

# ratonga taiohi pānui

what you need to know

**Rāpare 5 Poutū-te-rangi 2026**  
**Thursday 5 March 2026**



# International Women's Day



March 8

# youth service experience survey

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

Every quarter, we measure how satisfied taiohi are with Youth Service through the Youth Experience survey.

This measures one of our performance measures – *have a positive experience with the Youth Service.*

## What you need to do

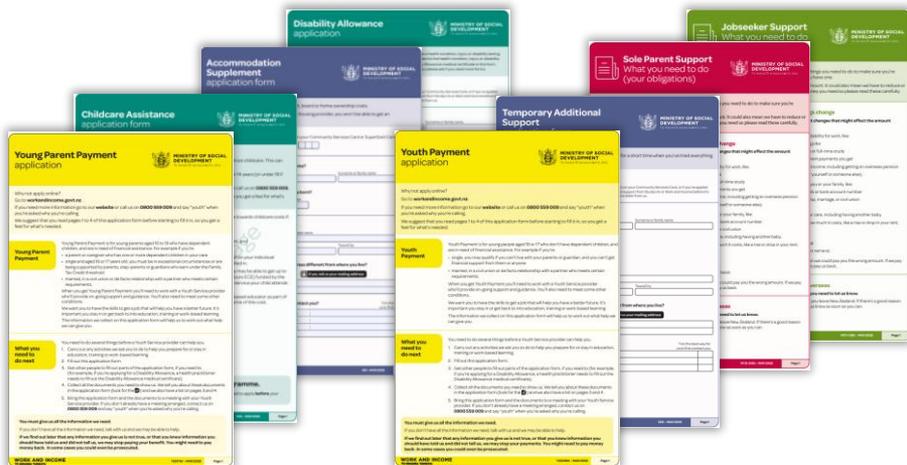
Encourage taiohi to fill in the survey. You could tell them:

- the feedback they give is used to improve the service and celebrate youth coaches doing great work
- yes, we do read every comment
- taiohi who fill in the survey go in the draw to win a \$50 prezzy card
- to visit [www.youthservice.govt.nz/feedback](http://www.youthservice.govt.nz/feedback).



# what changed this week

brief recap on the changes – need more? read last week's update



## New forms

Many of our forms have been updated. If you are printing or using the editable PDF forms, please check our website to make sure you are using the most up to date form.

*Editable PDFs* – [editable pdf application forms | Youth Service providers](#)

*Printed forms* – [forms | Work and Income](#)



## Treatment of board payments

For landlords, we started including payments from all boarders when calculating housing subsidies and the Income Related Rent social housing tenants pay.

### Learn more

[young people with boarder or renters | Youth Service providers](#)



youth service  
ratonga taiohi



MINISTRY OF SOCIAL  
DEVELOPMENT  
TE MANATŪ WHAKAHIATO ORA

# drop in recap – performance standards

part one – we have five key performance standards, here's what they are



**In education, training or work-based learning** – measured by the percentage of taiohi with a full time education activity in progress. Meets standard = 55%.



**Not on benefit three months after exit** – measured by the percent of taiohi who exited 3-6 months ago who didn't go on benefit within three months of exiting Youth Service. Meets standard = 55%.



**Satisfaction with service** – measured by the satisfaction survey. Meets standard = 85%.



**Achieved NCEA qualification before exit** – measures taiohi who exited in the past three months who had an NCEA qualification recorded. Meets standard = 55%.



**Enrolled and engaged** – measured by the percentage of taiohi contacted in the past 30 days, and the percentage of taiohi who have reviewed their Youth Service plans in the past 90 days. Meets standard = 85%.



# drop in recap – performance standards

## part two – tips to help you meet the standard

### Tip one – use the administration checklist and the milestone checklist in ART

This will help you to identify taiohi that need contacting, their plan reviewed, etc.

### Tip two – you can use a letter or an email from schools/training providers to confirm NCEA qualifications

If you are having trouble with this, tell them about our information sharing agreement. More on that here: [sharing information | Youth Service providers](#)

### Tip three – do the eLearning module

[youth service performance | Youth Service providers](#)

### Tip four – remember: 30 day contact and 90 day plan reviews is a minimum

We recommend scheduling appointments more regularly – based on the young person's situation.

# drop-in sessions for 2026

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

## Isv Tuesday 10 March, 10am

The Limited Service Volunteer (LSV) Programme is a free six week programme where young people take part in a range of activities to help them move on to jobs, training or study.

Learn more about the programme and how you can support taiohi to access it.

[Join the Teams meeting](#)

## hardship assistance Tuesday 17 March, 10am

Hardships are one off payments to help taiohi pay for an immediate or essential need.

In this session we will go over:

- what hardship payments are available, and
- which ones they need to pay back.

[Join the Teams meeting](#)

## digital suite Tuesday 24 March, 10am

Come learn about the digital suite program designed to equip young people with the skills they need to thrive in today's job market and secure employment opportunities.

In this session, we will discuss what you can do to prepare taiohi for employment.

[Join the Teams meeting](#)

### full drop-in schedule

[drop-in sessions | Youth Service providers](#)

# realising the dreams and aspirations of youth

tau awhitia te taiohi, ka puta ki te wheiao

[providers.youthservice.govt.nz](http://providers.youthservice.govt.nz)

[national\\_youthservice@msd.govt.nz](mailto:national_youthservice@msd.govt.nz)