

Ratonga Taiohi Pānui

what you need to know



money management recap

young people receiving a payment from MSD are generally required to be on money management

- money management was introduced with in the inception of Youth Service in 2012
- it was designed so that youth coaches can help taiohi manage their payments so that all their important costs are paid

money management in brief

- while receiving financial assistance, every day costs and essential bills are redirected
 - whatever is left over is used for a weekly allowance of up to \$50
 - any money left over will be put onto your personal payment card
- this continues until taiohi age out or qualify to come off money management**

redirections come out of a young person's benefit to cover:

- **accommodation costs** are rent or board expenses
- **everyday living costs** are things like phone, internet, power bills
- **debts** could be a car that has been purchased through HP

not all payments are subject to money management

if a young person is granted Disability Allowance, Child Disability Allowance, Unsupported Child's Benefit, Orphan's Benefit, or Training Incentive Allowance or another payment that isn't subjected to money management they'll get more than just their in-hand allowance

payment card balance transfers

when there is an **essential need** that they can't use their payment card to meet but they have enough funds to cover the cost – you can apply to have their payment card balance transferred to meet this need.

Want to learn more about Money Management?
[Click here for the learning module](#)



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coming off money management

taiohi can come off money management when they...

- ✓ get their budgeting incentive
- ✓ have no sanctions (last 6 months)
- ✓ show sound financial judgement including no unjustified hardships
- ✓ continue compliance with obligations

Remember: include detailed notes in your recommendation to YSSU

Once taiohi are off money management: keep having your budgeting conversations!

money management - questions from coaches

a few questions and answers from today's money management drop-in



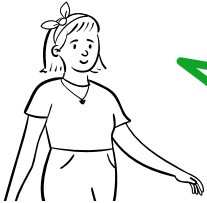
what do we do if landlords don't want to fill in the redirection forms?

- If the person or organisation being setup to receive payments isn't on our system, they **must complete the Retailer/Supplier/Payee details form**
- It can be good to talk to a landlord about why MSD needs this information
- You can consider whether the young person is able to come off Money Management



what ID do landlords need to provide?

- When being set up to receive payments, we need the Retailer/Supplier/Payee details form, bank account evidence, identification, and a Merchant ID (if they have one)
- **We don't need photo ID** when setting up redirections of benefit payments.
- However, if the young person needs to make a one-off payment, like bond or rent in advance, we'll need photo ID if that supplier isn't in our system.
- If someone doesn't have photo ID (i.e. their landlord is 65+) add detailed notes in ART, with two forms of supporting identification or give YSSU a phone call to discuss.



what's the difference between a supplier and a payee?

- A **supplier** is someone we make a **one-off payment** too, like a hardship payment, e.g. tenancy bond.
- A **payee** is someone we make **regular, ongoing payments** to, like when we redirect fortnightly payments for rent.



why is information in the Payment Summary not always up-to-date?

- We make payments on Tuesdays, Wednesday or Thursdays to young people. The Payment Summary, changes in circumstances, and our payment cycles may mean the information on the summary isn't up to date when you check it.
- You can learn more about reading a [Payment Summary here](#)
- If the Payment Summary isn't saying what you expect it should and there haven't been any recent changes in circumstance, please email us at national_youthservice@msd.govt.nz with details so we can explore what's going on further.

[Click here read about Money Management](#)



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International Non-Binary People's Day (14 July)

Last Friday was International Non-Binary People's Day

Let's use this opportunity to recap some simple, but important, information about gender identity, and how we can best support non-binary taiohi and colleagues.

- Gender identity is a person's own sense of identification as male, female, neither, both, or somewhere in between.
- More people are identifying with a gender other than 'male' or 'female'. This might sound like a recent development, but in some cultures gender diversity has traditionally been acknowledged and celebrated.

what you can do...

Here's some things to consider when interacting with taiohi:

- Ask what name and title your taiohi use and what pronoun they prefer (eg: she/he/they/zhe/xe)
- Don't use their former name (or "dead name") as it can be hurtful and embarrassing, and can create anxiety

Here's some ways you can integrate gender diverse inclusivity at work:

- Instead of saying "ladies" to a group of people, try to incorporate language that isn't gendered, like "folks" or "hoamahi" (work friends)
- Normalise pronouns, such as by including in your email signature and when you introduce yourself at meetings, and to new staff members
- When you hear someone use the wrong pronouns for a friend, colleague or young person, gently correct them

Want to learn more about rainbow diversity?
[Click here for our learning module](#)



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upcoming drop-in sessions

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

transferring clients between providers

10am Tuesday 27 July – Join via [Teams](#)



In this drop-in session we're cover:

- how to accept a client transfer
- when to decline a client transfer
- how to stay prepared ahead of a young person exiting your service

Complete the [eLearning module](#) and bring your questions

FACE & supplementaries

10am Tuesday 1 August – Join via [Teams](#)



In this drop-in session we're cover:

- how to complete a FACE check
- what tools are available to help you
- supplementary assistance that a young person may be entitled to

Complete the [eLearning module](#) and bring your questions

**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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missed an update?

we're archived all our past Youth Service updates

- You can easily access all the past Youth Service updates on the Youth Service provider website
- The full archive includes a list of the topics covered in each issue
- If you want to search for a topic, you can visit the full archive and use **ctrl + F** to find a topic



Bookmark the updates webpage [here](#) so you can catch up with all our comms

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search... Q myMSD

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updates

get the latest news and updates on Youth Service

keep up to date with reading the youth service updates every Tuesday and Thursday afternoon.

- ▼ full archive of past Youth Service updates
- ▼ May 2023
- ▼ June 2023
- ▼ July 2023

realising the dreams and aspirations of youth

tau awhitia te taiohi, ka puta ki te wheiao

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