

# ratonga taiohi pānui

what you need to know



# 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.



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

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



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: youth plans

A Youth Service plan is a needs assessment that looks at things (known in ART as activities) a young person will do to meet their youth activity obligations (known in ART as their needs).

- In their plan, you will also need to identify the things that need to be **addressed** or **barriers** the taiohi have that will prevent them from achieving their goals and meeting their obligations. These could be mental health, drug, and alcohol issues, or other barriers.
- The youth plan templates (for [NEETs](#), [YPs](#) and [YPPs](#)) in the provider site help you capture the minimum standard of information you should cover when you make a Youth Service plan with a young person.
- Your organisation may use its own Youth Service plan templates, process and tools.
- You can use an assessment tool you think is appropriate for the young person's circumstances.

**Tip:** if a young person doesn't finish an activity because they transfer providers complete the activity as **“did not finish”**

# payment card pins

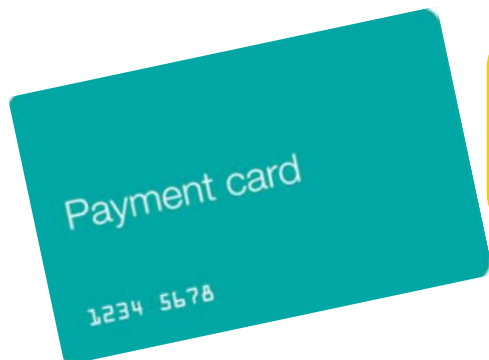
## setting personalised pins for payment cards

A payment card is a reusable green card, like an Eftpos card. It's an easy way to pay for items and services from shops that accept them.

## We are adding more security to payment cards

From **Monday 29 July**, young people can set their own PIN on their payment card. This is a change from using the last four digits on their card as the PIN.

Young people will have until **Monday 23 September** to set their PIN – if they don't do this, they will not be able to spend the money on their payment card.



It's quick and easy for young people to set a PIN by using MyMSD

**Young people need to do this themselves by using MyMSD or over the phone.**

### To set a PIN by using MyMSD:

- Navigate to 'My payment cards'

### If they can't use MyMSD, they can set a PIN over the phone:

- Call **0800 559 009** – kaimahi will verify their identity and transfer young person to the automated PIN Set Self-Service
- Young people who've already registered their voice can call **0800 33 30 30** and say, 'set my card PIN' – the automated process will guide them.



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# spotlight on contracted outcomes:

## not on benefit 3 months after exit

is when a young person has exited Youth Service and within three months of exiting Youth Service:

- has not been granted a main benefit (excluding Jobseeker Support Student Hardship, Youth Payment and Young Parent Payment); and
- has not served a custodial sentence; or
- is not deceased; or
- has not permanently left the country

## How is it calculated?

This is measured for exits during the period. It is calculated as the percentage of young people not receiving a benefit 90 days after:

- service exit date (i.e., enrol end date) if there is an exit before or at age 18, or
- 31 December if the young person remains in the service after they turn 18

**To request your individual results, contact the National Youth Service team:**  
national\_youthservice@msd.govt.nz.



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



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# upcoming drop-in sessions

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



## 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](#)

## obligations and sanctions Tuesday 13 August, 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](#)

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)