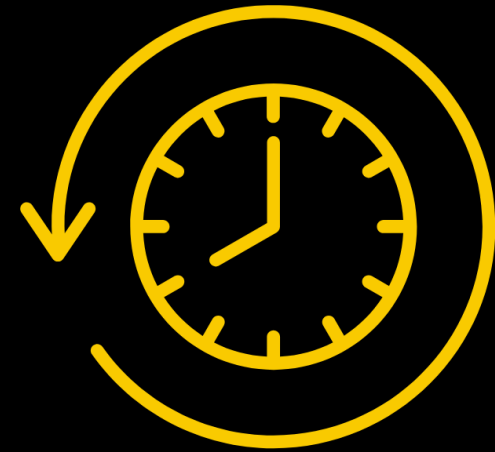


ratonga taiohi pānui

what you need to know

Daylight Savings ends



**Don't forget to turn your clocks back this
Sunday 7 April 2024 at 3am**

youth service satisfaction survey results

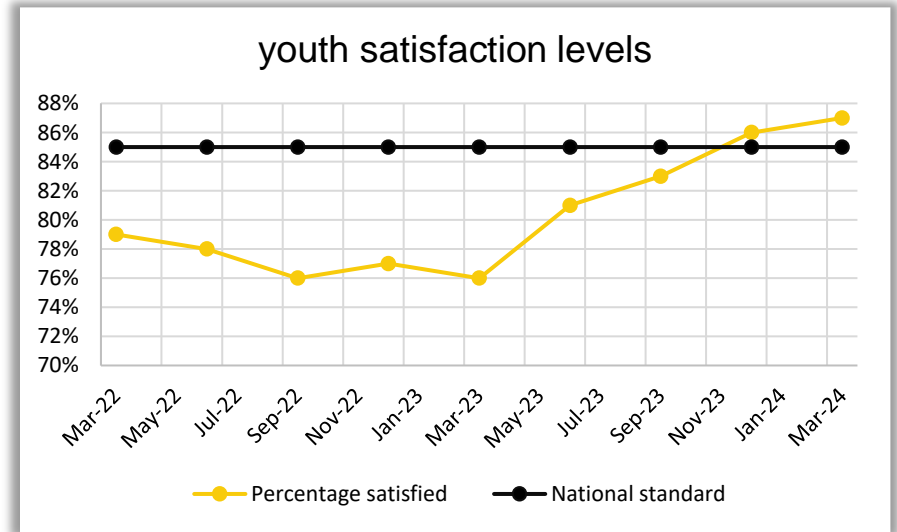
the percentage of young people satisfied with the service is up – well done for your hard mahi

For the second quarter in a row, the percentage of young people in Youth Service satisfied with the service they receive has exceeded the national standard – ka rawe!

One concerning trend is an increase in young people saying that the level of contact was **'less than (they) would like'** – we will be watching to make sure this improves in the next quarter.

Make sure you are having engaging conversations with taiohi. If a young person isn't attending an activity, like school, then you should be in contact with them more than once a week to support them to get back into it.

You can find a summary of the survey results nationally [here](#).



Positive comments from young people

'Helped out and always knew a good answer for my questions' – Young person, Waikato

'They communicated extremely well and made me feel comfortable around them' – Young person, Central

reducing the use of emergency housing

check out the updates we've made to our emergency housing information

We're improving emergency housing information and processes to better support your emergency housing conversations and recommendations.

Things we've updated

- [Resolution framework](#) – has been made clearer and now includes examples of when to grant EH for less than 7 days
- **Improved EH ART templates** – includes new prompts for vital information, will be live on Monday 8 April

For more information on emergency housing visit the [Youth Service provider website](#).



housing eLearning modules
Click here to learn more about how you can support taiohi with housing.



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tips and tricks from your youth services technical officers

transition to main benefit for taiohi receiving youth payment or young parent payment

Did you know...

... after you and a young person have had their first meeting with a Work and Income Case Manager you still need to create a Transition to Main Benefit task in ART?

You'll need to attach the young person's completed:

- [continuation or stop payments form](#)
- [information handover form](#)
- [Jobseeker Support](#) or [Sole Parent Support](#) obligations form, and
- [exit plan](#).

YSSU still need to process these tasks, even though the young person is in the process of transitioning to work with a Work and Income case worker.



Technical Officers

Back row: Manaaki and Eli

Front row: Tulai and Tom



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upcoming drop-in sessions

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



spotlight on employment

Tuesday 9 April, 10am

[Industry Partnerships](#) will be coming to talk about the mahi they do, and how they can support taiohi find employment.

There will also be some time for any questions you have around supporting taiohi into employment.

Join via [Teams](#)

programme fund & youth plans

Tuesday 16 April, 10am

Programme fund is a fund to help young people improve their wellbeing or achieve their education and employment goals. It's important that the young person's Youth Service plan relates to the need that the programme fund is addressing.

In this session, we will go over how these things link, and answer your questions.

Join via [Teams](#)

obligations and sanctions

Tuesday 30 April, 10am

Young people who receive a payment have [Youth Activity Obligations](#). A tool that can be used to make sure young people meet these obligations is [sanctions](#).

In this session, we will dive into what the Youth Activity Obligations are and when you should consider using sanctions.

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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