

ratonga taiohi pānui

what you need to know

Rāpare 9 Paengawhāwhā 2026
Thursday 9 April 2026



message from yssu – high-volume exit period

advice from yssu on when to escalate, and things to check to make sure it can be processed

April each year is an exciting time for many of our young people who are exiting Youth Service. This excitement brings a busy period for YSSU, especially for those young people who are moving on to a main benefit.

When to escalate an exit task

We understand that there will be certain situations when a young person's task may need to be prioritised, like when a young person has specific circumstances that may be impacted if their payments are not immediately reviewed.

Read the next slide for information on what you should check before escalating the task, and the best way to do the escalation.



Remember: if young people have an immediate and essential need you should always support them to apply for hardship assistance.

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advice from yssu on when to escalate, and things to check to make sure it can be processed

Before you escalate the task

Please ensure you have checked the following when considering requesting an escalation:

- Have all documents been completed?
- Have you linked these documents to a 'YP/YPP Transition to a Main Benefit' task?
- Has the young person completed their Jobseeker Profile?

If this is not provided before escalating the task, or YSSU needs more information, you will need to escalate the task again once you have provided the information.



How to escalate the task

When escalating a task please send one email per young person to youth_escalations@msd.govt.nz, and use the template below:

Client number:

Client Name:

Task Type:

Date final documents were loaded:

Brief reason for escalation [specific to your young person's situation]:



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upcoming drop-in sessions

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

money management Tuesday 14 April, 10am

In this drop in session we'll cover:

- the purpose of Money Management
- setting up redirections
- using the payment card
- the suppliers' list and adding new suppliers
- how to help taiohi come off Money Management.

[Join the Teams meeting](#)

obligations and sanctions Tuesday 21 April, 10am

Young people who receive a payment have youth activity obligations. A tool that can be used to make sure young people meet these obligations is sanctions.

In this session, we will dive into what the youth activity obligations are, and when you should consider using sanctions.

[Join the Teams meeting](#)

service performance Tuesday 5 May, 10am

Service performance standards are checks we use to make sure young people are getting the right level of support.

In this session, we will go over:

- how those standards work
- what they look like in action
- how to add information in ART.

[Join the Teams meeting](#)

full drop-in schedule

[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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