



youth service
ratonga taiohi

ratonga taiohi pānui

what you need to know

Rāpare 11 Pipiri 2026
Thursday 11 June 2026



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

The Youthline team



spotlight on performance – engaged in education



this month we will be highlighting ways you can improve performance in the key indicators

how it's measured

It counts all of the young people who have an education activity 'in progress' or marked as 'complete' within the past 90 days. Young people who have an exemption and NEET who have a paid employment activity are excluded from this measure.

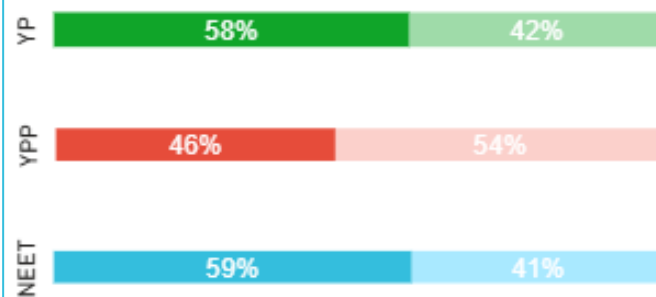
how we're doing

Nationally, we're meeting the measure for taiohi receiving Youth Payment and NEET taiohi but not for taiohi receiving Young Parent Payment. Overall, the percentage of taiohi in education has been increasing since January.

tips for meeting the measure

- **Reconfirm education**
Currently 232 education activities need reconfirming. That's over 4% of taiohi in Youth Service. (Tip: use the milestone checklist).
- **If YP/YPP can't be in education now, apply for an exemption**
Remember: exemptions can be granted for family violence, separation, court conditions and more.
- **If YP/YPP refuse to be in education, consider a sanction**
Remember, taiohi agree to be in education when they apply for payments. If they refuse without a good and sufficient reason, they are not meeting their obligations.

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



Learn more

- [in full-time education, training or work based learning - performance measures | eLearning](#)
- [exemptions](#)
- [youth activity obligation failures](#)



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drop-in recap – transferring taiohi between providers

some tips to make sure transfers go smoothly

When a young person tells you they are moving or they have already moved, check ART.

Key things to check:

- **Alerts** – key ones to think about:
 - engagement (eg, preferred name, disabilities, pronouns)
 - safety (the young person's and their new providers)
- **Contact details** (including new address)
- **Recent engagement** you've had with them
- **Youth Service plans**
- **Anything else that'll help** – don't make young people tell their story more times than they need to.



What to do in ART - Follow the eLearning guides

- [YP/YPP transfer to another provider](#)
- [NEET transfer to another provider](#)

Learn more

- [Transferring between providers](#)
- [Alerts eLearning](#)



youth service experience survey closes this week

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

WE WANT YOUR FEEDBACK!

Scan the QR Code
to go straight to the
survey



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

Please reach out to your young people and encourage them to fill in the survey to give feedback. After filling out the survey, taiohi will go into the draw to win a \$50 prezzy card!

🌟 New feature: We can now accept more than one response per device. This means that you can ask taiohi to use a device to complete the survey 🌟

The survey will close on Friday 12 June.

Link to the survey

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



youth service plans Tuesday 16 June, 10am

Come join us as we'll go over:

- what a Youth Service plan is
- what needs to be in a Youth Service plan
- how often it needs to be reviewed and uploaded into ART.

[Join the Teams meeting](#)

needs, activities and notes Tuesday 23 June, 10am

In this drop-in session we'll discuss:

- how you can make sure a young person is receiving their Full and Correct Entitlement (FACE)
- the importance of good notes attached to the right activities, and
- tips and tricks on how to record information.

[Join the Teams meeting](#)

face & supplementary assistance Tuesday 30 June, 10am

FACE stands for Full and Correct Entitlement. We will cover how you can make sure taiohi are receiving all the payments they are eligible for.

We will go also through the extra payments that taiohi may be eligible for on top of their main benefit.

[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

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