



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

Attendance Service Provider Newsletter

10 April 2026

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Introduction

Kia ora koutou

This newsletter includes a few important actions and opportunities for input we'd appreciate your support with. Your time and feedback are critical to strengthening how the Attendance Service operates now and into the future.

We're asking for your input through a short survey to help us understand the multi-agency forums currently supporting attendance across Aotearoa. Your responses will inform work underway to develop a more consistent national approach. You can expect to receive a link to this survey next week.

There are also key reminders for Quarter 1 reporting, updates on progress with AS-CMS fixes, and an opportunity to share feedback on how the AS-CMS is working in practice.

Over the coming weeks, we'll continue checking in with providers as part of a broader health check of the Attendance Service. Your feedback is vital in helping us improve support and strengthen delivery.

Thank you for your ongoing mahi and engagement - details on each of these items are included below.

Ngā mihi maioha

Mel Harrington - Manager, Attendance Service Delivery

Preparing for quarterly reporting

Thank you to those of you who attended the Quarter 1 reporting webinars held yesterday and today.

While the AS-CMS dashboards for Q1 are now available, as indicated in the webinars, the dashboards are not as intuitive as we would like to reflect live operational data and so may change slightly each day. To help you with your reporting, we will provide you with a spreadsheet containing your calculated results for each measure. You can expect to be sent this by the close of business Wednesday 15 April 2026.

We have extended the due date for you to provide your report. These are now due on Wednesday 29 April, 5pm. Your CRM will meet with you no later than Friday 15 May 2026.

The Quarter 1 reporting template and guidance has been updated to reflect these changed dates and is available [here](#)

We will also be hosting drop-in sessions for providers in each region between 16 and 22 April. Invitations to these sessions will be sent out next week and these sessions are targeted to those people who will be responsible for completing the report.

These sessions will provide an opportunity to ask any questions about the reporting process in a smaller group setting. We will also demonstrate how to use the AS-CMS dashboard, including how to identify cases that may not have met the expected service levels. This may help you to understand and record the reasons for any variances from target.

AS-CMS update

The team are fully focused on resolving bugs that are impacting your experience using the AS-CMS. We have updated the known issues log and you can find this here [Known AS-CMS issues and FAQs](#)

Links below are to the videos of recent AS-CMS drop in sessions:

- Summary of key recent fixes [23 March Drop in session](#)
- How to use reports in AS-CMS [31 March 2026 Drop in session](#)

New fix update

A further fix released this week resolved the issue where ASPs were able to access a small number of cases that had been assigned to ISPs in their area. A data fix was also implemented to update the last outstanding cases with current enrolment history and enrolment status.

Cross-catchment case visibility issue

In some cases, when a student has a new case created in one catchment but an earlier case in another, the new case appears in both catchments' queues. If the former

catchment attempts to assign a case manager, only kaimahi from the correct catchment are available to select. This is a known issue that will be resolved in an upcoming release.

In the meantime:

- If you can see a case in your queue that does not belong in your catchment, do not assign a case manager. The correct provider can also see it, and they will assign it appropriately from their own queue
- You can raise a support request by emailing service.desk@education.govt.nz or calling 0800 422 599. Our technical support team will manually remove it from your queue.

Tell us how you are finding the AS-CMS

We know there have been a few teething issues as everyone gets up and running with the Attendance Service Case Management System (AS-CMS) and the team are working hard to resolve the things that are impacting on you.

To help us get this right and support you in the right way, we'd really appreciate feedback from your teams to help us understand what's working well and where we can improve the support we provide.

If you have 5-10 mins spare, we'd appreciate you completing this survey [AS-CMS survey](#). The survey will close on Friday 24 April 2026.

Please feel free to share this survey with others in your team who've been using the AS-CMS.

Check in on how the service is going

We are undertaking a health check of the Attendance Service since implementation in January 2026. We will be reaching out to meet with a mix of ISPs and ASPs to understand what has worked well, what gaps exist and how we can support you. A broader survey will be distributed in May to all ISPs and ASPs.

Information shared with schools

The next bulletin for School Leaders is 28 April 2026.

Other attendance-related updates

In this section, we will share what else is happening to support better attendance - from new initiatives to helpful resources and ideas that might be useful in your day-to-day work.

Child and Youth Strategy report released

The Government has released the 2024/25 Annual Report on the Child and Youth Strategy and the Child Poverty Related Indicators. The Strategy and Report both reference the importance of regular school attendance in the lives of young people. You can read the report here [2024/25 Annual Report](#)

Coming up in our next newsletter

- Updates on the AS-CMS
- Reporting reminders

We want these updates to be useful for you so please let us know if there is anything you'd like us to cover in future newsletters. Please email attendance.service@education.govt.nz. You can find this and previous newsletters [here](#)