

# Attendance Service ASP Quarter 1 reporting

## Briefing Session

April 2026

# Ka Hikitia Karakia Tīmatanga

(opening)

**Ka Hikitia! Ka Hikitia!**

**Hiki, Hikitia!**

**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!

# Today's session

1

## What happens in Quarter 1?

The first formal performance checkpoint - what we're measuring and the purpose behind it

2

## What you need to do

What to do, when, and how

3

## Next steps

Key dates and where to get support

# What happens in Quarter 1?

## Context

- The new attendance service began **1 January 2026**
- Q1 is the **first formal performance checkpoint**
- Approximately **9,700 cases** were migrated to ASPs at the start of the year (3,100 CA and 6,600 NEN)
- The Q1 approach reflects that providers are still embedding new processes while the AS-CMS is also continuing to bed in

## Purpose of Quarter 1

- ✓ **Confirm** you're progressing against Q1 Service Delivery Plan milestones
- ✓ **Check** progress managing migrated cases
- ✓ **Obtain** early visibility of new referral service levels
- ✓ **Identify** strengths, emerging risks, and where support may be needed

## Why it matters - Quarterly Payment Decision

### 90% Continuity Payment

Released upfront to ASPs to deliver attendance services.

### 10% Withholding Payment

Only released once Q1 performance has been reviewed and approved.

# Our approach

*Some variation from plans is expected at this early stage. While withholding any payment is unlikely this early in implementation, timely and high-quality reporting ensures there are no delays or issues with payment processing.*

## **Supportive**

This as an opportunity to gather early insights in terms of what's working and what isn't.

## **Evidence-based**

Using a mix of AS-CMS data and your feedback to develop a shared, evidence-based view of how the service is going

## **No surprises**

Encouraging you to highlight emerging risks or challenges so we can ensure the right support is available

## **Consistent**

Aiming for a consistent reporting approach across the country

# What you need to do, when.

1

**Ministry provides template with pre-populated results – by 15 April**

The Ministry will provide you with a Q1 report with your results pre-populated.

2

**Review your results in AS-CMS**

You will be able to review and interrogate your results in AS-CMS to support your explanations for any variances.

3

**Return the Q1 reporting template – By 29 April**

Complete the template:

- Update on progress against Q1 Service Delivery Plan actions/activities.
- Explain any variation from target.

Submit to

[attendance.service@education.govt.nz](mailto:attendance.service@education.govt.nz)

4

**Meet with your CRM to discuss – by 15 May**

Meet with your CRM to share how the first quarter has gone

5

**Respond promptly to any requests for clarification**

Please respond promptly to any requests for clarification.

6

**Submit your invoice (non-school providers) – by 15 May**

Submit your withholding payment invoice to

[accountspayable.invoices@education.govt.nz](mailto:accountspayable.invoices@education.govt.nz) by 15 May

# Three performance elements – what you need to report on

## 1

### Service Delivery Plan Actions/Activities

- Actual progress against each agreed Q1 action/activity – please enter these in the template as they appeared in your Service Delivery Plan.
- Explanation for any changes, delays or alternative approaches
- Emerging risks or barriers and early actions taken
- Highlight any key initiatives/innovations

## 2

### Management of migrated cases

- Refer to guidance issued to providers in Jan 2026
- Self-assess whether you have achieved other (non quantitative) expectations for migrated cases
- Explain any variance from target
- NEN 60% enrolment target - not formally due until Q2.

## 3

### New Term 1 Referrals Performance

- Results against each contractual measure will be pre-populated by the Ministry – using result from AS-CMS dashboard for:
  - % of school meetings within 5/10 business days
  - % of caregiver contact within 10/15 business days
  - NEN enrolment within 10 weeks (60% target)
- Explain any variance from target
- Note the CA improvement outcome measure not due until Q3
- Tell us what you're seeing around school referrals in your catchment and any outliers

# Support and next steps

## Guidance and support

### Quarter 1 Report

Ministry will provide this to you pre-populated

### ASP Guidance

This pack provides guidance for ASPs on the Q1 reporting and assessment process.

### Support

Contact your Contract and Relationship Manager or [attendance.service@education.govt.nz](mailto:attendance.service@education.govt.nz)

## Next steps

What	When
Q1 reporting process webinars	Thursday 9 April, 12:00–12:45am Friday 10 April, 1:00–1:45pm
Prepopulated Q1 report to be provided to each ASP	Wednesday 15 April
Further drop in sessions for ASPs	Regional hui – invites to come next week
Q1 report due from ASP	Wednesday 29 April, 5pm
Q1 review meeting held with CRM	15 May 2026
Invoice due for withholding payment (non-school providers only)	15 May 2026
Withholding payment made	28 May

# 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!



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



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

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He mea tārai e mātou te mātauranga  
kia rangatira ai, kia mana taurite ai ōna huanga.

We shape an education system that delivers  
equitable and excellent outcomes.

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**Te Kāwanatanga  
o Aotearoa**  
New Zealand Government