

ratonga taiohi pānui

what you need to know

Rāpare 19 Huitanguru 2026
Thursday 19 February 2026



youth service experience survey

we use the survey to measure how satisfied taiohi are with the service

We want to hear what taiohi think about Youth Service so that we can celebrate successes and find the problems that need to be resolved.

Please reach out to your young people and encourage them to fill in the survey to give feedback. Their feedback is really helpful for improving our service.

After filling out the survey, taiohi will go into the draw to win a \$50 prezzy card!

The survey will be sent out next week.
Taiohi will receive an email on
Tuesday 24 February.

Link to survey:
<https://www.youthservice.govt.nz/feedback>



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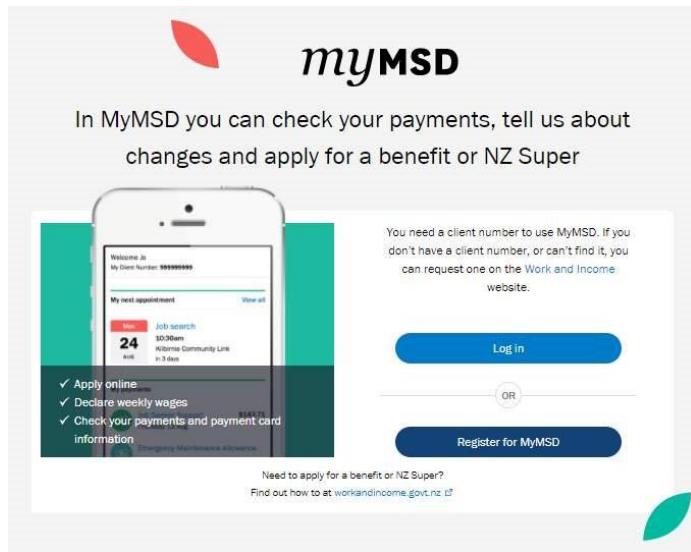
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drop-in recap: tips and tricks about yp/ypp applications

Online applications:

To register for MyMSD taiohi will need

1. their client number or SWN (Social Welfare Number)
2. an email address or phone number registered with Work and Income
3. if they don't have a client number or have forgotten it, they will need to call 0800 005 009 or contact their youth coach.



Manual applications:

Manual applications should be emailed to youthservice@msd.govt.nz

You will receive this response:

“Thank you for your email. We will refer this young person’s application to one of our team to look into. Please let them know that they should be expecting a call from MSD in 1 to 2 working days.”

Helpful link:
[How to register for MyMSD](https://www.workandincome.govt.nz/apply/apply-for-a-benefit/apply-for-a-benefit)
[I Work and Income](https://www.workandincome.govt.nz/apply/apply-for-a-benefit/apply-for-a-benefit)



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drop-in recap: tips and tricks about yp/ypp applications

Identification and bank accounts:

- There is a special process to support young people to get an account with Westpac when a young person doesn't have proof of address or the right ID for opening an account.
- If a young person does not have sufficient identification, please support your young person to test their eligibility for Hardship Assistance to purchase a Birth Certificate.

Find the ART task under:

> **Reviews > Task type:
Open Bank Account -
Verification of Address**

We need to know...

Preferred branch, best time/day for a branch appointment, and a reason for the young person to open an account.

Add your work email so YSSU can copy you into the email to the extra care team

Learn more here:
[opening a bank account](#)



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drop-in recap: tips and tricks about yp/ypp applications

28-day rule - when can we backdate applications:

- When a young person applies for Youth Payment or Youth Parent Payment within 28 days of their entitlement date, the commencement date is the day after the initial stand-down ends (this can be up to 2-weeks).
- The 28-day rule **does not** apply to extra help assistance such as Accommodation Supplement or Temporary Additional Support. However, it **does** apply to Disability Allowance.

Helpful links:

[28-day rule Temporary Additional Support | Map](#)

[28-day rule Accommodation Supplement | Map](#)

What else can you do to support a young person and their application?

- attend FBA appointments with taiohi as a support person
- when speaking to taiohi about their last known caregiver or parent discussions, please use the screening template to guide these conversations
- keep ART engagement notes up to date when you contact taiohi.



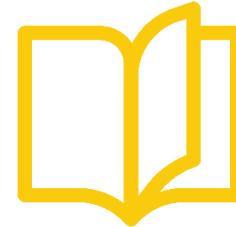
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drop-in sessions for 2026

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



face and supplementary assistance 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 3 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](#)

Induction for new youth coaches Wednesday 4 March, 10am

In this drop-in session we'll cover:

- how legislation and policy determines the way Youth Service operates
- the people and teams that help deliver Youth Service
- where to find information to help you in your role.

You'll also get to meet some other new youth coaches and be able to ask us any questions.

[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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