

Guidance and expectations for managing transferred cases

Transferred (migrated) cases

Volumes

Approximately 9,700 active cases (3,100 CA and 6,600 NEN cases) were transferred to Attendance Service Providers (ASPs) at the start of the year, via the data migration process.

Although all providers have received some transferred cases, we have identified that there are considerable variations. Some ASPs have received a high proportion of their total estimated annual volumes (over 25%) as transfers, whereas others have received a much lower proportion (under 10%).

Minimum requirements for all transferred cases by end March 2026

It is essential that these students receive the appropriate case management support as quickly as possible. It is also important that the Attendance Service Case Management System (AS-CMS) data is updated in a timely fashion, so that workload and activity can be monitored.

Please note that the end of March 2026 is the last possible date for this work to be completed. This date is designed to allow time for all providers, and particularly those with high levels of transferred cases, to achieve this. However, we expect you to ensure that all transferred students receive support as quickly as possible, and we will be monitoring progress on a regular basis.

Our expectation is that as quickly as possible, and at the latest by the end of March:

- All cases will have been reviewed and allocated to a case manager
- Any NEN cases that should be allocated to a different provider will have been transferred to that provider, or to CIT if that is the appropriate step (more details below)
- All relevant information (contact details etc) will be in the appropriate places in AS-CMS (note some core information may have been migrated as free text in the data migration from ASA)
- Any 'unable to locate' cases will have been identified and flagged in AS-CMS (flag available now)
- Any cases where the student / caregiver has been located, but is refusing to engage, have been identified and noted in AS-CMS (flags expected to be available late March, so record in case notes for now)
- Initial meetings / visits with schools and caregivers will have been completed and recorded in AS-CMS (see below for more information about initial visits)
- All student plans will be up to date and appropriately recorded in AS-CMS

If it becomes apparent that you will not be able to meet these expectations, because of the high proportion of cases transferred to you, please discuss this with your Contract and Relationship Manager as soon as possible.

Contractual Requirements relating to transferred cases

All transferred cases will be treated as if they were referred to the current ASP on Monday 5 January 2026.

Withholding payments are subject to the Ministry being satisfied that the Provider meets specified conditions, some of which relate to individual cases. To take account of the volume of transferred cases, we are making some changes to these requirements as follows:

Contractual requirement	Requirement for transferred cases
Implemented all relevant milestones in the agreed service delivery plan.	No change
Achieved the outcome measures (See A. below for details)	Some changes All transferred students will be treated as having been referred on 5 January 2026. 60% of transferred NEN cases will have been enrolled within 15 weeks of the referral date (so by 17 April 2026)
Achieved the case management service levels (See B. below for details)	Not applicable This requirement does not apply to transferred cases, and is replaced by the requirements in this document (initial meetings / visits)
Complied with all [Ministry] meeting and reporting requirements	No change

Note that all contractual requirements apply to all new referrals (i.e. all new cases referred after 5 January). These requirements are outlined below for ease of reference (note the variation for transferred NEN cases referenced above):

A. Outcome measures

Achieve the following outcome measures:

- At least 70% of referred chronically absent students will demonstrate improved attendance in the term following the term after referral (so a student referred in Term 1, will have their outcome measured in Term 3), measured as either:
 - Achieving an attendance level of over 70%, or
 - If attendance remains below 70%, showing an improvement of at least 25% from their baseline attendance level.
- At least 60% of referred non-enrolled students with up-to-date contact details will have enrolled in a school, or an appropriate alternative education pathway, within 50 Business Days (10 weeks) of referral.

B. Case Management Service Levels

Following receipt of a referral, the provider will:

- Meet, either in person or virtually, with the referring school (CA) or the most recently attended school (NEN) to gather all relevant information about the student within:
 - 5 Business Days for 80% of referrals
 - 10 Business Days for 90% of referrals
- Engage directly with the student and their caregiver(s), where current contact details are held, to establish contact and to begin to understand their needs within:
 - 10 Business Days for 80% of referrals
 - 15 Business Days for 90% of referrals

Managing transferred cases

The following sections provide some guidance around managing key types of cases.

NEN cases where the student has since been enrolled

We estimate that (nationally) around 250 currently active NEN cases have subsequently been enrolled at a school. The AS-CMS enables you to check whether a student is enrolled, and if so where they are now enrolled. If you are not sure how to do this, please see the [Attendance CMS Quick Reference Guide](#).

If the case has been NEN, but is now enrolled, you should hold a transition meeting with the new school to ensure they are aware of the case and that appropriate support arrangements are in place.

NEN cases that should be managed by a different ASP

As you know, it is likely that some NEN cases will have been allocated to the wrong ASP during the data migration process. This is most likely to occur around the new catchment boundaries. Some NEN students may have re-enrolled at a new school that is outside your catchment.

If you identify a case that is enrolled at a school that is outside your catchment, you should transfer the case to the appropriate provider within AS-CMS. For details about how to do this please see the [Attendance CMS Quick Reference Guide](#). If the student is not currently enrolled and is living outside your catchment boundary, please transfer the case to the Ministry (CIT) to reallocate to the correct provider.

Note that if you are unable to identify contact details for the student, the case should remain allocated to you until you have an updated address (see below for more information about students who cannot be located). If you do not have an address but have good reason to believe they are now living in a different catchment, please contact the service provider in that catchment to agree whether they are prepared to accept the case without contact details. You can use the published [Google Map tool](#) to identify the catchment name and the service provider.

If you have the other provider's agreement, transfer the case to the Ministry (CIT) with a case comment to explain where the case should be sent and confirmation you have that agreement.

Students who are now 16 years old

If a student has recently turned 16, and they do not wish to receive ongoing support, you can close the case. However, if the student does want support to return to school in Term 1 and you

have capacity to provide this, you should continue to provide support. If you do not consider you have capacity to do this, please let your Contract and Relationship Manager know.

Students who cannot be located

There are some (primarily NEN) students where providers are unable to determine up to date contact details for a caregiver. We have provided guidance about the steps that must be taken to establish contact details, and the circumstances in which a 'cannot locate' flag should be added to the case - see [Attendance service operational guidance - Ministry of Education](#).

The key steps are outlined below:

- Enquiries with all known contacts (previous school, family members, neighbours etc)
- Immigration check: use the Info Request action in the Attendance CMS to request this. Results are usually sent to providers within 5 working days
- MSD check: use the Info Request action in the Attendance CMS to request this. We expect volumes to be high over the next few weeks. We are working with MSD to get an estimate of how quickly we can expect results for individual cases and will update providers as soon as we can.
- 'Cannot locate' flag to be added to the student's case notes, if contact details cannot be established using the steps noted above.

For us to be able to plan further work to better support you to find these students, we need an accurate estimate of the volumes. It is therefore important that you identify all such cases, and flag them in AS-CMS, as quickly as possible.

Students / Caregivers who are refusing to engage

Case notes may show that the student and whanau have refused to engage with the prior service. It is possible that your service will have ways to connect into the parents and caregivers that the prior service didn't and that you will be able to make progress, and we expect you to make every effort to achieve this.

If after reasonable attempts there continues to be a refusal to engage with your service, we expect that you formally advise the caregivers of their legal requirements, and the risk that further action will be taken against them. We are currently finalising standard letter templates, and associated guidance, to support you to do this. We hope to provide you with these in early February.

All action taken to attempt to engage with the student and their caregiver should be noted in the AS-CMS, and copies of any letters sent should be attached to the case record.

Refusal to engage will be able to be noted in AS-CMS for any specific event or task (e.g. a particular home visit). There will also be an overall 'Refuses to Engage' flag to signal that no engagement has been achieved and the underlying cause – we will provide guidance as to the key steps that must be taken before the overall flag can be added to the student's case record.

These system notifications / flags are expected to be available by the end of March. In the meantime, please keep records in case notes and be prepared to add the flags when they are available. For us to be able to develop further escalation pathways, we need an accurate

estimate of the volumes. It is therefore important that you identify all such cases, and flag them in AS-CMS, as quickly as possible.

Initial meetings / visits

As noted above, all transferred cases will be treated as if they were referred to the current ASP on Monday 5 January 2026. The first contact with the student and their whanau, or with the school, after 5 January will be recorded as the initial caregiver or school visit.

Please note that an initial visit may only be recorded as such when direct contact has been made with the school or the caregiver(s). For example, if a school or home visit is made, but no one is available to discuss the case, this should be recorded in case notes but must not be recorded using the Initial School Visit or Initial Caregiver Visit event subjects.

We expect that providers will:

- Meet with all students and caregivers as early as possible in 2026, and at the latest by the end of March, to ensure contact is established and case management support can commence
- Engage with CA students' current school as quickly as is reasonably possible, and at the latest by the end of March. This gives you an opportunity to review the case and to ensure that you are working collaboratively with the school to support the student(s). Short meetings (in person or by phone / Teams) and single meetings covering several students may be sufficient in many cases.
- Contact the school most recently attended by NEN students, if you think they may be able to provide any additional information that will help you to contact and/or understand the student. This is likely to be most valuable for students who were referred as non-enrolled within the last few months.

Student Plans

A new student plan record must be created in AS-CMS for each transferred student, and providers are encouraged to develop and load these plans as quickly as possible.

Note that if you have your own student plan format, you must:

- Upload the plan to the case record as an attached file, and
- Create a plan record in the AS-CMS (this is so that we can monitor and report on the existence and status of a plan)