



youth service
ratonga taiohi

ratonga taiohi pānui

what you need to know

Rāpare 20 Whiringa-ā-rangi 2025

Thursday 20 November 2025



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“fraud prevention is a team effort – don’t sit on the sidelines”. We all share a responsibility in preventing fraud.



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drop-in recap: young parent support

Products for young people

- Training Incentive Allowance
- Course Participation Allowance
- Guaranteed Childcare Assistance,
- Childcare Assistance
- Flexible Childcare Assistance
- Child Disability Allowance
- Student Allowance Transfer Grant
- Extra help
 - Temporary Additional Support, Accommodation Supplement, Disability Allowance
- Incentive payments
- Unsupported Child Benefit and Orphans Benefit



young parent obligations

change of circumstances	Change of living situation, children in care, partner, hospital, going overseas
engagement	Attend and participate in regular catch ups
education	Full-time secondary or tertiary education, training or work-based learning
parenting	Parenting programme, child enrolled with PHO, Well Child Tamariki Ora checks up to date
budgeting	Budgeting programme and regular budgeting conversations

Service performance

- be engaged or remain in education, training or work based learning
- have obtained or be working toward at least NCEA level 2 or equivalent
- have an achievable plan for employment, further education or training on exiting the Service
- not be in receipt of a main Work and Income benefit
- have their well-being improved
- feel supported towards achieving their aspirations
- have a positive experience

Needs and activities

- Needs are specific activities (for example budgeting) that a young person has
- an activity is something a young person must do to meet their obligations (for example, a budgeting programme)



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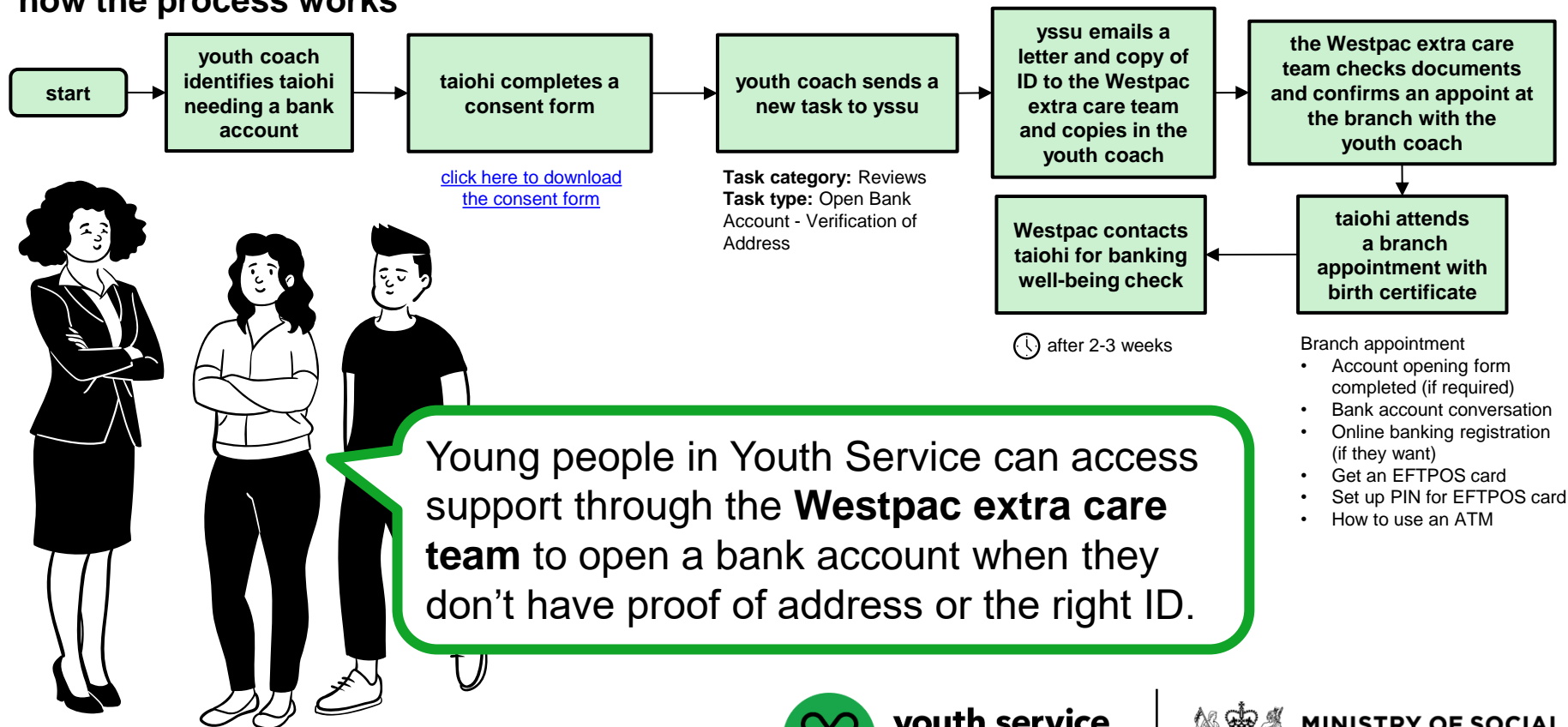
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helping taiohi to open a bank account

the westpac extra care team for taiohi in youth service to open a bank account

Young people in Youth Service aged 15-17 only need a **Birth Certificate** plus a **letter from MSD from YSSU** to open a Westpac bank account, get an EFTPOS card, and get set up on online banking

how the process works



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Find the ART task under:

> **Reviews > Task type:**
Open Bank Account - Verification of Address

Add a new task

Task category

Task type

Send task to

CONTINUE

CANCEL



We need to know...

Preferred branch, best time/day for a branch appointment, and a reason for the young person to open an account.

Add your work email so YSSU can copy you into the email to the extra care team

learn more here: [opening a bank account](#)

Add a new task

Task category:
Reviews

Task type:
Open Bank Account - Verification of Address

Send task to

The Youth Service Support Unit will provide a letter of support and verification of address to open a bank account on request from the youth coach.

*** Please attach a signed 'setting up a bank account' consent form ***

You can get the form from here:

https://www.youthservice.govt.nz/assets/Consent-forms-v2/Youth-Service_Bank-Account-Set-Up_Consent-Form_Client-Name.docx

How did you interview the young person? *

If Face-to-Face, you must have matched their ID and/or they must be known to you as their Youth Coach
 If Phone, you must use identification questions to confirm the ID of the young person

Can you confirm that you have fully identified the young person? *

If Yes, continue.

If No, cancel this task.

Can the young person take the original version of their Birth certificate to the branch appointment? *

If the young person can't take the original copy of their birth certificate to the branch appointment, the copy will need to be certified by a trusted referee. See more details here: <https://www.westpac.co.nz/assets/Business/institutional/documents/Forms/Trusted-Referee-Reference-Sheet-Westpac-NZ.pdf>

Please state the reason for taiohi needing a bank account *

For example, benefit application, starting first job, to pay rent/bills

What is the preferred Westpac branch for the face to face appointment? *

You can use the Westpac branch finder here: <https://www.westpac.co.nz/contact-us/branch-finder/>

Please indicate any preferred days/times for a branch appointment *

For example Monday afternoons/Wednesday lunchtime/ anytime after 3pm

Is there any additional information we should know about when considering this application? *

If there is no additional information, add 'No'

Youth Coach work email address *

YSSU will copy you into the email with the Westpac extra care team so they can follow up with you. Please provide your email address

Double check the email address is correct before submitting this form.

Consent form *

Please confirm the completed consent form has been attached to this task

Attachments to be linked to the task

Name	Size	Category	Description	Added	Actions
Bank-account-consent-form_client-name.docx NEW	48.94 KB	Consent Form	Banking consent form	27/03/2025	DELETE

[LINK AN EXISTING ATTACHMENT](#)

[ADD A NEW ATTACHMENT](#)

CREATE TASK

CANCEL



changes to how we assess board payments

collecting boarder information to prepare for the changes to how income from boarders is treated

What's changing?

From 2 March 2026, payments from all boarders will be included when we:

- calculate how much young people who have boarders can get for housing subsidies (eg Accommodation Supplement or Temporary Additional Support), and
- calculate how much rent young people with boarders will pay for Income Related Rent (IRR) in a public housing property

This change means young people who receive income from boarders may get paid less for housing subsidy or pay more for Income Related Rent.

From 24 November 2025, we'll send people an email if they get a housing subsidy from us or live in public housing.

From Monday, young people with boarders can now upload their boarders payments information to MyMSD, or their youth coach can add it in ART.

We'll ask for their:

- name and address
- boarder's name
- boarder's date of birth, if known
- boarder's contact details, and
- board payment amount.

Board payments are either:

- payments for accommodation and food paid by someone who is not on the tenancy agreement, or
- payments by someone living in public housing who is not on the tenancy agreement and is not the tenant's partner or dependent child.

[Encourage young people to engage with the email](#)

[Click here for more information](#)



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youth service experience survey

we use the survey to measure how satisfied taiohi are with the service

We want to hear what taiohi think about Youth Service so that we can celebrate successes and find the problems that need to be resolved.

Previously, results were shown as a combined overview of all cohorts. Now, we'll separate them so we can clearly see results for YP/YPP on their own and NEET on their own.

**Encourage taiohi to fill in the survey:
send them a text message with a link
<http://www.youthservice.govt.nz/feedback>**



The survey is now open



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upcoming drop-in sessions

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



service performance reporting Tuesday 25 November, 10am

Performance standards help us check if we're providing the right level of support for young people.

Let's make sure everything is on track and ready to finish strong. We will discuss tips on how to meet each performance measure

[Join the teams meeting](#)

transfer to work and income Tuesday 2 December, 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 the teams meeting](#)

Induction for new coaches Wednesday 3 December, 10am

In this drop-in session we'll cover:

- how legislation and policy determines the way Youth Service operates
- the people and teams that help deliver Youth Service
- where to find information to help you in your role
- You'll also get to meet some other new youth coaches and be able to ask us any questions

[Join the teams meeting](#)

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