



**Te Tāhuhu o
te Mātauranga**
Ministry of Education

Changes to Attendance Services

Sector Attendance Webinar Series

17 & 18 Feb 2026



**Te Kāwanatanga
o Aotearoa**
New Zealand Government

Nau mai, haere mai!

Tēnā koutou, tēnā koutou, tēnā koutou katoa.
Nga mihi nui ki a koutou katoa

We look forward to speaking with you shortly.

Please note we will be providing you with a copy of the slides and a recording of the session.

Please pop any pātai in the chat.

Ngā mihi nui 😊

Ka Hikitia Karakia Tīmatanga (opening)

Ka Hikitia! Ka Hikitia!

Hiki, Hiki itia!

Whakarewa ki runga rawa

Herea kia kore e hoki whakamuri mai

Poua atu Te Pūmanawa Māori

He Mana Tikanga

Me Te Uri o Māia

Poipoia ngā mokopuna

Ngā Rangatira mo āpōpō

Ka tihei! Tihei mauriora!

Encourage and support!

And raise it to its highest level!

Ensure that high achievement is
maintained

Hold fast to our Māori potential

Our cultural advantage

And our inherent capability

Nurture our young generation

The leaders of the future

Behold, we move onwards
and upwards!

Agenda

- Overview of Attendance Term 1
- What's new / changed
- What does it mean for schools
- The new Attendance Services - Case Management System [AS-CMS]
- Pātai/Q+A session

Attendance webinars

[Click here to view video](#)

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Attendance Services

Why are we changing Attendance Services?

Reviews by us and the Education Review Office (ERO) found Attendance Services was not working as well as it could be. Key issues included:

- Expectations were unclear
- No evidence that referrals to intervention services significantly improved attendance
- Evidence that Chronic Absence and Non-Enrolment often predicts poor life outcomes
- Inadequate funding and capacity to meet needs
- Ministry support was not of high quality
- Funding and delivery were inconsistent
- Support was not always available for those who needed it most

What's new / changed?

- Significant additional investment
- Whole model reformed
 - ASPs now in 84 catchments
 - Additional funding in 170 schools for students with chronic absence (in-school provision)
 - New Attendance Service Case Management System (replaces ASA)
 - Intensive focus on students who are chronically absent (of significant concern) or non-enrolled
 - Increased collaboration between the ASP and schools, and between ASP and local agencies
 - ASPs will identify and address all barriers to attendance
 - ASPs will keep working with students until improved attendance patterns are established

What does it mean for you

What you will have

- Access to consistent, high-quality services
- Service has been re-designed to help the students you are unable to assist
- Visibility of student progress while with ASP

What you need to do

- Refer the right students - [When to request provider support](#)
- Work collaboratively with providers
- Address school-related barriers identified by providers

Attendance Service - Case Management System

- The Attendance Service Case Management System (AS-CMS) has now replaced ASA and existing cases have been migrated across.
- Schools can access AS-CMS from **16 February 2026**.
- Through the AS-CMS, schools will be able to:
 - request support from an Attendance Service Provider (ASP)
 - view students who have been referred to the service
 - access information shared by providers (when appropriate)

Attendance Service - Case Management System

Steps to Check

- Your Delegated Authoriser (DA) must assign staff the correct roles in AS-CMS. DA Guidance is available [here](#).
- Complete the online learning module - [Online Module](#)
- Guidance is available to help you become familiar with using the AS-CMS - [Attendance service case management system guidance - Ministry of Education](#)

Contact

Call or email the Education Service Desk for system access or password-related queries.

Freephone: 0800 422 599 or

Email: service.desk@education.govt.nz

Pātai | Questions and Answers

Ka Hikitia Karakia Mutunga (closing)

Kua hikitia te kaupapa

Kua takoto te wero

Me hoe tahi i runga i te whakaaro kotahi

Tiaki tō tāua oranga

Kia kaha ai mo te tuku taonga

Kia tutuki ngā hiahia mō Ka Hikitia

Tihei mauriora!

Ki te whai ao!

Ki te whai oranga e!

Mauriora!

We have come to an awareness

The challenge lies before us

Let us work together as one

Stay well so that we have the ability

to manage success

Behold, here is the pathway

to enlightenment and well-being

What a positive feeling!

