



ratonga taiohi
youth service

Ratonga Taiohi Pānui

what you need to know



**MINISTRY OF SOCIAL
DEVELOPMENT**
TE MANATŪ WHAKAHIATO ORA

Thursday 27 April 2023

fraudulent emails, texts, phone calls, incorrect links, and social media messages.

We are aware some Youth Service providers have received fraudulent emails with some inappropriate messaging.

We take these types of messages seriously and have forward these onto the Government Communications Security Bureau for follow-up and action.

Please continue to stay vigilant.

It is important, if you receive suspicious emails or messages please follow your own IT security policies and also report these to us at national_youthservice@msd.govt.nz.

It is also timely to check the Youth Service website to make sure your contact details are up-to-date:

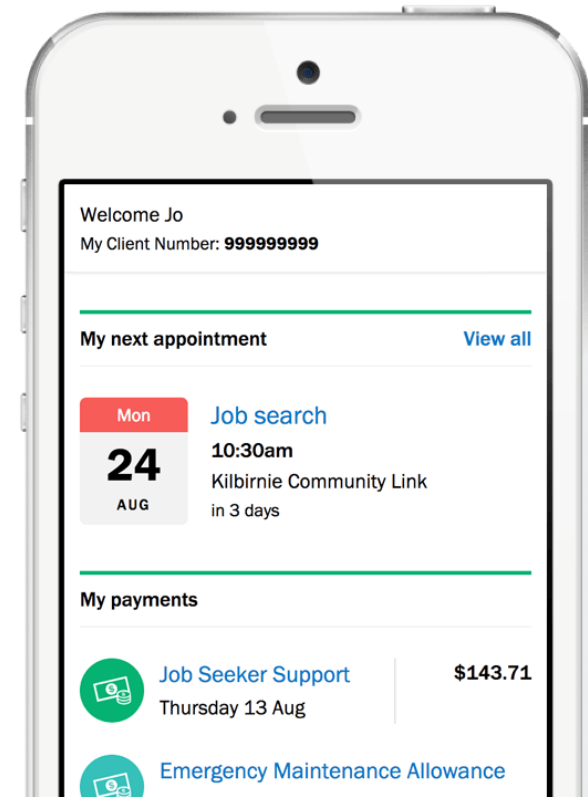
[find your nearest provider | Youth Service - ratonga taiohi](#)

system upgrades this weekend

On **Sunday 30 April from 6am to 4pm**, we're upgrading our systems which will impact MyMSD.

There may be times when clients can't log in. When they *can* log in, they'll be able to declare wages and check payments, but won't be able to apply online, see their payment card balance, or update their details.

From 7am to 10am, MyStudyLink and Apply Online will be undergoing planned maintenance. Clients will be able to view their information, but they won't be able to apply, update their details or make any changes.

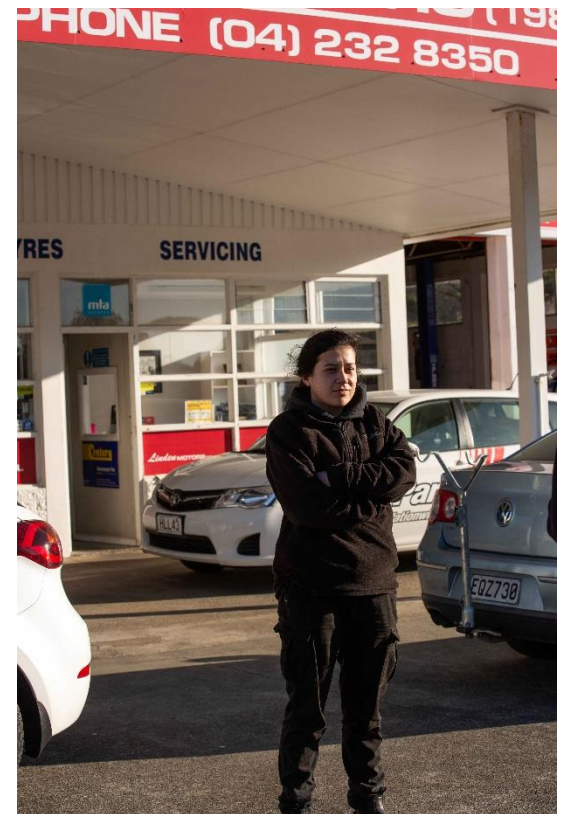


reminder to exit NEET clients who have aged out

When taiohi reach the age of 18 years and they are not continuing in education, training or work-based learning they are to be exited from the Youth Service unless:

- they were enrolled in an activity that ends in December. They can remain in service until 31 March the following year.
- if employed they can stay until they have completed 6 months employment.
- All NEET who turned 18 in the previous year must be exited by 31 March (unless they are still receiving six month in-work support)

You can find more information about exits on our [provider site](#)



drop-in sessions (online)

Our drop-in sessions focus on the technical aspects that are unique to our service.

Each week we focus on a different aspect on Youth Service.

Below are some of the upcoming drop-in sessions for 2023. All drop in sessions are held online via Microsoft Teams.

If you'd like other sessions or topics covered, email us at ystraining@msd.govt.nz.

Date	Session	Teams Link
10:00am Tuesday 2 May	Full and Correct Entitlement (FACE) and supplementary assistance	Click here to join the meeting
10:00am Tuesday 9 May	hardships	Click here to join the meeting
10:00am Tuesday 16 May	needs and activities	Click here to join the meeting

[View the full schedule here](#)



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how did today's Youth Service update land with your team?

We're always keen to improve. If you have any thoughts, feedback or suggestions get in touch with us at:

national_youthservice@msd.govt.nz

Want more information? Make sure you check out our Youth Service provider website:

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



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Email:

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