

Ratonga Taiohi Pānui

what you need to know



**KIA KAHA
TE REO MĀORI**

client experience survey results for Jul-Sept 2023

amazing mahi team!

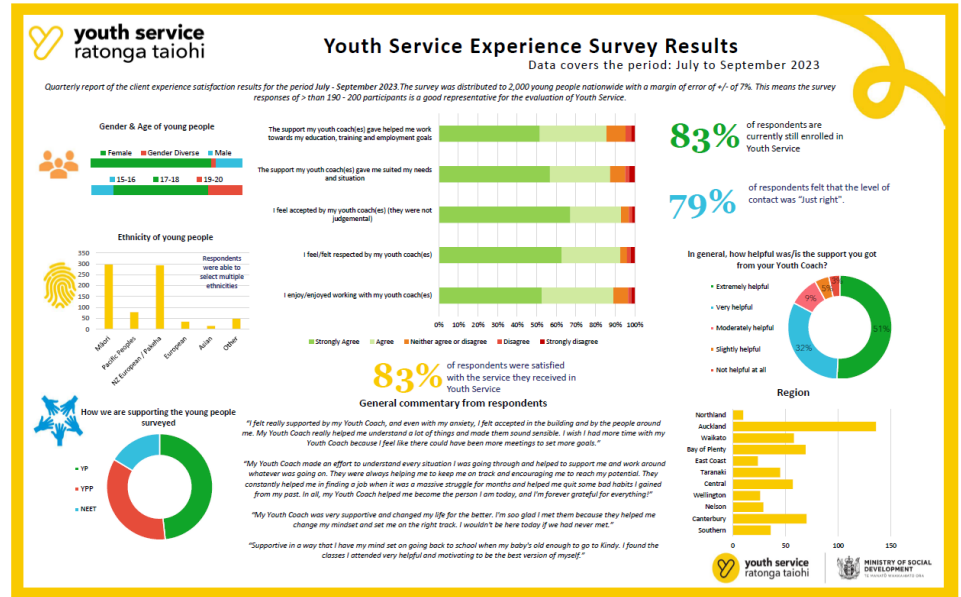
The Q1 Youth Service Experience Survey Results for the period from July to September 2023.

83% of young people enrolled in Youth Service are satisfied with the service they receive!

Great work Ratonga Taiohi!!

“The best support I've ever had, both mentally and physically. They were always there when I needed someone to vent to and talk about my emotional and mental moments. I will always appreciate the laughter and tears I shared with them. I will always appreciate everything they've done for me. No words can explain my gratitude I have for my Youth Coach and my other Youth Coach when they left.”

“My personal experiences with youth services have been all-around positive. Both Youth Coaches I've had, have been supportive, considerate, and constructive with my situation. It's a good feeling knowing that I always have the option to go to someone when I need help or have questions. Being able to get advice when needed, having a wide variety of health and well-being services available, and just having someone there solely to support you is something that anyone in any situation needs in their day-to-day life.”



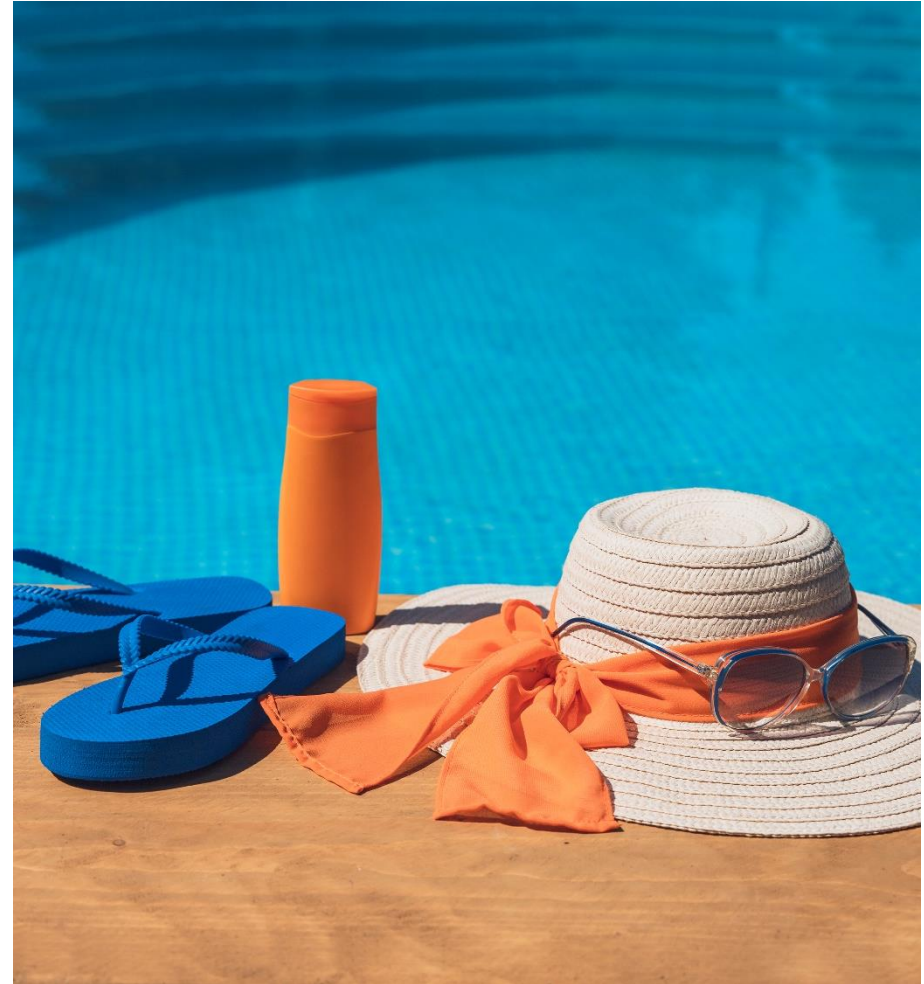
Winter Energy Payment ending 1 October

The Winter Energy Payment (WEP) is ending on Sunday 1 October

The WEP is a non-taxable benefit paid with the client's benefit, New Zealand Superannuation or Veteran's Pension to support eligible clients to meet their household heating costs during the winter payment period.

The Winter Energy Payment (WEP) is ending on Sunday 1 October

- We're writing to clients to let them know.
- We're also putting reminders in MyMSD, on social media and on the Work and Income website.
- If any of the clients you're speaking with are concerned about how they'll manage, please explore other ways we may be able to help them. This continues to be a very tough time for a lot of people.
- The WEP restarts on 1 May 2024.



youth service
ratonga taiohi



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

bank account evidence reminder

bank account evidence ensures we're paying the right person into the right bank account

Bank account evidence is required when a young person or their agent chooses to use a bank account that we don't already hold in our system. This means:

- there's no bank account evidence recorded, and
- we've not made any payments to this account for them before.
- If the bank account has a different suffix to an account, we hold in our system then no evidence is required.
- If you have concerns about the changes being made by a young person, you must have them complete a [Change of Bank Account form](#) and provide evidence of the bank account.

Examples of acceptable bank account evidence:

- A bank statement
- A bank print-out stamped by the bank
- A letter from the bank
- ATM print-out
- An internet banking print-out displaying the web address
- Image of online banking (screenshot or photo).

Always check the bank account evidence has the:

- ✓ Bank logo **and**
- ✓ Bank account number (does not have to show suffix) **and**
- ✓ Account name(s)

Read more [bank account evidence here](#)



youth service
ratonga taiohi



MINISTRY OF SOCIAL
DEVELOPMENT
TE MANATŪ WHAKAHIATO ORA

drop-in recap: using the pause principles

With Sonja Eriksen, Principal Disability Advisor at MSD

Using the pause concept, and traditional understandings of mental wellbeing, this session provided tips and tricks to help get the best out of every day for both yourself and your taiohi.

The seven pause principles to apply when things start getting stressful

1. be 'on-purpose'
2. question and listen
3. risk experimentation
4. reflect and synthesise
5. consider inside-out (our feelings, sensations and emotions) and outside-in (mentally observing ourselves) dynamics
6. foster generativity (make your mark by caring for others)
7. be authentic

Pause language to help take time when your heart starts racing

- "I would like to reflect on that a bit..."
- "I feel like this would benefit from having input from others..."
- "I'd like to think on that overnight..."
- "Would you mind if I rethought our approach..."
- "Is there an option to change this...?"

tinana physical	wairua spiritual	hinengaro mental & emotional	whānau family, community
Go for a walk in the bush, by the water, outside in nature	Spend 10-15 mins this evening being grateful	Cry, rage, rant, share as needed	Spend time with your whānau doing something you all enjoy
Do something that your body enjoys – bike ride, walk, bake a cake, colour	Meditation, guided imagery	Share with others about what you learnt today and what it means to your practice	Have a coffee with a friend, make a call or send a text to someone you miss
Help someone out with a physical task	Think about your like journey and where you are since this time last year	Watch a series on a streaming service with popcorn and chocolate	Make a list of the things your community does for you

join the final wellbeing drop in next week – [info here](#)



youth service
ratonga taiohi



MINISTRY OF SOCIAL
DEVELOPMENT
TE MANATŪ WHAKAHIATO ORA

He Puaawai Teen Parent Unit video

The Waikato Wellbeing Project meet the young parents at He Puaawai Teen Parent Unit

- Watch this incredible snapshot of the support that's available for young people who enrol at teen part units.



upcoming drop-in sessions

our drop-ins focus on the technical aspects that are unique to our service

wellbeing series: mental wellbeing and tips for coping psychologically
10am Tuesday 19 September



Gerard Hoffman is a highly trained clinician, facilitator, clinical supervisor, and Wellbeing Consultant. In this session, he'll dig deeper into mental wellbeing and self care, using Te Whare Tapa Wha and practical wellbeing planning.

Join via [Teams](#)

ART for administrators
10am Thursday 26 September



This drop-in is for anyone that has administration privileges (e.g. team leaders/managers) in ART. It's going to cover what you need to know to check information is up to date and correct, and where information is pulled from to create the reports that meet the requirements of the Master Outcome Agreement.

Join via [Teams](#)

You can find the full drop-in session schedule on our provider site here:

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

or print the [breakroom poster](#)



youth service
ratonga taiohi



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

Ratonga Taiohi pātaitai reo Māori

Youth Service Māori language quiz celebration Te Wiki o te Reo Māori with us!

Join us for our quiz to celebrate te reo Māori, bring your lunch and your mates and join in on the fun.

Rārangi take All Quiz questions will be from ngā rauemi (resources), which can be found here:

- [Ngā haki - Rugby World Cup flags](#)
- [Te reo o te tari - Taupaepae](#)
- [Te reo o te tari – Ngā mihi](#)

Ngā pātai Quiz questions will include whakamāoritia/whakapākehātia (translating) words, phrases, questions and more

The winners will be announced in the Youth Service update!

- **Whakahono mai** To join us just log into the [Teams call](#), write your answers into an email and send them through to ystraining@msd.govt.nz
- **Kuhu mai** Participate as an individual or find some friends and enter as a team

Your host: Russell Hockley from Tuiora in Taranaki

Thank you to our Quiz master Panapa Poutawa from the Youth Service Wellington office!

Midday on [Teams](#)

Rāapa 13 Hepetema

Wednesday 13 September



KIA KAHA TE REO MĀORI



youth service
ratonga taiohi



MINISTRY OF SOCIAL
DEVELOPMENT
TE MANATŪ WHAKAHIATO ORA

our mahi cards

top tips for getting people into jobs

As part of the MSD **Our Mahi** campaign, we've developed a set of printable cards with some of our people's top tips for getting people into jobs.

how you might use these cards to prompt conversations in your team

These cards are great for people leaders to start a conversation about mahi their teams. Each card has a top tip for getting taiohi into jobs.

- Cut out these cards, shuffle them and hand one out to each team member, face-down.
- Each person reads theirs out loud and the team talks about the tip.
 - Would it work for them? Why/why not?

Understand the young person's goals and steer them towards what they want, not just what's there	Listen, be curious and authentic - and make every conversation count	Paint a picture for taiohi - describe the brighter future they will have	Work together with our wider whānau, including employers and providers, to help get taiohi into work
Encourage young people to think about LSV - it changes lives	Ask for a commitment, such as going to course	Getting the right taiohi to the right programme or course	Break their big goal down into manageable steps
Have a conversation about what they feel is stopping them from having a job - then help them work through it	Let the taiohi know about other places they can get support	Helping the taiohi see how they can have an impact on their community	First impressions count - support the taiohi to make sure their voicemail and social media are appropriate
Help them make a plan - where they are today, where they want to be, and how they can get there	Follow up - check they met their commitments and whether it was right for them	Do the basics - check their CV and cover letter	Build their confidence, such as by helping them acknowledge their worth



download the cards [here](#)



youth service
ratonga taiohi



MINISTRY OF SOCIAL
DEVELOPMENT
TE MANATŪ WHAKAHIATO ORA

call for taiohi research participants

what youth really understand about their rights

Amelia and Laura are Forensic Psychology Masters students at Te Herenga Waka, Victoria University of Wellington.

They're looking into what youth really understand about their rights, and what might be confusing.

For their thesis they're aiming to explore legal rights understanding with taiohi aged 10 to 18 years of age, who have had their rights read to them by a police officer or been involved in the justice system (e.g. appeared in the youth court, been in remand homes, etc).

- It is important to note that they do not want or need to know any details about this, just that rangatahi meet this criteria.
- This research will also be confidential and anonymous - no names or other identifying features will be used.

While international and New Zealand research has found that the general community struggle to understand their legal rights, no research exists in New Zealand with rangatahi who have/or had police/justice involvement. They will also educate rangatahi by using pictures and symbols to deliver the rights, which previous research in New Zealand with the general community has found an improvement in understanding. They expect this will be an important avenue to explore with rangatahi due to learning difficulties and other factors.

They'll also arrange to present or share the findings with you (e.g. presenting to the staff).

If this research has sparked an interest, then the flyers and consent forms can be [downloaded here](#) if you would be happy to share this with taiohi.



download the info [here](#)



youth service
ratonga taiohi



MINISTRY OF SOCIAL
DEVELOPMENT
TE MANATŪ WHAKAHIATO ORA

realising the dreams and aspirations of youth

tau awhitia te taiohi, ka puta ki te wheiao

w: providers.youthservice.govt.nz

e: national_youthservice@msd.govt.nz