

ratonga taiohi pānui

what you need to know

Rāpare 12 Huitanguru 2026
Thursday 12 February 2026



rent & board changes – mismatches & disputes

In recent YS updates, we mentioned that there will be a change to how board and rent payments are treated when we work out eligibility for, and the rate of, housing subsidies and Income Related Rent.

Most young people we support are boarders or renters, not landlords. However, they may still be affected if MSD receives different information about how much board or rent is being paid.

From **3 February**, letters were sent to people affected, asking them to **check and confirm** the board or rent amounts MSD holds (see previous YS update for letter details).

From **2 March**, if there is a mismatch between what the young person has confirmed and what MSD has on file, MSD may contact them to confirm the correct amount. In some cases, payments may be temporarily put on hold while the mismatch is resolved.

A mismatch is when two people give different amounts for the same board or rent payment.

If a young person raises this with you:

- Help them confirm how much board they pay
- Check whether they agree or disagree with the amount declared
- Support them to provide evidence if requested

Then note this in an ART task under:

- **Task category:** Reviews
- **Task type:** Boarders/Renters



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emergency housing – strengthening guidance

MSD is strengthening guidance when assessing whether a young person has caused or contributed to their emergency housing need.

When a young person applies for an emergency housing grant, we consider if:

- their situation is a result of their own actions
- they were reasonably able to foresee and prevent the situation



MSD may **decline** an emergency housing grant if the young person contributed to their immediate housing need. However, individual circumstances should also be considered (for example, health, financial situation, support networks, access to resources) as well as their ability to be able to prevent the situation.

Helpful links in MAP:

[Client has caused or contributed to their immediate need before applying for their first Emergency Housing Grant - Map](#)

[Client has caused or contributed to their immediate need while in emergency housing - Map](#)

Note:

Young people who left housing due to family violence **are not** considered to have caused or contributed to their immediate emergency housing need.



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whiteware reminders

last year we introduced a new way for young people to get whiteware

Here are three things to remember to help us when a young person applies:

- We can't recommend one supplier over another, that is against our agreement with the companies. We can show a young person which shops are nearby, but it is up to the young person where to go
- Big Save doesn't just sell furniture now, they are also an option for whiteware
- Direct young people to the supplier's websites for MSD clients, not their main websites (links below).



The preferred whiteware suppliers are:

- [Big Save](#)
- [Fisher & Paykel \(through 100% Home, Appliance Plus, Harvey Norman and Heathcotes stores\)](#)
- [Noel Leeming](#)
- [Trade Depot](#)

Learn more

[hardship assistance | Youth Service providers](#)
[introduction to hardship | Rise 360](#)
[whiteware faqs | Youth Service providers](#)



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international year of the volunteer

2026 is International Volunteer Year (IVY26) – as declared by the UN General Assembly. It's a timely opportunity to recognise the vital role volunteers play in strengthening communities across Aotearoa.

Tūao Aotearoa | Volunteering NZ have a range of initiatives planned throughout the year that young people and organisations can get involved in.



Reminder for coaches:
Volunteering can be added
as an activity in ART!

Learn more

[International Volunteer Year 2026 | Tūao Aotearoa Volunteering New Zealand](#)



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drop-in recap: education outcomes & youth service plans

- Education obligations are set out in legislation (Social Security Act 2028) for YP and YPP. If they are not met, their payments could be **reduced or stopped**.
- Education outcomes are vital, we want taiohi to get qualifications. They will have better employment outcomes by achieving at least NCEA Level 2.
- If taiohi complete six months of continued active participation in education, training or work-based learning, they can apply for an **Education Incentive**.
- Remember to reconfirm education, training or work based-learning every **90 days**.

Engagement in education

! Full-time education is in progress - Reconfirmation required

Activity updated or reconfirmed on:
Unconfirmed

RECONFIRM

Useful eLearning lessons

[adding education, training and work-based learning activities](#)

[re-confirming full-time education, training or work-based learning](#)

adding education success in ART – two ways

Details > Education tab

Click the button which will take you to 'Add Qualification' screen.

Overview > Success tab

Click on [add New NCEA Level](#) link which will take you to 'Add Qualification' screen.



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drop-in recap: education outcomes & youth service plans

youth service plans are here to help taiohi identify barriers and reach goals

Youth Service plans

- Youth coaches need to meet with taiohi face-to-face at least every 90 days to update the Youth Service plan.
- Together with taiohi you'll set goals, recognise strengths, identify barriers, and look at the actions to support taiohi to get to where they want to be.
- You can use the Youth Service plan templates or your own one.

Exit Youth Service plans

- Before taiohi exit Youth Service you'll need to do an exit plan with them.
- It's more detailed, covering things they should know about as independent adults and reflects on their time with Youth Service.
- Can't contact them? Use an uncontactable Youth Service plan to record information to help others support the young person in the future.

The image displays three Youth Service Plan templates, each with a distinct color scheme and layout. All templates include a header with the 'youth service ratonga taiohi' logo and a title bar. The first template, 'youth service plan review - NEET', is blue and features sections for 'about me' (name, address) and 'what I've achieved so far'. The second template, 'youth service plan review - Youth Payment', is green and includes 'about me' (name, address) and 'what I've achieved so far'. The third template, 'youth service plan review - Young Parent Payment', is red and includes sections for 'about me' (name, address, phone, email), 'about baby' (enrolled with a doctor, birth certificate, clothes, bed), 'what I've achieved so far', 'my reminders' (drivers licence, identification, bank account), 'my career' (school, correspondence, tertiary, work-based, looking for work), and 'what I want to do next'. Each template also has a 'youth service ratonga taiohi' logo in the top right corner.

Useful links

- [yp/yp youth service plan templates](#)
- [neet youth service plan templates](#)
- [preparing for an exit](#)



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drop-in sessions for 2026

drop-in to meet other youth coaches and learn about youth service



yssu applications

Tuesday 17 February, 10am

YSSU are sharing their knowledge and tips and tricks on what you need to know about the process of supporting taiohi with their application for benefit assistance

[Join the teams meeting](#)

face and supplementary assistance payments

Tuesday 24 February, 10am

FACE stands for Full and Correct Entitlement. We will cover what you should be looking for to make sure taiohi are receiving all the payments they are eligible for. Extra (supplementary) assistance are a group of payments that taiohi may be eligible for. We will go through the different payments and the criteria for receiving them.

[Join the teams meeting](#)

service performance

Tuesday 03 March, 10am

Service performance standards are checks we use to make sure young people are getting the right level of support. In this session we will go over:

- how those standards work
- what they look like in action
- how to add information in ART.

[Join the teams meeting](#)

You can find the full drop-in session schedule on our provider site

[drop-in sessions | Youth Service providers](#)



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realising the dreams and aspirations of youth

tau awhitia te taiohi, ka puta ki te wheiao

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