

ratonga taiohi pānui

what you need to know



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 [online referral form](#) or by calling **0800 782 999** anytime between 9am-5pm, Monday to Friday.



Read more

[Puāwaitanga website](#)

[Puāwaitanga flyer](#)



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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: [meeting youth activity obligations | Youth Service providers](#)

When taiohi do not meet their obligations, and they do not have an [exemption](#) 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.

sanctions for obligation failures



	youth payment (yp)			young parent payment (ypp)		
	Single person	Couple, one fails	Couple, both fail	Single person	Couple, one fails	Couple, both fail
grade one and two sanction	<ul style="list-style-type: none"> In-hand allowance (or \$50 if taiohi not subject to Money Management) and incentive payments suspended Supplementary assistance not affected YP and supplementary assistance suspended if taiohi does not comply within four weeks (except DA if they continue to be eligible) 	<ul style="list-style-type: none"> In-hand allowance (or \$50 if taiohi not subject to Money Management) and any incentive payments suspended for sanctioned taiohi Supplementary assistance not affected All payments for sanctioned taiohi, including their half of supplementary assistance (except for DA if they continue to be eligible) suspended if they do not comply within four weeks. 	<ul style="list-style-type: none"> In-hand allowance (or \$50 if taiohi not subject to Money Management) and any incentive payments suspended for both Supplementary assistance not affected All payments suspended if they both do not comply within four weeks (except DA which may need to be re-granted as a non-beneficiary) 	<ul style="list-style-type: none"> In-hand allowance (or \$50 if taiohi not subject to Money Management) and any incentive payments suspended Supplementary assistance not affected Check entitlement for assistance if taiohi does not comply within four weeks 	<ul style="list-style-type: none"> In-hand allowance (or \$50 if taiohi not subject to Money Management) and any incentive payments suspended for sanctioned taiohi Supplementary assistance not affected For sanctioned taiohi, youth coach to check entitlement for assistance if they do not comply within four weeks 	<ul style="list-style-type: none"> In-hand allowance (or \$50 if taiohi not subject to Money Management) and any incentive payments suspended for both Supplementary assistance not affected Check entitlement for assistance for both if they do not comply within four weeks
grade three sanction	<ul style="list-style-type: none"> All payments cancelled (except DA which may need to be re-granted as a non-beneficiary) 13 week non-entitlement period Taiohi can be paid a provisional benefit during non-entitlement period when they undertake an approved six week activity 	<ul style="list-style-type: none"> All payments cancelled for sanctioned including their half of supplementary assistance (except for DA if they continue to be eligible) Partner can continue to receive couple rate of Winter Energy Payment 13 week non-entitlement period for sanctioned taiohi Sanctioned taiohi can be paid a provisional benefit during non-entitlement period when they undertake an approved six week activity 	<ul style="list-style-type: none"> All payments cancelled DA may need to be re-granted as a non-beneficiary 13 week non-entitlement period for both taiohi Both taiohi can be paid a provisional benefit during non-entitlement period if they undertake an approved six week activity 	<ul style="list-style-type: none"> Incentive payments and 50% of YPP is cancelled Supplementary assistance not affected Check entitlement for DA, CDA, GCAP and Childcare Assistance Family tax credit and Best Start tax credit not affected 13 week non-entitlement period plus youth coach to check entitlements Taiohi can be paid a provisional benefit during non-entitlement period when they undertake an approved six week activity 	<ul style="list-style-type: none"> 50% of YPP and incentive payments cancelled for sanctioned taiohi and their half of supplementary assistance cancelled Partner's payment not affected and can continue to receive couple rate of Winter Energy Payment 13 week non-entitlement period plus youth coach to check entitlement Sanctioned taiohi can be paid a provisional benefit during non-entitlement period when they undertake an approved six week activity Check entitlement for DA, CDA, GCAP and Childcare Assistance Family tax credit and Best Start tax credit not affected 	<ul style="list-style-type: none"> 50% of YPP and incentive payments cancelled Each person can receive 25% of couples entitlement of supplementary assistance 13 week non-entitlement period plus youth coach to check entitlements Both can be paid a provisional benefit during non-entitlement period when they undertake an approved six week activity Check entitlement for DA, CDA, GCAP and Childcare Assistance Family tax credit and Best Start tax credit not affected

To learn more, have a look at these eLearning modules [obligations| Rise 360 \(articulate.com\)](#) [sanctions| Rise 360 \(articulate.com\)](#)



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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

Reason why assistance is required:
young person is in urgent need of food.

Completed a Full and Correct Entitlement check with the young person
Yes

Recommend to Grant or Decline:
Grant

Amount recommended:
\$135.00

Is there any additional information we should know about when considering this application?
no

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

Reason why assistance is required:
Yp has had extra costs this week that she was not expecting including board, gas for moving out of her Motel, food and laundromat expenses.
Yp does not get paid again til Thursday and is short on food currently.

Completed a Full and Correct Entitlement check with the young person
Yes

Recommend to Grant or Decline:
Grant

Amount recommended:
\$50

Is there any additional information we should know about when considering this application?
No

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



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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 [Teams](#)

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 [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

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