

ratonga taiohi pānui

what you need to know



drop-in recap: emergency housing changes

Starting August 26, 2024, there will be new rules for emergency housing assistance. This will help us to support more whānau to find stable homes and meet our goal of reducing the need for emergency housing.

Here's what's changing:

- **The introduction of a responsibilities framework.** We're setting clear rules and responsibilities. If these aren't met, there will be consequences.
- When needed, taiohi might need to **share details about their housing situation or how they've met their responsibilities.**

More detailed information will be available soon. Stay tuned!



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drop-in recap: housing support products

table of changes

Housing Support Products (HSP) offer financial assistance to secure and maintain accommodation, reducing emergency housing needs and homelessness risk.

- Available for young people in non-Residential Tenancies Act (RTA) housing situations.
- A new product ensuring that (MSD) will cover any damages in non-RTA housing situations.
- **RTA housing:** accommodation covered by the residential tenancies eg private rentals
- **NON RTA housing:** housing not covered by residential tenancies act eg boarding.

	Available for RTA Housing arrangements	Available for Non-RTA Housing arrangements	Income and Asset Tested	Recoverable
Bond Grant	✓	✗	✓	✓
Accommodation Security Cover Grant	✗	✓	✓	✓
Moving Costs Grant	✓	✓	✓	✓
Accommodation in Advance Grant	✓	✓	✓	✓
Accommodation Arrears Grant	✓	✓	✓	✓
Tenancy Costs Cover Grant	✓	✗	✗	✓
Transition to Alternative Housing Grant	✓	✗	✗	✗

HSP ART template and webpage has been updated



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deep dive: taiohi satisfaction performance measures



87%

satisfied with the service they received in Youth Service

Young people who are currently enrolled and recently exited from Youth Service will receive an email link to satisfaction survey.

There are 13 questions:

6 closed questions

1 is open-ended

5 questions about background and personal details

We'll inform you in the Youth Service update when the survey is open, so you can share it with the young people and encourage them to complete it

Young people are requested to rate their experience and indicate whether they had a positive experience with Youth Service.

The survey will include a scale to measure their level of satisfaction with the service provided by the youth coach.

1. In general, how helpful was/is the support you got from your Youth Coach?

Extremely helpful

Very helpful

Moderately helpful

Slightly helpful

Not helpful at all

Taiohi feedback is important to us and helps us make Youth Service better for everyone

[Read more about this and the other performance measures here](#)

reminders from yssu

Semisi Hau will be covering the Manager Youth Provider Support and Partnering space – Ram for the next 4 weeks.

If you need any assistance, feel free to reach out to Semisi

029 201 2208

Semisi.Hau001@msd.govt.nz



When submitting an urgent ART task near closing time, please email all YSSU service managers to ensure this is actioned



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upcoming drop-in sessions

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



programme fund + youth plans Tuesday 23 July, 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](#)

hardships and notes Tuesday 30 July, 10am

Hardships are one off payments to help taiohi pay for an immediate or essential need. In this session we will go over:

- what hardship payments are available
- Which ones they need to pay back
- how to write great notes, and
- answer any questions you have.

Join via [Teams](#)

induction for youth coaches Wednesday 7 August, 10am

In this drop-in session we'll cover:

- The legislation and policy that determines how youth service operates
- The people and teams that help deliver Youth Service
- An overview of the Activity Reporting Tool (ART)
- 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

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