**EMPLOYMENT NEW ZEALAND**

# Do you have an issue in your workplace?

The Early Resolution Service can help you resolve it quickly, before it becomes a bigger problem.

## What is Early Resolution?

Early Resolution is a free phone-based service within the Ministry of Business, Innovation and Employment (MBIE) that will work with you and your employer to help resolve the issue quickly and informally before it gets more difficult to sort out.

You can find out more about this service on the Employment New Zealand website: **employment.govt.nz/early-resolution**

## Benefits of Early Resolution

The Early Resolution process is flexible and confidential. You can talk with an impartial experienced resolution facilitator by phone to keep cost and time to a minimum.

Finding an acceptable solution to an issue is generally what people want, rather than a lengthy and expensive process. The Early Resolution team can assist by:

› Speaking with you to understand what has happened and what is important for you

› Making sure everyone is fully informed with the right information

› Arranging discussions to see if a resolution can be reached

› Helping to negotiate an agreed outcome

› Referring the case to a more appropriate agency if necessary.

## Issues Early Resolution can help with

You can access Early Resolution if:

› Your working arrangements, hours, pay or leave have changed without you being consulted.

› You have health and safety concerns.

› Your employment has ended or may be ending through restructuring, redundancy, or dismissal.

› You feel you have been treated unfairly or are being bullied.

› You feel an issue could be resolved quickly with a little help from an independent resolution facilitator.

## How to access Early Resolution.

If you have an issue that you'd like to resolve, and you want Early Resolution to help, complete our online form at: **earlyresolution.employment.govt.nz**

Or call **0800 20 90 20** to get help from one of the MBIE contact centre representatives to capture your request for assistance before it is assigned to an Early Resolution facilitator.

**MINISTRY OF BUSINESS, INNOVATION & EMPLOYMENT**
HĪKINA WHAKATUTUKI

**Te Kāwanatanga o Aotearoa**
New Zealand Government