



Youth Payment





It's very important that young people stay in or get back into education, training or work-based learning.

We want you to have the skills to get a job that will help you have a better future.

Youth Service

What is Youth Payment and who can get it?

Youth Payment is a weekly payment to young people aged 16 or 17 who don't have dependent children, and are in need of financial assistance.

This may be because, for example, you can't live with your parents/guardian or get financial support from anyone.

You can get the Youth Payment if you're on your own or with a partner who meets certain requirements.

However there are a number of things you must do to get Youth Payment. These are listed on pages 6 and 7.

How does Youth Service work?

A mentor or coach from a Youth Service provider will support you to meet your responsibilities to get financial support from us. You'll also get the help you need to learn and develop work skills and achieve your goals.

Your day-to-day contact will be with the Youth Service provider but Work and Income will make your payments.

To see if you qualify for Youth Payment go to **www.youthservice.govt.nz**.

Who are Youth Service providers?

If you're getting Youth Payment you have to be working with a Youth Service provider.

Youth Service providers are organisations working in your local community. They work closely with young people and know where to get all the services you may need.

Your relationship with your provider

To get the best results you need to work openly and honestly with your Youth Service provider. They want to help you make good decisions for your future.

You'll need to tell your provider if something changes for you, like where you live, your contact details or if you're in or out of school, training or work as this may affect your payments.

Your provider wants to be sure that you're managing your money and sticking to your plan.

If you're doing the things you should (this is known as meeting your obligations), your provider can recommend that you get extra money through incentive payments.

If you're not meeting your obligations your provider must advise Work and Income who may reduce or stop your payment.



What your provider will help you with

Your provider will make sure you're able to meet your obligations and get the services and support you need to get job skills for the future.

They will meet with you regularly to:

- discuss your needs
- provide ongoing support and guidance
- help you into the education and training that's best for you
- figure out what might be stopping you succeeding at school, training or work-based training
- make sure you're managing your money well, including helping you with budgeting and the use of your allowance and payment card
- make sure you're living somewhere reasonable and affordable
- link you to other services you might need
- monitor your progress and help you stay on track
- get you back on track if you're not meeting the requirements to get the Youth Payment.

Your obligations

Obligations are the things you're responsible for doing if you're getting the Youth Payment. If you ever find that you can't do these things, you must talk to your Youth Service provider as soon as possible.

If you don't have a good reason for not meeting your obligations, your payment will be reduced or stopped.

Your obligations include:

Working with your Youth Service provider

You must have regular meetings with your Youth Service provider. They're keen to make sure you're sticking to your plan and will be able to help you with any problems.

You must keep your Youth Service provider up to date with any changes in your life.

If your provider thinks you're not doing all the things you're supposed to, they must advise Work and Income who may reduce or stop your payment.

Preparing for your future – education, training and work-based learning

You have to be actively involved in full-time education, training or work-based learning.

You can be going to school or doing an approved training course.

You must go to classes and meet all the course requirements, like handing in assignments and sitting exams.



Work-based learning is where you complete an 'on-the-job' training programme.

Budgeting

You'll need to complete a budgeting course. Your Youth Service provider will find a suitable course for you.

You'll also need to have regular meetings with your provider to talk about how you're managing your money.

You also need to:

- tell your provider if you're going overseas. Your payments will stop from the day after you leave New Zealand unless you've told your provider before you go and Work and Income has agreed there are reasons that mean your payments can continue while you're overseas
- clear any Ministry of Justice-issued arrest warrant (if you're aged 17 years or over).

Talk with your provider about either of these as your payments could be affected.

Money management

Your provider will help you manage your payments and make sure all your important costs are paid.

This includes:

- paying your rent or board and other living costs like your power bill and some debts straight from your Youth Payment. You won't get this money yourself
- a weekly allowance of up to \$50 paid into your bank account
- putting what's left of your Youth Payment onto a payment card. This is like a debit card that you use to buy your food and groceries from an approved store.

Your Youth Service provider will arrange the payment of your rent and bills with you and give you a payment card.

If you get some other financial assistance, like the Disability Allowance, this may be paid straight to your bank account.

You can get the chance to manage your entire Youth Payment yourself if you show your Youth Service provider that you can do it responsibly.

Once you've proven you're capable of managing your money yourself, your payment will go straight to your bank account and you'll be responsible for paying all your own costs.

Incentives

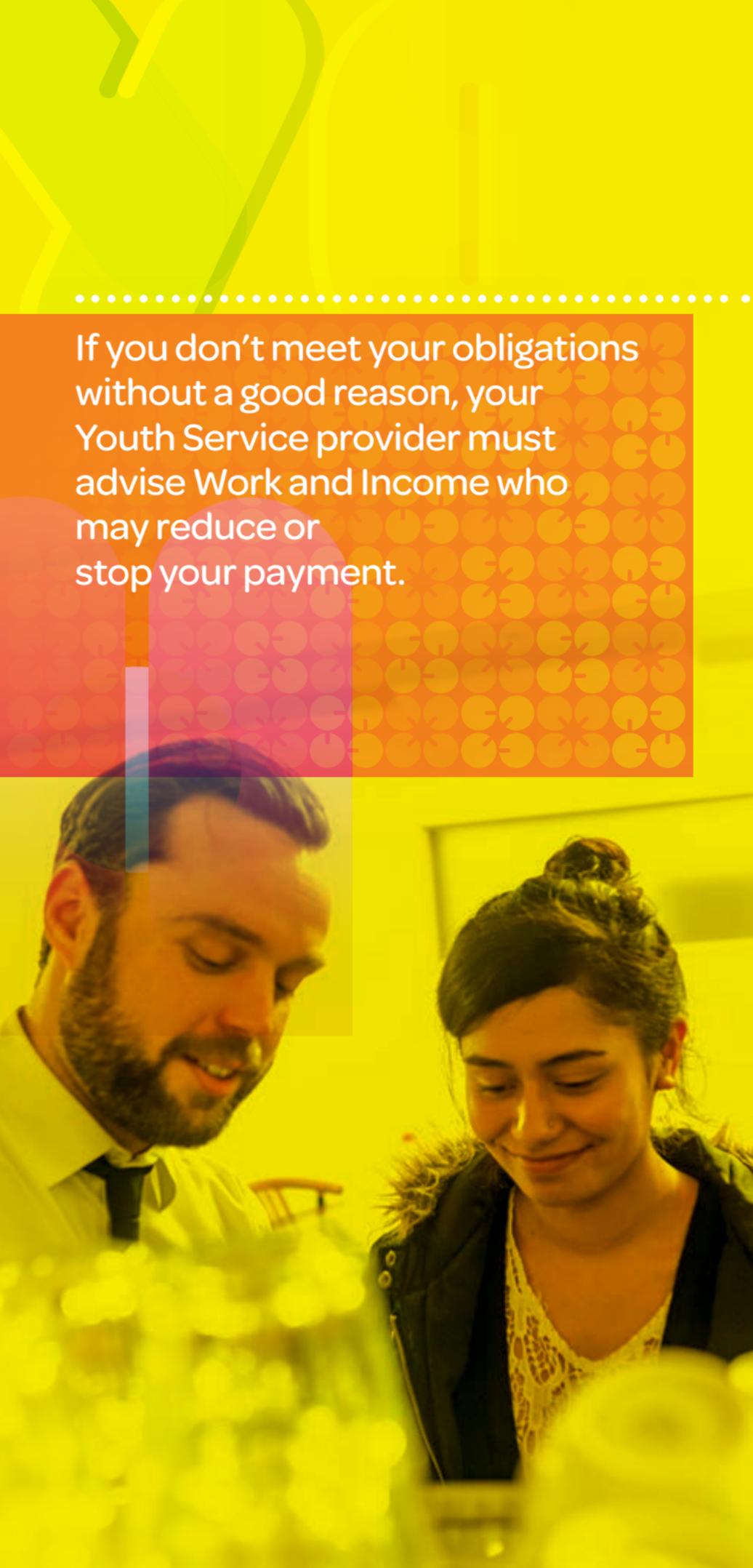
When you've been successfully in education, training or work-based learning for six months you can get an extra \$10 a week.

If you finish a budgeting course and have regular budget talks with your Youth Service provider for three months you can get an extra \$10 a week.

Once you're getting extra incentive payments you need to keep up the good work.

You'll lose the extra incentive payments if you don't.



A man with a beard and a woman are looking at a laptop screen together. The man is on the left, wearing a light-colored shirt and a dark tie. The woman is on the right, wearing a dark jacket over a patterned top. They are both smiling and looking down at the screen. The background is a warm, yellowish light. There are decorative elements: a large green stylized 'Y' shape in the top left corner, a dotted line above the text box, and a pattern of small circles in the background of the text box.

If you don't meet your obligations without a good reason, your Youth Service provider must advise Work and Income who may reduce or stop your payment.

What happens if you don't meet your obligations?

The **first** and **second** time you don't meet your obligations your weekly allowance will be suspended and any extra incentive payments you've earned will be stopped. You have four weeks to put it right. If you still haven't done what's required, your full Youth Payment will be stopped.

If it happens a **third** time your Youth Payment will be stopped immediately. Any extra payments you've earned will also stop.

There may be a time when you can't meet your obligations. In these situations you may still be able to get your Youth Payment if you talk it through with your provider.



Extra support



Earning extra money

Your main focus should be on getting the skills to get a job, but you can receive extra income or do some part-time work. You can earn around \$200 before your Youth Payment is affected.

Talk to your Youth Service provider about how getting extra income could affect your payment.

Additional support

There may be other financial support you can get to help you out from time to time. Talk to your Youth Service provider about what could be available for you. Further information is available on www.workandincome.govt.nz.

My Account

My Account is an online tool that will show you how much is paid into your bank account, how much is on your payment card and how much has been paid for things like rent, power or other bills.

You can access My Account through www.youthservice.govt.nz. If you don't have a My Account talk to your provider about setting one up online.

You can choose to get updates about your payments by text or by letter.



Contacting you

You must keep your Youth Service provider up to date with your contact information and tell them if you move house or change your phone number.

If you move to another town you'll be changed to a new Youth Service provider. They'll get in touch with you to arrange a meeting to talk about your plan and how they can support you.



Leaving Youth Service

Once you turn 18 years old you'll finish working with your Youth Service provider and your Youth Payment will stop, unless:

- you haven't received the Youth Payment for six months before you turn 18, or
- you turn 18 and decide to stay in education, training or work-based learning. You can then choose to continue with your Youth Payment for a limited time.

Your provider will work with you in the weeks leading up to your 18th birthday to make sure you know what you need to do.

If you need financial assistance after leaving Youth Service you can contact Work and Income.

Complaints and disputes

If you want to make a complaint about your Youth Service provider or have any changes to your payments reviewed, you should first talk to your provider. Most misunderstandings can be resolved quickly and easily just by talking things through. If you can't find a solution you can then make a complaint to Work and Income on 0800 559 009.

www.youthservice.govt.nz



www.youthservice.co.nz

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