



youth

taiohi



service

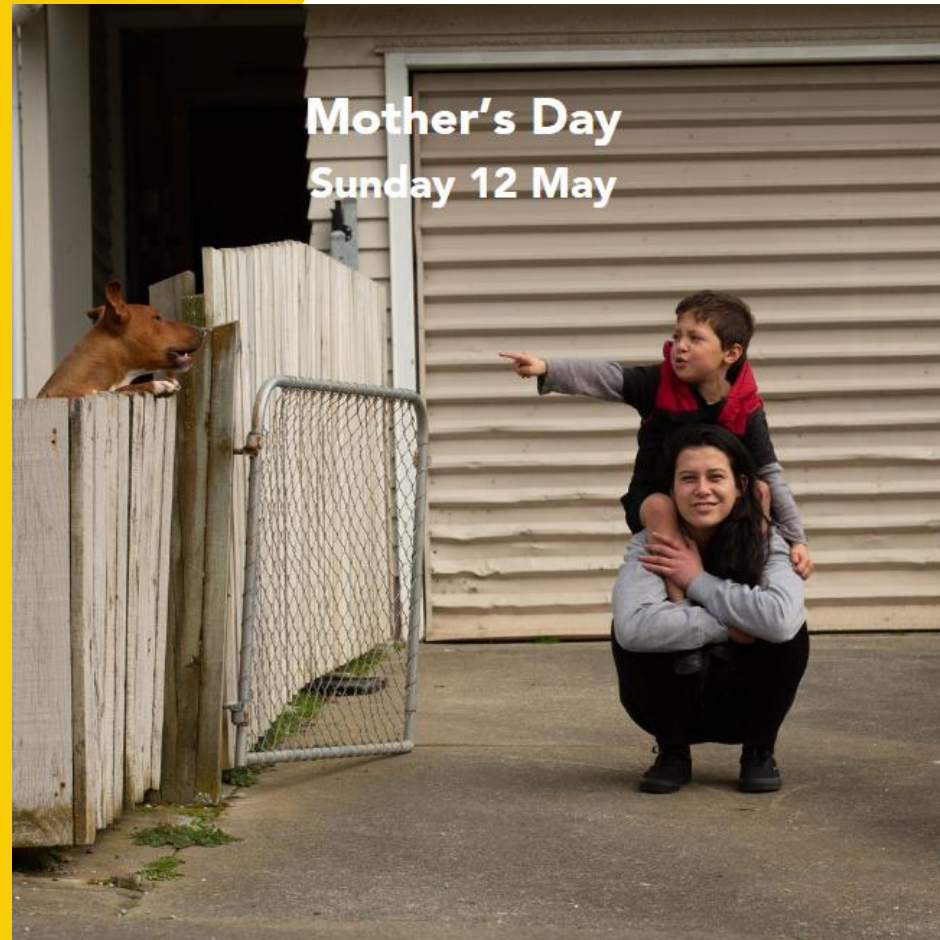
ratonga



newsletter

pānui

what you need to know



# new alert: names, pronouns, gender

use this alert category to add an alert on a young person's profile

We've added a new alert to ART so that you can add details about the gender, pronouns and preferred names of the young person.

If you add this alert to a young person's ART profile it will come up as a yellow banner like this:

**Important information - [please read](#) before contacting the client**

Click on it to see the details

**Add Alert**

Category\*  
Engagement alert

Type\*  
Names, pronouns, gender

We want taiohi to feel comfortable when they communicate with us. Ask taiohi for their preferred name, pronouns, and gender.

[CONTINUE](#) [CANCEL](#)

**Add Alert**

Alert category:  
Engagement alert

Alert type:  
Names, pronouns, gender

We want taiohi to feel comfortable when they communicate with us.  
Ask taiohi for their preferred name, pronouns, and gender.

Additional information\*  
Please list the young person's preferred name, pronouns and gender.

Preferred name: Matt  
Pronoun: They/Them  
Gender: Non-binary

Any additional information?  
Parents don't know gender status, use birth name if talking to parents.]

Review date  
[ 9 ]

Declaration\*  
 This information is believed to be accurate, up-to-date, and relevant to the delivery of Youth Service. Unless exceptional circumstances exist, the young people will be made aware of this alert on their record.

[SAVE](#) [Cancel](#)

**Alert was successfully added.**

**Alerts** [NEW ALERT](#)

Category	Type	Additional information	Added by	Date added	Review date	
Engagement alert	Names, pronouns, gender	Preferred name: Matt Pronoun: They/Them Gender: Non-binary  Any additional information? Parents don't know gender status, use birth name if talking to parents.	Aislin Kelly	08/05/2024		<a href="#">Edit</a>   <a href="#">Remove</a>

[Back](#)

Thanks to Vibe for requesting this feature.

# service performance tips: employment activities

using the correct employment activity will make your performance measures are accurate

We've noticed that some providers 'Young people in employment that have achieved sustainable full-time employment (NEET only)' performance measure is lower than it should be because they are selecting the wrong work activity.

## Which activity should you be using?

### Paid Employment

- Is for young people in **NEET service** who:
  - are working **over 30 hours** per week (including when they are working multiple jobs for a total of 30 hours of more)
  - are **receiving in-work support** from their youth coach.

### Part-time Employment

- Is for **all young people on YP/YPP**, or
- young people in **NEET** who are **working less than 30 hours** per week.



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If a young person is in full-time work, make sure you they don't have an education, training or work-based learning activity in progress



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# youth service experience survey

encourage young people to fill in the survey so we know what they think

We want to know about young people's experience with Youth Service so that we can support them and others better in the future.

Next Tuesday, young people will receive an email inviting them to complete the survey.

The more young people respond, the better the data is that we have for making improvements.

Please reach out to your young people and encourage them to fill in the survey to give your feedback.

Send them the link or the QR code

<https://www.surveymonkey.com/r/YouthServiceNZ>



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# recap: reviews of decisions

## what you need to know to support taiohi applying for a decision to be reviewed

When taiohi don't agree with a decision they can submit a Review of Decision (ROD) application.

### What can and can't be reviewed

- ✓ The date their payments begin
- ✓ Declined application for financial assistance (YP, YPP, AS, GCAP, or others)
- ✓ Debt
- ✓ Rate of benefit payments
- ✓ Sanctions
- ✗ Lapsed benefit application
- ✗ Money Management
- ✗ Payment Card Balance Transfer

### Before submitting a ROD contact the Report Writers

They may be able to help you over the phone with an shorter internal review, so that you can avoid the longer ROD process.

[yssu\\_reportwriter@msd.govt.nz](mailto:yssu_reportwriter@msd.govt.nz)

**Ellen** – (09) 917 7903

**Philippa** – (09) 985 2171



Visit [review of decision | Youth Service](#) to learn more



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# upcoming drop-in sessions

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



## 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.

Join via [Teams](#)

## working with lgbtqi+ Tuesday 21 May, 10am

In this session we will be covering things you should consider, and resources that may help you support taiohi from the LGBTQI+ community.

We'll hear from Rainbow Tick accredited Youth Service provider, Kia Puāwai about some of the mahi they do to support rainbow taiohi.

Join via [Teams](#)

## family violence support Thursday 16 May, 10am

This week Curtis from the Partnerships and Support team here at MSD will be coming to talk about what supports and resources are available to taiohi who are experiencing family violence.

Join via [Teams](#)

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

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