



Who we are

245 Employment Services Personnel across 17 offices



LABOUR INSPECTORATE
FAIR WORKPLACES

Employment Mediation Services

Employment Relations Authority



Regulatory and Advisory Services

75 Labour Inspectors

10 Labour Standards Officers

28 Mediators

16 Dispute Resolution Coordinators

7 Early Resolution Facilitators

19 Authority Staff

24 Members (Including Chief)

12 Triage Officers

4 Liaison Advisors

How we served them

2,286 Interventions completed (+48% from 2020/21)

48% of investigations involved migrant exploitation
33% of investigations conducted with a regulatory partner

280 cases where the LI team attempted GSR, 78% completed within 30 days, 90% within 45
50 employers stood down **0** Employers banned

\$685,000 in penalties, **\$413,229** in arrears awarded by the ERA on LI cases

Recognised Seasonal Employer scheme **87** Supplementary Seasonal Employer Checks
102 application or review audits **831** 'application to recruit' assessments
362 accommodation checks **82** RSE-related incident checklists

177 minimum wage exemptions issued

4,197 mediations delivered (**70%** were resolved)

86 collective bargaining applications
15 strike notices applications
73% customer satisfactions

8,784 settlement records completed, 89% completed within 3 days
2,347 early resolutions delivered, 78% completed within 15 days

Mediation Events by Channel
4% Phone
19% Face to Face
77% Zoom/VC

\$864,820 Total Penalties Awarded
\$1,913,500 Total Compensation Awarded

588 Determinations
77 Determinations with Penalties Awarded
133 Determinations with compensation awarded

168 Migrant Exploitation Protection Visa Eligibility letters issued and received
5,742 Employment Complaints received and triaged

250 Migrants supported through liaison services