

Malo e lelei



Youth Service Support Unit's display for Tonga Language Week

Ratonga Taiohi Pātaitai Reo Māori Youth Service Māori language Quiz celebration Te Wiki o te Reo Māori with us!

Join us for our quiz to celebrate te reo Māori, bring your lunch and your mates and join in on the fun.

Rārangi take All Quiz questions will be from ngā rauemi (resources), which can be found here:

- [Ngā haki - Rugby World Cup flags](#)
- [Te reo o te tari - Taupaepae](#)
- [Te reo o te tari – Ngā mihi](#)

Ngā pātai Quiz questions will include whakamāoritia/whakapākehātia (translating) words, phrases, questions and more

The winners will be announced in the Youth Service update!

- **Whakahono mai** To join us just log into the [Teams call](#), write your answers into an email and send them through to ystraining@msd.govt.nz
- **Kuhu mai** Participate as an individual or find some friends and enter as a team

Your host: Russell Hockley from Tuiora in Taranaki

Thank you to our Quiz master Panapa Poutawa from the Youth Service Wellington office!

Midday on [Teams](#)
Rāapa 13 Hepetema
Wednesday 13 September



KIA KAHA TE REO MĀORI



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promote the client experience survey!

for a chance for taiohi to win a \$50 Prezzy card!

Survey closes Monday 11 September!

We've sent emails to young people asking them to complete the Youth Service experience survey. However, we know that not everyone uses email or regularly checks it.

Here's how you can help!

Send the link below or get them to scan the QR code. We'll enter everyone who completes the survey into a draw for a chance to win a \$50 Prezzy card!

<https://www.surveymonkey.com/r/YouthServiceNZ>

So far we've had ~500 responses (48% YPP, 37% YP and 15% NEET)

We're aiming for 600 responses. Please encourage your taiohi to take part.



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deep dive into obligation failures

each Thursday we're diving into ways you can check taiohi payments are correct!

2% of our taiohi have an obligation failure

Completing a FACE check means you've talked to the taiohi, asked questions, and have a full picture of their situation – and you are sure they are receiving everything they're entitled to.

activity obligation failures ([read more here](#))

- All clients receiving YP, YPP and young partners are subject to an activity obligation failure if they don't comply with their activity obligations without good and sufficient reason.
- You must discuss re-compliance options with a client if they are not meeting their activity obligations or if a sanction has been imposed.
- A client can re-comply with their activity obligations by participating in the same or a similar activity to the one which they failed.
- As soon as a client re-complies you must send a notification to YSSU and capture their re-compliance under the Activity Management section of ART.

What you should do next

- Complete a FACE check to get a full picture of their situation, especially if things might have changed

Before you recommend an activity obligations failure make contact with the young person to find out why they haven't complied with their obligations.

When a young person has failed to meet an obligation, work with them to help them re-comply within 5 working days before their payments are affected or to establish if the client has a good and sufficient reason for not undertaking an activity.



National statistics	Has an obligation failure	Is on Money Management	Receiving Education incentive	Receiving Budgeting incentive	Receiving Parenting incentive	Receiving Accommodation Supplement	Receiving TAS	Receiving Disability Allowance	Receiving TIA
Full and Correct Entitlement	2%	63%	11%	47%	46%	56%	6%	1%	12%

Table 1. national rates of young people receiving payments, subjected to Money Management, or with an obligation failure



[Click here to read the FACE guide](#)

Completing a FACE check means you have talked to the taiohi, asked questions, and have a full picture of their situation



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We're updating our supplier registration forms

we're improving our supplier registration forms - updated forms from 11 September

From Monday, 11 September, new fields will be added to the supplier registration forms to gather more information upfront

- Suppliers who want to accept the Youth Service payment card can now use the online form
- We're asking for more detail about what types of goods and services are being provided
- We're adding an option for suppliers to say if they want to be an emergency housing accommodation supplier
- New suppliers can choose to register with us using the online or paper form

you'll be able to get the new forms on [the Work and Income website](#) from Monday 11 September



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spotlight on teen parent units

TPUs are for teenage students who are parents or pregnant

TPUs make it possible to study as a full time parent.

More than just a school, a TPU is a community of young parents with the same goal – to finish their secondary education and provide future opportunities for themselves and their child.

TPUs provide wraparound support

- they work closely with an affiliated Early Childhood Education (ECE) provider, community groups and government agencies

what you can do

- Check in with your local TPU. You can see the list of TPUs [here](#) and see what they offer their students
- Talk to young parents about TPUs and share information about what they can expect when they enrol

Find out more about [Teen Parent Schools here](#)

What TPUs offer

NCEA levels 1, 2 and 3

regular nurse visits

individual learning plans

support with legal matters

social work support

hospitality and other star courses

parenting support

fun, laughter, friendship and connection

cooked meals everyday

transport

work experience & gateway opportunities

childcare while taiohi learn

surfing, skating, boxing, gym, kayaking and netball competitions!

help with housing

budgeting advice

driver licencing and lessons

First Aid



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drop-in recap: Limited Service Volunteer (LSV)

LSV is a free 6-week live-in course for young people run by the NZ Defence Force

Hundreds of young people have joined LSV and built the confidence and skills to get work-ready and make a fresh start in life. LSV sets out to improve self motivation, self confidence, self discipline, confidence and team work for participants.

top messages from today's drop in

- 17-year-olds are accepted on a case-by-case basis
- It's for young people who are either on benefit or at risk of long term benefit dependency
- It's super active, they get out of comfort zone, and should expect it to be demanding
- Encourage young people to attend the [Bluelight Life skills programme](#) first
- Each camp has 4-5 MSD staff members to support outcomes for participants
- There's 3 camps - Burnham (Christchurch), Trentham (Wellington), Whenuapai (Auckland)
- Multiple courses each year- January to October start dates
- Application form, Medical Assessment and Police Vetting Check is needed to apply
- Course Participation Assistance and Programme Fund can be used for course items

watch the videos

- ['Life-changing' 17-year-old top of the intake](#)
- [about the Limited Service Volunteer LSV course](#)

further information

- [pre-march in gear list](#)



“I wanted to gain more confidence in myself and motivation, and prove to myself I can commit myself to something important.”

– Trainee Wichman, 2022

Find out more:
[Limited Service Volunteer course - Work and Income](#)



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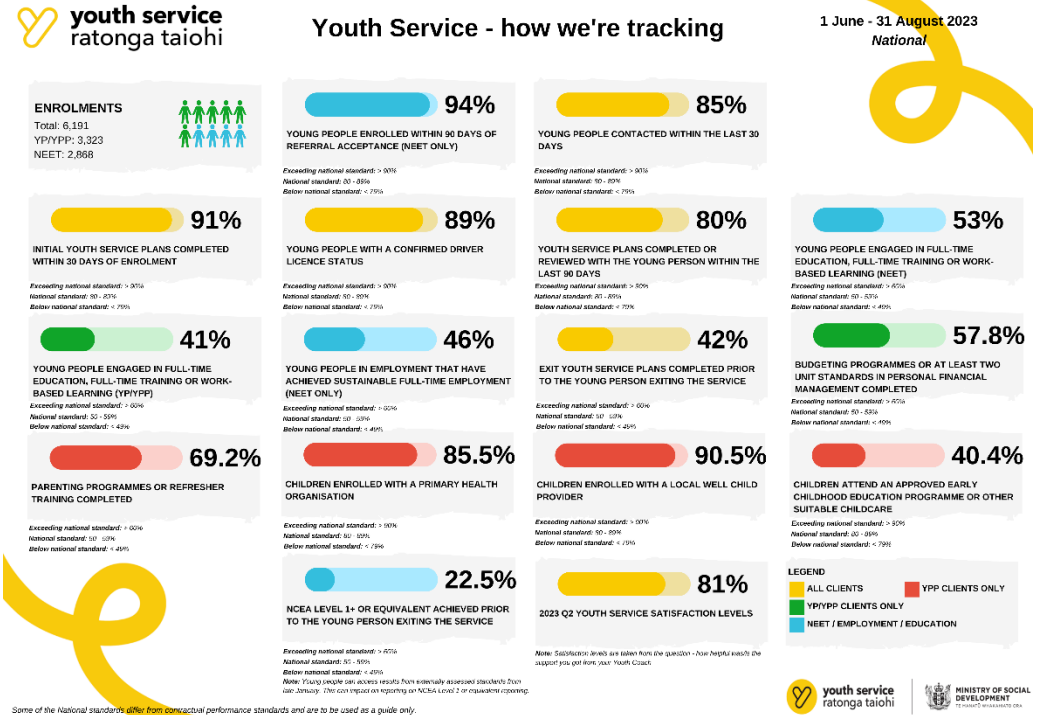
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get your ART admin up to date!

in October we'll pull the regional results for the how we're tracking report

Make sure your admin is up to date by the end of this month!

- We pull this data from ART
- If you're you have administrator privileges on ART you can pull your report to see how you're tracking
- Check the [eLearning module](#) about what reports you can generate so you can track your outcomes
- We have an [ART for administrators drop-in](#) on **Tuesday 26 September** to go through monitoring requirements and reporting



upcoming drop-in sessions

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

wellbeing series: supporting our kaimahi
10am Tuesday 12 September



Working on the frontline of health and social services can be hard, especially when supporting vulnerable clients. Knowing how to support both your personal and professional wellbeing in these environments can make a considerable difference.

Using the pause concept, and traditional understandings of mental wellbeing, this session provides a raft of tips and tricks for frontline staff.

Join via [Teams](#)

Ratonga Taiohi Pātaitai Reo Māori
12pm Wednesday 13 September



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All welcome!

Join us for our quiz to celebrate te reo Māori, bring your lunch and your mates and join in on the fun.

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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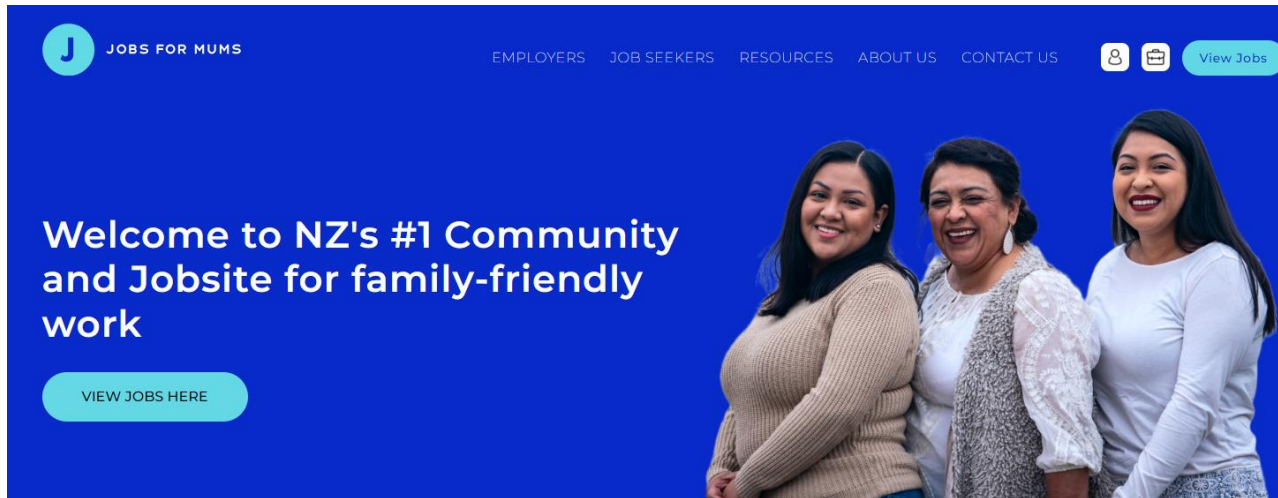


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Jobs for mums

NZ's #1 job marketplace connecting parents and caregivers with flexible work opportunities

- Jobs for Mums is NZ's #1 community and job marketplace connecting parents and caregivers with flexible work opportunities.
- For more information, check out www.jobsformums.co.nz



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How we can help

New Zealand's 1st digital marketplace for finding jobs that meet the needs of families today.



Work for that works for all
We believe you shouldn't have to



All types of jobs across
30+ career fields



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employers



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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