

Regulatory strategy for MBIE's employment relations services 2023 - 2028: Year 1 update

MBIE's employment relations services publishes an annual summary of completed initiatives under its 5-year regulatory strategy. The strategy capability shifts align with our vision and purpose for what success looks like in 2028.

In the following we provide an overview of our 2023-24 strategy achievements and outline our focus for 2024-25 onwards.

EMPLOYMENT
NEW ZEALAND

Employment
Mediation
Services

LABOUR
INSPECTORATE
FAIR WORKPLACES

2023-24

2024-25

2025-26

2026-27

2027-28

Our regulatory strategy

- States the employment relations services vision and purpose
- Sets out our regulatory functions, our principles and approach as a regulator
- Explains how we set priorities
- 5 capability shifts to make over 5 years
- Laid the foundations in Year 1 (23/24)
- Year 2 activities underway (24/25)



View the full strategy [here](#)

Strategy Year 1 foundations

Year 1 progress

Our Year 1 initiatives have laid the foundation for critical strategic initiatives in the coming years through:

- responding to public sector recalibration by reshaping our core services and aligning our structures to deliver strategic outcomes
- establishing robust, evidence-based programmes of work
- developing new approaches to improve the experience of those using our services
- investing in our people's te ao Māori capability
- laying the groundwork for strong external partnerships to enable collaboration and drive meaningful impact
- investing in business intelligence, market research and insights to better understand the people who need and use our services.

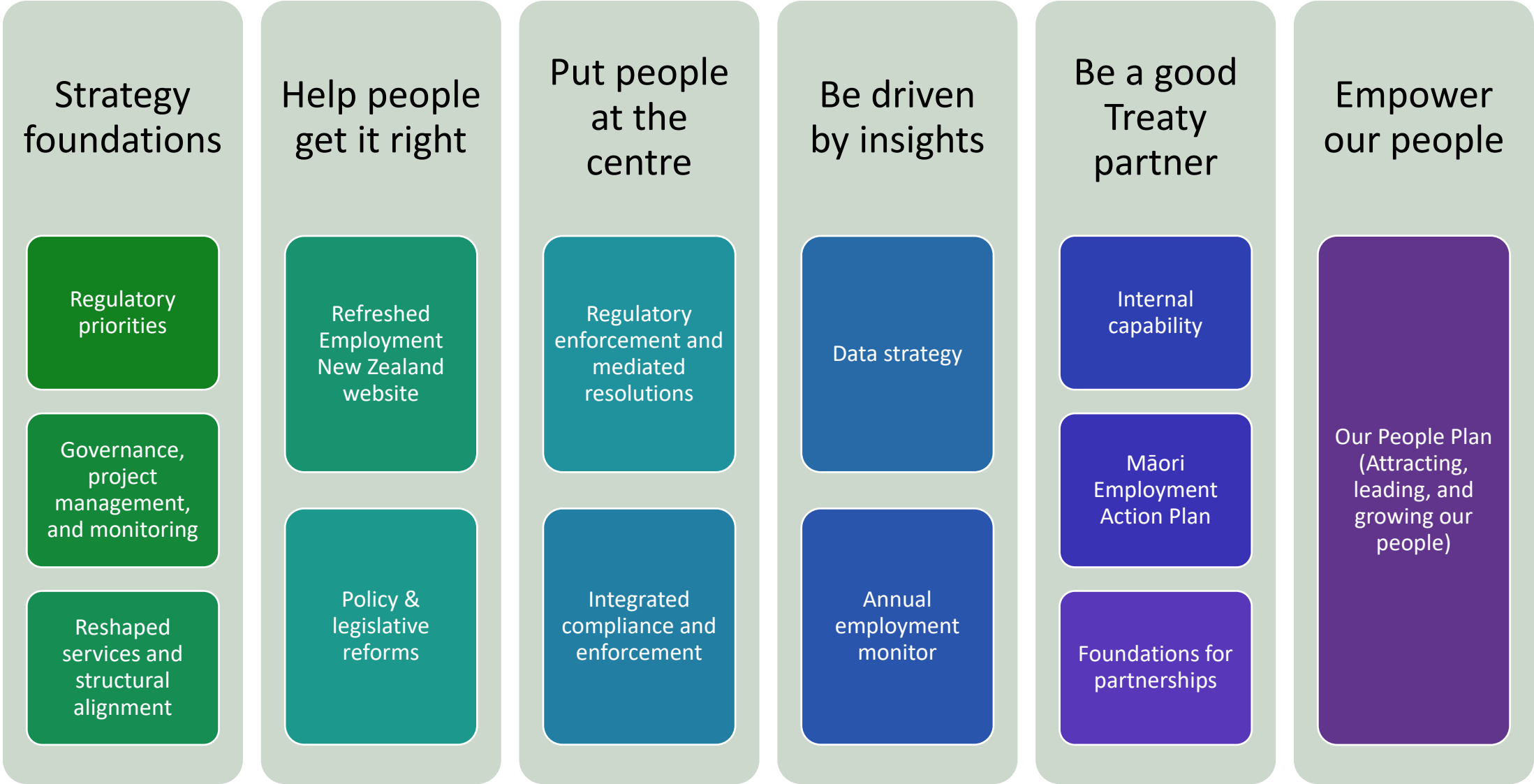
Year 2 initiatives

Our Year 2 initiatives build on the Year 1 progress as a solid basis for transforming our regulatory approach by embedding evidence-based practices and investing in our people and process improvements.

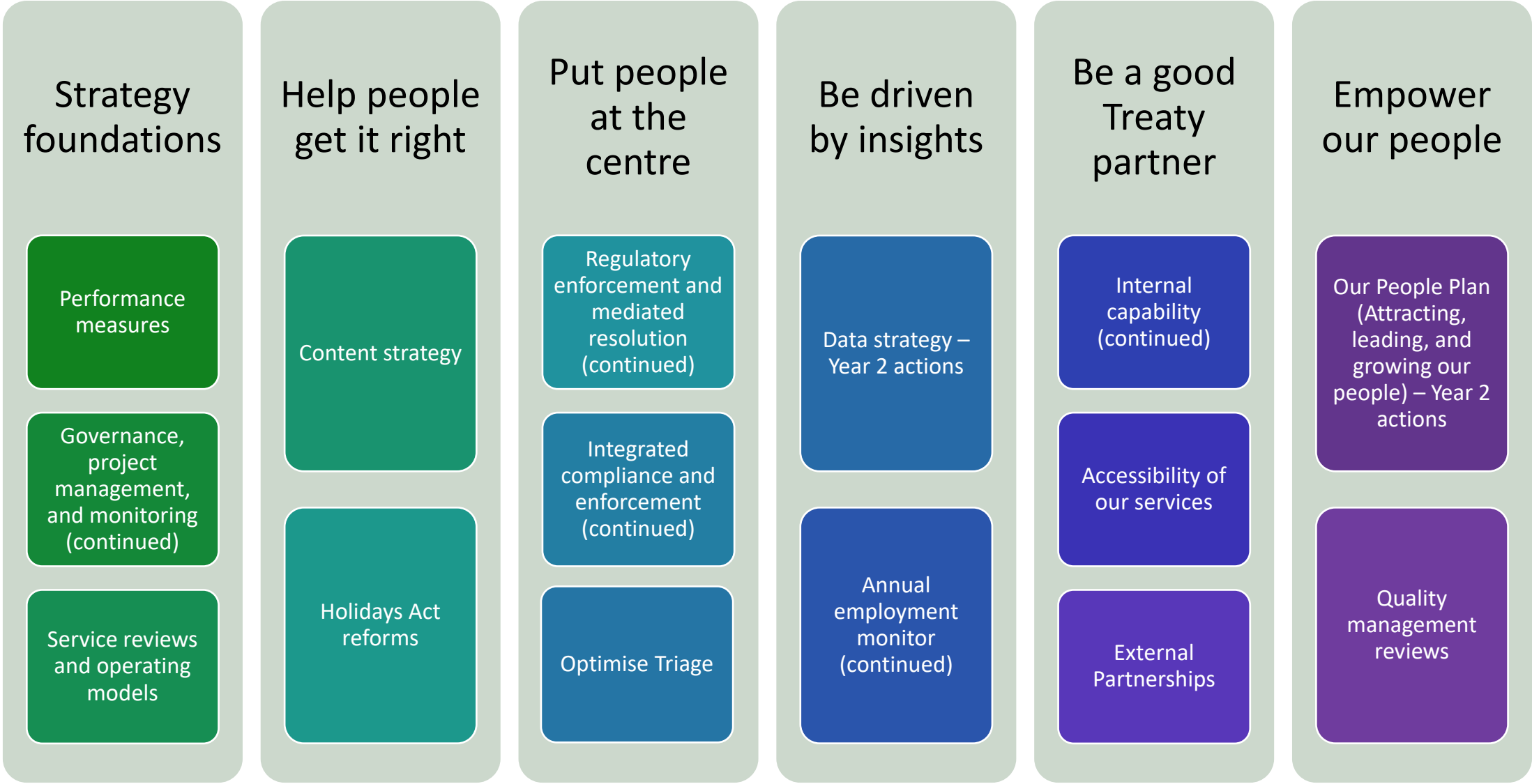
These efforts will position us to focus on delivering tangible outcomes that improve service delivery, compliance and experiences for the communities we serve through:

- focusing on our core services and reshaping our operating models
- underpinning all strategic initiatives with data and insights to transform service delivery, regulatory decisions, and long-term impact measurement
- applying data to tailor interventions and track progress on reducing disparities for our priority groups.

Strategy implementation - Year 1 completed



Strategy implementation - Year 2 underway



Building momentum for Year 2 onwards

Together, we are enhancing our ability to deliver, engage, and create meaningful impact through:

- offering effective, accessible, and user-centred services that drive sustainable outcomes for the people we serve
- developing a skilled and motivated workforce that is committed to achieving our long-term goals
- strengthening our strategic foundations with robust governance and effective project management
- advancing data and insights to enable smarter decision-making
- delivering accurate information aligned with legislative reforms
- building the foundations for strong external partnerships.

**EMPLOYMENT
NEW ZEALAND**

A horizontal bar composed of five colored segments: purple, blue, green, yellow, and orange.

**Employment
Mediation
Services**

**LABOUR
INSPECTORATE**

A horizontal bar composed of three colored segments: grey, orange, and red.

FAIR WORKPLACES