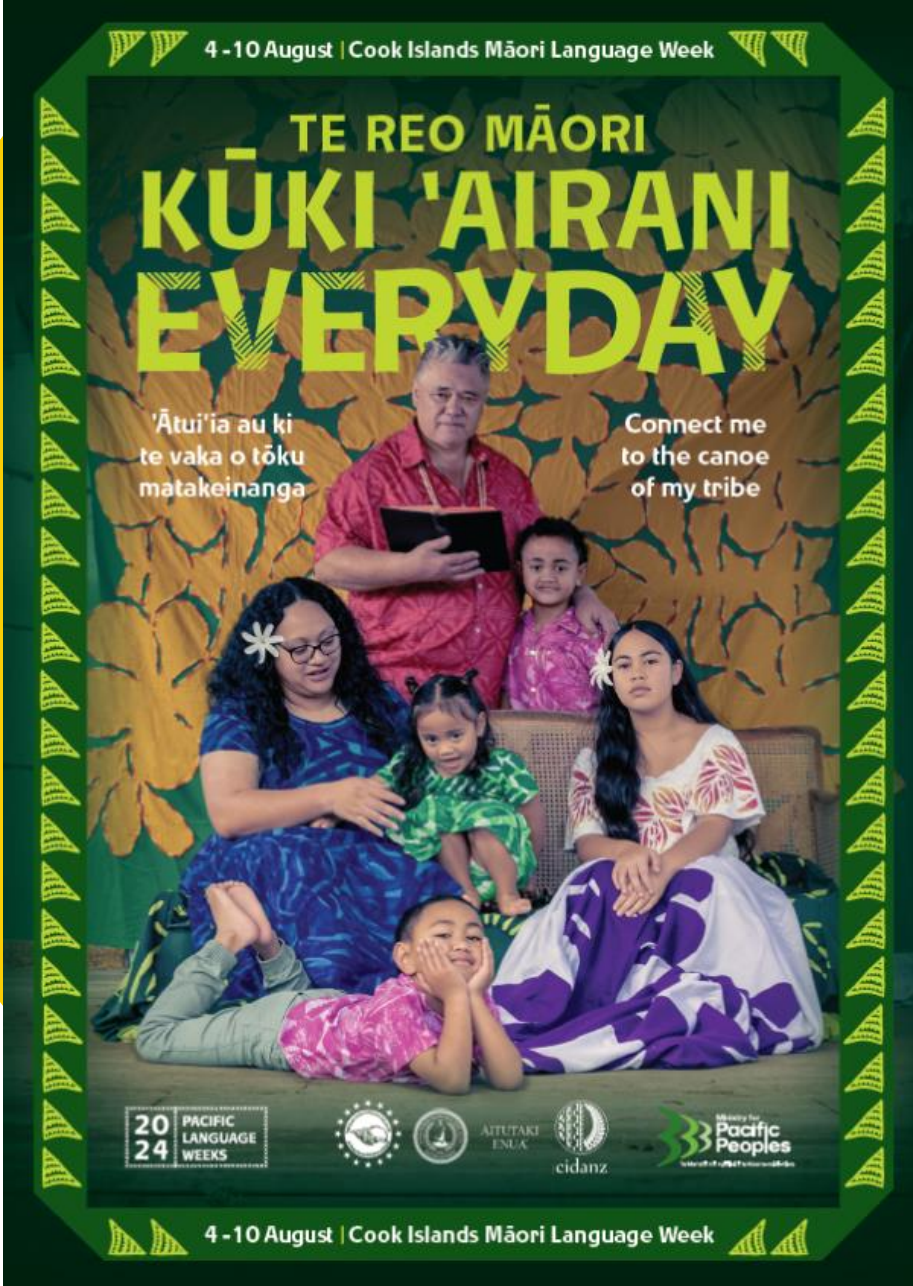


# ratonga taiohi pānui

Rāpare 1 Akuhata 2024

what you need to know




4 - 10 August | Cook Islands Māori Language Week

**TE REO MĀORI  
KŪKI 'AIRANI  
EVERYDAY**

‘Ātui’ia au ki  
te vaka o tōku  
matakeinanga

Connect me  
to the canoe  
of my tribe

20 PACIFIC LANGUAGE WEEKS 24



4 - 10 August | Cook Islands Māori Language Week

# drop-in recap: hardship

**A hardship payments is a one-off payment for the cost of a need that it essential or immediate**

There will be times that taiohi may need a little extra help financially. You can consider that a young person is in hardship if the young person has:

- no other means of supporting themselves and any dependent family, and
- explored and exhausted all options.

## What does hardship cover?

Immediate and essential needs – like food, whiteware, glasses, housing, bedding, dental treatment and funerals.

## Immediate and essential need

You will need to ask taiohi about their situation and why they have a need

- What has happened?
- What is different from the previous week?
- Was there an essential expense?
- When is their next benefit payment?
- What will be the risk if they don't get help to pay for this need?



## Taiohi enrolled in NEET

Can apply for hardship payments through a local Work and Income office.  
Their parents or guardians will need to be the ones that apply for this assistance.



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# drop-in recap: writing good notes

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

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

It means that it's less likely for decisions 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 if you (as their youth coach) are away.



**Notes can be requested by the young person under the Privacy Act 1993**  
make sure what you write is fair and factual

## 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
- Make a template to help you remember what to add
- Keep notes during interviews with important dates, changes that are discussed.



Keep it simple and logical -  
here is what happened  
here is what we will do  
here is what the results will be



**Remember – if it's not in ART, it didn't happen**



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# payment card pins and suppliers

## setting personalised pins for payment cards

By **Monday 23 September**, young people must set their own PIN on their payment card. If they don't do this, they will not be able to spend the money on their payment card.

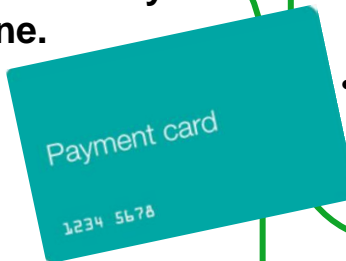
**Young people need to do this themselves by using MyMSD or over the phone.**

### 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.

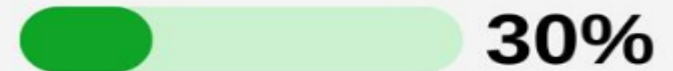


## Youth Service payment card suppliers

- Young people can use their card at any store that is registered with Youth Service.
- The full list of approved stores is available on the [Youth Service website](#)

## How to add new suppliers

- Contact YSSU to check if they are on our system.
- If not, they will need to register as a Youth Service supplier on the [Work and Income website](#).



YOUNG PEOPLE WITH A PAYMENT CARD PIN

**If you would like a list of young people who haven't added a pin to their payment card talk to your lead and email us [national\\_youthservice@msd.govt.nz](mailto:national_youthservice@msd.govt.nz)**



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# ministry for the environment – online youth workshop

## invite taiohi to have their say on new zealand's second emissions reduction plan

Manatū mō te Taiao Ministry for the Environment and Climate Change Youth Advisory Group is hosting an online youth workshop on New Zealand's second emissions reduction plan.

The government values taiohi input on **climate change** and invites them to a public webinar to discuss the second emissions reduction plan. The webinar will include interactive elements to gather youth feedback, which will be used to shape the final plan.

### Details

Sunday 4 August

4:00 – 5:30 pm

Online event, registration required



[Click here to find out more and register](#)

### Read more

[New Zealand's second emissions reduction plan | Ministry for the Environment](#)



**Help shape our climate future**



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# upcoming drop-in sessions

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



## 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](#)

## Spotlight on housing support Tuesday, 20 August, 10am

In this session we will talk about what will be changing in the emergency housing space. MSD is introducing a clear, rules-based system for emergency housing assistance which will require people to actively work towards improving their housing situation to keep qualifying for emergency housing assistance.

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)