

ratonga taiohi pānui

what you need to know

Rāmere 22 Haratua 2025



traffic light system and other changes live monday

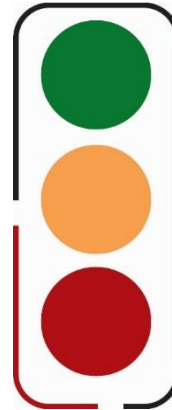
a quick recap of the traffic light system, jobseeker profile, and kōrero mahi seminar changes

By now you would have heard about the traffic light system, jobseeker profile, and kōrero mahi changes.

In short, from Monday (26 May):

- the **traffic light colours** will be in MyMSD and ART
- the wording in our text messages and letters will be updated
- young people transitioning onto a Sole Parent Support or Jobseeker Support will need to complete a **Jobseeker profile** in MyMSD before they leave Youth Service
- young people who transition onto Jobseeker Support with full or part-time work obligations will be booked into a **Kōrero Mahi seminar**.

Have any questions? Don't be a stranger.
Send us an email at
national_youthservice@msd.govt.nz



Learn more

Drop-in slides

[traffic lights and jobseeker profile drop-in | youth service providers](#)

eLearning

[changes | youth service providers](#)



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DEVELOPMENT**
TE MANATŪ WHAKAHIATO ORA

youth service survey

our quarterly survey is open now, encourage taiohi to complete it today!

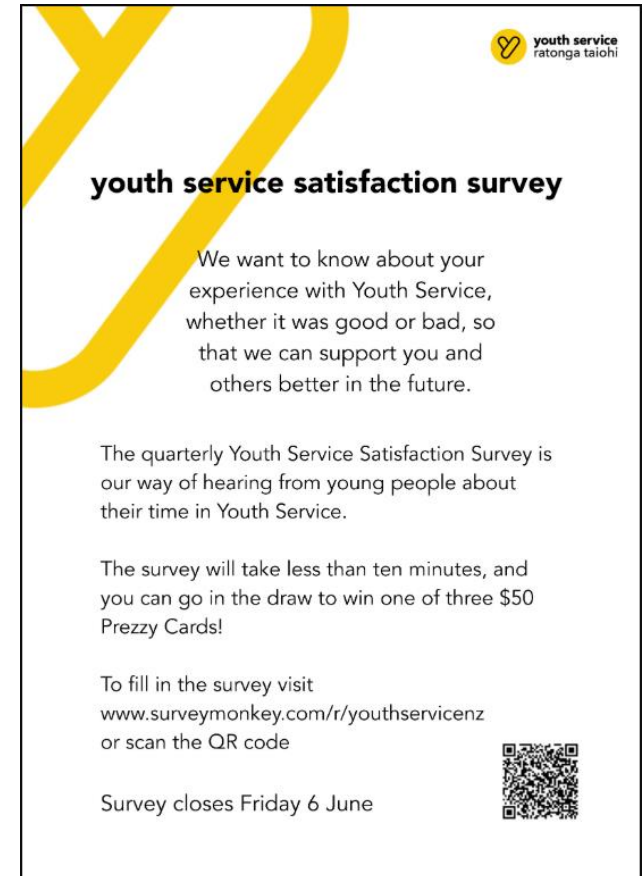
The Youth Service survey is the main way that we here at national office get to hear directly from taiohi around the motu about their experience in Youth Service. We use the responses from this survey to measure how satisfied young people are with your provider.

Please encourage the taiohi you work with to fill in the survey – the more responses, the better!

What's in it for taiohi?

- They'll go in the draw to get one of three sweet \$50 prezzy cards
- We use their feedback to improve the service for them and other young people
- Their responses are anonymous – they can give their honest feedback.

You might want to try printing a poster for your office like the one linked here



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drop-in recap – family violence support

here are some things that might help you support taiohi experiencing violence



Family Violence Response Coordinator

Each region has a Ministry of Social Development Family Violence Response Coordinator that can provide specialist advice, including services available within the family violence sector.

Get in touch with your Regional Contracts Manager to find out how you can contact them.

Tools and techniques four you

- The four R's
- [Family violence conversation starters | Ministry of Justice](#)
- [What Is Family Violence? | Are You OK](#)

ART admin

- Add a Family Violence [engagement alert in ART](#)
- Add a safely need (Category: Safety, Need: Family harm support)
- Do a Family Violence task (Category: Issues Management, Type: Family Violence)

Recognise

Listen without judgment
Avoid jumping to conclusions without facts
Ask general questions
Be mana-enhancing and non-threatening

Respond

How can we help
Am I comfortable having this conversation
What can I do to avoid escalation
Validate the emotions

Refer

MSD family violence co-ordinator
Call 0800 456 450 – family violence information line
Are you ok website
Bright sky app
Local refuge

Record

What action is being taken already?
What action is been suggested, if any?
Support or debrief
ART notes



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Youth Week is all about celebrating young people – their voices, talents, and the amazingness they bring to their whānau, friends and communities.

This year's theme is
Whai Wāhitanga – Take our Place.

This is all about belonging to spaces and communities, encouraging young people to speak up and own who they are, reaching for their dreams and stand proudly where they are now.

How are you celebrating Youth Week?

Email us at national_youthservice@msd.govt.nz and share what you got up to.



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upcoming drop-in sessions

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



transferring to another provider Tuesday 27 May, 10am

In this session, you'll learn how to help a taiohi move to a new provider without any stress, making sure they stay supported every step of the way.

In this session we'll cover:

- how to accept a transfer
- when to decline a transfer, and
- how to stay prepared ahead of a young person exiting your service.

[Join the teams meeting](#)

no drop in this week Tuesday 3 June

With the public holiday on Monday, we won't be having a drop-in session this Tuesday.

If you need anything, you can reach us at YSTraining@msd.govt.nz

induction for new youth coaches Wednesday 4 June, 10am

In this drop-in session we'll cover:

- what determines how youth service operates
- the people that help deliver Youth Service
- an overview of the Activity Reporting Tool (ART), and
- where to find information to help you in your role.

Come along to learn and connect with other new youth coaches.

[Join the teams meeting](#)

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

providers.youthservice.govt.nz

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