

ratonga taiohi pānui

what you need to know





Rāpare 2 Haratua 2024

drop-in recap: puāwaitanga counselling

puāwaitanga is a free, phone and online counselling service for people aged 18+

What it is

This service is provided by qualified professionals and offers up to 12 months of support to help people improve their emotional wellbeing.

The virtual sessions are over the phone or by the Puāwaitanga free mobile app with the dedicated counsellor of their choice.

Who's it for

The service is for people who are 18+ and receiving financial assistance from MSD or at risk of coming onto a benefit.

A confirmed mental health diagnosis is not required to be able to participate in Puāwaitanga.

Note: Puāwaitanga is not for people in crisis.

How to sign up

People can self-refer using the <u>online referral form</u> or by calling **0800 782 999** anytime between 9am-5pm, Monday to Friday.



Read more Puāwaitanga website Puāwaitanga flyer





drop-in recap: obligations and sanctions

where taiohi don't meet their obligations they may be sanctioned

Taiohi who receive payments have obligations that they agree to when they apply. They can be broken down into four areas:

- Education
- Budgeting
- Engagement
- Parenting

Read about what taiohi need to do to meet their obligations here: <u>meeting youth activity</u> <u>obligations | Youth Service providers</u>

When taiohi do not meet their obligations, and they do not have an <u>exemption</u> or a good and sufficient reason you might recommend a sanction. This will affect their payments. To get their payments restored, they will have to complete a recompliance activity.

	youth payment (yp)			young parent payment (ypp)		
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To learn more, have a look at these eLearning modules <u>obligations| Rise 360 (articulate.com)</u> <u>sanctions| Rise 360 (articulate.com)</u>





writing good notes

to make things easier on taiohi, we need to be writing clear, concise and consistent notes

Why you should care

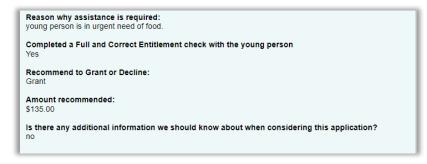
Writing good notes is really important. They ensure taiohi receive great service while they are with us.

It means that it's less likely for decisions on tasks to be delayed by YSSU or your RCM coming back to you for more information.

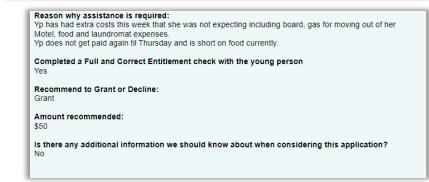
It will also help other youth coaches to support taiohi and means that they don't have to go over things again if you are unavailable.

Tips for making great notes

- Make sure you provide all the information requested in the template
- Always attach your note to a need or activity
- If the note is relevant to multiple activities, make multiple notes
- Remember if it's not in ART, it didn't happen



Bad note: not enough information provided to make the grant. YSSU had to go back to youth coach for more detail causing delay.



Good note: plenty of relevant information. YSSU could grant straight away.





upcoming drop-in sessions

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

review of decision and notes Tuesday 7 May, 10am

Through Review of Decision (ROD), taiohi can challenge a decision made by YSSU that they feel were incorrect. In this session we will cover what they are, and the process they follow.

A report writer from YSSU will be joining us to explain:

- when you should call
- when additional information can
- decisions that have no ROD rights

We will also talk about what makes good notes good.

Join via <u>Teams</u>

jobs and skills hub Tuesday 14 May, 10am

Jobs and Skills Hubs work with large construction and infrastructure projects supporting them to find the right people with the right skills at the right time.

In this session we will talk about what the Jobs and Skills Hubs do, and how they can support taiohi who are interested in working in construction and infrastructure.

Join via <u>Teams</u>

You can find the full drop-in session schedule on our provider site drop-in sessions | Youth Service providers









realising the dreams and aspirations of youth tau awhitia te taiohi, ka puta ki te wheiao

w: providers.youthservice.govt.nz
e: national_youthservice@msd.govt.nz