

ratonga taiohi pānui

what you need to know

Rāmere 21 Hereturikōkā 2025

Thursday 21 Hereturikōkā 2025



whiteware changes

from 3 september 2025, have a new preferred supplier arrangement for whiteware

Young people getting assistance to buy a fridge, freezer, combined fridge freezer or washing machine will be able to choose between four suppliers in retail outlets across the country:

- Noel Leeming
- Big Save
- Trade Depot
- Fisher & Paykel – Fisher & Paykel will sell appliances through Harvey Norman, Farmers, 100% Home, Heathcote Appliances and Appliance Plus.

The eligibility criteria and how we assess our young peoples' needs for whiteware isn't changing.

We'll continue to talk with young people about their situation, budget and available balance to assess the amount they need for whiteware.

process

Young people will choose and buy their appliances themselves at the store using a payment card. They'll also make all arrangements, including delivery, installation, and repairs directly with the store.

- ☐ young people don't need a quote for whiteware
- ☐ young people can't top up the money available on their payment card to buy a more expensive appliance
- ☐ delivery is included in the purchase price
- ☐ delivery is available for all areas including rural and outer islands.



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drop-in recap: hardship

a hardship payment is a one-off payment for the cost of a need that is essential or immediate

There will be times where taiohi may need a little extra help financially. You can consider that a young person is in hardship if the young person has:

- no other means of supporting themselves and any dependent family, and
- explored and exhausted all options.

what does hardship cover?

Immediate and essential needs – like food, whiteware, glasses, housing, bedding, dental treatment and funerals.

immediate and essential need

You will need to ask taiohi about their situation and why they have a need

- What has happened?
- What is different from the previous week?
- Was there an essential expense?
- When is their next benefit payment?
- What will be the risk if they don't get help to pay for this need?



taiohi enrolled in NEET

Can apply for hardship payments through a local Work and Income office.
Their parents or guardians will need to be the ones that apply for this assistance.



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drop-in recap: writing good notes

to make things easier on taiohi, we need to be writing clear, concise and consistent notes

Writing good notes is important. They ensure taiohi receive great service while they are with us.

It means that it's less likely for decisions to be delayed by YSSU or your RCM coming back to you for more information.

It will also help other youth coaches to support taiohi if you (as their youth coach) are away.



Notes can be requested by the young person under the Privacy Act 1993
make sure what you write is fair and factual

Tips for making great notes

- Make sure you provide all the information requested in the template
- Always attach your note to a need or activity
- If the note is relevant to multiple activities, make multiple notes
- Make a template to help you remember what to add
- Keep notes during interviews with important dates, changes that are discussed.



Keep it simple and logical -
here is what happened
here is what we will do
here is what the results will be



Remember – if it's not in ART, it didn't happen



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tongan language week



uike kâtoanga'i 'o e lea faka-tonga – tonga language week celebrate: 17 - 23 august 2025

The 2025 theme for Tonga Language Week is 'Ko 'etau lea, ko e fe'unu mahu'inga ia ki he mo'ui 'a e Tonga
Our language is a vital strand of our Tongan culture.



Lea Faka-Tonga 'e 'aonga kiata koe Useful / Everyday words

Common Phrases

| | |
|-----------------------------|--|
| Mālō e lelei | Greetings / Hello |
| Mālō e lelei | Greetings everyone |
| 'Alu ā | Goodbye – to those who are leaving (only if it applies) |
| Nofo ā | Goodbye – to those who are staying / Goodbye on the phone |
| Fakamolemole / Kātaki | Please |
| Mālō 'aupito | Thank you very much |
| Fakamolemole | Sorry |
| Tulou / Kātaki fakamolemole | Excuse me |



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youth service experience survey

we use the survey to measure how satisfied taiohi are with the service

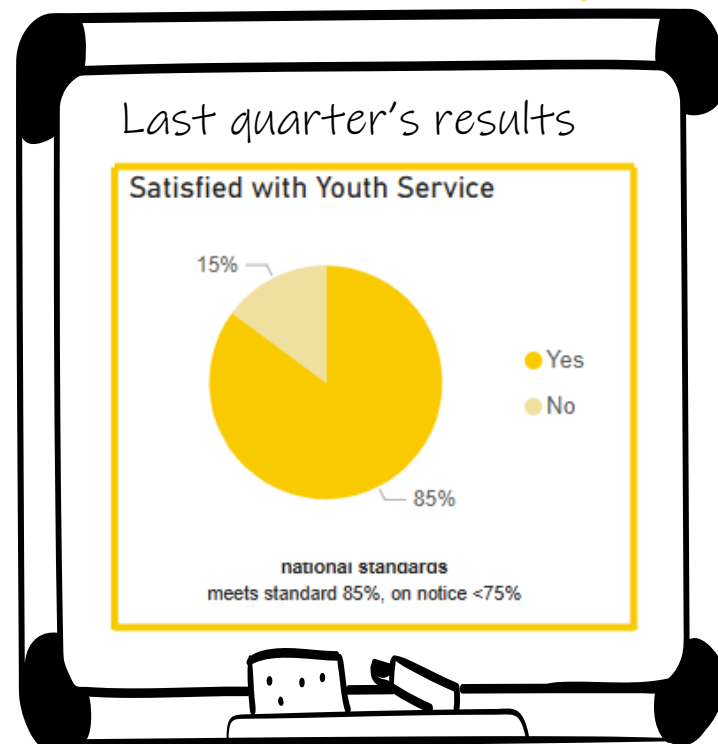
We want to hear what taiohi think about Youth Service so that we can celebrate successes and find the problems that need to be resolved.

Previously, results were shown as a combined overview of all cohorts. Now, we'll separate them so we can clearly see results for YP/YPP on their own and NEET on their own.

Encourage taiohi to fill in the survey:
😊 send them a text message with a link 😊

The survey is live now!

<https://www.youthservice.govt.nz/feedback>



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upcoming drop-in sessions

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

service performance and admin Tuesday 26 August, 10am

Service performance standards are checks we use to make sure young people are getting the right level of support.

In this session we will go over:

- how those standards work
- what they look like in action
- how to add information in ART

[Join the teams meeting](#)

review of decision Tuesday 2 September, 10am

If a young person doesn't agree with a decision that's been made about their financial assistance, they may consider a review of decision.

We'll talk about when to consider lodging a review of decision and how to do it

[Join the teams meeting](#)

Induction for new coaches Wednesday 3 September, 10am

In this drop-in session we'll cover:

- what determines how Youth Service operates
- who delivers Youth Service
- an overview of the Activity Reporting Tool (ART), and
- where to find information to help you in your role.

Come along to learn and connect with other new youth coaches.

[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

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