youth service
ratonga taiohi

ratonga taiohi pānui

what you need to know

Rāpare 12 Whiringa-ā-rangi 2026
Thursday 12 November 2026

MINISTRY OF SOCIAL DEVELOPMENT
TE MANATŪ WHAKAHIATO ORA

youth service experience survey

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

Every quarter, we measure how satisfied taiohi are with Youth Service through the Youth Service experience survey. This relates to one of our performance measures – have a positive experience with the Youth Service.

Encourage taiohi to fill in the survey, you could tell them:

- the feedback they give is used to improve the service and celebrate youth coaches doing great work
- yes, we do read every comment
- taiohi who fill in the survey go in the draw to win a $50 prezzy card
- to visit www.youthservice.govt.nz/feedback.



Taiohi will be emailed a link to the survey next week.

going overseas temporarily?

taiohi must let us know if they're travelling overseas

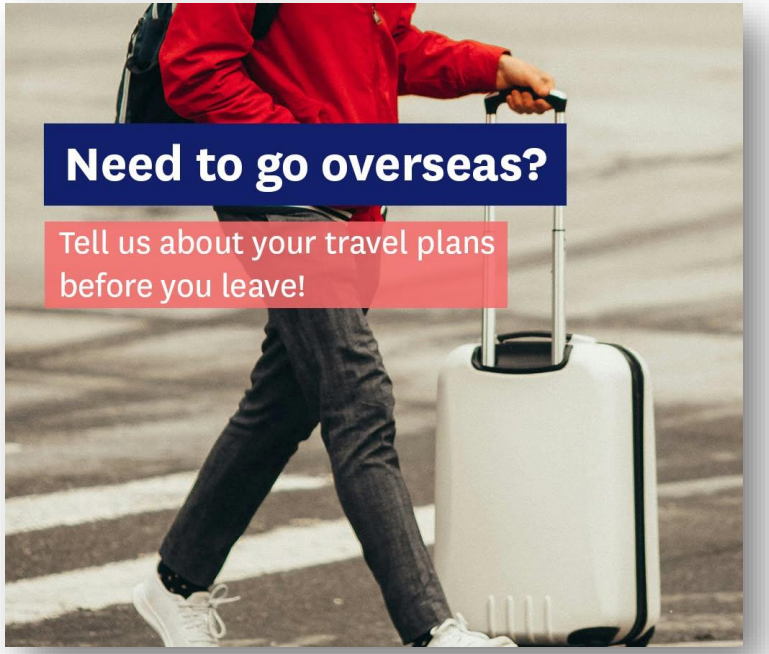
We are approaching the festive season where many taiohi travel outside of New Zealand. It is important to capture this information and advise MSD.

All taiohi (including partners) must let us know if they're going overseas before they go.

Taiohi can complete this by:

- Contacting their youth coach
- Using MyMSD, or
- Calling MSD 0800 559 009

Note: MSD is only able to record future travel plans within 8 weeks of the departure date. Please make sure taiohi tell MSD within the 8 week pre-departure period.



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summer job szn – what you need to know

part one – summer jobs and declaring income

Some taiohi may want to supplement their Youth Payment or Young Parent Payment with part-time earnings from work or take on a job that'll only last a few weeks.



What you need to do if taiohi get a summer job

1. Let YSSU know the details about their employment and income from work
2. Make sure taiohi know how to declare their income through MyMSD
3. Tell taiohi how much they can earn before it affects their payments:
    a. taiohi can earn up to $284.70 before tax per week before it will reduce their benefit.
    b. if they are single their benefit will stop if they earn more than $334.70 or $384.70 (combined) if they are in a relationship.



summer job szn – what you need to know

part two – taking a break from youth payment or young parent payment

Taking a break from getting payments

If taiohi get a job which will only last a short time they can suspend their payments. This way they won't have to reapply if they aren't able to move into sustainable employment.

Please note: payments will auto cancel after 8 weeks. If the job opportunity is going to last longer than 8 weeks talk to YSSU about what options there are – as taiohi can test eligibility for non-beneficiary assistance.



drop-in session recap: yssu tips and tricks

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

reviews

These tasks are related to when taiohi have 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 taiohi is needing to make to a redirection (eg, a payment to boardlord/landlord) = Redirections → For redirections needing to be removed the same week, call prior to **12pm the day before** the payment is due to go out.

- When taiohi who receive Youth Payment (not in education) turn 18 or a Young Parent Payment turns 20 = YP/YPP Transition to a Main Benefit → If taiohi are in education before turning 18 or 20 and want their payments to continue, the task type should **be Age Out of Youth Service.**

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escalations

Escalation emails 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 of the task so staff will look at it urgently. If it is pushed back by YSSU asking for further information, the task will go back to the end of the queue. If it's still urgent, you'll need to send an escalation email again.

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

review of decision – who to contact

- **To escalate an existing Review of Decision**
  YSSU_ReportWriter@msd.govt.nz
- **For a new Review of Decision, and queries about an existing Review of Decision**
  Review_of_Decisions@msd.govt.nz

Find out more about the Review of Decision process:
review of decision

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NEET referrals – make sure:

- taiohi don't already have a profile in ART before you create one.
- you fill out all the questions and include details on how any risk factors and health conditions impact the taiohi on a daily basis.

Help the NEET assessor understand:

- who the taiohi is.
- what is getting in the way of their success.
- how those barriers are impacting their participation.
- what support is already being provided.
- what the pathway forward looks like.



If you need support, you can contact youthservice_neet@msd.govt.nz for:

- Eligibility questions
- Risk ratings
- Supporting documentation
- Referral requirements
- General NEET queries

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jobseeker eligibility changes check in

join next week's drop-in session to check in around the recent 18 and 19 year old changes

It's been nearly two weeks since the changes to Jobseeker eligibility for 18 and 19 year olds came into effect. Next week's drop-in will look a little different. Instead of our usual format, it'll be an opportunity to ask questions and share experiences.

We'll spend the first 15 minutes covering the basics of the changes (soz, you'll still have to listen to us talk for a bit) before opening the floor for questions and discussion.

Pop in whenever you can. We'd love to hear how things are going!



Join here Tuesday 17 November at 10am:
Drop-in link



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upcoming drop-in sessions

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

supporting young parents
Tuesday 24 November, 10am

When you work with young parents it is a bit different – they have caring responsibilities, extra obligations and can access extra products and services.
This session will be an informative run over the things you need to know when working with young parents. There will also be time to share things that are working for you and ask questions.



Join the Teams meeting

transfer to work and income
Tuesday 1 December, 10am

Ideally, young people will leave Youth Service for education or employment, but sometimes that doesn't work out. When a young person doesn't have anywhere else to go, they can transfer to a working age benefit. In this session, we will cover what that process looks like and answer any questions you have.

WORK AND INCOME
TE HIRANGA TANGATA

Join the Teams meeting

We've added the drop-in sessions for the rest of the year to the Youth Service website.
Have a look at what's coming up: 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

providers.youthservice.govt.nz

national_youthservice@msd.govt.nz