

ratonga taiohi pānui

what you need to know

Rāmere 26 Pipiri 2025

Thursday 26 May 2025



28 June to 13 July

reminder: end of quarter reporting is coming up

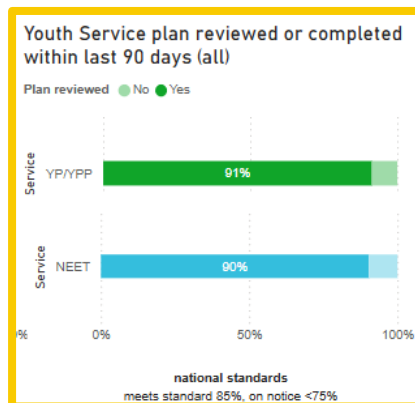
tips on how to meet each performance measure

Performance standards help us check if we're providing the right level of support for young people.

With the end of the quarter coming up, let's make sure everything is on track and ready to finish strong.

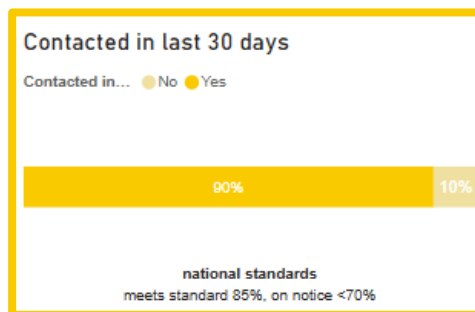
Youth Service plan reviewed every 90 days:

- Set reminders to review the plan every 60 days.
- Track goals to see if the young person is doing what they need to.
- Adjust as needed based on their progress.



Engagement:

- Contact the young person (taiohi) at least every 30 days to check-in.
- Don't wait until contact is overdue – you might not get in touch with them the first time.



Youth Satisfaction:

- Ask for feedback regularly on your coaching.
- Listen to their concerns and act on them.
- Keep them informed about changes made based on their feedback.
- Encourage them to complete the quarterly survey.



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end of quarter reporting continued

tips on how to meet each performance measure

Engaged in education, training, or work-based learning:

- Focus on their goals for education, training or work-based learning.
- Choose education activities that match their skills and interests.
- Use assessments (like [Tahatū](#)) to help pick the right options.
- For NEET taiohi in full-time work, make sure you are using the 'Paid Employment – NEET – 30hrs or more p/wk' – this will exclude them from the education measure.

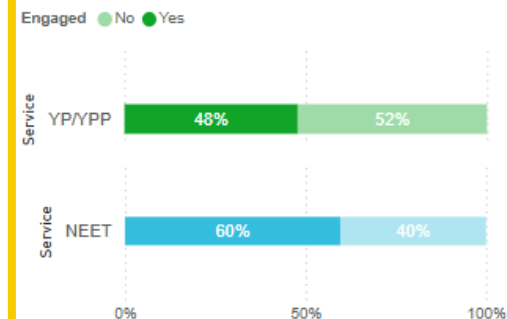
Achieved NCEA Qualification:

- Check the NZQA database for results and record them in ART
- Encourage them and celebrate milestones.
- Offer study support if needed.

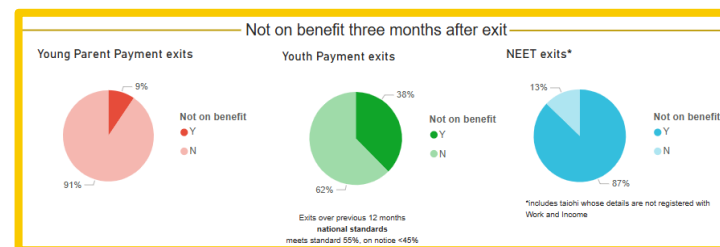
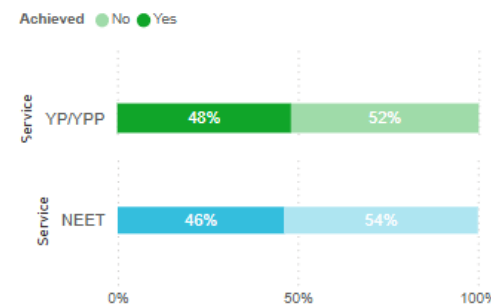
Not on Benefit 3 Months After Exit:

- Prepare for life after Youth Service by discussing career or study paths.
- Follow up after exit to ensure they don't need a benefit.
- Help them build skills to stay independent.

Engaged in full-time education, full-time training or work-based learning (all)



NCEA Level 1+ achieved before exit (all)



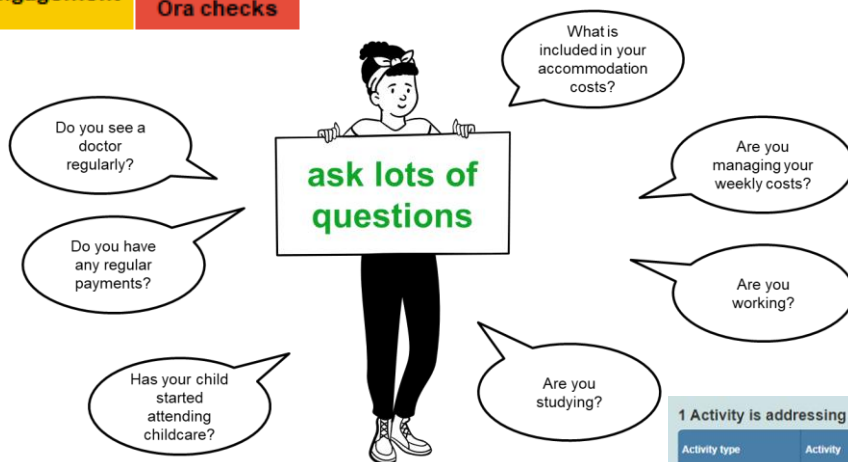
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drop-in recap: activities

Career planning	Paid employment NEET only	Agent for young person	Early Childhood Education	Budgeting appointment	General Health	House search
Driver licence	Part-time Education	Community organisation	Parenting appointment	Budgeting conversations	Medical exemption	Public housing
Education planning	Part-time Employment	Government agencies	Parenting conversations	Budgeting education programme	Primary Health Organisation	
Full-time Education	Part-time Training	Family reconciliation	Parenting education programme	Money management	Whānau and friends	
Full-time employment YP and YPP	Part-time work-based learning	Youth coach engagement	Well Child/Tamariki Ora checks			
Full-time Training	Work-based learning					
Limited Service Volunteer	Volunteering					
Job search						



Activities are actions a young person does to meet their **needs**.

- Activities have a start date.
- Some activities need an expected end date.
- Appointments should be entered as a note against the activity.
- Add as much detail as possible.
- Used for reporting.

1 Activity is addressing 1 client need						PRINT	NEW ACTIVITY
Activity type	Activity	Start date	Expected end date	Status	Needs addressed		
Appointment	Engagement with Youth Coach	01/02/2024	01/02/2025	In progress	Engagement*		Edit

You can find information [here](#)



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drop-in recap: needs

Budgeting	Community/ Sport	Driver licence	Education/ Training	Employment	Engagement	Family and friends	Government agencies	Health	Housing	Identity	Parenting	Safety	Wellbeing
Budgeting	Activities	Car	Education	Full time / part time employment	Engagement	Family reconciliation	Oranga Tamariki – Youth Justice	Dental	Sustainable accommodation	Cultural identity	Parenting	Family harm support	Mental and/or Emotional wellbeing
	Volunteering	Motorcycle	Training	Job search		Connections with others	Oranga Tamariki – Care and Protection	Disability		Personal identify		Sexual harm support	Physical health
	Sports	Forklifts	Work based learning	Work experience		Healthy relationships	Corrections	Hapū		Sexual identify		Protection orders	Spiritual health
		Other					Justice	Emotional and mental health needs					
							Ministry of Social Development	Vaping and smoking					
							Ministry of Education	Learning difficulties					
							New Zealand Police	Substance misuse					
								Sexual health					

A **Need** is a specific thing that addresses the barriers that stop taiohi from reaching their dreams and aspirations while in Youth Service.

Youth coaches add needs after a Youth Service plan has been created to reflect what's going on for the taiohi.

Needs must have **activities** assigned to them, with **notes** added to the activities.

Taiohi receiving payments will automatically be assigned needs based on their obligations (indicated with an asterisk). NEET service taiohi will have education and engagement.



Need

Education *

Transport

Engagement *

Full time / part time employment

Budgeting *

Create a new client need

Need category

Budgeting

Community/sport

Driver licence

Education/Training

Employment

Engagement

Family and friends

Government agencies

Health

Housing

Identity

Parenting

Safety

Wellbeing

New NEED – Sexual health
(Thanks for your feedback)



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drop-in recap: notes and face

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

Writing good notes is important

It means that it's less likely for decisions to be delayed
It will also help other youth coaches to support taiohi if you (as their youth coach) are away.

Dos for writing notes

- ✓ Add all details relating to one event in the same note
- ✓ Provide information about your engagement with the taiohi and any evidence you've sighted

Don'ts for writing notes

- ✗ Add notes directly into the 'notes' tab – put them under the appropriate activities
- ✗ Add information to a closed task

The three Rs

Record factual account of a young person's situation

Relevant to the young person's situation

Readable to another youth coach and YSSU staff

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

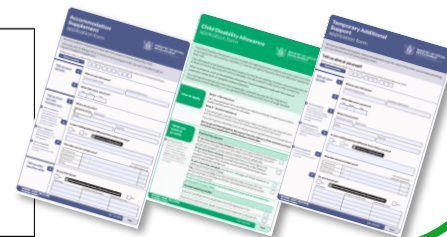
Full and correct entitlement (FACE)
means taiohi are receiving all the payments they are eligible for.

know the young person's current situation

confirm what financial assistance taiohi is **currently** receiving

- debt deductions (can these be adjusted?)
- income or cash assets?
- incentive payments?
- living at home or away?
- other children in the young person's care?

Full
And
Correct
Entitlement



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upcoming drop-in sessions

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



supplementary assistance and payment tasks

Tuesday 1 July, 10am

In this drop-in session we'll discuss:

- what tools are available to help you
- supplementary assistance that a young person may be entitled to, and
- how to complete ART tasks.

Come along to learn more about supporting taiohi receiving payments.

[Join the teams meeting](#)

induction for youth coaches

Wednesday 2 July, 10am

In this drop-in session we'll cover:

- what determines how youth service operates
- who delivers 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](#)

housing

Tuesday 8 July, 10am

In this drop-in session we'll talk about the housing support products and services available for taiohi, including:

- emergency housing responsibilities and activities
- social housing assessment
- transitional housing referrals

Bring along your questions

[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

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