



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

Attendance Service Provider Newsletter

24 April 2026

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Introduction

Kia ora koutou

As we move into the new quarter, many of you will be reviewing your Quarter 1 results and reflecting on what those early insights are telling you. This is an important opportunity to identify what's working well, where approaches may need adjusting, and what learnings you can put into practice over the coming months to strengthen outcomes for ākonga and their whānau.

This newsletter includes two items that require your action:

- a reminder to submit your Quarter 1 reporting by 5pm 29 April, and
- a short survey requesting feedback on AS-CMS by 28 April.

You'll also find updates on AS-CMS and information that will shortly be shared with schools.

We continue to appreciate the commitment, professionalism and flexibility you bring to this work, particularly as systems and processes continue to bed in. Your feedback and insights remain central to improving how the Attendance Service operates and supports schools and communities.

Ngā mihi maioha

Mel Harrington - Manager, Attendance Service Delivery

Quarterly reporting reminder

All providers have been sent their pre-populated Quarter 1 (Q1) reports. The Q1 reporting template and guidance is available [here](#)

Pre-populated Q1 reports have been sent to the primary contact and contract signatory on file. If another team member will be completing the report, please ensure the email and template are forwarded to them.

Please ensure you submit your Q1 report to attendance.service@education.govt.nz (and copy your Contract and Relationship Manager) no later than **5pm 29 April 2026**.

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](#)

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 Tuesday 28 April.

Please feel free to share this survey with others in your team who've been using the AS-CMS. Thank you to those of you who have already completed this.

Information shared with schools

The following information related to the attendance service will be shared with schools in the next bulletin for School Leaders on 28 April 2026.

Attendance webinars

We are running a series of optional attendance-related webinars for schools. The next webinar is scheduled for mid-May and will focus on the Attendance Services Case Management System (AS-CMS).

Schools can find more details on these sessions here: [Attendance webinars - Ministry of Education](#)

Information sharing with Attendance Service Providers

Schools can and should share relevant, accurate student information with Attendance Service Providers to support their attendance work - even if the student no longer attends your school. Please ensure your privacy and information sharing policies allow appropriate sharing in these circumstances. For support or advice, please contact the NZ School Boards Association.

Attendance Service School Portal

We hope that most schools are now familiar with the Attendance Service School Portal and are using it to make referrals to the Attendance Service.

Further improvements are planned, including new functionality that will allow schools to view all cases currently under management by the Attendance Service.

Schools should continue to check the Attendance Service [webpage](#) for the latest guidance and updates as new features are introduced.

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.

Fuel relief for school communities

The Government is rolling out immediate targeted support to help small, rural and isolated schools manage fuel cost pressures. You'll find more information about that here [Immediate fuel relief for school communities | Beehive.govt.nz](#)

(More) attendance in the media

It has been encouraging in recent weeks to see more positive media stories about the new Attendance Service. These two are typical local media stories:

[Kaikoura educator using experience to educate over truancy | RNZ](#)

[Attendance soars at Paeroa school – The Valley Profile](#)

And the Minister gave an extended interview to Stuff, outlining the steady progress being made but also noting some ongoing challenges.

<https://www.stuff.co.nz/politics/360965132/watch-minister-addresses-school-attendance-rates-chronic-absence-barely-shifts>

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](#)