



youth service
ratonga taiohi

ratonga taiohi pānui

what you need to know

Rāpare 13 Hereturikōkā 2026
Thursday 13 August 2026



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

LEA FAKA-TONGA

Ko 'etau hiva, ko e fe'unu mahu'inga
ia ki he mo'ui 'a e Tonga



16-23 'Aokosi

Viliami Telefoni (Holopekā, Ha'apai and Tu'anekivale, Vava'u),
Lotima Pome'e – General Fiyah (Ma'ufanga and Hofoa, Tongatapu),
Folau Atuekaho (Makave, Koloa, Falevai, Kapa, Taunga Vava'u, Niua Fō'ou, 'Eua, Ma'ufanga, Popua, Hala'o Vave, Tongatapu)
and Alfred Aholelei – DJ Al'Goodie (Kolomotua, Malapo and Kolofo'ou, Tongatapu)

20 PACIFIC
26 LANGUAGE
WEEKS

**Our music is a vital strand
of our Tongan culture**



**Ministry for
Pacific Peoples**
Te Manatū mō ngā Kāiāhi o te Mōkōwhirihi Kāiāhi

parental assistance test for 18- and 19-year olds

upcoming changes for taiohi applying for a main benefit from 2 November 2026

We know the best outcome for young people is that they're in education, training and work. This way, they'll have better future prospects.

The change from 2 November is to tighten eligibility for 18- and 19-year-olds without children, and some 16- and 17-year-olds, who are applying for Jobseeker Support, Jobseeker Support Student Hardship and the equivalent Emergency Benefit.

These young people will need to complete a Parental Assistance Test and prove there's a good reason they can't rely on their parents for support, or their parents combined income (before tax) is at or below the \$67,225 limit.

Two learning modules will be available from 5 October and will run over four weeks. All youth coaches, including NEET coaches, will need to complete both modules before 2 November.

We'll share more information soon – including dates for drop-in sessions.



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drop-in session recap: yssu tips and tricks



missed the drop-in or need a recap? you're in the right place

application tips

- Encourage taiohi to **apply online** (less chance of human error or email problems).
- Map out early what documents the young person **does and does not** have.
- Make sure you have sighted original documents and note this in ART.
- If additional information is needed for a Family Breakdown Assessment because a parent is not interviewed, gather perspectives from key community professionals who know the family or situation (eg, Police, medical professionals, or social workers).

manual applications

If an application needs to be completed manually, when you email this to the YSSU inbox you should receive an acknowledgement auto-response. If you do not receive an auto-response, this can be due to the attached document being too large, or the application not being attached to the email. Please email again within 24-48 hours of sending the application if you **do not** receive an auto-response.

Both links list the documents needed for YP/YPP applications, scroll to bottom of page:

[youth payment | Youth Service providers](#)
[young parent payment | Youth Service providers](#)



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reviews

These tasks are related to when a young person has any change of circumstances. Below are examples and the correct task type you should use (but are not limited to):

- A young person moving to a new address = **Accommodation Assistance – Change of Address/Accommodation Costs**



Not to be confused with a **Redirection Task**, while commonly related, these are not the same and individual tasks are required.

- Any changes a young person is needing to make to a redirection (eg, a payment to boardlord/landlord = **Redirections**)



For redirections needing to be removed the same week, call before **Monday 12pm** or call **before 12pm the day before** the payment is due to go out.

- When a young person receiving Youth Payment (not in education) turns 18 or Young Parent Payment turns 20 = **YP/YPP Transition to a Main Benefit**



If a young person started education before turning 18 or 20, the task type should be **Age Out of Youth Service**.



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escalations

Escalations should use the template below to ensure they contain the necessary information:

- SWN
- Name
- Task
- Date of final document upload
- Reason for escalation

The escalation needs to be for a valid reason, clearly explained in the email. If you escalate a task, YSSU will raise the priority with their staff so they can look at it urgently. If it is pushed back by YSSU asking for further information, the task will go back into the queue.

Please send all escalations to
youth_escalations@msd.govt.nz

review of decision

Contact details for following up on a review of decision

- Email YSSU_ReportWriter@msd.govt.nz for **escalations** requests related to **an existing** Review of Decision.
- Email Review_of_Decisions@msd.govt.nz for **new** Review of Decisions, and **queries** about an existing Review of Decision.

Link to Review of Decision process
[review of decision | Youth Service](#)



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upcoming drop-in sessions

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

education spotlight Tuesday 18 August, 10am

For this drop-in we'll welcome a guest from the Tertiary Education Commission, where they'll be talking about Tahatū Career Navigator, a career planning website.

Join us and learn more about this helpful resource and how it can be beneficial for taiohi!

[Join the Teams meeting](#)

hardship assistance Tuesday 25 August, 10am

Hardships are one off payments to help taiohi pay for an immediate or essential need.

In this session we will go over:

- what hardship payments are available
- which ones they need to pay back.

[Join the Teams meeting](#)

service performance Tuesday 1 September, 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](#)

full drop-in schedule

[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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