

ratonga taiohi pānui

what you need to know

Rāpare 26 Huitanguru 2026
Thursday 26 February 2026



**MINISTRY OF SOCIAL
DEVELOPMENT**
TE MANATŪ WHAKAHIATO ORA



**TE RĀ O NGĀ
TAMARIKI**

CHILDREN'S DAY

1 March 2026

rent & board changes – mismatches & disputes



In recent Youth Service 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.

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.

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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online applications – system changes

applications on mymsd that have been started but not submitted will be removed on 1 march

On Sunday 1 March, MSD are making changes to our online application system. Because of this, any incomplete applications will be removed.

If taiohi have started an online application, they will need to complete and submit it before the end of day on Saturday 28 February. If it isn't submitted, they will need to start their application again from Monday 2 March.

MyMSD is **not able** to be used for applications and reapplications on Sunday 1 March.



Reminder for youth coaches:
For new applications please add the young person's date of first contact in your notes, so we can record it correctly.

*my*MSD



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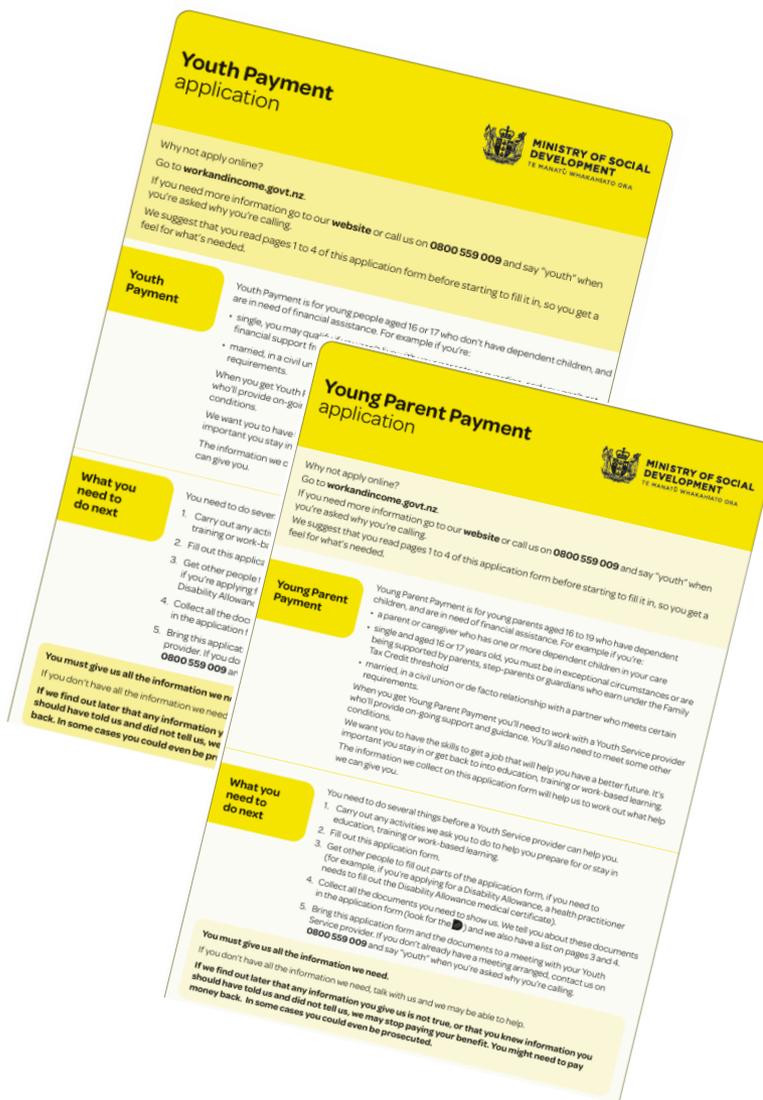
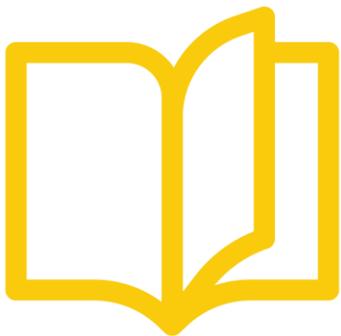
forms update 2 march

from 2 March, our forms are changing

New questions will be added to most online and paper main benefit, extra help applications and review forms.

Please double check you are using the new paper forms or if you are using a digital form, make sure it is the latest version.

You can start using the forms from 2 March, **not before**. They will be updated on our provider website next week.



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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!

Link to survey:

<https://www.youthservice.govt.nz/feedback>

The survey is now open



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drop-in recap: face and supplementary assistance

FACE stands for full and correct entitlement. It's the things we look at to ensure our taiohi are receiving the assistance they are entitled to at the right rate.

We rely on kaimahi who work face-to-face with taiohi to ensure they are getting their Full and Correct Entitlement.

This means financial assistance such as:

- Accommodation Supplement
- Temporary Additional Support
- Disability Allowance
- Incentives (budgeting, education and parenting).

You can call YSSU to check what taiohi might qualify for. This can be verbally over the phone, or a DREW assessment can be provided in the young person's ART record.

**Full
And
Correct
Entitlement**



Tip for coaches:

Your organisations ART admin users can request a FACE report from us. This shows who is and isn't receiving incentives or supplements.

Send an email to

national_youthservice@msd.govt.nz



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drop-in recap: face and supplementary assistance

Supplementary assistance are non-taxable payments that support taiohi to meet their living costs. These payments are additional to a main benefit.

Accommodation Supplement

Amount is based on:

- where a taiohi is living (4 possible areas)
- how much accommodation costs are paid
- what type of accommodation costs.

Temporary Additional Support

- A temporary payment to help taiohi pay toward regular **essential** living costs
- Allowable costs can relate to household items, employment related costs, accommodation costs and health and disability costs.
- Paid for up to 13 weeks.

Disability Allowance

- Assistance to help taiohi who have on-going, additional costs because of a disability
- Examples of costs that can be included are special foods, counselling, medical fees and travel

Learn more
[extra assistance](#)
[youth service provider](#)
[elearning](#)



Other types of supplementary assistance

- Child Disability Allowance
- Training Incentive Allowance
- Childcare Assistance
- Winter Energy Payment



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drop-in sessions for 2026



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

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](#)

Isv Tuesday 10 March, 10am

The Limited Service Volunteer (LSV) Programme is a free six week programme where young people take part in a range of activities to help them move on to jobs, training or study.

Learn more about the programme and how you can support taiohi to access it.

[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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national_youthservice@msd.govt.nz