Te Tāhuhu o te Mātauranga
Ministry of Education

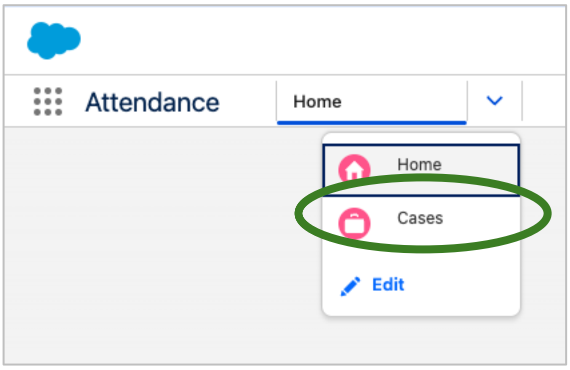
Published:
December 2025

Attendance Service Case Management System: Quick Reference Guides for Providers

Contents

Cases and List Views

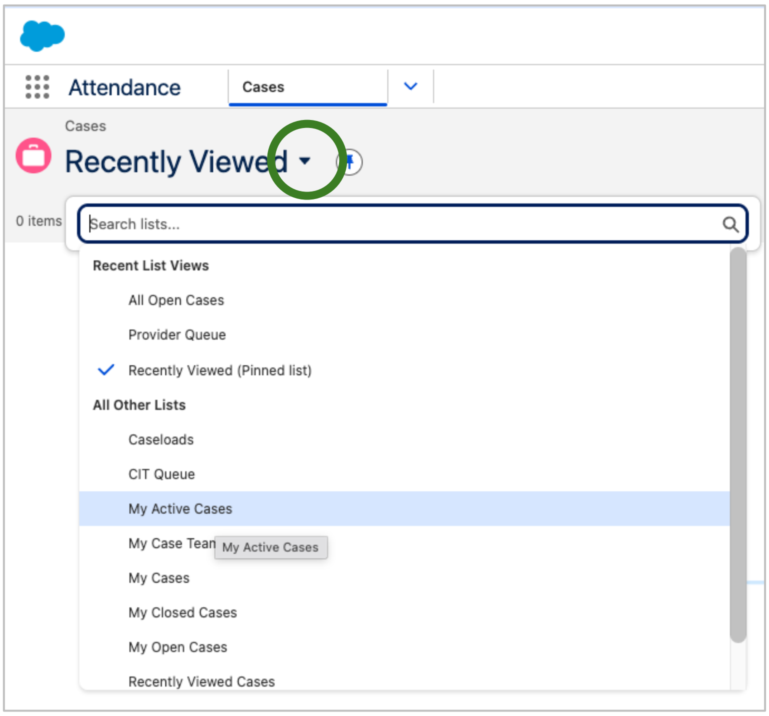
Use the dropdown menu in the top-left of your window to navigate between different areas of the Attendance application.



Cases

The Cases section allows you to access cases based on your role in the AS-CMS. Cases are displayed in **List Views**, which are customizable, filterable lists of records.

Use the dropdown next to the title to navigate between available List Views:



An example of a List View is the **My Active Cases** view. This is a list of active cases that have been assigned to you to work on. To open a case from the List View click on the blue, **Case Number** link.

Create custom list views

Who can do this: Case Manager and Workflow Lead roles

Context: You can create a List View when you need to filter and display records that meet specific criteria that aren't met by the default views, for example cases with the Not Located flag applied. You can save List Views that you have created so that you don't need to manually apply filters each time.

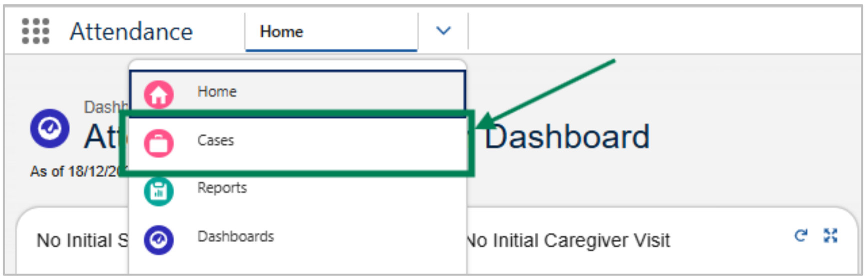
List Views are useful for:

- Monitoring workload.
- Tracking progress on specific case types.
- Reporting.

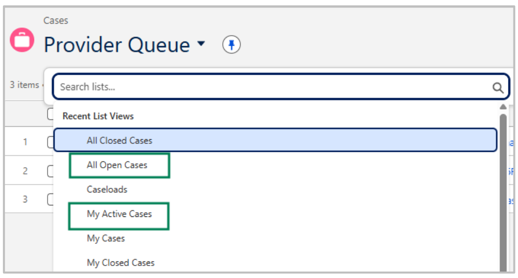
Tip: Use clear and descriptive names for list views so that you are clear on what is being displayed.

Steps

1. Navigate to the Cases page

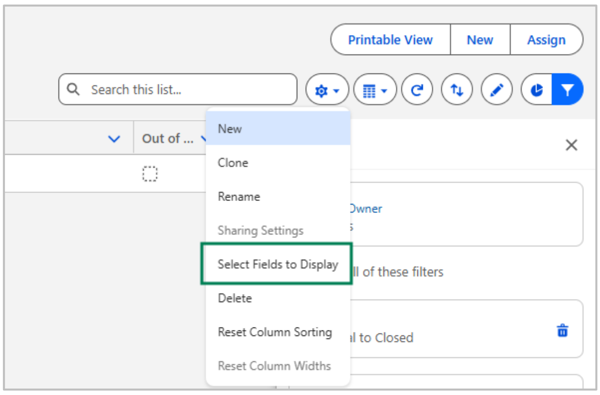


2. From the List View dropdown, choose a view that is closest to what you need for example, All Open Cases or My Active Cases.



3. Click the Gear Icon on the right of the header panel and Select Clone from the dropdown to start creating a new list view.

4. Name Your List View – enter a descriptive name – then click Save. Note: you don't have the option to share your list view with others.
5. Use the Filters panel to set conditions for example Case Status = Open, Not Located = True. You can add multiple filters using field names and values.
6. To add more columns to your List View, click the Gear Icon again and choose "Select Fields to Display". Add or remove columns to customize the view.



7. Click Save to apply your filters and display the list view. Your new view will now appear in the dropdown list.

Assign cases from the Provider Queue

Who can do this: Workflow Lead role

Context: Assigning cases directly from the Provider Queue allows Workflow Leads to efficiently manage workload by allocating one or multiple cases to Case Managers without opening each case individually. This method is ideal when you do not need to review case details before assigning.

Once a case is assigned:

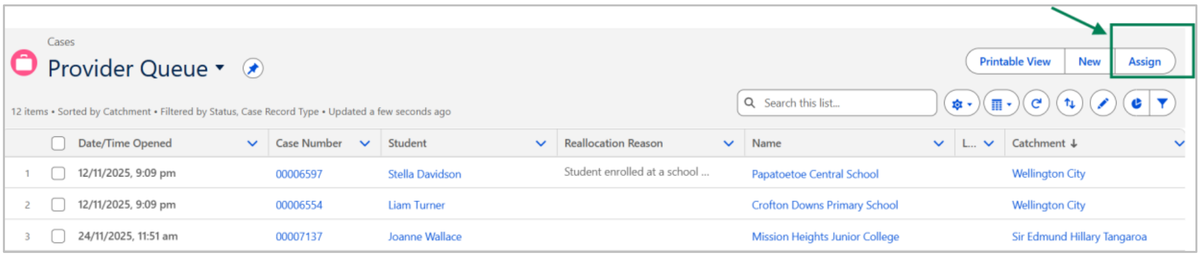
- It moves out of the Provider Queue into the Case Manager's personal queue.
- The Case Status automatically changes to Open (or Transition if the case is a NEN where the student is already enrolled).
- The case displays the Case Manager's name as the Case Owner.

Expectations

- Assign cases from the queue when assigning multiple cases at once or when you can assign the case without viewing case details.
- Assign cases to the correct Case Manager based on your business process, considering factors such as location and workload.
- Regularly review the queue to assign cases and prevent delays in case management.

Steps

- Navigate to the Provider Queue.
- Select one or more cases by checking the boxes next to the cases you want to assign.
- Click the Assign button on the top right of the screen.



- Choose 'Assign Cases to Case Manager' option.
- Click Next to proceed.
- Review and confirm the cases selected.
- Select the Case Manager's name from the dropdown list.
- Click Next to proceed.
- Click Finish to assign the case(s).

Assign a case from within the case record

Who can do this: Workflow Lead role

Context: Assign a case from within the case record when you need to review detailed information before deciding on the most suitable Case Manager. This approach ensures that assignment decisions are informed by case-specific details such as complexity, location, or previous interactions.

Once a case is assigned:

- It moves out of the Provider Queue into the Case Manager's personal queue.
- The Case Status automatically changes to Open (or Transition if the case is a NEN where the student is already enrolled).
- The case displays the Case Manager's name as the Case Owner.

Expectations

- Assign from within the case when case-specific details play an important part in deciding the appropriate Case Manager for the case.
- Assign cases to the correct Case Manager based on your business process, for example considering factors such as location and workload.
- Regularly review the queue to assign cases and prevent delays in case management.

Steps

- Navigate to the case record you want to assign.
- Click the Assign Case Owner button in the Action Launcher.
- Select Assign Case Manager from the available options.
- Choose the Case Manager's name from the dropdown list.
- Click Confirm to assign the case(s).

Search in Salesforce

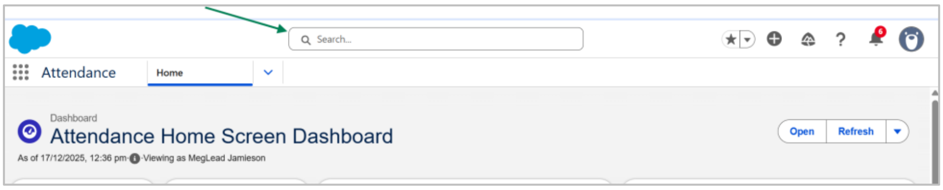
Ways to search in Salesforce

There are two search boxes shown on the main screens. These are:

The **global search –** the global search box appears at the very top centre of the Salesforce screen. This search box is used to search across all records in Salesforce – like a Google search.

Use global search if you are looking for:

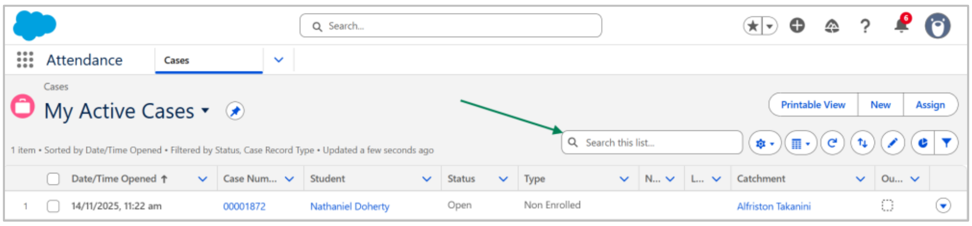
- A person record such as a caregiver, or a student
- Records containing a particular word, place or phrase



The **list search** – the list search box appears at the top right of a list view in Salesforce. This search box is used to search within the current list view.

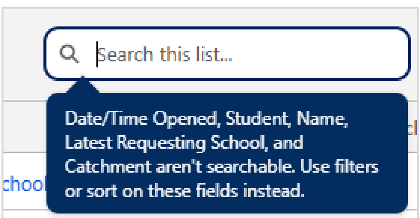
Use list search if you are looking for:

- An item in the list view that you have open



Tips

Not all fields in the list view can be searched for. When you click in the search box, you'll see a message letting you know which fields cannot be searched. If you want to find records in the list view and you are unable to use the list search, then you can sort or filter the list view instead.

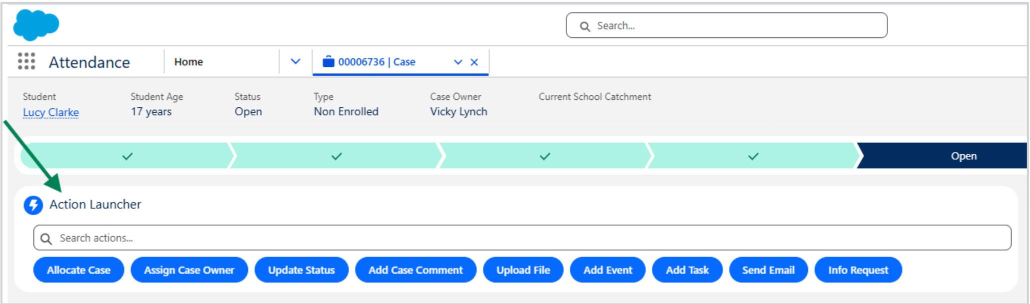


To use filters, create a clone of the list view (see Create custom list views) and use filters to narrow the records that are displayed.

Action launcher

Context: The Action Launcher on the case page provides quick access to actions you can perform on a case, such as Add Event, Add Barrier, or Update Status.

What You'll See



Up to 9 commonly used actions are displayed as buttons on the case page.

Search Actions Field: Use this to access all available actions – there are 15 actions in total, including the 9 shown as buttons.

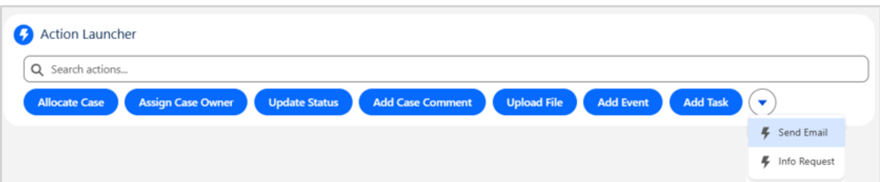
Tip: Search for Actions

If the action you need is not displayed as a button:

Type a space in the Search actions field to display all available actions or
Or start typing the name of the action in the Search actions field to find it quickly.

Screen Size & Hidden Buttons

If your screen resolution or zoom hides some buttons, look for the arrow on the right of the last visible button. Click the arrow to show the remaining options.



Completing an Action

When you select a button or an action from the search field, a window opens where you complete the required fields or steps for that action.

Navigating the Activity Timeline

Context: Use the Activity Timeline when you need a quick way to review all actions, communications, and records related to a case without opening individual sections. It provides a consolidated view of what has happened in chronological order and helps you locate specific entries efficiently. There are two timeline views: the Interactions timeline and the Records timeline.

Interactions Timeline

Use this view when you want to check communication and scheduled activities. It displays:

	Comments
	Events
	Tasks
	Emails
	Contacts

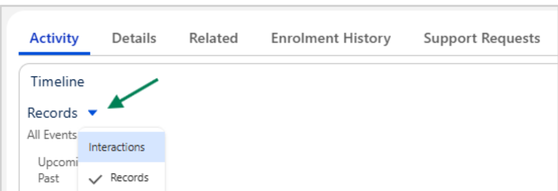
Records Timeline

Use this view for case-related records and supporting documentation it displays:

	Barriers
	Uploaded files
	Unmet Basic Needs Fund (UBNF) entries
	Plans
	Services

Navigation Tips

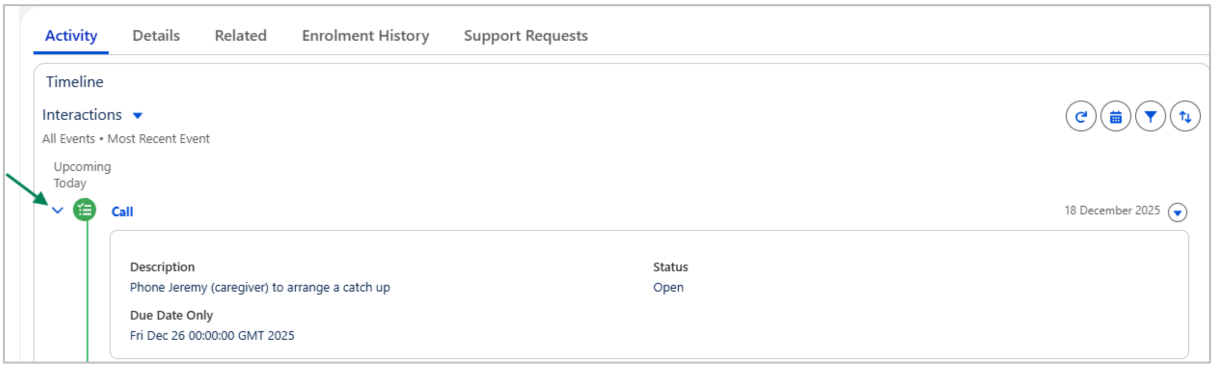
Switch Views: Use the dropdown to toggle between **Interactions** and **Records** to find the entries you need.



Refresh: If you've just added an entry, click **Refresh** to see the latest updates.

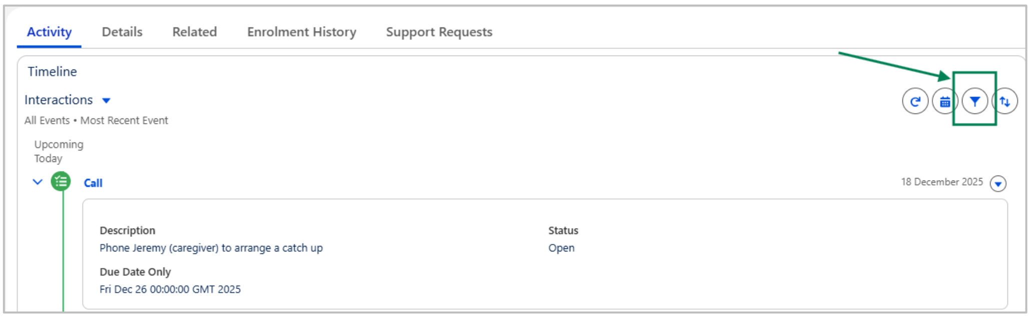
Expand Details: Click the **arrow** next to an entry to view more information such as:

- Email content
- Meeting date, time, and description



Edit: Click small down arrow on the right of the date and choose Edit to make changes to the entry. Note: if you are not permitted to change the item you will see a message saying that you can't.

Filter: Click the filter button at the top of the timeline to filter for specific entry types.



Add Case Comment

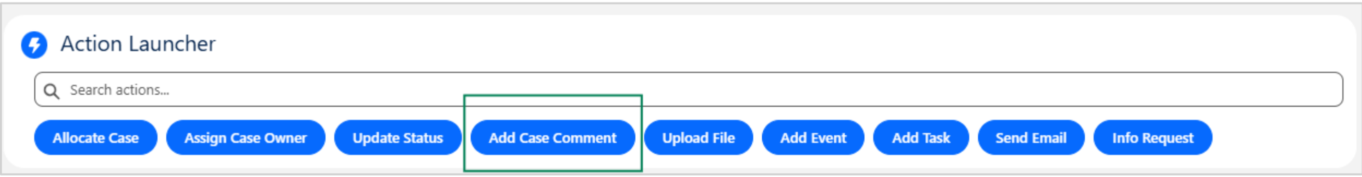
Who can do this: Case Manager and Workflow Lead roles as well as the school roles: Office Support, Primary Contact and Attendance Lead.

Context: Use Case Comments to record key updates, decisions, and observations throughout the life of a case. You can choose to share specific comments with schools by ticking the 'Share with school' box on the Comment.

Expectations

- Share relevant information with schools.
- Be proactive in sharing to support planning or action.
- Ensure all comments are accurate and up to date.

Steps



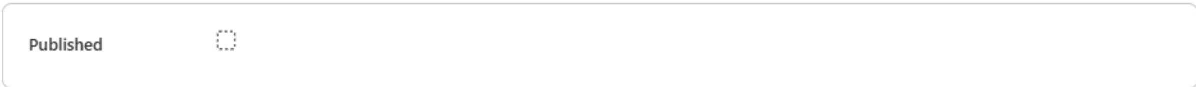
- Open the relevant case.
- Click Add Case Comment button from the Action Launcher.
- Write your comment in the 'Body' field.
- If appropriate, tick the box to Share with School.
- Click Comment – the comment will appear in the Activity Timeline and Related tab.

Tips

- If you chose to share your comment with the school, the School Primary Contact will receive an email notification letting them know that a new comment has been added to the case and shared with them.
- Once you have created a comment you can:
  - **View** the comment in the Activity Timeline. The comment is displayed as an entry on the timeline so you don't need to click on the blue comment text – if you do you will receive an error. Hover over a long entry to see the full content.
  - If you need more information, such as who created the Case Comment, you can find this on the Related tab.

- **Edit** the comment by clicking the small dropdown arrow next to the due date (on the right side of the Comment). Select Edit from the menu, then make your changes and click Save. While editing the comment you can also choose to share with the school by ticking the 'Public' checkbox.

- When you view your comment on the Activity Timeline, if you have shared the comment with the school you'll see 'Published ✓'. If you have not shared the comment, you'll see 'Published ⬚'



Add Task

Who can do this: Case Manager and Workflow Lead roles

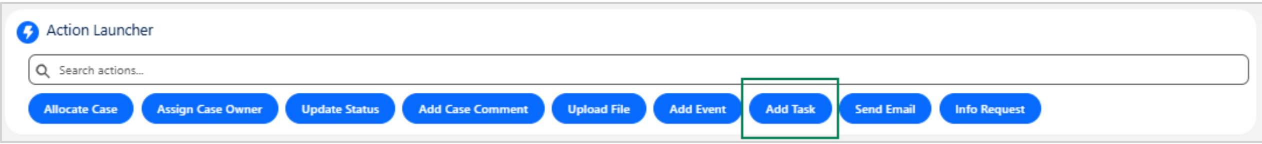
Context: Tasks help you track actions that need to be completed – such as follow-up calls, or checks, and to record the time spent on case management activities. It's important to include clear details in the Subject and Description fields so the purpose of the Task is easily understood, and to mark the Task as complete once finished to keep the case record accurate and up to date.

Remember to add an estimate of the time taken to do the activity that you are recording in the Task. This helps with understanding how much time is needed to manage a case, so that informed decisions can be made about the service in the future.

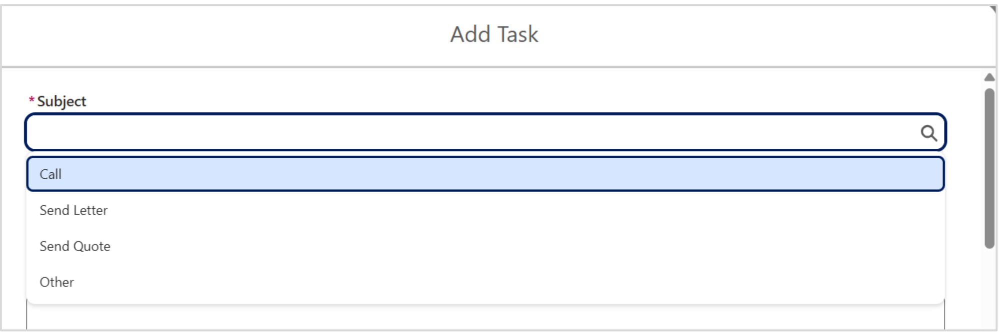
Expectations

- Include details in the Subject & Description fields so the purpose of the Task is clear.
- Mark the Task as complete once finished to keep the case record up to date.
- When creating or updating a task, enter your estimated time in the Hours & Minutes fields. Include all related activities such as preparation, travel, and follow-up work.

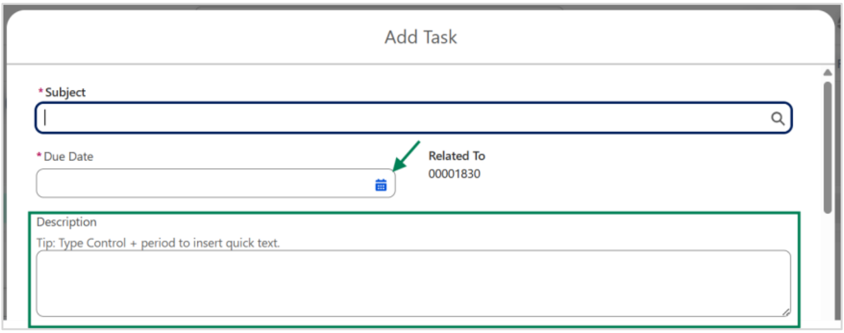
Steps



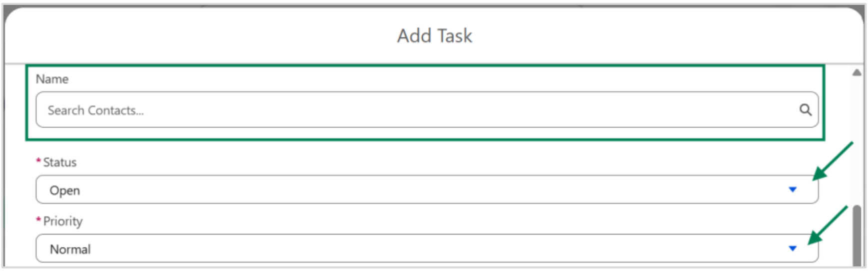
- Open the relevant case.
- Click Add Task from the Action Launcher.
- In the Subject field, select the appropriate subject from the dropdown list, or type your own.



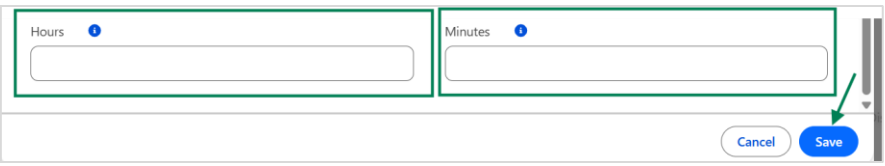
- Click the calendar icon in the Due Date field and choose a date from the date picker.
- Enter details in the Description box Description field (optional).



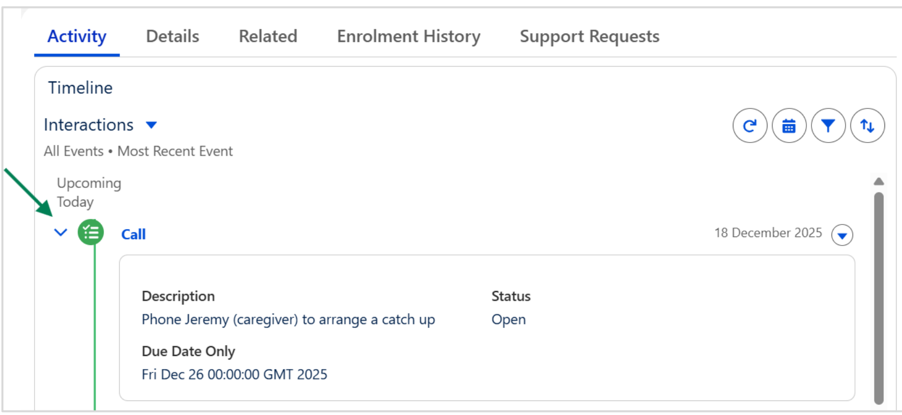
- In the Name field, select a Contact from the list (optional).
- In the Status field, choose the current status of the Task.
- In the Priority field, select the priority level for example High, Medium, Low.



- Enter your best estimate of the time spent in the Hours and Minutes fields – remember to include preparation, travel and admin time.
- Click Save to create the Task.



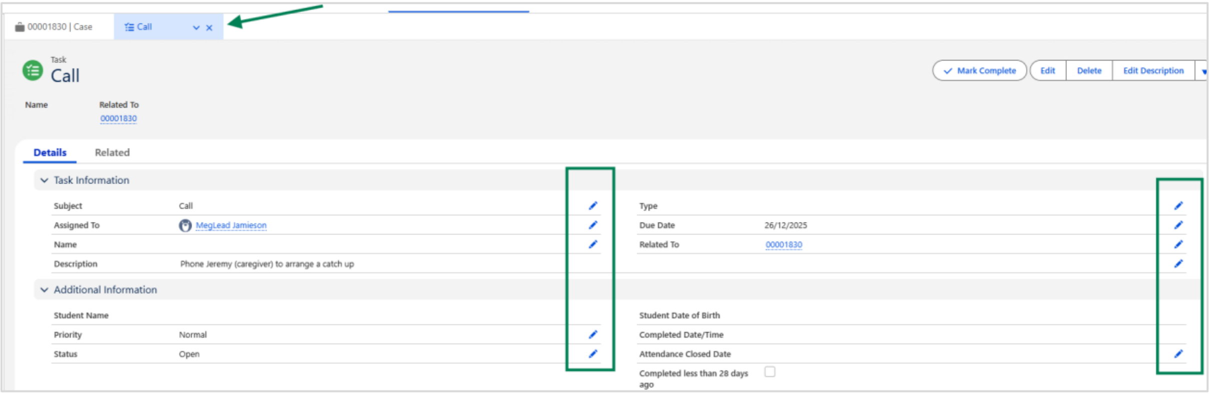
- View the Task in the Activity Timeline (Interactions). Click the small down arrow next to the Task icon to view details of the Task.



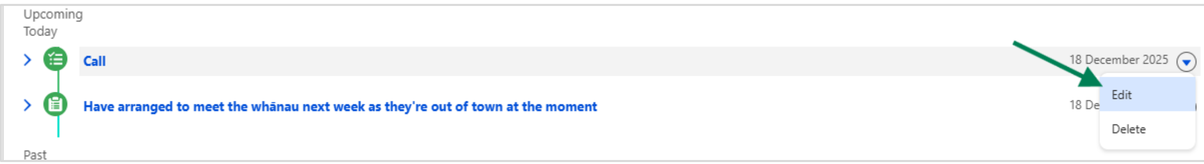
Tips

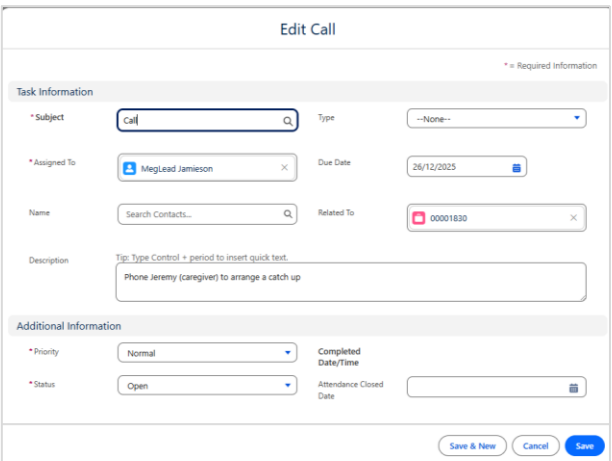
Once you have created a Task you can edit it in two ways from the Activity Timeline:

1. Click the Task subject to open it in a new tab. If a field has a pencil icon, you'll need to click on this to edit the field. Clicking on one pencil icon will allow you to edit any of the fields.



2. Click the small dropdown arrow next to the due date (on the right side of the Task). Select Edit. Make changes to the Task then click Save.





<u>Note</u>: You can only edit your own tasks – you can't edit tasks created by someone else on the case.

Add Event

Who can do this: Case Manager and Workflow Lead roles

Context: Events are used to record key interactions or activities related to a case, such as meetings, phone calls, or visits and to track time spent on the case management. Logging events ensures an accurate timeline of case activity and supports reporting requirements.

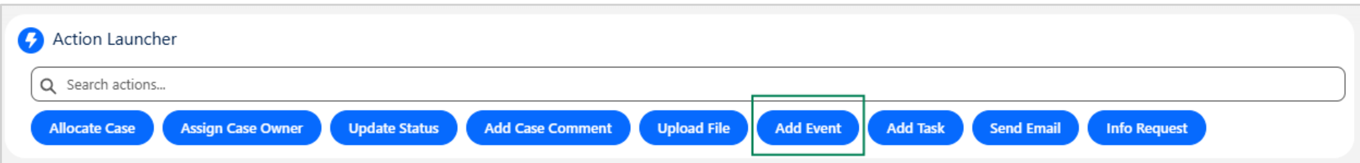
You should add events when:

- Scheduling or recording mandatory meetings such as the Initial School Meeting or Initial Whānau Meeting.
- Capturing other significant interactions, such as follow-up calls or visits.

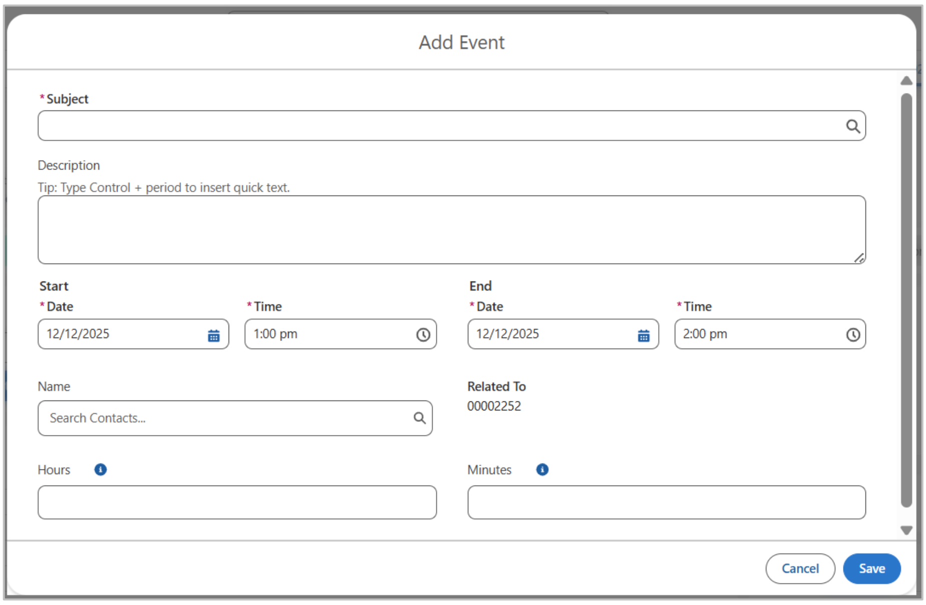
Expectations

- Certain events must be recorded using the AS-CMS Event function because they are tracked by the system, for example the Initial School Meeting and the Initial Whānau Meeting.
- When adding these, select the correct Subject from the list so the system can track them.
- Add any other events to maintain a complete record of case activity. For these, you can type your own subject, for example 'Follow-up call with whānau'.
- When creating or updating an event that has taken place, use the Hours and Minutes fields to record your estimate of time spent on the activity, including preparation, travel, and follow-up activity.
- Schedule future meetings or visits.
- Ensure entries are accurate and timely.

Steps



- Open the relevant case.
- Click Add Event from the Action Launcher.
- In the Subject field, select the appropriate subject from the dropdown list, or type your own.
- Enter details in the Description box. This is where you can add a meeting agenda or detailed meeting notes – the character limit is 3999 (approximately 700 words).
- Set the Start Date and Start Time using the date and time pickers.
- Set the End Date and End Time using the date and time pickers.
- In the Name field, select a Contact from the list, if relevant.
- Estimate the time spent in the Hours and Minutes fields – remember to include preparation, travel and admin time.



- Click Save to create the Event.
- Refresh the Activity Timeline (Interactions) to view the Event.

Tip: To edit the Event, click the small dropdown arrow next to the due date (on the right side of the Event). Select Edit.

Add and edit contacts

Who can do this: Case Manager and Workflow Lead

Context: Adding or editing contacts ensures that the case record has accurate and up-to-date information. Each case displays the school contact (School Primary Contact), and any whānau/caregiver, service provider or additional school contacts linked to the student.

Expectations

- Add new contacts promptly: When you become aware of an additional whānau/caregiver, add them to the case. Mark the new contact as a Primary Caregiver if appropriate.
- You can create a contact for the student, if that makes it easier to record their primary address and contact details
- Keep contact details accurate: Edit existing whānau/caregiver records whenever you receive updated information, such as a new phone number or address.
- Flag outdated addresses: If you confirm that a caregiver's address is no longer current, use the Contact Details Not Current flag on the Contact's record.

Add a contact

Steps

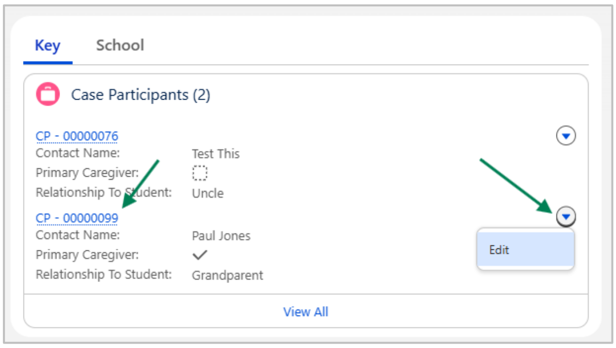
- Open the relevant case.
- Click on the Action Launcher search bar and search for 'Add Contact'.
- When the Whānau/Caregiver contacts screen opens, click +Add Contact to add a new contact to the list.
- Add the following contact details:
  - First/Last name of the contact
  - The contact's relationship to the student. If the contact is the primary caregiver of the student, click the checkbox. More than one contact can be marked as primary caregiver – and there must be at least one. If the student lives independently, you can create a contact record for the student and mark it as primary caregiver.
  - Address, phone, email
  - Preferred method of contact (phone or email)
  - Languages spoken at home (if applicable)
  - Add any additional notes or details.
- Click Save to add the contact to the list. You can add multiple contacts to the list before confirming the entries and saving them to the system.
- When you are finished adding contacts, click Next to confirm the contacts in the list and save them to the system.

- The new contact will appear under the Key tab in the Contacts section.

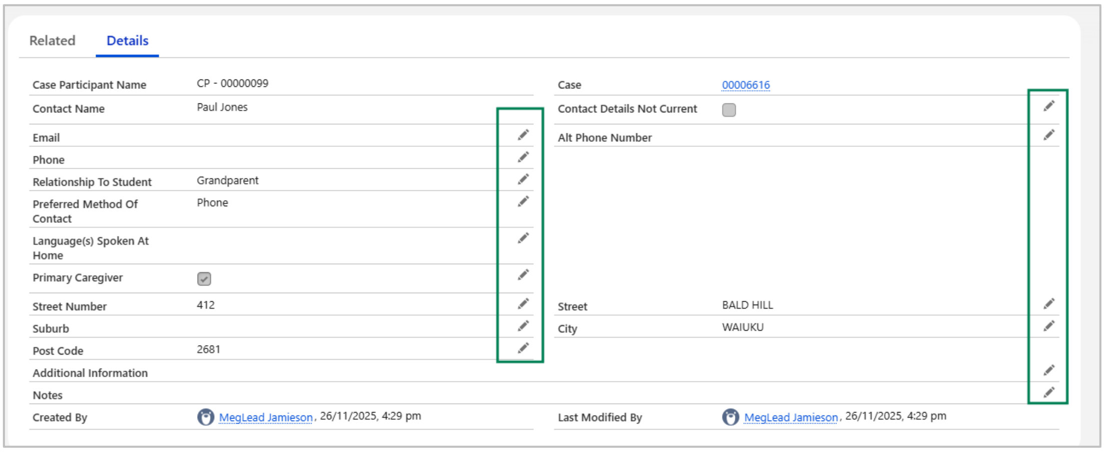
Edit a contact

To edit the contact, you can either click the small down arrow next to the contact on the Key tab then select Edit OR click on the contact's name.

Both of these actions will open a screen where you can edit the contact's details.

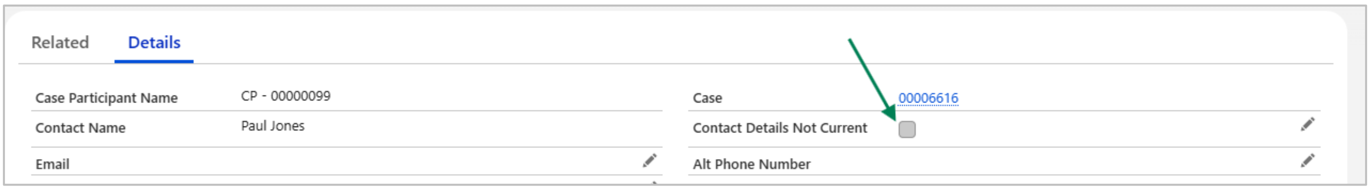


If a field has a pencil icon, you'll need to click on this to edit the field. Clicking on one pencil icon will allow you to edit any of the fields.



Important: Remember to indicate when a contact's details are no longer current by ticking the Contact Details Not Current box

---



Upload Files

Who can do this: Case Manager and Workflow Lead roles as well as the school roles: Office Support, Primary Contact and Attendance Lead.

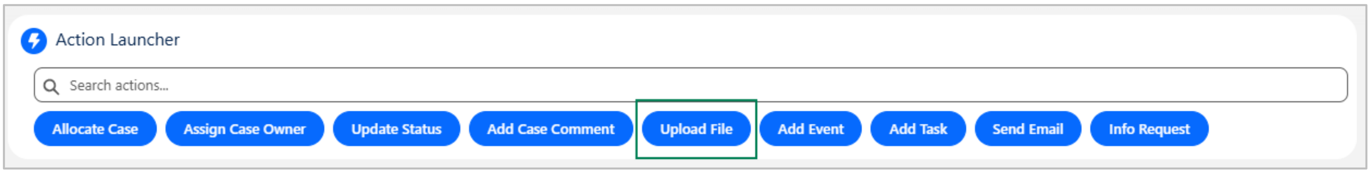
Context: Uploading files lets you keep all important documents secure within the AS-CMS on the case record. This ensures that supporting information is easy to find and linked directly to the case. You should upload files when you need to add documentation such as:

- Meeting notes
- Referral forms
- Attendance plans received outside the AS-CMS
- Emails sent or received outside the AS-CMS

You can also choose to share uploaded files with the school directly from the case.

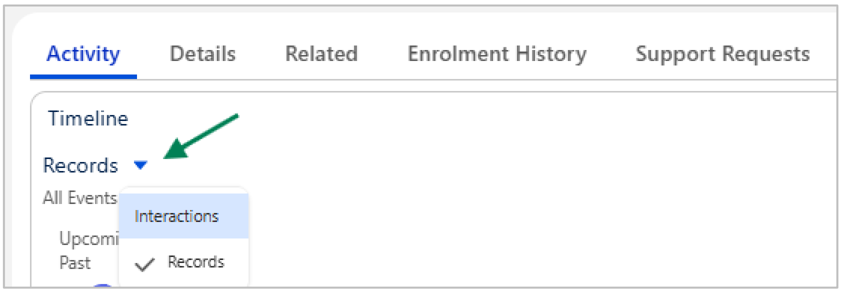
Expectations

- Upload all relevant files to the case. This could be emails or other correspondence received outside the AS-CMS such as letters or application forms.
- Store documents in the AS-CMS rather than external systems to ensure secure information management, visibility and continuity of support.
- Ensure documents are appropriately named and linked to the correct case to support clarity and ease of access.
- Case Managers may choose to share documents with schools to support collaboration.



Steps

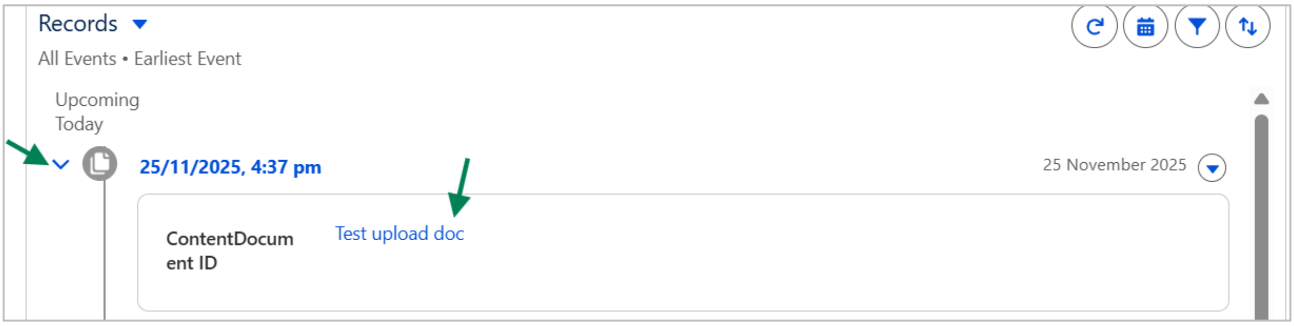
- Open the relevant case.
- Click Upload File from the Action Launcher.
- Click Upload Files – a file picker will open.
- Select the file from your device and click 'Open'.
- Once the file has uploaded click 'Done'.
- Tick the 'Share with school' box if you want to share this file with the school.
- Click Next – The file will appear in the case Activity Timeline. Remember: Files are shown under the Records timeline on the case, so you will need to change the timeline option from Interactions to Records.



- The file will also appear in the Related tab.

Tips

- If you chose to share the file with the school, the Primary Contact will receive an email notification letting them know that a new file has been added to the case and shared with them.
- To view, print, or download a file from the Timeline click the arrow to the left of the document icon – this will open a box where you can see the name of the document you uploaded. Click on the document name to open the file and use the available options. Note – if you click on the date, it will not open the document.



- You can also upload, view, print and download files from the Related tab.
- If downloaded, dispose of the file securely after use – do not store case-related files outside the AS-CMS.
- Remember to only share files securely, through the AS-CMS and not by email or otherwise outside of the system.

Record barriers to attendance

Who can do this: Case Manager and Workflow Lead roles

Context: Understanding and recording barriers to attendance is central to effective case management. Record barriers to document the underlying reasons for non-attendance as identified by the school, whānau, or student. Capturing these accurately in the AS-CMS helps to support effecting planning and targeted actions. It also allows better insights to support strategic decision making.

Barriers may be personal, systemic, cultural, or situational. Selecting from the available barriers ensures that everyone uses a consistent approach to recording barriers. This supports shared understanding and collaboration as well as effective reporting. You can record more details, including specific impacts, in the details field.

Expectations

- Record Barriers in the AS-CMS as you build your understanding through engaging with the school, whānau, and the student.
- Review and update barriers as new information emerges or circumstances change.
- Ensure barriers directly inform the student plan and any referrals or support actions.

Steps

- Open the relevant case.
- Click on the Action Launcher search bar and search for Add Barrier.
- Select a barrier type using the checkboxes. Read the description that is displayed to ensure it is appropriate. You can add one barrier at a time from this screen, but you can come back to this screen as many times as you need.
- Scroll to the bottom of the screen and click Add Barrier.
- Select a barrier status (Critical, Active, Resolved, Informed). Review the on-screen guidance text to see what each status means.
- Include any additional details about this barrier. For example, you may want to document the specific ways this barrier is affecting this student or whānau.
- Click Add Barrier to create the Barrier. This also takes you back to the previous screen, where you can add another barrier or click the 'x' to close the window and return to the case.

Tip: The Barrier will appear in the Activity (Records) Timeline, **and** under the Barriers tab in the Service Coordination section. Remember to refresh the timeline first.

Create and manage a student plan

Who can do this: Case Manager and Workflow Lead

Context: Create and maintain a shared, actionable student plan in the AS-CMS to address barriers to attendance. The plan should reflect the student's needs and be developed collaboratively with the student, their caregiver(s), and the school. A copy of the plan should be shared with the school for their records.

The plan provides a clear roadmap for improving attendance through agreed actions and ensures shared understanding and commitment across all parties. It supports continuity across case types.

If the student is currently enrolled, you should share a copy of the plan with the school unless there is a reason not to do so, for example if the student doesn't want the plan to be shared.

You can print the plan and share a hard copy, or you can 'print to file' to create a document that you can email or share to the school as an uploaded file.

Expectations

- Develop the plan collaboratively with the student, caregiver(s), and school.
- You can have more than one plan, for example if there are goals and actions that are personal to the student and they don't want to share them to the school
- Build on any existing school plans where appropriate.
- Include clear, actionable steps that may be assigned to any or all parties involved.
- Keep the plan up to date, reflecting changes in circumstances, progress, or agreed actions.

Steps

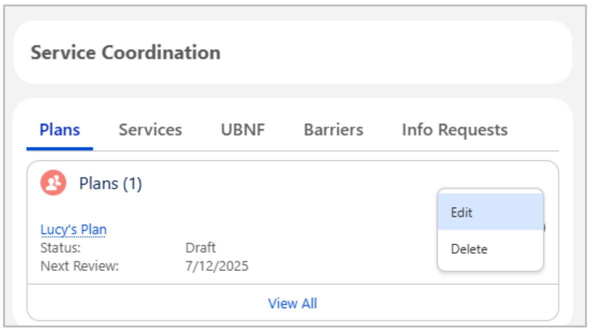
- Open the relevant case.
- Click on the Action Launcher search bar and search for 'Add Plan '
- Add a title for your plan.
- Add a description to summarise the overall goal that the plan aims to achieve. This may be an attendance goal, or something different that will ultimately support improved attendance.
- Add steps to your plan by clicking Add Step. These are the specific actions that will be completed. Each step includes:
    - Who: the person responsible for the step
    - What: what the person needs to do
    - When: the timeframe for carrying out the step. This could be a due date, or a frequency such as 'three times a week', or some other time-based measure
    - Started/done: Update to Started when the step is underway. Update to Done if it is completed.

- Add a Next Review date. This is the date you plan to review the progress of the plan. Tip: create a task for the review date, to keep track of when reviews are due.
- You change the Status of the plan from Draft to In Progress (using the pencil icon next to the Status field on the Details tab) once at least one step has been Started.
- You can find your newly added record in the Plans tab under the Service Coordination section and in the Activity (Records) Timeline. Remember to refresh the timeline first.

Tips

You can edit the plan:

- **From the Plans tab under Service Coordination**. Click on the small down arrow on the right of the screen and choose Edit.



- **By clicking View All at the bottom of the Plans tab.** Click the small down arrow on the right of the table and selecting Edit

Record Unmet Basic Needs Fund use

Who can do this: Case Manager and Workflow Lead roles

Context: Record Unmet Basic Needs Fund (UBNF) usage in the AS-CMS to ensure transparent tracking of financial support provided to students.

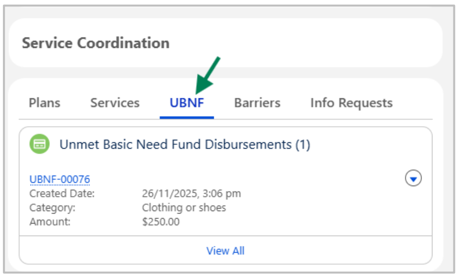
Expectations

- Record all fund usage promptly and accurately in the AS-CMS.
- Enter the amount, select the correct category, and provide a description of the purchase. Explain why this support is expected to impact the student's attendance. You should be able to draw a link between this support and one or more barriers that have been recorded.
- Retain supporting documentation such as receipts, invoices, or approvals in accordance with your organisation's internal policies. These must be managed via your existing accounting processes and systems.
- Follow any Ministry guidelines for fund management and reporting.

Steps

- Open the relevant case.
- Click on the Action Launcher search bar and search for 'Add UBNF'
- Enter the amount spent.
- Enter the category. This is the type of funding, e.g. food, or school-related costs.
- Enter what was purchased.
- Add a description about how this is will make it easier for the student to attend school.
- Click Create disbursement to add the record. A message will show the details you entered.
- Click Finish

Tip: You can view the new UBNF record on the UBNF tab under the Service Coordination section and in the Activity (Records) Timeline. Remember to refresh the timeline first.



Add Services

Who can do this: Case Manager and Workflow Lead role

Context: Adding a service on the case in the AS-CMS records referrals to health, social, or community services for the student or whānau. This provides visibility of which service providers are engaged, the status of each referral, and helps identify patterns such as declined or waitlisted referrals. Recording services ensures coordinated planning and highlights where follow-up may be needed. It supports analysis to identify patterns of successful and unsuccessful requests for support from different agencies and other service providers.

Important: Using the Add Service action does not send a referral to the provider – it simply records that the referral has been made.

When to use:

Add a service whenever support has been requested from government agencies or other service providers. The referral may have been made by you, the school, the whānau, or another party.

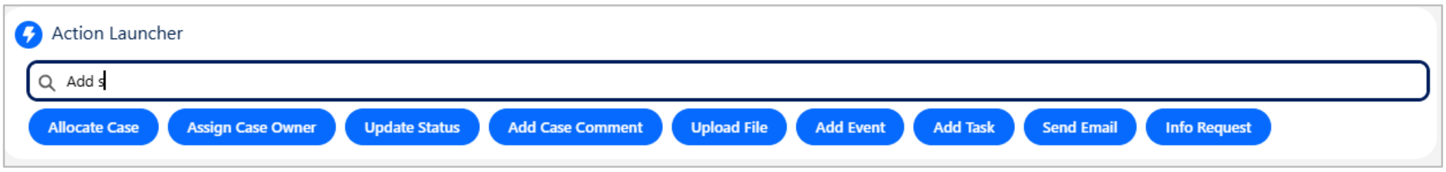
Examples of services and service providers:

- Government agencies
- Community groups and NGOs
- Counselling or mental health support
- Social work or family support services
- Transport assistance
- Community programmes or tutoring
- Multi-agency forum

Expectations

- Refer students and whānau to health, social, or community services as appropriate
- Keep a record in the AS-CMS of referrals made for students and whānau (new and existing), including those made by the school before or after the case was created.
- Keep referral status up to date, for example Awaiting Response, Waitlisted, Completed, Refused by Caregivers.
- If the case is referred to a multi-agency forum record this by selecting Multi-Agency forum in the Provider list and the Service list
- If you have requested support from the Attendance Prosecutions team record this by selecting Ministry of Education in the Provider list, and Attendance Prosecutions in the Service list.

Steps



- Open the relevant case.
- Click on the Action Launcher search bar and hit the space bar or search for 'Add Service'.
- Choose whether the service is New or Existing:
- New: you are making a new referral
- Existing: the referral has taken place previously. It may have been made by the whānau or the school.
- Select who made the referral for example School, Attendance Service
- Enter the following info:
    - Date of the referral or tick the Unknown box
    - The service provider for example Health NZ, MSD, Ministry of Education
    - The name of the service
    - The service category for example caregiver support
    - The status of the referral – Awaiting response, Completed, Withdrawn
    - If applicable, you can add a contact for this service (you'll need name, role, email, and phone)
    - Add any important notes or details about the referral
- Click Next to add the referral.
- The newly added service referral will appear in the Services tab under the Service Coordination section and in the Activity (Records) Timeline. Remember to refresh the timeline first.

Info Requests

Who can do this: Case Manager and Workflow Lead roles

Context: Use Info Requests to obtain updated location and contact details.

Submit an Immigration New Zealand info check to confirm if a student has left the country. Use the Immigration Check if the leave reason is 'Gone Overseas' or if the referrer makes a comment that suggests that the student may have left the country.

Submit a Ministry of Social Development (MSD) info check to confirm the most up-to-date address details for the student. For example, if the referring school advises that they know their last known address is incorrect – submit an MSD request, as MSD may hold current contact details for the student or a primary caregiver.

Note that MSD only hold details for current MSD and Kāinga Ora clients.

When to Use

Initiate an Info Request only initial contact attempts have failed, and you have documented those efforts in the case record.

What Happens When You Submit a Request

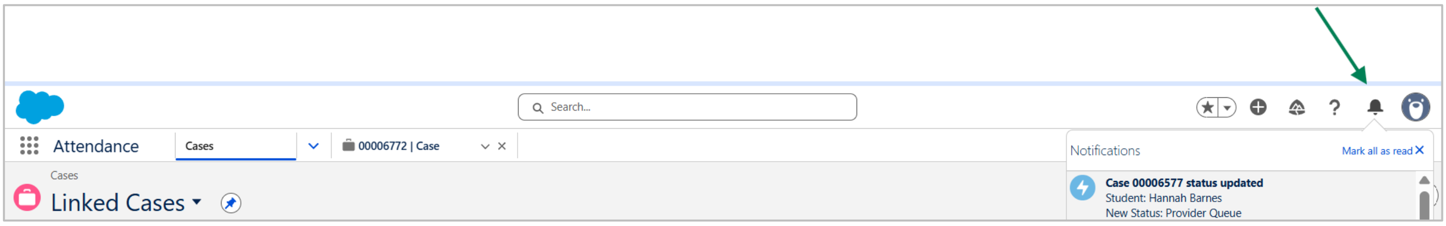
The system creates the Info Request with the status Requested.
The Central Investigations Team (CIT) sends the request to the appropriate agency:

- Immigration NZ can check if they have a record of the student leaving the country.
- If a caregiver is an MSD client, MSD can provide their latest known address.

Once sent, the status of the Info Request changes to Open.

When a response is received:

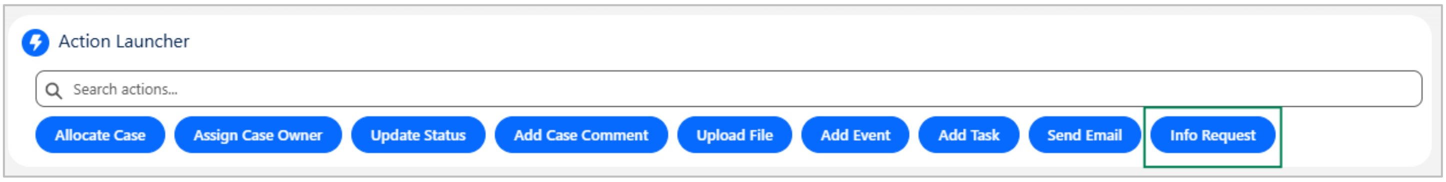
- The case is automatically updated with new details.
- The Info Request status changes to Complete.
- The Case Manager receives an in-app notification.



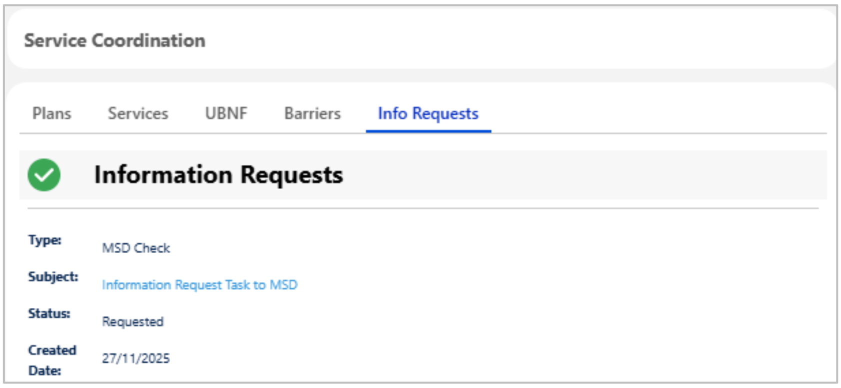
Expectations

- Use this feature after initial contact attempts have failed.
- Document your efforts to reach the student before submitting the request.
- Treat any returned information as sensitive and use it solely for case resolution.

Steps



- Open the relevant case.
- Select Info Request from the action launcher
- Select which info requests you would like to initiate (Immigration and/or MSD).
- Click Submit to initiate the requests.
- You can find record of your request in the Info Requests tab under the Service Coordination section and in the Activity (Interactions) Timeline. Remember to refresh the timeline first.



Mark a student as Not Located

Who can do this: Case Manager and Workflow Lead roles

Context: Apply the Not Located flag on a case when all reasonable efforts to locate a student have been unsuccessful. This status signals that the student's whereabouts are unknown and ensures visibility across the system. Flagging a case as 'Not located' helps the Ministry understand how many referred students remain unaccounted for. This supports national reporting and helps guide next steps.

You must have completed Info Requests to both Immigration NZ and MSD within the last 28 days before applying the flag.

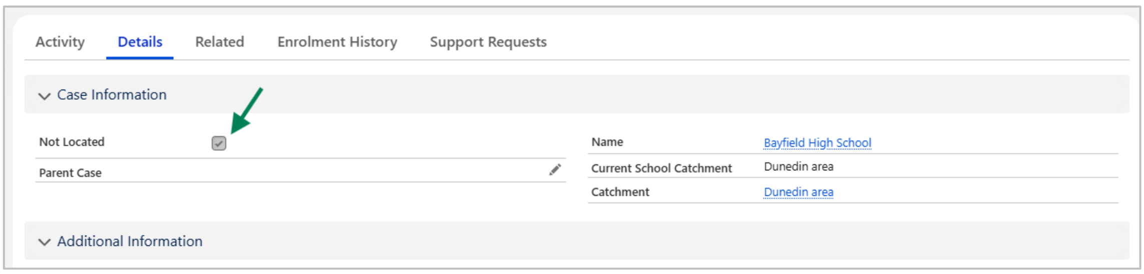
Expectations

- Attempt all reasonable efforts to contact the student before using this status.
- Document all attempts clearly in the case record.
- Use this action only when you have completed all reasonable attempts, including information requests and referring to the Multi Agency Forum and have been unsuccessful.

Steps

- Open the relevant case.
- Click on the Action Launcher search bar and search for 'Not Located'
- Tick the Apply Not Located Flag box and click Next
- If you have not received responses for the Info Requests, then you'll see a message indicating that this must be done before applying the Not Located flag.
- If you have had the necessary responses to the Info Requests, check the box and click Next.

Tip: You can see the Not Located box is ticked on the Details tab



Pause a case

Who can do this: Case Manager and Workflow Lead roles

Context: You can change a case status to paused if a child under 6 has been withdrawn from their school roll. Once a case has been Paused for this reason, the status will be updated when:

- You choose to change the status, for example to Open, Transition, Closed or Provider Queue
- You reallocate the case
- The child re-enrols at a school before turning six, or
- The child turns 6

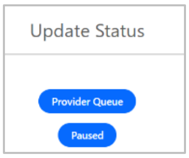
More pause reasons will be coming with further releases.

Expectations

- Only pause a case if it aligns with one of the pause reasons – initially only when the child is under 6 and has withdrawn from school.
- Before pausing the case, you must locate the child and confirm that:
    - they are safe and
    - the caregivers have made an informed decision to remove them from the school roll and
    - there is no reasonable pathway to enrolment before the child turns 6.
- You cannot Pause a CA case for a child under-6. If they are enrolled at school, they must attend regularly.

Steps

- Open the relevant case.
- Select Update Status from the action launcher.
- Select the Paused option



- Choose the reason ‘Under 6 – withdrawn’
- Review the information about pausing a case for this reason then click Next
- If the child is under 6 then the Paused status will appear in the case status bar.
- If the child is not under 6 then you will see a message indicating that you cannot select this reason.
- You can see a Pause Details section under the Details tab on the case.

Move a case to Transition Status

Who can do this: Case Manager and Workflow Lead roles

Context: Moving a case into Transition status indicates that the student's attendance or engagement with school supports has stabilised and you are preparing to close the case. The Transition period allows you to monitor attendance and stay in touch with the school without any active case management. Case management activities stop in this phase; the student is engaged with the school process and the school is supporting the student using their Attendance Management Plan processes.

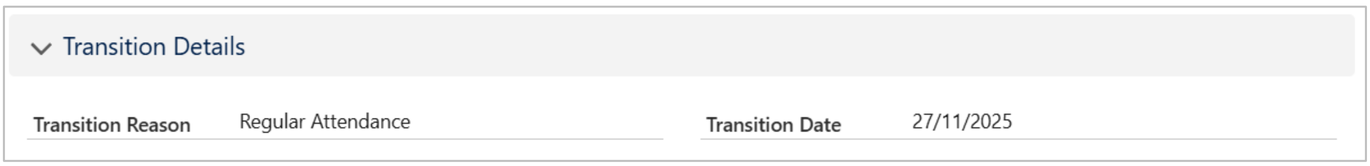
After holding a transition meeting with the school (and possibly the student and whānau), you will update the plan and complete case activities, then update the status to Transition.

Expectations

- Confirm the case is ready for Transition and meets one of the Transition reasons
- Hand over the plan to the school, student, and caregivers.
- Record the Transition meeting on the case and update all case details.
- Monitor progress during Transition.

Steps

- Open the relevant case.
- Select Update Status from the action launcher.
- Select the Transition option
- Check the prompt before changing the status, you should be sure that:
- All case notes, events and other case activity and record are up to date.
- You have arranged a Transition meeting with the school contact.
- Plans statuses have been updated, and the plans have been handed over to student and whānau.
- Select a reason for the Transition – see the reasons listed below.
- Click Next – the new status will appear in the case status bar.
- You can also see a Transition Details section under the Details tab on the case.



Reasons for moving a case to Transition status

Chronic Absence case:

- Regular attendance – the student is attending regularly
- Engagement stable – the student's engagement with the school's support process is stable

Non-Enrolment Notification case:

- Assisted enrolment – the student has re-enrolled with support from the provider and/or caregivers
- Other enrolment - the student has re-enrolled without the help of the provider

Close a case

Who can do this: Case Manager and Workflow Lead roles

Context: Close the case when provider support is no longer needed. This marks the end of active case management and ensures the record is complete. Examples include:

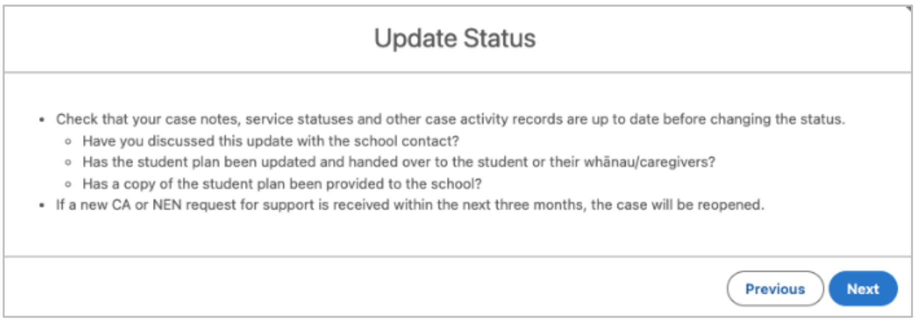
- Attendance or engagement have stabilised, and the school can manage without provider support.
- The student is no longer required to attend school for example they have left the country or have a valid exemption.

Expectations

- Discuss your intention to close the case with the school contact.
- Check that all case notes, service statuses, and other case activity are up to date.
- Choose the appropriate closure reason
- Note: If a new referral comes within 3 months, the case will reopen automatically.

Steps

- Open the relevant case.
- Select Update Status from the action launcher.
- Select the Closed option
- Be sure to double-check the prompt before changing the status, you should be sure that:
    - All case notes, events, and other case activity and record are up to date.
    - You have discussed the case closure with the school contact.
    - Plans statuses have been updated, and the plans have been handed over to student and whānau



- Select a reason for the case closure – see the reasons listed below.
- Click Next — the new status will appear in the case status bar.
- You can also see a Closure Details section under the Details tab on the case.

Reasons you can add for closing a case

Overseas	Assisted exemption
School leaver over 16	Other Exemption
Enrolled out of scope	Corrections
Regular attendance	Deceased
Engagement stable	Eligibility Expired
OT s364 Exemption	Rejected

Some Close reasons will require more information to be entered.

Update status to Provider Queue

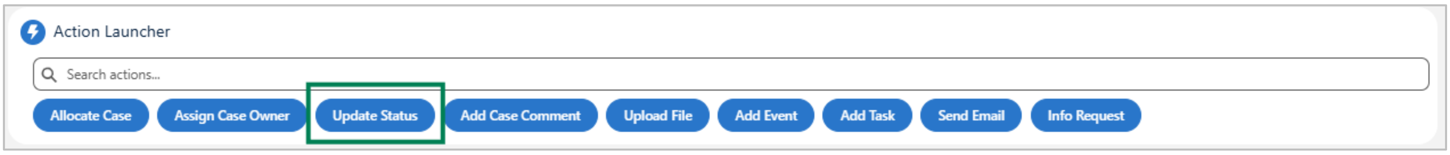
Who can do this: Case Manager and Workflow Lead

Context: If you can no longer work on a case or if it needs to be assigned to a different Case Manager for any reason, you'll need to first update the case status to Provider Queue. From there the Workflow Lead can assign the case to a case manager.

What happens when you update the status to Provider Queue?

- The Workflow Lead receives a notification.
- The case status changes to Provider Queue, making it available for reassignment.
- The Workflow Lead reviews the case and assigns it to a new case manager.
- All existing case notes and history remain intact, so the new case manager has full context.

Steps



- Open the relevant case.
- Select Update Status from the action launcher.
- Select the Provider Queue option
- Click Next to change the status to Provider Queue

Reallocate a case to CIT

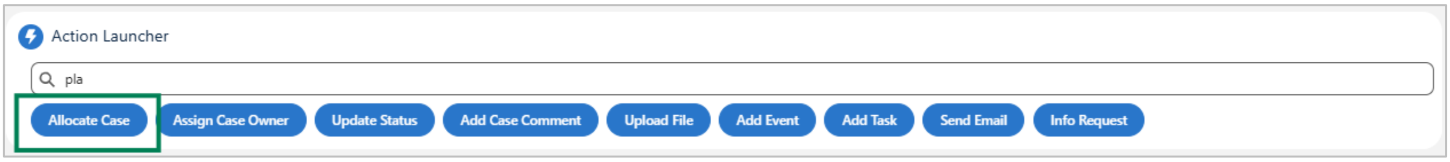
Who can do this: Case Manager and Workflow Lead

Context: Transfer a case to the Central Investigations Team (CIT) if the case should belong to a different service provider and the student is not currently enrolled at a school that is in scope for support from the Attendance Service. CIT will use the student's address to identify the correct catchment and allocate the case.

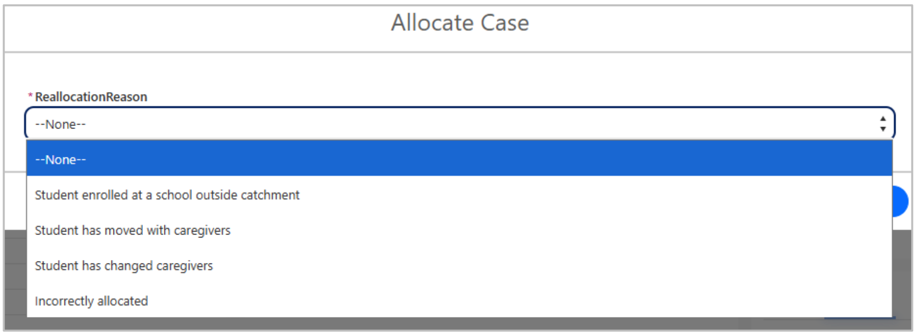
Expectations

- Select the relevant reallocation reason
- Ensure all details are up to date before transferring, including an address.
- Add any case comments that would be helpful to the new provider. You can also expect the new provider to get in contact to arrange a handover meeting.

Steps



- Open the relevant case.
- Select Allocate Case from the action launcher.
- Select the Reallocate Case to CIT option.
- Click Next
- Choose the reallocation reason



- Click Reallocate now

Reallocate to another provider

Who can do this: Case Manager and Workflow Lead

Context: You will receive an 'Out of Catchment' notification on a case if the student has enrolled in a school that is in scope for support from the Attendance Service, and that school is associated with a different catchment. You will also see contact details for the new provider, on the case. You should contact the new provider and if appropriate, arrange to allocate the case to that provider. Before allocating the case, ensure that all notes, plans, services and other case content is up to date.

The new provider's details are displayed on the Details tab on the case.

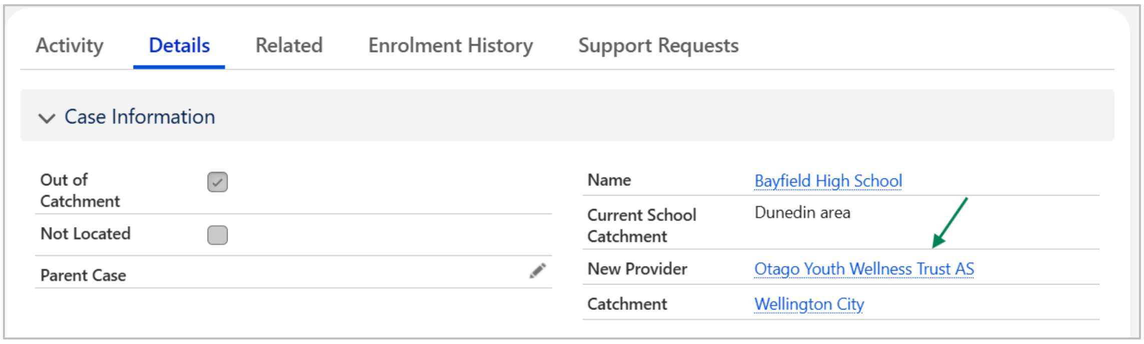
Note: You may choose not to reallocate the case for example if you have established relationships with the child and whānau, and if the distance is manageable. You should consult the new school and the school's catchment provider when making this decision.

Expectations

- Make contact with the new provider.
- Ensure all details are up to date.
- Select the relevant reason when allocating.
- Add any case comments that would be helpful to the new provider.

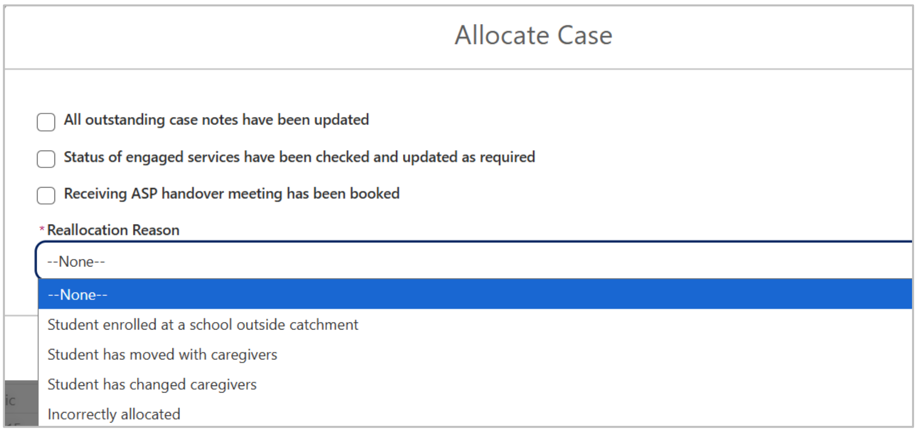
Steps

- Open the relevant case.
- Before allocating the case you should make contact with the new provider. You can view the new provider's details on the case Details tab, under Case Information



- Select Allocate Case from the action launcher.
- Select the Reallocate the Case to another ASP option and click Next.

- Tick the boxes to confirm you have completed the required actions.



- Choose the reallocation reason.
- Click Reallocate now.

Considering prosecution

Context: Prosecution should only be considered if persistent non-attendance continues despite interventions and support actions including formal communications with the whānau. You'll need to discuss the case, and your intention to explore prosecution with the school and your Contract and Relationship Manager at the Ministry.

Consider the following questions as these will need to be answered if you proceed with a prosecution notification to the Ministry.

- Are caregivers enabling ākonga absences?
- Have the caregivers been sent written warnings, including at least one specific warning that they would be referred to the Ministry Attendance Prosecutions team for assessment?
- Have you engaged with your Ministry Contract & Relationship Manager about this case?
- Does the ākonga have any health conditions that impact their attendance?
- Do the caregivers have any health conditions that impact ākonga attendance?
- Have all reasonable support options been explored?
- Has the school been advised that you are making a Prosecution Notification?
- Have other agencies/services been engaged to support the ākonga?

At this stage, the process initiating a prosecution remains outside the AS-CMS, but you should record all formal communications sent to the whānau and all other relevant notes on the case.

Further steps should follow the existing Ministry process for prosecution.

Expectations

- Speak with both the school and your Contract and Relationship Manager before proceeding.
- Record all formal communications in the AS-CMS
- Record that prosecution is being considered by adding this under Add Service
- Use AS-CMS to send an email to the Prosecutions team requesting a meeting at enquiries.national@education.govt.nz.
  - **Do not include case details in the email.**
  - Simply request a meeting to discuss the case.
- Follow the Ministry's existing prosecution process outside the system.

Steps

- Add service (use the Add Services Quick Reference Guide if needed)
- Send email to the Ministry Attendance Prosecutions team to request a meeting (use the Send Email Quick Reference Guide if needed)
- Ensure all case management activity has been documented, including attempts to engage, offers to make service referrals and formal communications sent.

Link cases

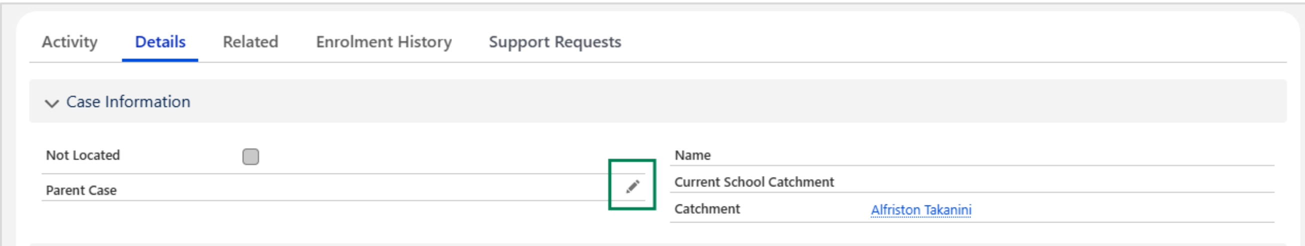
Linking cases in the AS-CMS helps you easily find related cases and helps with coordinating support for students and whānau. If you need to associate two or more cases that are related, for example siblings or household members you can link the cases and then create a list view of these cases.

Expectations

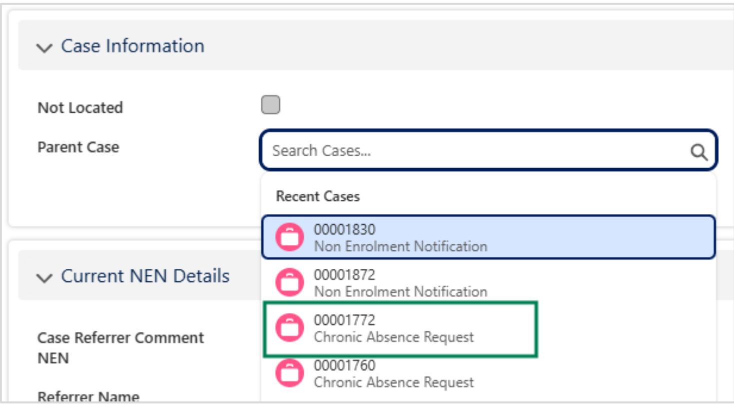
- If multiple cases are related such as several children in one household, nominate one case as the parent case and link all other cases to that case. This makes it easier to identify all related cases through list views.
- You can create List Views to find all cases connected to the parent case. Use the Create custom lists to find out how to add the Parent Case field to your own custom list view.

Steps

1. Choose the case that you want to link the others to and make a note of this case number. This is called the parent case.
2. Open a case that you want to link to the parent case.
3. On the Details tab, under Case Information click the edit pencil on the Parent Case field.



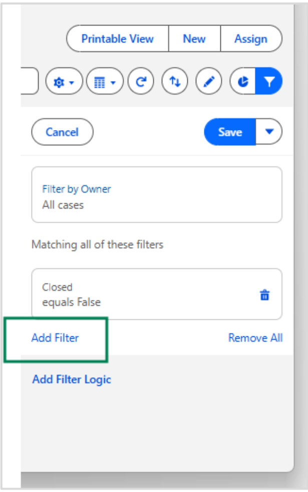
4. Choose the case number of the Parent Case and select it.



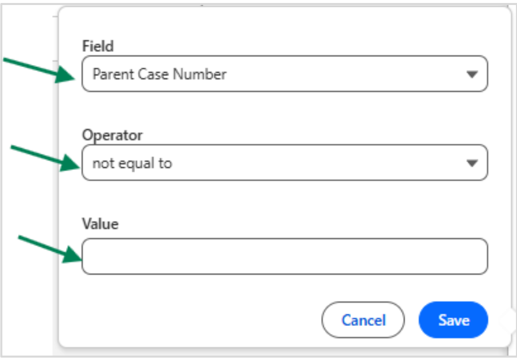
5. Repeat steps 2-4 for other cases that you want to link to the parent case.

Tips: Creating a list view of linked cases

- Once you have linked cases together you can create a list view to see all linked cases in one view.
- Follow the 'Create custom list views' guide steps 1-4 to create a list view that you can modify.
- Click the gear icon and choose Select Fields to Display.
- Select **Parent Case Number** from the Available Fields list on the left and click the right arrow to move this to the Visible Fields list.
- Click Save.
- Click the funnel icon to display Filters then click Add Filter.

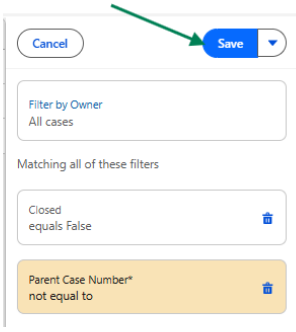


- Choose:
    - Field: Parent Case Number
    - Operator: not equal to
    - Value: leave this field blank.



- Click Save to save that filter.

- Click Save to save the updated list of filters. This refreshes the list view to show all cases that have are linked to any Parent case.



- You can change the filters, for example to only show cases that are linked to a specific case, or to only show cases that have a Parent case, and the Not Located flag applied.

Reports

Who can do this: Case Manager and Workflow Lead

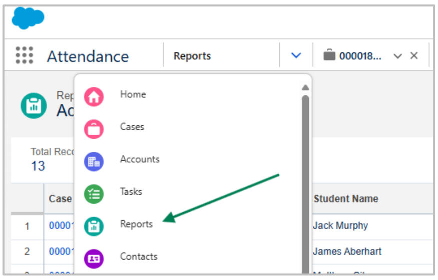
Context: Reports in the AS-CMS help you view and analyse case-related data. You can access pre-built reports or create your own to track progress, identify trends, and support decision-making.

> **Exporting reports**: Workflow Leads can export reports to Excel if required for analysis however exported reports must not include:
>
> - personally identifiable information such as names, phone numbers and addresses
> - detailed case notes
>
> Reports must not be printed for the purpose of carrying hard copy student or case information.

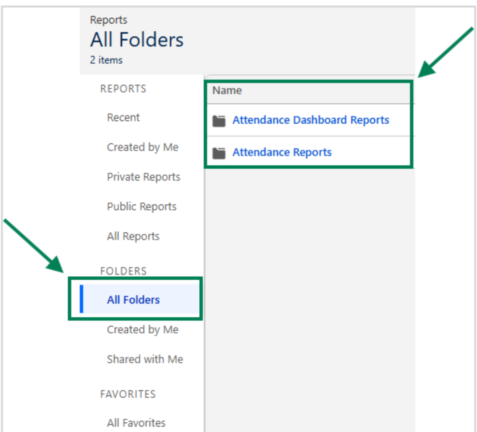
Accessing pre-built reports

Steps

- Use the dropdown menu in the top-left of your window to choose Reports from the options.



- Click on All Folders from the navigation bar on the left of the page (under FOLDERS). Here you can see folders called:
    - **Attendance Dashboard Reports** and
    - **Attendance Reports**.



- Click on the folder name to open it.

- Click on a report name to open a report, for example Unmet Basic Needs Fund Report.
- (Optional) Use filters to refine the data displayed.

Creating a new report

Steps

- You can either:
  - click the **New** button on the top right of the reports page or
  - open a report (using the steps in the Accessing pre-built reports section) that is closest to what you need and click Edit to modify that report.
- **Group rows**: click Add group under the heading GROUP ROWS –
  - Select a field, for example Case Status or Region, to group records by that value.
  - Grouping rows helps you see totals or summaries for each category.
- **Group columns**: click Add group under the heading GROUP COLUMNS –
  - Choose a field to create column groupings for example Month, or Case Type
  - This creates a report that compares two categories.
- **Add columns:** click Add column:
  - Search for and select the fields you want to display for example Case Owner.
  - Click the Run button on the top right of the screen to run the report and update the data.
  - Columns define what details appear in each row of your report.
- **Apply filters:** click the Filters tab at the top of the panel:
  - Choose a field, set the operator – for example greater than – and enter a value.
  - Example: Filter by **Case Status** = **Open** to show only active cases.
- **Apply cross filters:** click the small down arrow next to the Filters heading and choose Add Cross Filter:
  - Select a related object for example Cases with Contacts.
  - Use cross filters to include or exclude records based on related data.
- Click the **Run** button on the top right of the page to preview the report with your new settings.

- **Save** the report: click the small down arrow next to the Edit button and select **Save As**.
  - Choose a descriptive report name so that it's clear what the report will display.
  - Use the Report Description box Describe the purpose of the report.
  - Do not change the Folder – leave it in the Attendance Reports folder.
  - Click on the Select Folder button, then at the top of the Select Folder screen click on All Folders.
  - Click on Private Reports then click Select Folder.
  - Click Save.

View Dashboards

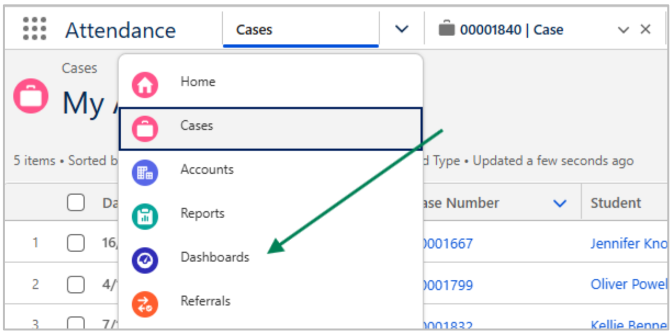
Who can do this: Case Manager and Workflow Lead

Context: Dashboards provide a visual summary of key metrics from reports. They help you quickly see trends and performance indicators without running individual reports.

Accessing Dashboards

Steps

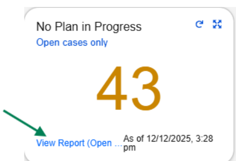
- You can see dashboards from your Home screen or
- You can access dashboards through the dropdown menu in the top-left of your window.



- Click on All Folders from the navigation bar on the left of the page (under FOLDERS).
- Click on the folder name **Attendance Dashboard Reports** to open it.
- Click on a dashboard name to open it, for example Attendance Home Screen Dashboard.

Tips:

- Dashboards update based on the underlying reports. You can view the underlying report for a dashboard by clicking on the View Report link on the bottom of the tile.



- You can refresh all components on a dashboard using the Refresh button on the top right of the screen, and you can refresh each individual component by clicking the little refresh symbol on the top right of the tile: