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www.youthservice.co.nz

newzealand.govt.nz

**Your future –
your choice**



Introduction

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Youth Service can help you

If you are 16 or 17 years old and not in education, training or work, Youth Service can probably help you.

Youth Service has community-based providers who will give guidance, support and encouragement to help you find the education, training or work-based learning that works for you.

Making the right decisions now about your future can help you get further, faster.

About providers

A Youth Service provider is an organisation near you that's used to working with young people. They know what's available for you and where to find it.

They can talk through your options for education or training and will help plan how to get you where you want to be.

What your provider will help you with

Your provider will help you to get the services and support you need.

The kinds of things they can do with you are:

- talk about where you are now and where you want to be
- figure out what might be stopping you succeeding at school, training or in work-based learning
- sort out the steps you need to take to get into education, training or work-based learning
- put together an action plan that will help you reach your goals
- help you get back to school or to apply for training courses
- support you in school and training
- check your progress
- help you stay on track
- update your plan when things change
- be your coach or go-to person.



Your relationship with your Youth Service provider

To get the best results you need to be open and honest with your Youth Service provider. They want to help you make good decisions for your future.

You and your provider will meet regularly to talk about how things are going. If you've got a problem or something changes for you, you can talk to your provider about how best to deal with it. Their job is to help you achieve your goals.

You can work with a provider as often as you need to. It's your choice.

Complaints and disputes

If you want to make a complaint about your Youth Service provider you should first talk to your provider. If you can't find a solution you can then make a complaint to Work and Income by phoning 0800 559 009.