

Ratonga Taiohi Pānui

what you need to
know



recap on FACE

Full and Correct Entitlement

- Full and correct entitlement (FACE) means taiohi are receiving all the payments they are eligible for
- This could include Accommodation Supplement, Temporary Additional Support, Disability Allowance and other supplements
- This also includes Budgeting, Parenting and Education incentive payments
- Completing a FACE check means you've talked to the taiohi, asked questions, and have a full picture of their situation – and you're sure they are receiving everything they're entitled to

Here's some of the things you might ask about:

- Have they been working?
- Has their address or accommodation cost changed? Does their accommodation cost include food? Are their accommodation cost correct in our records?
- Are they continuing in study or have they left? Are they starting a new course of study?
- Are they in a relationship?
- Have they had health problems lately or seeing the doctor more often?
- Do they have any regular on-going payments?
- Has their child started attending childcare? Does the childcare charge fees?
- Have they completed any budgeting or parenting programmes previously? Do they have a certificate from this?



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Child Support Pass On

From 1 July, child support collected by Inland Revenue (IR) will be passed on to sole parents on a benefit

Quick recap:

- Young Parent Payment clients may start getting child support payments from IR
- We'll count these payments as income for calculating their benefit and most other payments they get from us
- IR will share most types of child support payment information with us – but best practice is that YPP tell us if they get any child support payments
- The first payments will be passed on to parents from **Tuesday 22 August 2023**
- Sole parents on a benefit will no longer have to apply for child support through IR
- If the child support payments the YPP get take them over the benefit income limit, we'll keep paying them their benefit but at a reduced rate

[read details about the changes here](#)

Inland Revenue (IR) letters going out from 15 June

- From Thursday 15 June, IR is writing to sole parents on a benefit who receive child support through IR, asking them to add or update their bank account details. This is to ensure IR pays the money into the right account from Tuesday 22 August.

Keep an eye out for more details about eLearning modules and drop-ins on these changes



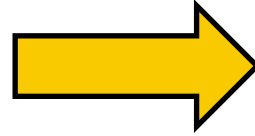
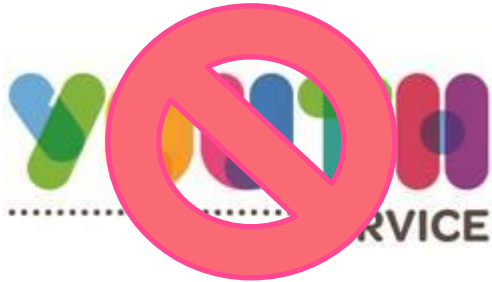
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Youth Service branding

Our logo and branding changed in 2020 – please remove old branding from websites etc



Did you know?

- Our wordmark contains both English and te reo Māori translations of the name of our service
- We have different colour themes for when we talk about parenting, NEET/education/employment, housing, payments, and well-being
- You can get help and advice on using the Youth Service brand by emailing us at: national_youthservice@msd.govt.nz

THEME
PREFERRED (MAIN)



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HEX #F9CA00

THEME
HOUSING



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HEX #ED801F

THEME
PARENTING



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HEX #E64C3A

THEME
PAYMENTS



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HEX #10A529

THEME
NEET/EDUCATION/EMPLOYMENT



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HEX #34BEDD

THEME
WELL-BEING



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HEX #F96A75

upcoming drop-in session - driver licence programme

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

We work with Waka Kotahi NZ Transport Agency to help our young people get their licence and learn to drive safely.

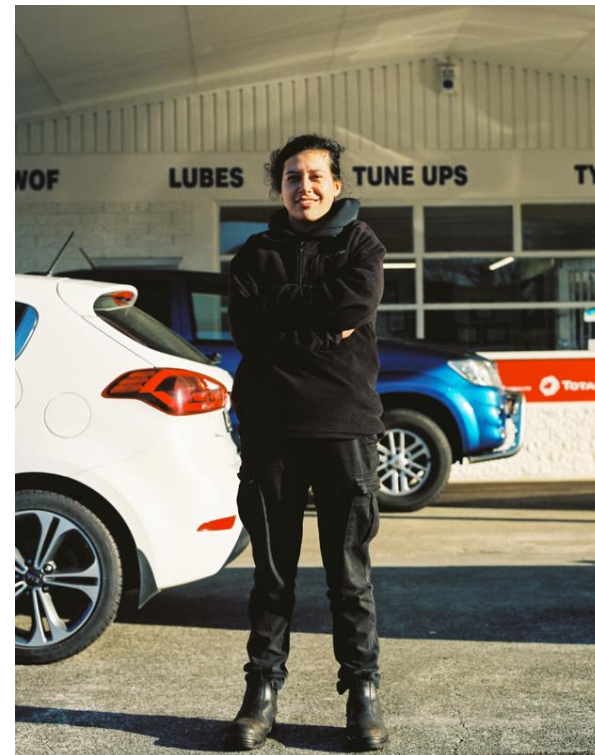
There's no cost to taiohi to get their licence – and any taiohi enrolled with Youth Service can get assistance.

We'll pay for:

- driving tests-written and practical
- driving lessons
- ID such as a Birth Certificate

In this drop in session we'll cover:

- how to record taiohi licence status in ART
- how to provide the correct documents and details to ensure the costs are reimbursed
- What's covered in the programme and recent changes



You can find the full drop-in session schedule
on our provider site here:
[drop-in sessions | Youth Service providers](#)

Tell us what you think of our drop-ins

We're planning for the next block of Drop-Ins and what to hear from you.

Our online Drop-In sessions have been running since 2021
They're the main way we provide training and coaching

We want to know from you:

- Do the drop-ins work for you and your team?
 - Are they the right time of day?
 - Is the video and audio quality OK?
 - How easy is it for you to join in on the sessions?
- Are we covering the right topics?
 - What do you want covered?
 - Would they be better with guest speakers?
 - Should the content be delivered in a different way?
- What can we do to make our training more effective for you and your team?
- If you haven't attended a drop-in yet, why not?



Please send your feedback to us at ystraining@msd.govt.nz



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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