

Youth Service Civil Defence Response

Young Person is affected by the civil defence emergency and needs immediately financial assistance

Young Person contacts Youth Coach

Youth Coach contacts young person

Youth Coach assesses young person's needs

Helpful links

- [Civil Defence Payment](#)
- [Costs covered by CDP](#)
- [CDP application process](#)
- [CDP payment process](#)

Does the young person qualify or can the cost be covered by the Civil Defence Payment?

No

Test eligibility to hardship assistance

Task via ART

Yes

Complete Civil Defence Payment application

Send via email



youthservice_response@msd.govt.nz

Overview

When a region is in a civil defence emergency, Youth Service may implement the 'Youth Service Civil Defence Response'.

When the Youth Service civil defence response is implemented, the following will occur.

Civil Defence payments

Young people will apply for the Civil Defence Payment (CDP) through their youth coach, via email.

If the young person doesn't qualify or the cost are not covered by CDP, the youth coach will support the young person to test eligibility to hardship assistance.

YSSU phone support

YSSU will provide contact details of dedicated staff who will provide support during the event.

Sending CDP applications via email

Use normal password protection rules when sending information via email.

- **Password:** CDR
- **Email subject title:** CDP application

Civil Defence processing standards

Youth Service [civil defence processing standards](#) are implemented.

Programme fund

Young people can apply for Programme Fund to help cover costs occurred during the event. They do not need to test eligibility for hardship payments first.

Money management

If a young person is not on partial money management (payment card portion has not been removed), contact YSSU immediately.

When the civil defence emergency is lifted, the youth coach will need to contact YSSU to have the young person returned back to full money management.

Note: Redirection payment portion of money management remains.

Internet / Power issues

If the provider has no internet or power, the provider will phone the YSSU dedicated staff members to complete the applications over the phone.