

# ratonga taiohi pānui

what you need to know




LET'S START FLIPPING THE SCRIPT

# BOYS WILL BE BOYS

**CARING**  
**SUPPORTIVE**  
**ETHICAL**  
**RESPECTFUL**  
**FRIENDLY**  
**GENEROUS**  
**AWESOME!**

BOYS BECOME THE MEN WE TEACH THEM TO BE

 [whiteribbon.org.nz](http://whiteribbon.org.nz)

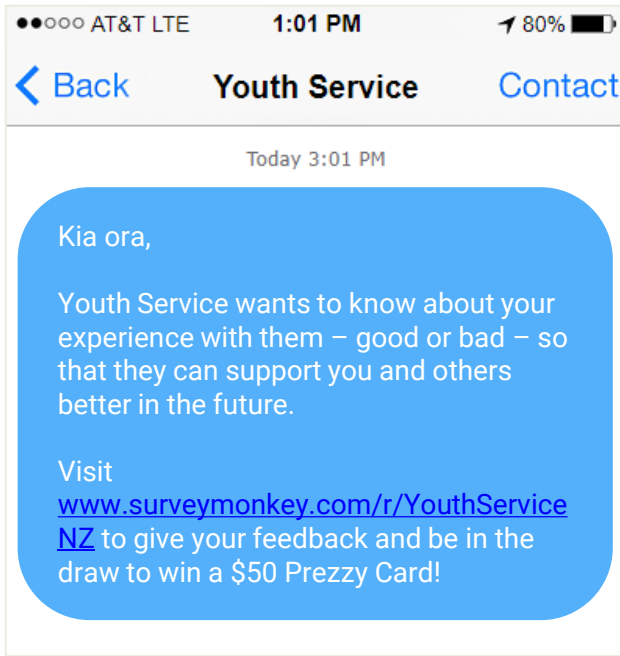
# youth service experience survey

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

Last week we sent out the experience survey to our taiohi across the motu. So far, over 300 taiohi have responded.

To get a representative sample we need more taiohi to respond – that's where you come in! Please reach out to your taiohi and encourage them to fill in the survey.

Here's a message you can use to text taiohi:



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# exemptions from youth activity obligations

when taiohi can't meet their activity obligations they may be able to get an exemption

Exemptions can be made where the young person is unable to reasonably meet their youth activity obligations for a specified period of time.

If the young person is suitable for an exemption, you need to:

- meet and discuss the reasons the young person is applying for an exemption
- ensure the activity section in ART is updated
- upload supporting documentation to ART (where applicable).

You must send YSSU a notification to review the young person's circumstances to determine if a partial or full exemption should be applied.

Learn more about [exemptions on our website](#).



# share the ‘what matters most’ survey with taiohi

encourage your young people to have a say on the “What Matters Most” survey

Mana Mokopuna – Children and Young People’s Commission wants to know what’s most important to the mokopuna of Aotearoa New Zealand.

A simple one-question online survey asks: ‘In your world, what matters most?’ and responses will help inform the Commission’s strategic priorities for the coming years.

## Here are the survey links:

English-version: [www.surveymonkey.com/r/L2TKH6H](http://www.surveymonkey.com/r/L2TKH6H)

te reo Māori version:

<https://www.surveymonkey.com/r/6NCF9SF>

The survey is designed for children up to age 18 and care-experienced young people up to age 25, and is also open to whānau members and adults who work with children.

The survey closes at **midnight on Sunday 26 November.**



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# drop-in recap: transition to working age benefits

## what you need to know about when it's time for taiohi to leave youth service

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

Working-age benefits don't come with the same level of support as youth benefits and that can take some getting used to. To make this process run smoothly, the young person, youth coach, and Work and Income case manager will meet to discuss the appropriate support for when the young person transfers from Youth Service to Work and Income. Find out more at [transfer to a working age benefit | Youth Service providers](#)

You can also find advice and resources for preparing for a young person leaving Youth Service here: [preparing for an exit | Youth Service providers](#)

Click here to do the YP/YPP exits eLearning module

**youth coach exit reminders** 

The exit reminders has a list of items or things to be done, or points to be considered, or actions to be completed by you and the young person.

Use the exit reminders so you don't have to worry about remembering the steps that need to be completed.

- 1 complete an exit plan**  
The exit plan will help young people transition smoothly onto their next destination.
  - Do you have any actions to follow up on?
  - Does the young person want you to check on their progress? Have you recorded this in your calendar/diary?
  - Does the young person have your organisations contact details in case they need help after exiting your service?
- 2 update art**  
Are there any actions you need to complete in ART?
  - Contact details are up to date
  - Qualifications are up to date
  - ROA has been uploaded
  - Certificates have been uploaded
  - Notes updated
  - Activities have been ended
- 3 youth payment / young parent payment**
  - Check incentive payments have been granted.
  - Discuss remaining balance on their payment card.
  - Has the young person worked and received income from employment? Update their income details.

<https://providers.youthservice.govt.nz>

# tips and tricks from the youth service support unit

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

## applications need to be completed within 20 working days

It's important to make sure that all the supporting documents for an application are with YSSU within 20 working days of contact.

Sickness, leave and unexpected things happen. Make sure your service has a plan so that things don't get missed when a youth coach is away.

If the requested critical documents are not submitted by the lapse date without a good and sufficient reason, YSSU will lapse the application on the 21st day. The young person will need to restart the application process again. There is no review of decision option available for lapsed applications.



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# looking after ourselves as COVID-19 spikes

## nobody wants covid for christmas

Te Whatu Ora has reported [a recent spike in COVID-19 cases](#). So it's worth taking care, especially as we approach the festive period.

### Remember:

- stay at home if you're sick or have tested positive for COVID-19
- make sure you're up to date with your COVID-19 booster, if eligible
- wear a face mask in closed, crowded or confined spaces
- take a RAT if you have symptoms or have been in close contact with a positive case.

These measures will help us protect ourselves as well as our friends and whānau, especially those who are high-risk.



# upcoming drop-in sessions

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

**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](#)

**summer prep**  
**Tuesday 5 December, 10am**



Over the Christmas and New Year period some things work a bit differently. Payment dates may be brought forward, emergency housing can be granted for 21 days, there is an obligation grace period, and applications can get extensions.

Come along to learn about these changes and ask any of your questions.

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

w: [providers.youthservice.govt.nz](http://providers.youthservice.govt.nz)

e: [national\\_youthservice@msd.govt.nz](mailto:national_youthservice@msd.govt.nz)