



Employment Services 2020/21

Employment in New Zealand

152,000 employers employing
2.3 million employees.

Our presence

197 Employment Services personnel across **13** locations

Region	Personnel
Northern (Auckland, Manukau and Whangārei)	71
Central (Hamilton, Napier, Tauranga, Palmerston North and New Plymouth)	39
Wellington (Wellington and Porirua)	40
Southern (Christchurch, Dunedin and Nelson)	47

Appointed positions as at 9 June 2021

Information and education



77,184 calls and **10,141 emails** on employment-related issues received by MBIE's Service Centre



5,320,175 sessions on the Employment NZ website.



138,735 Facebook and **53,627** LinkedIn followers as at 30 June 2021

19,934 users subscribed for our employment learning modules

49,224 sessions on the employment agreement builder via Employment New Zealand's website

621,232 downloads, with **48,379** downloads of the Holiday and Leave Guide

Labour Inspectorate

LABOUR INSPECTORATE
FAIR WORKPLACES

75 Labour Inspectors

8 Labour Standards Officers

↑ **1,548 interventions completed** (+17% from 2019/20)

63% of investigations involved migrant workers

33% of investigations conducted with a regulatory partner

\$1,037,925 in penalties and **\$566,518** in arrears awarded by the ERA on Labour Inspectorate cases

1,031 wage subsidy complaints dealt with between June 2020 and September 2020

The Labour Standards team worked on **215** cases, of which **80%** were completed within **30 days** and **89%** within **45 days**

38 employers stood down
1 employer banned

Recognised Seasonal Employer (RSE) scheme:

73 application or review audits

289 accommodation checks

228 Supplementary Seasonal Employer (SSE) checks

363 minimum wage exemptions issued

585 'application to recruit' assessments

97 RSE-related incident checklists

Employment Relations Authority



Employment
Relations
Authority

15 Support staff

18 Members (including the Chief)

\$1,159,900

Total penalties awarded

\$1,871,602

Total compensation awarded

552 Determinations

69 Determinations with penalties awarded

126 Determinations with compensation awarded

Dispute resolution

Employment Mediation Services

39 Mediators

14 Dispute Resolution Coordinators

8 Early Resolution Facilitators

↑ **4,987 mediations delivered** (+11.8% from 2019/20),
with **73%** resolved

78 collective bargaining applications

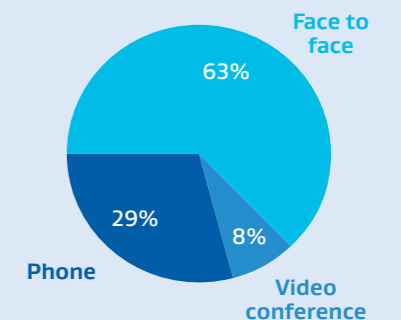
44 strikes/lockouts mediated

Over **10,385** records of settlement completed, with **86%** completed within **3 days**

78% customer satisfaction

1,605 early resolutions of employment problems delivered, with **90%** closed within **15 days**

Mediations conducted by channel



793 wage subsidy complaints dealt with between October 2020 and June 2021