

# ratonga taiohi pānui

what you need to know

Rāmere 15 Kohitātea 2025



**Wellington  
Anniversary Day**

**19 Jan**



**Auckland  
Anniversary Day**

**26 Jan**



# help for back-to-school costs

## young people receiving a payment can get help for things they need for school

School and courses will start back soon, and young people may need a bit of extra help to pay for things like stationary, books, uniforms and digital devices.

**It's that time !!**



### For young people receiving a payment

Young people may be able to get an advance of benefit payment to cover these costs. To apply, submit a task to YSSU.

**Task category:** Hardship Assistance  
**Task type:** OTHER

If the young person is applying for school costs through OfficeMax, they must contact OfficeMax for a quote reference. Add the reference number to the ART task.

### For young parents

Young parents may be able to receive Training Incentive Allowance (TIA) to help with these costs. [Learn more about TIA here](#). To apply, fill out the [application form](#) and submit a task to YSSU.

**Task category:** Reviews **Task type:** Training Incentive Allowance (TIA)



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# reminder to upload NZQA results into art

congratulate taiohi for their awesome achievement!

NZQA results are now available. Please ensure that you check results for your current and exited enrolments, then add results for completed NCEA levels to ART.

To do this, go to the young person's **Details > Education** tab.

Enter the Qualification details:

1. Choose a Qualification level
2. Enter the Activity Provider name
3. Enter the Final Assessment date
4. Attach the Qualification Certificate
5. Click on the '*Update Client*' button.



NEW ZEALAND **QUALIFICATIONS** AUTHORITY  
MANA TOHU MĀTAURANGA O AOTEAROA

**Note:** The Final Assessment date is the date the last internal or external exam or assessment took place. This is not the date the young person received their qualification from NZQA.

You will also need to upload a copy of their record of achievement.



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# what's new on the provider website?

the elearning lessons are now easier to navigate

We've launched an **index of lessons** page on our provider site, bringing all Youth Service eLearning lessons together in one place.

This page includes all our eLearning lessons for youth coaches, browse through the list or use Ctrl + F to quickly find what you're looking for [index of lessons | Youth Service providers](#)

Keep building your skills and confidence – every lesson helps you support taiohi better!



A screenshot of a website page for 'youth service ratonga taiohi'. The page has a yellow header with the ministry logo and navigation links for 'payments', 'NEET', 'guidelines', 'housing', 'learning', and 'contact'. The main content area has a yellow background and features the word 'learning' in large black letters. Below it is a sub-section titled 'index of lessons' with a yellow button labeled 'learn more'. To the right is a section titled 'NEET' with a yellow button labeled 'learn more'. There is also a small image of a man with a beard and glasses looking at a laptop.

Also check out the new NEET eLearning modules  
[NEET | Youth Service providers](#)



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# supporting taiohi to declare board and rent information

From 2 March, payments received from boarders will be included when we work out eligibility for, and the rate of, housing subsidies and Income Related Rent.

Your role is to help the young person understand if this change applies to them, support them to complete the declaration, and, if needed, print the paper form and send it to YSSU.

Young people can also declare boarders or renters themselves using the **'Board and Rent Declaration'** form in MyMSD.

If more information is needed, YSSU will let you know to contact the young person for further details.

Find out how young people may be affected:  
[young people with boarder or renters](#)

## Conversation Tips:

- Check their situation: 'Do you have anyone paying board or rent?'
- Reassure them: 'This change is about making payments fair.'
- Offer help: 'I can help you read the letter or update your details.'



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# let's check in with our young people!

With the start of a new year, there's no better time to connect with our young people and ensure they're set up for success in 2026.

Whether they're gearing up for the new school year or working towards personal and work goals, your ongoing engagement can make all the difference!

The **30-day contact** is an important checkpoint to keep the momentum going with our young people. It's a great opportunity to re-engage, provide encouragement, and help them stay on track with their goals and aspirations.

Email [national\\_youthservice@msd.govt.nz](mailto:national_youthservice@msd.govt.nz) if you have any questions or need help. **Together, let's empower our young people to achieve their goals in 2026!**

## How to check if contact is overdue or if the Youth Service Plan Review is overdue

To get started, follow these simple steps:

Log in to ART.

### Navigate to:

Clients >> Current Enrolments >> Administration Checklist >> Contact Overdue // Youth Service Plan Review Overdue.  
Or open the CSV file to work on the data in Excel.

## Why regular check-ins matter

Regular check-ins are key to ensuring our young people stay engaged and motivated. They allow us to celebrate their progress, identify any challenges, and provide the support they need to thrive. Every conversation has the potential to empower them to take the next step toward achieving their dreams.

**Remember:** These tasks should be **cleared by the end of each month** to ensure we effectively meet the needs of all our young people.



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# keep an eye out for an invite...

...to share updates with our national office team at our weekly team hui

Our national office team of eight oversee Youth Service nationally, working with teams across MSD like finance, policy, IT, and YSSU.

We want to hear from you! We'd love to hear from and learn about what's happening in your space. Let's connect, collaborate, and celebrate together!

Each week we'll invite a different Youth Service provider to join us for a hui. We'll let you know in advance.

## why join our hui?

- share updates on your mahi, projects, or initiatives.
- highlight challenges and get collective ideas
- celebrate successes and let us know how we can support you.

## details:

- **when:** every Monday, 11am
- **where:** online on teams
- **duration:** 10 minutes



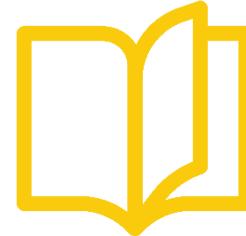
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# drop-in sessions for 2026

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



keeping ourselves well  
Tuesday 27 January, 10am



As a youth coach, a huge part of your role is looking after the taiohi in your service.

To best look after others, it is important that you are looking after yourself.

In this session we will be joined by a workplace wellness expert, to learn about some strategies and tools to help you look after you.

[Join the teams meeting](#)

induction for new coaches  
Wednesday 4 February, 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](#)

youth plan and education outcomes  
Tuesday 10 February, 10am

Youth Service plans are one of the crucial elements of Youth Service. They help taiohi identify their goals and make a plan to achieve them, broken down into 90-day increments. Recently, many taiohi will have earned an NCEA qualification.

In this session you'll learn about recording Youth Service plans and education outcomes in ART.

[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

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

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