

ratonga taiohi pānui

what you need to know

Rāpare 5 Hakihea 2024



Youth coaches from Bluelight
Auckland and Waikato

housing responsibilities and agreed activities

responsibilities and agreed activities are for all people in emergency housing

Emergency Housing Responsibilities

Goal: to help young people in transitioning to sustainable housing

Pay Contribution: meet payment deadlines set by MSD

Seek Housing: actively explore short- and long-term options

Engage with Services: participate in support services (if referred)

Agreed Activities

These are steps to fulfil responsibilities. Ensure they are:

Agreed and can be completed before the next grant

Reasonable and achievable within the timeframe

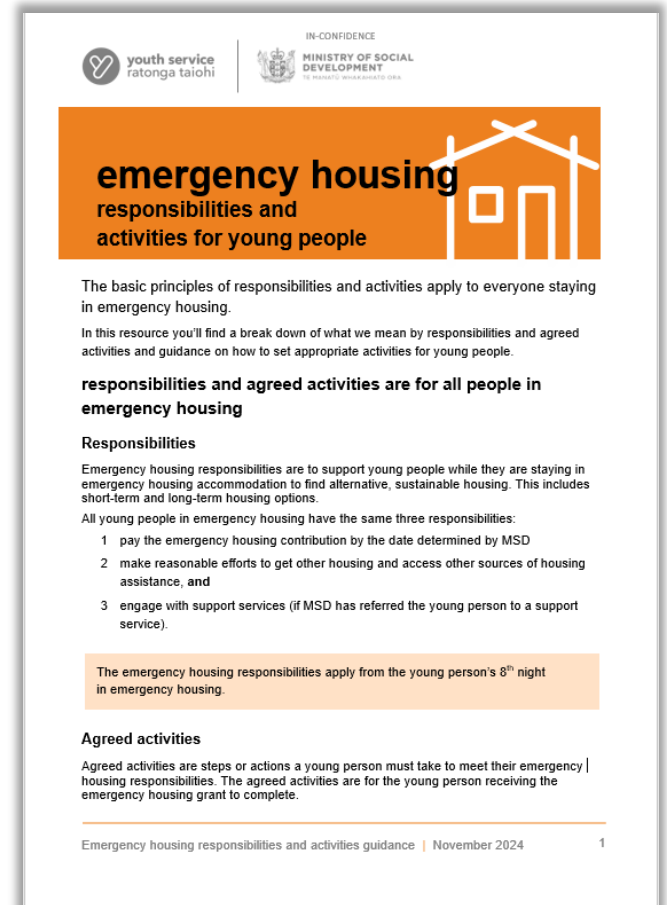
Documented and a copy provided to the young person.

Key information for young people

Make sure young people know about expectations, consequences of non-compliance, and right to review.

We've created a guide to help you!

Click [here](#) to access the guide for creating activities.



join our weekly team hui

one provider will be invited each week to share with our national office team

We're a team of 7 overseeing Youth Service nationally, working with MSD teams like Finance, Policy, IT, and YSSU. We want to hear from you! We'd love to hear from you and learn about what's happening in your space. Let's connect, collaborate, and celebrate together!

Each Youth Service provider will have an opportunity to join us, we will let you know in advance.

Why Join Our Hui?

- Share updates on your mahi, projects, or initiatives.
- Highlight challenges and get collective ideas
- Celebrate successes and let us know how we can support you.

Details:

- **When:** Monday
- **Where:** Online
- **Duration:** 10 minutes
- **One provider will be invited each week** to share with us. Keep an eye out in your inbox!



**You'll receive an email invite
two weeks in advance**



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**MINISTRY OF SOCIAL
DEVELOPMENT**
TE MANATŪ WHAKAHIATO ORA

reminder: ordering forms, payment cards and brochures

if you need more forms, brochures or payment cards - fill in this form and send it to the yssu

Running low on forms, brochures, or payment cards? Don't forget you can use the order form to get more delivered.

To make an order, fill in this [order form](#) and email it to YSSU at youthservice@msd.govt.nz

The image shows two overlapping forms. The top-left form is the 'Youth Service Provider Order Form', which includes a delivery address box and a table for ordering items. The bottom-right form is the 'List of Items', which provides a detailed list of available items with their codes, names, and unit sizes.

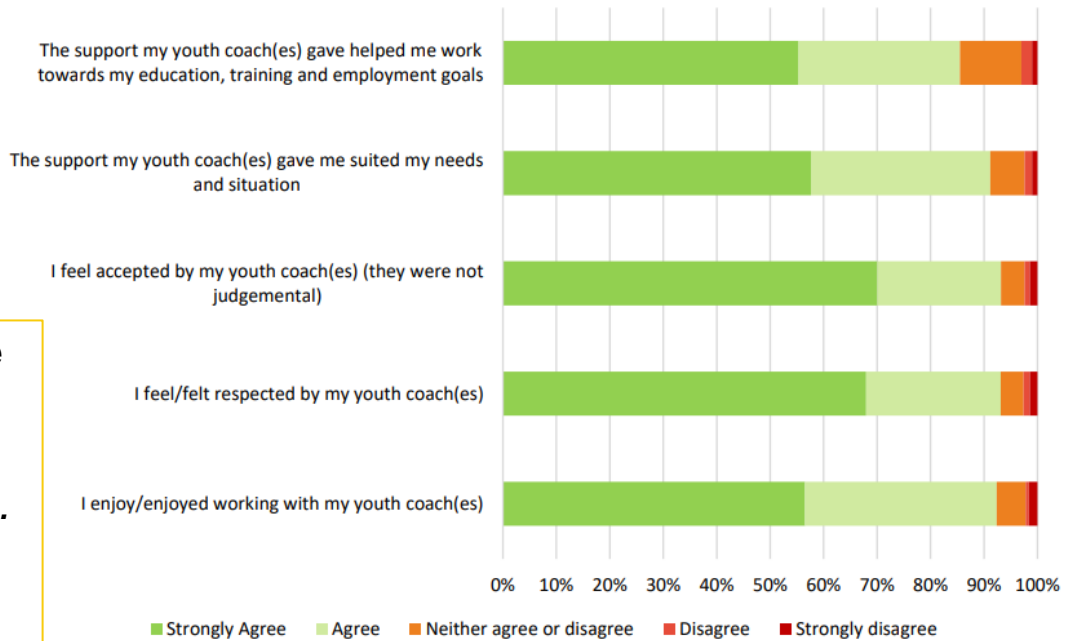
ITEM CODE	NAME OF ITEM	UNIT SIZE
ABNote	Payment card	
ALLA002	Help with childcare costs	25
ALLA005	Community Services Card	25
ALLA014	Disability Assistance	25
ALLA030	Help when you're caring for someone else's child	25
ALLA100	A Guide to help from Work and Income	25
JOBS005	Need extra help with costs	25
JOBS012	Help when you're working	25
M08	Sole Parent Support brochure	25
M11-Obs	Child Disability Allowance Application	25
M12-Obs	Jobseeker Support obligations and privacy form	25
M13-Obs	Sole Parent Support obligations and privacy form	25
M44	Supporter Living Payment obligations and privacy form	25
R01	Medical Consent form	20
R02	Personal Details form	20
R24	Change of Address / Costs	20
R21	Childcare Assistance Change of Circs	50
S01	Including a partner form	50
S03	Accommodation Supplement application	50
S11	Disability Allowance application	25
S26	Special Needs Grant/Advance on Benefits/Recoverable Assistance Payment	25
SHAD12	Temporary Additional Support Application	50
SLFLVFUND	Help with housing	50
SLFLVFUND	Ways to fund your study	50
SLFLVFUND	What's in a Student Loan booklet	50
Y000	Appointment of Agent	25
Y004	Youth Service brochure	100
Y008	NEET Youth Service brochure	25
Y009	Youth Payment brochure	25
Y016	Young Parent Payment brochure	25

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 in all surveys in the past year – ka rawe!

Positive comments from young people
"I feel like I'm actually being listened to. They have helped me so much with my anxiety and other challenges. They gave me great advice when I didn't know what to do. I feel like I can actually talk without being judged. They have created a safe environment where I can speak freely."



[Click here for the full report](#)

88% of respondents were satisfied with the service they received in Youth Service

drop-in recap: transition to working age benefits

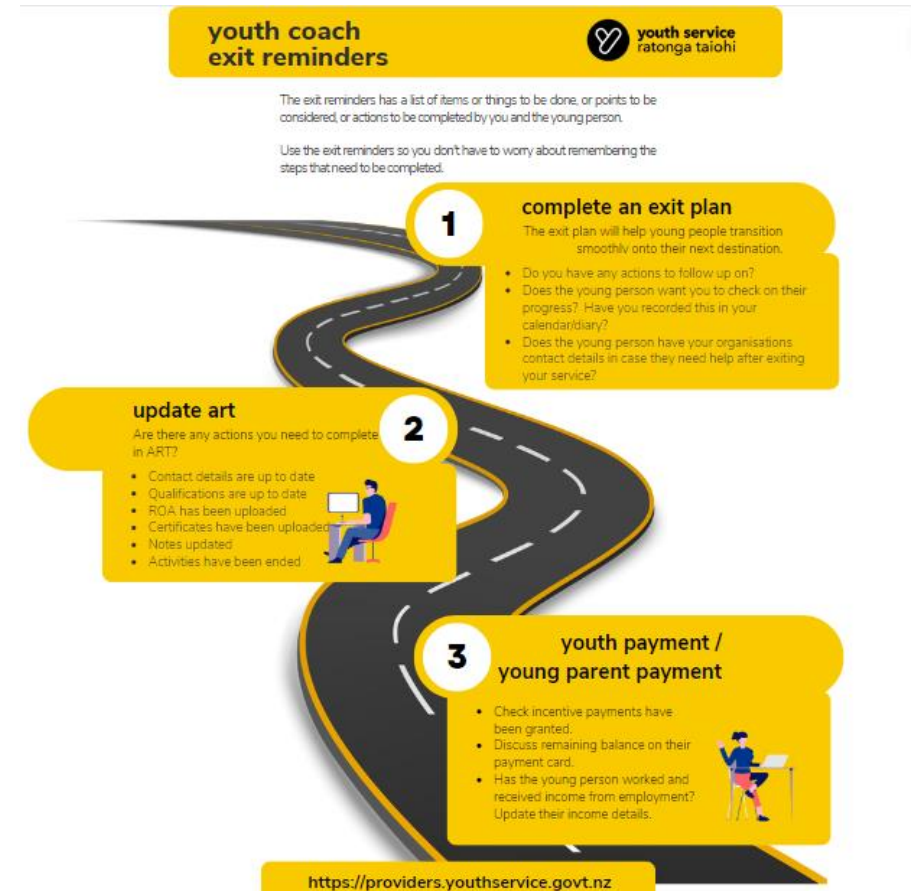
what you need to know about when it's time for taiohi to leave youth service

If a young person doesn't have an exit destination when they age out of Youth Service, they can transfer to a working age benefit.

Working-age benefits don't come with the same level of support as youth benefits and that can take some getting used to. To make this process run smoothly, the young person, youth coach, and Work and Income case manager will meet to discuss the appropriate support for when the young person transfers from Youth Service to Work and Income. Find out more at [transfer to a working age benefit | Youth Service providers](#)

You can also find advice and resources for preparing for a young person leaving Youth Service here: [preparing for an exit | Youth Service providers](#)

Click [here](#) to do the YP/YPP exits eLearning module



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slower payment card transactions tonight

Westpac is updating its system tonight, Thursday 5 December, from 8pm to midnight.

If young people's payment card EFTPOS transactions time out, they should try again.

There is a message on MyMSD to let young people know.



upcoming drop-in sessions

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

summer prep
Tuesday 10 December 10am

Over the Christmas and New Year period some things work a bit differently. Payment dates may be brought forward, emergency housing can be granted for 21 days, there is an obligation grace period, and applications can get extensions.

Come along to learn about these changes and ask any of your questions.

Join via [Teams](#)



This will be the last drop-in session for 2024! We will be uploading the 2025 schedule soon.
[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