

ratonga taiohi pānui

what you need to know

Rāpare 19 Mahuru 2024

South Canterbury Anniversary Day
Monday 23 September



payment card pin setting deadline

young people need to set a payment card pin by monday 23 september

To set a PIN by using MyMSD

Navigate to 'My payment cards', click on the 'Payment card' link and set the pin.

To set a PIN over the phone

Call 0800 559 009 – kaimahi will verify their identity and transfer the young person to the PIN Set Self-Service

Young people who've already registered their voice can call 0800 33 30 30 and say, 'set my card PIN'.



Make sure taiohi don't get stuck at the check out. Reach out and remind them to set a PIN.



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submitting exit youth service tasks

you can now submit a 'transfer to main benefit' task directly after being notified by yssu

When a young person is due to exit Youth Service, YSSU sends you a notification.

You can now submit a 'transfer to main benefit task straight after receiving the notification (previously it had to be done one week before exit).

The task will be put in a holding queue and processed on the week the young person exits.

Make sure you add notes to the task if the young person's situation changes



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working with young people in emergency housing

while a young person is in emergency housing you should meet face to face at least weekly

When a young person is in emergency housing you must **connect with them at least once a week**. This should be **face to face**.

You should support them to:

- stay safe by checking in on their **health and safety, and wellbeing**
- meet all their **obligations and follow the rules**
- **explore other housing options**, leading to permanent accommodation
- access **housing support** to address immediate needs
- keep on track to **meet their activities** set the week prior
- **engage with you before their emergency housing renewal date** and submit the task to YSSU.



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full and correct entitlement check in

It's really important to make sure young people are receiving their full and correct entitlement

Currently, lots of young people are not receiving their full and correct entitlement (FACE). This means that young people are missing out on payments that they are eligible for, which are there to support them in becoming safe, strong and independent.

National Statistics	Has an obligation failure	Is on Money Management	Receiving Education incentive	Receiving Budgeting incentive	Receiving Parenting incentive	Receiving Accommodation Supplement	Receiving TAS	Receiving Disability Allowance	Receiving TIA
Sept 2024	2%	56%	9%	51%	50%	61%	5%	1%	13%
April 2024	1.4%	59.1%	7.7%	45.8%	46.2%	58.0%	4.3%	0.6%	4.4%
Sept 2023	2%	62%	12%	45%	45%	58%	5%	1%	11%

Ways you can check that taiohi are receiving their FACE

- **Request a provider level FACE report** – this will tell you what payments taiohi receiving YP/YPP are getting. You can do this by emailing national_youthservice@msd.govt.nz
- **Learn more about what taiohi can receive** – check out these eLearning module on [Supplementary Assistance](#) and [Incentive Payments](#), or have a look through the [Payments](#) section of the provider website.
- **Ask taiohi the right questions** – Has their address or accommodation changed? Has their whānau had health problems lately? How is school going, are they attending regularly?



rāpare rima – ways to celebrate reo māori

it's te wiki o te reo māori – here are some reo resources to help you celebrate

Tahi – Whakarongo 🧠

Play [te reo Māori music](#) in the Office, listen to a [te reo Podcast](#), or watch [a movie](#)

Rua – Ako 🧑🎓

Organise a lunchtime practice session, learn some [te reo online](#), or [try a book](#)

Toru – Tākaro 🎲

Organise a game – maybe a quiz or bingo, try [an app](#), or get a [puzzle book](#)

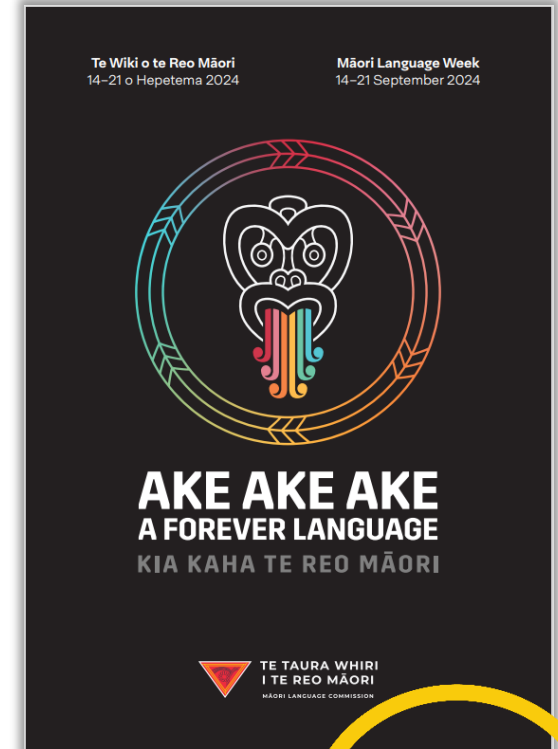
Whā – Kōrero 🗣️

Make a 'reo Māori only' space or time in your home/work, or invite a friend to have a kaputī and a kōrero

Rima – Waiata 🎵

Make a time to waiata together at work, learn a new song, or just sing at home

Visit [Huatau | Reo Māori](#) for more great ideas and resource to help celebrate te reo Māori this week.



commemorate suffrage day, support taiohi to enrol

young people can enrol to vote from 17 – they'll be set up to vote once they turn 18

131 years ago Aotearoa New Zealand became the first self-governing country where women were given the right to vote.

Only 67% of young people aged 18-24 in New Zealand are enrolled to vote, which is significantly less than the 91% in the general population. This means that young people's voice isn't being heard proportionally in elections.

Commemorate Suffrage Day by supporting taiohi to enrol to vote. They'll need to be:

- 17 or older
- A NZ citizen or permanent resident
- Have lived in NZ for more than 12 months



Where taiohi can enrol to vote

[Enrol to vote with ID | vote.nz](https://www.vote.nz/enrol-with-id)

[Enrol to vote without ID | vote.nz](https://www.vote.nz/enrol-without-id)



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upcoming drop-in sessions

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



wiki whai Hauora – headstrong Tuesday 24 September, 10am

We will have a speaker from [Headstrong](#), a free app that is evidence-based wellbeing support.

It's designed specifically for teenagers by Te Whatu Ora and University of Auckland.

Drop-in and learn about this great new tool.

Join via [Teams](#)

wiki whai hauora – self care Thursday 26 September, 10am

As a youth coach a huge part of your role is looking after the taiohi in your service. To best look after others is important that you are looking after yourself.

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

Join via [Teams](#)

transferring between providers Tuesday 1 October

In this drop-in we'll cover:

- how to accept a transfer
- when to decline a transfer
- how to stay prepared ahead of a young person exiting your service.

Join via [Teams](#)

You can find the full drop-in session schedule on our provider site
[drop-in sessions | Youth Service providers](#)

realising the dreams and aspirations of youth

tau awhitia te taiohi, ka puta ki te wheiao

w: providers.youthservice.govt.nz

e: national_youthservice@msd.govt.nz