

# ratonga taiohi pānui

what you need to know



# new payment card map

see where all the payment card suppliers are in google maps

The new payment card supplier map is here!

Find out where there are registered suppliers near taiohi for all of the different things they need.

Visit [www.youthservice.govt.nz/suppliers](http://www.youthservice.govt.nz/suppliers) to check it out!

**Can't find the right store in your area?**

Visit the [Youth Service website](http://www.youthservice.govt.nz) to find out more about registering new suppliers.



# youth service client experience survey

for a chance to win a \$50 prezzy card!

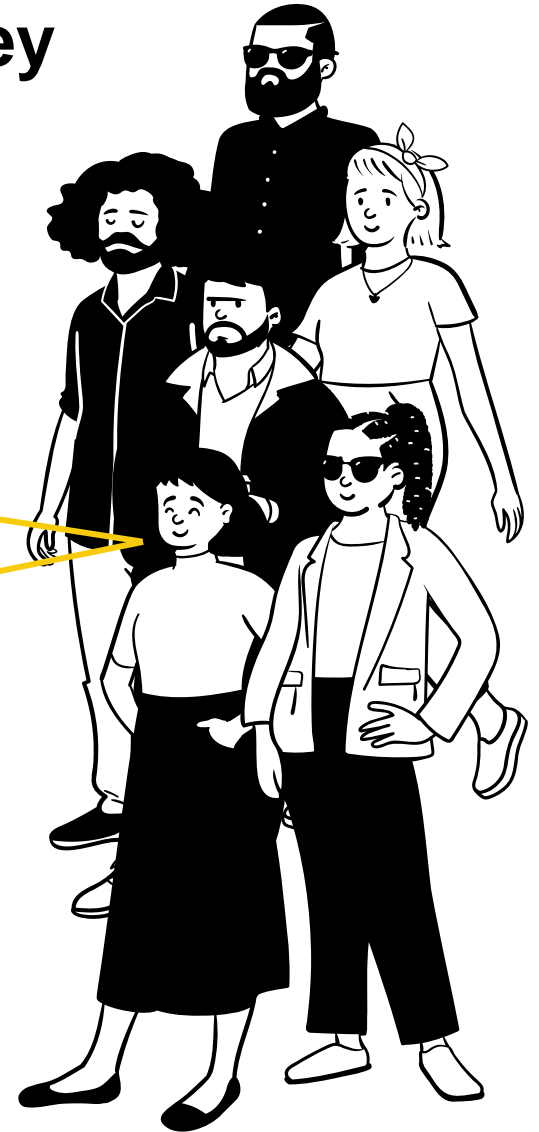
We've sent emails to young people today asking them to complete the Youth Service experience survey. However, we understand that not everyone uses email or regularly checks it.

Here's where we need your help!

We want to know about their experience, whether it was good or bad, so that we can better support young people enrolled in Youth Service.

Could you send the link below, asking young people to take part in the survey? By doing so, they'll be entered into a draw for a chance to win a \$50 Prezzy card!

[www.surveymonkey.com/r/YouthServiceNZ](http://www.surveymonkey.com/r/YouthServiceNZ)



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# transgender week of awareness

**13 November – 19 November is Transgender Week of Awareness!**

transgender is an umbrella term for people whose gender identity and/or gender expression differs from what is culturally typically associated with the gender they were assigned at birth.

Have a look at the [‘rainbow diversity’](#) e-Learning module on our Youth Service provider website to learn more.

You can find more resources on how to support gender diverse taiohi at [Gender Minorities Aotearoa](#) or [InsideOUT](#).



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# drop-in session recap: housing

## part one: emergency housing

In the drop-in session, we covered all of the things you need to know about helping taiohi with housing.

### The end-to-end emergency housing process

To determine if a young person is eligible for an Emergency Housing Special Needs Grant you will need to [follow this process](#).

### Guide for taiohi in emergency housing

Everyone in emergency housing will receive [this guide](#) that covers what they can expect and what is expected from them.

### Emergency housing supplier standards

Since 6 November 2023, the Emergency Housing Special Needs Grant can only be paid to suppliers who have opted-in to the standards\*. [Find out more here](#).

\*[with some exceptions](#)



# drop-in session recap: housing

## part two: housing support and e-Learning modules

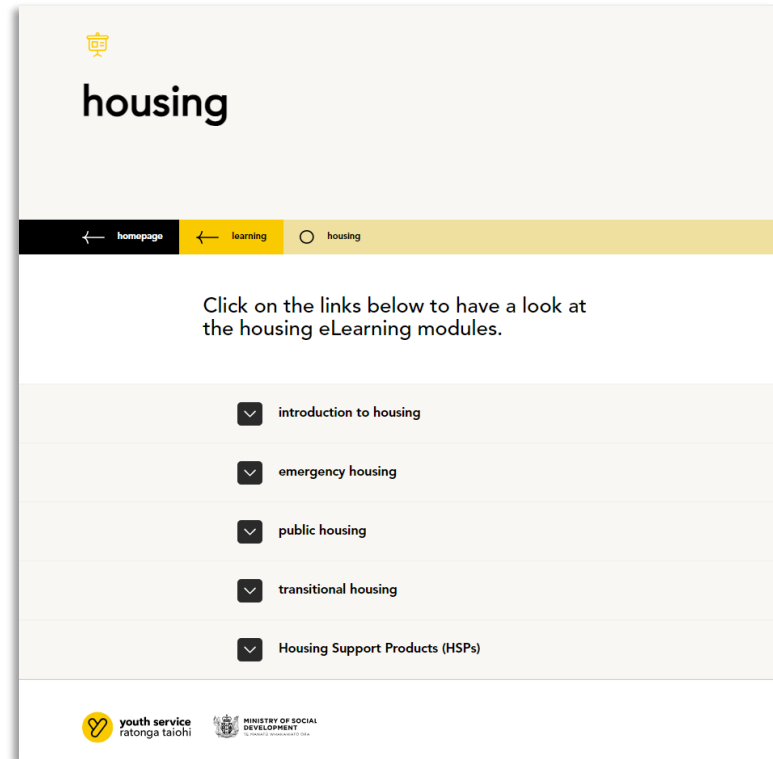
In the drop-in session, we covered all of the things you need to know about helping taiohi with housing.

### Housing support products and services

There are plenty of different products and services available. You can [find them on the provider site](#).

### e-Learning modules

These have been updated. You can [find them here](#).



# tips and tricks from the youth service support unit

every week the youth service support unit will be sharing some advice

## **making sure each assistance application is on a different task in ART**

If you're requesting multiple forms of support for a young person, it is important to make sure that each request is a separate task in ART.

For example, if a young person is requesting assistance for food, Accommodation Supplement and Temporary Additional Support, please create separate tasks for each application.

Adding Accommodation Supplement and Temporary Additional Support applications to hardship tasks may cause delays in processing as not all YSSU staff are trained to process them.



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# upcoming drop-in sessions

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

**transferring to work and income**  
**Tuesday 21 November, 10am**



If the young person doesn't have an exit destination when they age out of Youth Service, they can transfer to a working age benefit.

In this session, we will cover what that process looks like and answer any questions you have.

Join via [Teams](#)

**supporting taiohi into employment**  
**Tuesday 28 November, 10am**



We know that outcomes are better for taiohi who remain in education or training, but occasionally employment may be the only pathway.

Here we will cover things to consider when assessing if work is the best option for taiohi. We'll also go over the resources available that can help you get taiohi into work.

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](#)



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# realising the dreams and aspirations of youth

tau awhitia te taiohi, ka puta ki te wheiao

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