



youth service
ratonga taiohi

ratonga taiohi pānui

what you need to know

Rāpare 4 Hakihea 2025

Thursday 4 December 2025



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



**Everyone can work together to understand, celebrate, and
accept disability as part of everyday life and work.**



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drop-in recap: transition to work and income

reasons taiohi exit youth service:

- age out of Youth Service, and (for YP/YPP) they have been in Youth Service for a minimum of six months
- reconcile with family and return home
- looking for work as a better option or already working
- moving to another area
- applies for a main benefit or StudyLink

want tips to prepare?

youth exit plans

update the exit plan regularly - so you're both prepared

the exit plan should include things like:

- next steps (details of further study, work, etc)
- qualifications and certificates they've gained
- current CV
- support people
- a checklist of things that they should have (including a bank account, IRD number, ID, an email address, a doctor, a driver licence, etc).

jobseeker profile and kōrero mahi seminar

- 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**.

youth coach exit reminders



The exit reminders has a list of items or things to be done, or points to be considered, or actions to be completed by you and the young person.

Use the exit reminders so you don't have to worry about remembering the steps that need to be completed.

1

complete an exit plan

The exit plan will help young people transition smoothly onto their next destination.

- Do you have any actions to follow up on?
- Does the young person want you to check on their progress? Have you recorded this in your calendar/diary?
- Does the young person have your organisations contact details in case they need help after exiting your service?

update art

Are there any actions you need to complete in ART?

- Contact details are up to date
- Qualifications are up to date
- ROA has been uploaded
- Certificates have been uploaded
- Notes updated
- Activities have been ended



2

3

youth payment / young parent payment

- Check incentive payments have been granted.
- Discuss remaining balance on their payment card.
- Has the young person worked and received income from employment? Update their income details.



learn more here:
[exit from youth service](#)



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check contact details for taiohi today!

now is a great time to make sure we have the right contact details in ART

Early next year, young people who are sanctioned will stop receiving SMS texts. Instead, they will get a letter that'll be uploaded to MyMSD.

More information about this change will be sent out next month.

To get things ready, we need to make sure young people's contact details are correct. Please check that their mobile number is right and still in use. They can update this through MyMSD, or you can do it through ART!

email

If a young person is still using their school email, support them to set up a new personal email so they do not miss important updates from MSD.

A quick check now saves a lot of stress later. Support your taiohi to keep their info up-to-date today!



**learn more about updating information in
ART: [change in circumstances](#)**



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payments over the christmas period



some young people will be paid early, make sure they know how it works

If a young person's regular payment day falls on a public holiday, they'll be paid early – this includes payments onto payment cards for taiohi on Money Management.

Check out the table to see the revised payment dates.



Christmas week	
Expected payment date	Revised payment date
Tues – 23/12/2025	No change
Wed – 24/12/2025	No change
Thurs – 25/12/2025	Wed – 24/12/2025
New Years week	
Expected payment date	Revised payment date
Tues – 30/12/2025	No change
Wed – 31/12/2025	No change
Thurs – 01/01/2026	Wed – 31/12/2025

! Make sure taiohi understand that this is NOT an extra payment or a permanent change

Their payment will go back to their regular payment after the Christmas and New Year public holidays.



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youth service experience survey

we use the survey to measure how satisfied taiohi are with the service

We want to hear what taiohi think about Youth Service so that we can celebrate successes and find the problems that need to be resolved.

We've started separating the YP/YPP and NEET results. We did this for the first time last quarter, and NEET responses were very low. Please encourage NEET taiohi in particular to complete the survey.

**It will close on
Wednesday
10 Dec**

**Encourage taiohi to fill in the survey:
send them a text message with a link
<http://www.youthservice.govt.nz/feedback>**



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upcoming drop-in sessions

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



summer prep

Tuesday 9 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 the teams meeting](#)

keeping ourselves well

Tuesday 27 January, 10am

In this session, we'll share easy tips to help you balance your whare tapa whā.

We'll talk about ways to build resilience and create new habits.

[Join the teams meeting](#)

induction for new coaches

Wednesday 4 February, 10am

In this drop-in session we'll cover:

- how legislation and policy determines the way 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 any 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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