

ratonga taiohi pānui

what you need to know

Rāpare 22 Akuhata 2024

12

happy birthday youth service

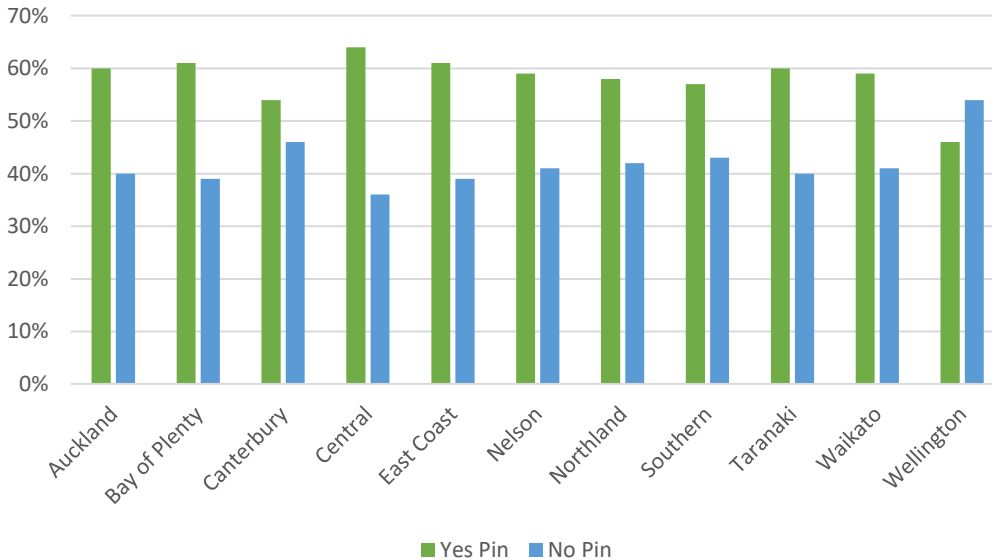


payment card pins

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.

payment car pins set by region



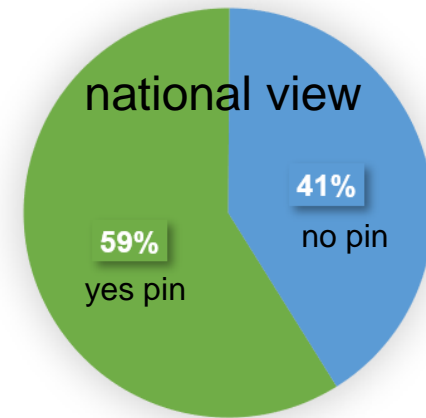
Young people need to do this themselves by using MyMSD or over the phone 0800 559 009

payment cards and full and correct entitlement drop-in

Tuesday 27 August, 10am

Come along to learn more about payment cards and PINs.

in via Teams



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



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new performance standards webpage

We have a new webpage showcasing information about performance standards and how they are calculated.

Young people who are part of Youth Service will be expected to:

- be engaged or remain in education, training or work-based learning
- have obtained or be working toward at least NCEA level 2 or equivalent
- have an achievable plan for employment, further education or training on exiting the Service
- not be in receipt of a main Work and Income benefit (excluding Jobseeker Support Student Hardship, Youth Payment and Young Parent Payment) on leaving Youth Service
- have their wellbeing improved
- feel supported towards achieving their aspirations
- have a positive experience with Youth Service.

Click here to visit
[performance standards | Youth Service providers](#)



These are measured by the below performance standards

- In Full-time Education, Training or Work Based Learning (excluding exempt taiohi) (55%+)
- Achieved NCEA qualification (55%+)
- Not on benefit 3 months after exit (55%+)
- Enrolled and engaged (85%+)
- Youth Satisfaction levels (85%+)



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youth service experience survey

get young people to fill in the survey for a chance to win 1 of 3 sweet \$50 prezzy cards

We want to hear what taiohi think about Youth Service so that we can celebrate successes and identify and resolve pain points.

Please reach out to your young people and encourage them to fill in the survey to give your feedback. Their feedback is really helpful for improving our service.

Young people can visit
www.surveymonkey.com/r/YouthServiceNZ
to fill in the survey



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drop-in recap: emergency housing changes

emergency housing changes are coming on 26 August.

We are implementing changes to help families with children secure sustainable housing more quickly, reducing their reliance on emergency housing. These adjustments ensure that emergency housing is used as a last resort for short-term needs, aligning it with its original purpose.

What's changing

Responsibilities starting from the 8th night: We're setting clear rules and responsibilities. If these aren't met, there will be consequences.

Agreed activities: Responsibilities will be met through agreed activities.

Supporting information requests: When needed, taiohi might need to share details about their housing situation or how they've met their responsibilities.

Warnings and non-entitlement period: Introduction of a new warning system and non-entitlement period.

Updated resources, ART Template, provider guide and EH module

New emergency Housing Grant letters



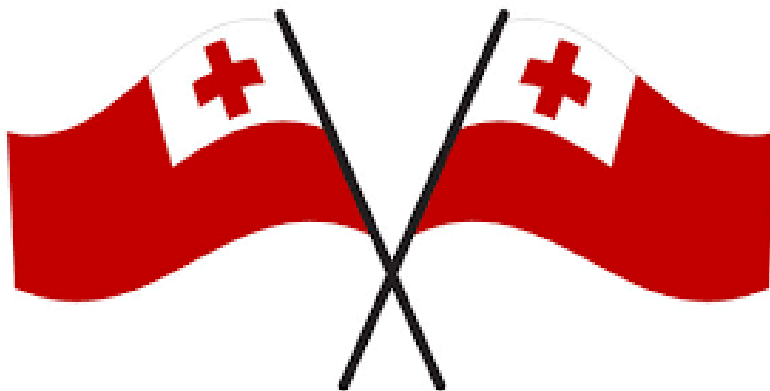
All resources, will be updated and available by the go-live date
Monday, 26 August.

Uike Kātoanga'i 'o e lea Faka-Tonga Tongan Language Week 18 - 24 August

The theme for Tonga Language Week is

'E tu'uloa 'a e lea Faka-Tongá 'o ka
lea'aki 'i 'api, siasí (lotú), mo e nofo-'a-
kāingá

The Tongan Language will be sustainable
when used at home, church and in the
wider community



TONGA FLAG



Lea Faka-Tonga 'e 'aonga kiata koe *Useful / Everyday words*

Common Phrases

Mālō e lelei	<i>Greetings / Hello</i>
Mālō e lelei	<i>Greetings everyone</i>
'Alu ā	<i>Goodbye – to those who are leaving (only if it applies)</i>
Nofo ā	<i>Goodbye – to those who are staying / Goodbye on the phone</i>
Fakamolemole / Kātaki	<i>Please</i>
Mālō 'aupito	<i>Thank you very much</i>
Fakamolemole	<i>Sorry</i>
Tulou / Kātaki fakamolemole	<i>Excuse me</i>

upcoming drop-in sessions

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



payment cards and face Wednesday 27 August, 10am

We are improving security by adding PINs to payment cards.

In this session we'll explain how young people can set a PIN on MyMSD.

We'll also go over ways to ensure young people are receiving their full and correct entitlements.

Join via [Teams](#)

financial support while studying Tuesday 3 September, 10am

In this session we will provide an overview of the financial support options available to students, including budgeting tips to manage finances and expenses effectively.

Join via [Teams](#)

induction for new coaches Wednesday, 4 September, 10am

In this drop-in session we'll cover:

- how legislation and policy determines how Youth Service operates
- the people and teams that help deliver Youth Service
- where to find information to help you in your role

You'll also get to meet some other new youth coaches and be able to ask us questions.

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

e: national_youthservice@msd.govt.nz