

# ratonga taiohi pānui

what you need to know



# nz post is no longer accepting payment cards

this affects young people sending mail, getting a kiwi access card, or repaying an msd debt

Here's how you can support taiohi to get these frequently purchased things.

## Kiwi access cards

If you're helping taiohi to get a Kiwi Access Cards (previously known as 18+ Cards), AA Centres can process these applications and payments. If there's no AA Centre available in your area, you can request a Payment Card Balance Transfer (**Task category:** Hardship Assistance, **Task type:** Payment Card Balance Transfer).

[AA Location Finder – AA website](#)

## Posting mail

If taiohi needs to send something in the mail you can request a Payment Card Balance Transfer (**Task category:** Hardship Assistance, **Task type:** Payment Card Balance Transfer).

## Repaying an MSD Debt

There are many ways to pay back an MSD debt. Learn more here: [How to repay debt from New Zealand – Work and Income](#)



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# helping taiohi get their birth certificate

## here's how you can help young people get a birth certificate

If a young person needs a birth certificate, they can get **non-recoverable** assistance to cover the cost of the standard certificate and postage.

For young people applying for a payment, YSSU will ask the young person if they need a birth certificate during the screening call. If they do, they will help them apply during the phone call.

If a young person in the NEET service needs a birth certificate you may consider applying for Programme Fund.

A scan of a New Zealand Birth Certificate form. The form is titled "New Zealand Birth Certificate" and "Te Tohu Whānautanga ki Aotearoa". It has three main sections: "Child / Tamahi", "Mother / Whaea", and "Father / Matua". Each section contains fields for name, date of birth, and place of birth, with both English and Māori labels. There are also fields for "Parental Consent" and "Registration Number". The form includes a small map of New Zealand and the coat of arms of the country.

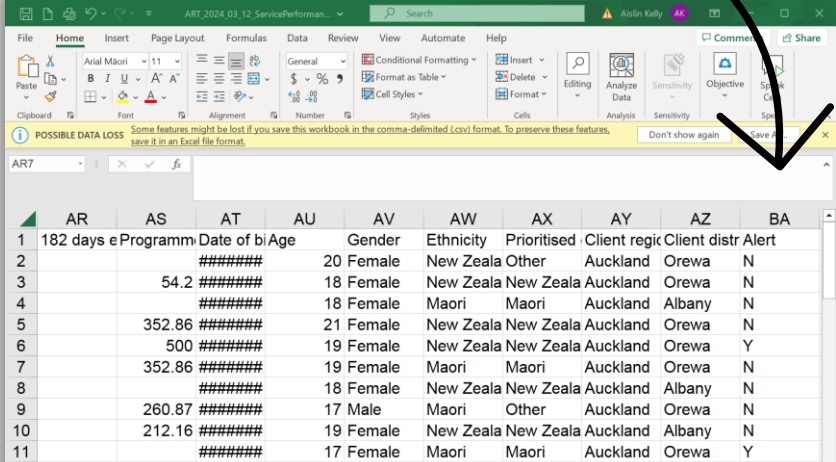
# new feature in service performance reports

there is now a column to help you keep track of young people in your service with alerts

In the Service Performance report CSV file that is downloadable from ART there is a new column where you can see which people under your provider have an Alert on their ART profile.

This column will help you make sure the young people who need an alert on their ART profile have one.

Service Performance reports can be viewed by all 'Admin' level users. If you have admin level access and you don't know how to download this file [send us an email](#) and we will arrange a time to show you how.



	AR	AS	AT	AU	AV	AW	AX	AY	AZ	BA
1	182 days e	Programm	Date of bi	Age	Gender	Ethnicity	Prioritised	Client regic	Client distr	Alert
2			#####		20 Female	New Zeala	Other	Auckland	Orewa	N
3			54.2	#####	18 Female	New Zeala	New Zeala	Auckland	Orewa	N
4			#####		18 Female	Maori	Maori	Auckland	Albany	N
5			352.86	#####	21 Female	New Zeala	New Zeala	Auckland	Orewa	N
6			500	#####	19 Female	New Zeala	New Zeala	Auckland	Orewa	Y
7			352.86	#####	19 Female	Maori	Maori	Auckland	Orewa	N
8			#####		18 Female	New Zeala	New Zeala	Auckland	Albany	N
9			260.87	#####	17 Male	Maori	Other	Auckland	Orewa	N
10			212.16	#####	19 Female	New Zeala	New Zeala	Auckland	Albany	N
11			#####		17 Female	Maori	Maori	Auckland	Orewa	Y

**Don't know what Alerts are?**



Find out more:

[art alerts | Youth Service providers](#)

[alerts in art - Overview | Rise 360](#)

[\(articulate.com\)](#)



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# drop-in session review - housing

government has made a commitment to get families in emergency housing into stable homes faster

## Governments announcement

From April 1 there'll be a new priority category for families with dependent children who have spent 12 consecutive weeks in EH. MSD will work closely with these families to ensure:

- A better chance of getting a home quicker
- More help is offered for families
- EH is the last resort
- Taiohi are not contributing to their temporary housing needs



There are many resources available to assist you when considering Emergency Housing

- [Emergency housing what you need to know](#)
- [Resolution framework](#)
- [Youth Service Emergency Housing end to end process](#)
- [Youth Service Emergency Housing end to end guidance](#)

[To find out more information click here](#)



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# drop-in session review - housing

## Temporary Housing Vacancy Management Tool (THVMT)

THVMT has now gone live in all regions. Transitional housing (TH) providers will be able to list their properties and vacancies within the tool. They can also upload a transitional housing referral on behalf of a young person for YSSU to process. The tool allows an easier referral process.

Note: Coaches are still able to refer young people via ART

As part of this integration, we have also introduced a [new TH consent form](#). This form will now need to be used and provided in ART task of direct to TH provider.

Transitional Housing must be explored before considering Emergency Housing

### Restarting Tenancy Reviews

Tenancy reviews are set to recommence from March 25, 2024, with the objective of ensuring occupants of public (social) housing are in appropriate accommodations that meet their needs. Taiohi in Public Housing (PH) and those with a PH rating can expect a call to ensure their circumstances are up to date.

We'll be emphasising support for tenants to transition to private housing if sustainable.

The image shows two screenshots of forms. The left one is titled "Transitional housing Consent form" and includes sections for "Sharing your information", "Written consent", and "Verbal consent". The right one is titled "How we protect your privacy" and includes sections for "Collecting your information", "Using your information", "Sharing your information", "Respecting you and your information", and "Get in touch if you have a question".

# upcoming drop-in sessions

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

## driver licence programme changes

Wednesday 27 March, 10am



By now you'll know that the Youth Service Driver Licence Support Programme is ending on March 31. In this drop-in session, we will be going over how you can continue to support taiohi to get their licence.

Come along to hear us explain the changes and get answers to any questions you have.

**Join via Teams**

## induction for new coaches

Wednesday 3 April, 10am



In this drop-in session we're cover:

- the legislation and policy that determines how Youth Service operates
- the people and teams that help deliver Youth Service
- an overview of the Activity Reporting Tool (ART)
- where to find information to help you in your role.

**Join via Teams**

**You can find the full drop-in session schedule on our provider site**

[drop-in sessions | Youth Service providers](#)

or print the [breakroom poster](#)



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# realising the dreams and aspirations of youth

tau awhitia te taiohi, ka puta ki te wheiao

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