

# Ratonga Taiohi Pānui

what you need to know



# drop-in recap - supporting taiohi into employment

whether its part-time or full-time, being work-ready is an important step towards independence

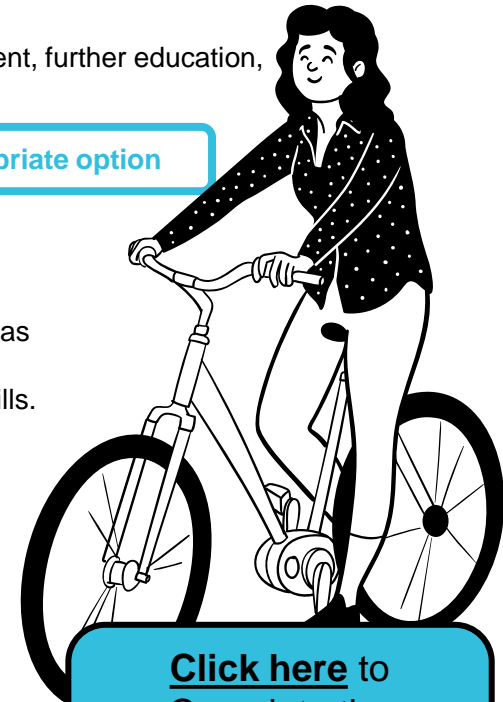
Youth Service was established to help young people to gain an education qualification. A report from Education Counts in 2020 found that a young person leaving school with NCEA Level 2 can expect to earn twice as much, nine years later, as for someone who left school at the same time with no qualifications.

The overall outcome of Youth Service is to ensure our young people have an achievable plan for employment, further education, or training on exiting the Service.

We know that for some of our young people obtaining employment will be the most appropriate option

## steps you can take:

1. Identify the young person's needs and [make a plan](#) for how to achieve them
2. When employment is the best pathway, start with understanding the current skills the young person has and the types of roles and industries they can be transferred to.  
- Check out [CareerQuest](#) to explore jobs and [skill matcher](#) to see what industries might suit their skills.
3. Discuss any barriers or issues they may need to address. For example, understanding the work environment and employers' expectations, how to find a job and keep it, building confidence, getting volunteer experience in their chosen field.
4. Support the young person to undertake activities that will help them get a job. This might include writing a CV and cover letter, practicing interview skills, getting a driver licence or special licence, getting the right equipment for a role, or getting [course participation assistance](#) to help them get work-related skills.
5. Identify any [employment assistance](#) they might be able to get to help them enter the workforce. For example, \$5k to Work, Mana in Mahi, Flexi-wage, Transition to Work grant, or the [Programme Fund](#).



[Click here](#) to Complete the Employment Support eLearning module



We have great information for young people on getting into work: [your path to work | Youth Service - ratonga taiohi](#)



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# drop-in recap – employment milestones in ART

## supporting NEET clients who achieve a sustainable employment outcome

When working with NEET clients, keeping records up-to-date about any milestones achieved while in Youth Service is essential. The client's enrolment must be completed for you to be eligible for milestone payments

### Steps to take to in ART to accurately record milestones

1. Create an **Employment Need** and **Activity**, and add details of employment in the **Notes** section
2. Use the milestone checklist
  - a) on the client's record, click on the **Overview > Milestone tab** to view the Milestone checklist.
3. Confirm client is in employment for 31 days in the **Milestone tab**
  - a) click the link in the Milestone checklist item
  - b) view the **Confirm Sustainable Employment Details** screen
  - c) click the 'Confirm 31 Days Employment' button
4. Confirm client is in employment for 182 days in the **Milestone tab**
  - a) click the 'Confirm 182 Days Employment' button



### Sustainable employment is

- permanent (the job will last longer than 91 days)
- full-time (at least 30 hours per week)
- and it must pay starting out minimum wage or minimum wage



**Note:** A young person might start part-time employment then increase their hours to full-time, or have a part-time job then start another part-time job that adds up to full-time employment. In these scenarios, the start date should be the date when the client first achieved 'sustainable' employment as defined above.

**Click here** to Complete the eLearning module section on recording milestones



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# removal of EH obligations letter

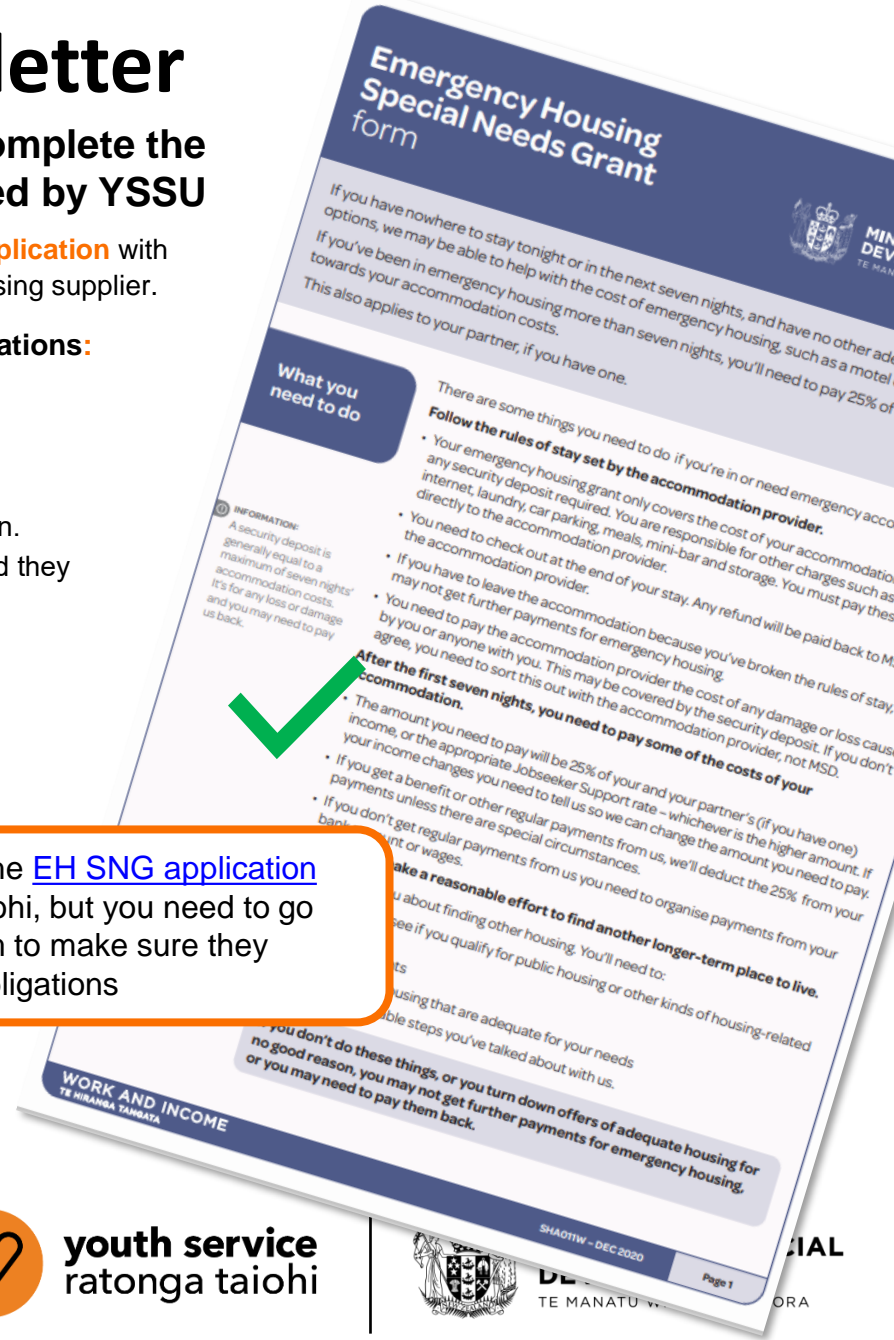
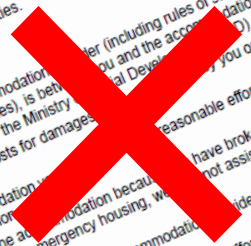
From 14 August young people no longer need to complete the emergency housing obligations grant letter provided by YSSU

The young person will still need to complete an **Emergency Housing SNG Application** with every initial emergency housing request or when they change Emergency Housing supplier.

The **Emergency Housing SNG Application form** outlines their EH obligations:

- the conditions of payment
- they have to pay an [emergency housing contribution](#)
- sharing their information
- things they need to do if they're in or need emergency accommodation.
- that a security deposit may be needed. It's for any loss or damage and they may need to pay us back.

**Note:** You can fill the [EH SNG application](#) out on behalf of taiohi, but you need to go through it with them to make sure they understand their obligations



# deep dive: sharing information to protect people

If you have concerns for the safety and wellbeing of an adult, young person or child, you can always share this information

We all have a responsibility to look out for our clients, and their whānau.  
This may mean you need to disclose somebody's personal information to another agency.

## We must disclose personal information if it could help:

- prevent, or reduce, the risk of a child or young person being subject to harm, ill-treatment, abuse, neglect or deprivation  
[Section 66C of the Oranga Tamariki Act]
- protect a victim from family violence  
[Section 20(4)(a) of the Family Violence Act]
- prevent, or lessen, a threat to someone's life or health (e.g. a young person presents to you with safety concerns)  
[Principle 11(1)(f)(ii) of the Privacy Act]

## Want to learn more about privacy?

The [Office of the Privacy Commissioner has great eLearning](#) available to help you work with taiohi

**Making a 'good faith' disclosure to protect someone from harm or the risk of harm is protected from any civil, criminal or disciplinary proceedings.**

[Sections 15 and 16 of the Oranga Tamariki Act and Section 25(2) of the Family Violence Act]



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# upcoming drop-in session

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

supporting young people to apply  
for a benefit

10am Tuesday 15 August – Join via [Teams](#)



**In this drop-in session we're covering:**

- the application process
- key documents
- the screening process
- Family Breakdown Assessments

Complete the [eLearning module](#) and bring your questions

call for feedback



**Have you been to one of our drop-in sessions in the past month?**

If so, we want to know how you found it, and what we can do to improve it

Please complete our [short survey](#) to let us know your thoughts.

We use these comments to help us plan for future training and development opportunities.

**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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# youth coach wellbeing drop-in series

## When we take care of ourselves, we're better equipped to handle our daily tasks

In the lead up to [Mental Health Awareness Week](#) on 18-24 September 2023 we're dedicating a number of our drops in sessions to focus on wellbeing

### 10am Tuesday 22 August

understanding the post-disaster impacts, trauma and distress responses people may experience

- Gerard Hoffman is a highly trained clinician, facilitator, clinical supervisor, and Wellbeing Consultant. He has over 35 years of experience which has included clinical work in child, youth and family mental health services, relationships counselling services, family violence and sexual violence treatment and prevention. He has been in leadership and management roles within hospital/district health boards and University health and counselling services, including Associate Director of Student Counselling and Wellbeing Services at Te Herenga Waka Victoria University of Wellington.

[Click here to join this meeting](#)

### 10am Tuesday 29 August

selfcare and working in partnership, psychological safety and how it can affect team dynamics

- Kate Groundwater is one of MSD's Workplace Wellbeing Senior Advisors. She has been with MSD for the past five years, starting out as a Case Manager in Alexandra. Her interest in mental health and wellbeing has seen her complete a BSc with a major in Psychology, and she is currently working towards a Post Grad Cert in HR Management. Kate has a real passion for helping our staff to be the best version of themselves that they can. Outside of work she lives in Central Otago on a Sheep and Beef station with her husband and two children. Kate is on her daughters school Board of Trustees, is a member of the local Lions group and is on various sport committees so she understands first-hand the importance of self-care and a balance.

[Click here to join this meeting](#)



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## Saturday 12 August 2023

### 2023 Theme: Green Skills for Youth: Towards a Sustainable World

The world is embarking on a green transition. The shift towards an environmentally sustainable and climate-friendly world is critical not only for responding to the global climate crisis but also for achieving the Sustainable Development Goals.

A successful transition towards a greener world will depend on the development of green skills. These are described as “knowledge, abilities, values and attitudes needed to live in, develop and support a sustainable and resource-efficient society”.

**International Youth Day is all about ensuring taiohi are well-equipped with green skills to navigate the changing environment**



### Celebrating Ways #YouthLead

- Follow along at @UNYouthEnvoy on [Twitter/X](#), [Facebook](#), [Instagram](#) and [TikTok](#).
- Create your own #YouthLead content and share some of the key messages — [campaign communications toolkit](#).
- Support young people to participate in the takeover via [public submission](#)
- Check out the [Trello board](#) for ideas for social media content
- Visit the [UN Youth Envoy website](#) to learn more about the campaign.



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# realising the dreams and aspirations of youth

tau awhitia te taiohi, ka puta ki te wheiao

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