

ratonga taiohi pānui

what you need to know

Rāpare 12 Mahuru 2024



The theme for Te Wiki 2024 is
‘Ake ake ake – A Forever Language’.

It represents the *resilience, adaptability and endurance* of our language

drop-in recap: inspiring the future programme

supporting young people to learn about the different jobs that they could do

On Tuesday we had Dina from TEC introduce us to [Inspiring the future](#) an amazing programme that is run in schools and communities across the motu.

It provides an opportunity for rangatahi to learn about different jobs and why people love doing them, as well as how those people got started in their careers.

During the event young people try to guess the role models job and after the reveal have the opportunity to ask more in-depth questions as well as the role models work and experiences.

As a Youth Service provider you can host one of these events! Learn more [here](#)!



Watch the video to learn about the mahi
Inspiring the Future Aotearoa does

inspiring the **future**
Aotearoa



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changes to supporting documents task

the way yssu manages yp/ypb supporting documents tasks has changed

Closing off tasks when waiting for FBA

If all necessary YP/YPP documents have been submitted apart from the FBA report, YSSU will close the task.

Once the FBA report is received, YSSU will:

- finalise the application and document the outcome in the ART notes (Youth Service providers will receive a notification on their dashboard when YSSU adds notes), or
- create a new task to notify the youth coach of the FBA report outcome, request any additional information needed, and set a 2-day deadline.



Please note: If the FBA report is received and requires review, YSSU will add a note in ART to inform the provider that the report is under review and that an update will be provided within 48 hours.

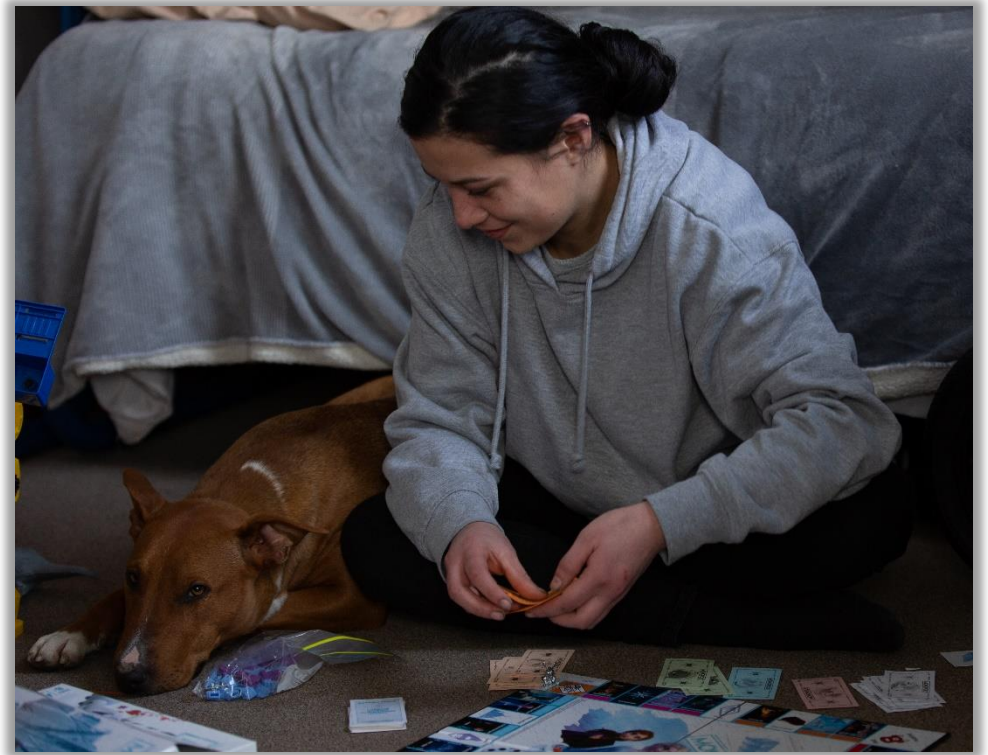
winter energy payment ends

winter energy payment ends on tuesday 1 october

Winter Energy Payment is paid to young people to help them pay their heating costs over the winter period. It is automatically paid along with their regular payments.

If any of the taiohi you're speaking with are concerned about how they'll manage, please explore other ways we may be able to help them.

Use the **Check what you might get tool** and complete a **Full and Correct Entitlement check** to ensure young people are getting the correct payments.



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youth service satisfaction survey results

the percentage of young people satisfied with the service is up – well done for your hard mahi

The percentage of young people in Youth Service satisfied with the service they receive has exceeded the national standard – ka rawe!

Make sure you are having engaging conversations with taiohi. If a young person isn't attending an activity, like school, then you should be in contact with them more than once a week to support them to get back into it.

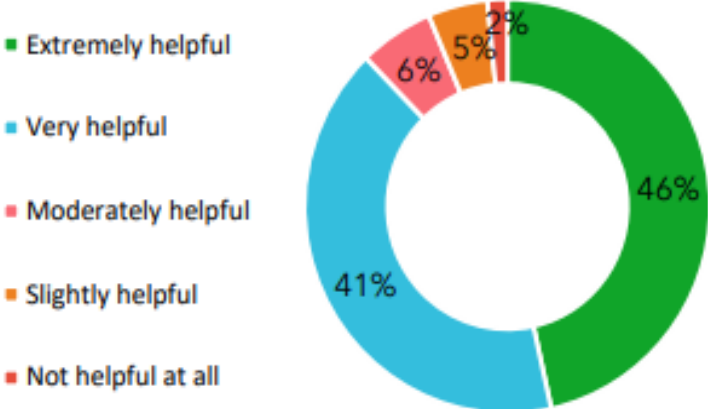
88%

of respondents were satisfied with the service they received in Youth Service

Positive comments from young people

My youth coaches provided me with an amazing amount of support. Any question I had was supported, explained, and answered. They helped me get my life on track and made the learning process a lot easier to understand. They also supported me with personal issues and helped me step out of my comfort zone and feel good about it."

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



Everyone has been sent their reports
[Click here for full report](#)

upcoming drop-in sessions

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



exit planning

Tuesday 17 September, 10am

Taiohi may leave Youth Service for various reasons, at any time. It's a good idea to keep up-to-date and prepare an exit plan for your taiohi.

In this session, we will cover how the exit process works – bring your questions about supporting young people to exit Youth Service.

Join via [Teams](#)

wiki whai hauora

Tuesday 24 September, 10am

We will have a speaker from [Headstrong](#), a free app that is evidence-based wellbeing support.

It's designed specifically for teenagers by Te Whatu Ora and University of Auckland.

Drop-in and learn about this great new tool.

Join via [Teams](#)

drop-in schedule for next quarter now on provider site

Youth Service online drop-ins focus on the technical aspects that are unique to our service.

The list is now available on the provider site – click on the link below to see what's coming up.

[**View full schedule**](#)

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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