

*They shall grow not old, as we  
that are left grow old:  
Age shall not weary them, nor  
the years condemn.  
At the going down of the sun,  
and in the morning,  
We remember them.*



# ratonga taiohi pānui

what you need to know



# full and correct entitlement check in

It's really important to make sure young people are receiving their full and correct entitlement

Currently, lots of young people are not receiving their full and correct entitlement (FACE). This means that young people are missing out on payments that they are eligible for, which are there to support them in becoming safe, strong and independent.

National Statistics	Has an obligation failure	Is on Money Management	Receiving Education incentive	Receiving Budgeting incentive	Receiving Parenting incentive	Receiving Accommodation Supplement	Receiving TAS	Receiving Disability Allowance	Receiving TIA
July 2023	2%	63%	11%	47%	46%	56%	6%	1%	12%
April 2024	1.4%	59.1%	7.7%	45.8%	46.2%	58.0%	4.3%	0.6%	4.4%

## Ways you can check that taiohi are receiving their FACE

- **Request a provider level FACE report** – this will tell you what payments taiohi receiving YP/YPP are getting. You can do this by emailing [national\\_youthservice@msd.govt.nz](mailto:national_youthservice@msd.govt.nz)
- **Learn more about what taiohi can receive** – check out these eLearning modules on [Supplementary Assistance](#) and [Incentive Payments](#), or have a look through the [Payments](#) section of the provider website.
- **Ask taiohi the right questions** – Has their address or accommodation changed? Has their whānau had health problems lately? How is school going, are they attending regularly?



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# new needs and activities

## we've updated the needs and activities to make art recording simpler

We know you are doing a great job of supporting taiohi, but the data isn't currently a mirror of the work you are doing.

To make it easier, we've launched a new set of needs and activities in ART, which you can see on the next page.

From Friday, the old needs and activities will be removed. Any new needs or activities will need to be under the new titles.

### ***Hey, but what if a taiohi has open needs and activities under the old titles?***

Open needs and activities under the old titles will remain open – you just won't be able to create new ones under the old titles.

Questions? Email  
[national\\_youthservice@msd.govt.nz](mailto:national_youthservice@msd.govt.nz)



**Request a needs and activities report** by emailing us, and let us know if there are any areas not captured by the new needs and activities.



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Unchanged needs	
Need category	Need
Education/Training	Education
Engagement	Engagement
Budgeting	Budgeting
Parenting	Parenting
Employment	Full time / part time employment

Activities
Full-time Education
Full-time Training
Paid employment
Part-time Education
Part-time Employment
Part-time Training
Part-time work-based learning
Well Child/Tamariki Ora checks
Work-based learning
Primary Health Organisation
Parenting programme
Parenting conversations
Early Childhood Education
Budgeting programme
Budgeting conversations
Career planning
Youth Coach engagement
Community provider
Money Management
Job search
Education planning
House search
Public housing
Government agencies
Agent for young person
Driver licence
Medical exemption

New Needs	
Need category	Need
Wellbeing	Mental and/or Emotional wellbeing
	Physical health
	Spiritual health
Family and friends	Family reconciliation
	Connections with others
	Healthy relationships
Identity	Cultural identity
	Personal identify
	Sexual identify
Housing	Sustainable accommodation
Safety	Other safety
	Sexual harm support
	Family harm support
	Protection orders
Driver licence	Car
	Motorcycle
	Forklifts
	Other
Government agencies	Oranga Tamariki – Youth Justice
	Oranga Tamariki – Care and Protection
	Corrections
	Justice
	Ministry of Social Development
	Ministry of Education
New Zealand Police	
Community/sport	Activities
	Volunteering
	Sports
Health	Dental
	Hapū
	Disability
	Vaping and smoking
	Misuse of drugs
	Dyslexia
Employment	Job search



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# drop-in recap: programme fund

the programme fund can help taiohi with their wellbeing, education or employment goals

Programme Fund is a flexible payment of up to \$500 per taiohi per annum that can be used to help taiohi improve their wellbeing and achieve their education or employment goals.

It can be used to help with the individual needs of a young person, for things like:

- private counselling
- gym memberships
- swimming lessons.

It can also be used to fund employment, education or wellbeing focused workshops and programmes that you organise for multiple young people.

Some previous examples include:

- cooking classes
- sports teams.

More information can be found on the [provider website](#).



With this fund, we encourage you to think outside the box about things that will have a meaningful impact on taiohi wellbeing.



Make sure the Youth Service plan of the taiohi relates to the **need** that the programme fund is addressing



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# drop-in recap: whīteki tauā virtual mentoring

**whīteki tauā is a free nationwide virtual mentoring service for young people aged 18-24**

Whīteki Tauā is designed specifically for young people who get a benefit, have just started work or study, and Mana in Mahi participants.

It connects young people with a reliable and judgment-free companion to kōrero with for up to 12-months. Whether they're learning new skills, planning their careers, or just looking for a supportive listener, Whīteki Tauā is here to help.

## Whīteki Tauā mentors help people to:

- 😊 grow their self-esteem and confidence
- 💪 work through tough situations
- 😊 set and achieve goals
- 🏠 decide career or training pathways to pursue
- 💼 get on the right track to secure and stay in work.



Young people can sign up using the **online form**, or by calling **0800 089 898** between 9am - 5pm, Monday to Friday. Youth coaches can also refer young people (with their consent) using the same online form. For more info, check the links below:

- [Whīteki Tauā homepage - Whakarongorau Aotearoa](#)
- [Whīteki Tauā online sign-up form](#)

# winter energy payment starts next week

the winter energy payment runs from 1 may – 1 october

**The Winter Energy Payment** is an extra payment to help with the cost of heating your home over the winter months.

Young people receiving Youth Payment or Young Parent Payment don't need to apply – they'll get the Winter Energy Payment automatically, along with their other regular payments from us.

## The payment rates:

\$20.46 for singles, and  
\$31.82 for couples

Find out more here: [Winter Energy Payment - Work and Income](#)



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# social housing fast track for young families

from 30 april we are introducing a fast track to public housing for families in emergency housing

This new priority category is for families with **dependent children** who have spent **12 consecutive weeks or more** in emergency housing. This means they'll have a better chance of getting a good home quickly.

## What you need to do

You don't have to do anything – eligible young people will be automatically identified for this new priority category.

In the meantime, continue to support young people in emergency housing in finding a stable home – especially if they have kids.



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



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# reminders

## Helpful tips

### Notes

Good notes should be easy for someone else to understand, and detailed enough to see how you reached your recommendation

### Quarterly Reports

Get your quarter ending March reports to your RCM as soon as possible

### Planning to be on leave?

Arrange for a backup youth coach when the allocated youth coach for a taiohi is away on leave

# upcoming drop-in sessions

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



## 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**

## Induction for new youth coaches

**Wednesday 1 May, 10am**

### In this drop-in session we'll cover:

- the legislation and policy that determines how Youth Service operates
- the people and the teams that help deliver Youth Service
- 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](#)



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# realising the dreams and aspirations of youth

tau awhitia te taiohi, ka puta ki te wheiao

w: [providers.youthservice.govt.nz](http://providers.youthservice.govt.nz)

e: [national\\_youthservice@msd.govt.nz](mailto:national_youthservice@msd.govt.nz)