



## Attendance Service - Quarter 1 report – illustrative only

**Please note – Your CRM will provide each ASP with a word version of this template by 15 April with your results pre-populated.**

Due: 29 April 2026

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

Details	ASP to complete
Attendance Service Provider (ASP) name	<i>Please enter your name as it is stated in your contract</i>
Catchment area	
Contact person email who can answer any questions	
Any other comments	

### Completing this template

- Please refer to the guidance [here](#) when completing the Quarter 1 reporting template.
- Each section of the template includes specific instructions outlining the information required.
- Delete all instructional text (highlighted in yellow) from the tables before entering your results or commentary.



## Progress against Service Delivery Plan (SDP) key actions/activities for Q1

Approved Q1 key actions/activities planned	Planned delivery date	Status	Explanation for any variation	Revised due date (if relevant)
<i>List each Q1 key actions/activities exactly as it appears in your approved SDP.</i>	<i>List the planned delivery date as it appears in your approved SDP</i>	<i>Complete/In progress/discontinued</i>	<i>If there is any variation in what you had planned, please explain why</i>	<i>Enter an updated due date for this action/activity if relevant</i>

## Risk update

This section is for you to outline the key risks and issues currently impacting delivery, along with corresponding mitigations and planned actions. The purpose is to ensure visibility of any factors that may affect your service performance and achievement of outcomes.

Risk / issue	Impact	Actions taken	Actions planned	Any support required
<i>Enter a short summary of the risk/issue</i>	<i>Explain who is impacted by the risk/issue</i>	<i>Outline any actions you have taken to mitigate the risk/address the issue</i>	<i>Outline any actions you have planned for the future to mitigate the risk/address the issue</i>	<i>Highlight if you need support from others (including the Ministry) to mitigate this risk/address this issue</i>

## Initiatives/innovations addressing barriers to attendance

In the table below, include a high-level summary of any initiatives and innovations you have delivered in Q1 that are intended to address barriers to attendance. Outline the key barriers each initiative is targeting, the groups being prioritised, and the activities delivered during the quarter.

Initiatives/Innovation summary	Key barriers addressed	Target group	What was delivered in Q1
<i>Enter a short summary of the initiative/innovation</i>	<i>Tell us which barriers to attendance are being addressed by this initiative</i>	<i>Tell us who the target group is (if applicable)</i>	<i>Provide a short outline of what you have done during Q1 and any achievements/benefits you're seeing so far</i>

## Status of migrated cases

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. Guidance was provided to ASPs in January 2026 on the minimum requirements for all migrated cases by the end of March 2026. See [here](#).

### Outcome level measures

Providers are expected to ensure 60% of migrated NEN cases are enrolled within 15 weeks of the referral date.

For the Q1 reporting period, this requirement does not yet fall due - all migrated NEN cases must be enrolled by 17 April 2026, which means formal assessment of performance will occur as part of Q2 reporting. Therefore, this measure can be achieved in this reporting period (if you have already achieved 60% of migrated NEN cases being enrolled), but it can't be failed as it is not yet due.

Although results will not be assessed for compliance, we still ask providers to report on their current progress. This is intended to give visibility of how you are tracking toward the outcome, highlight any emerging risks, and support timely engagement if additional assistance or oversight is required ahead of Q2.

Outcome level expectation	Target	Current status	Do you expect to achieve this target? If not, please explain why and any actions you're taking to address.
% of transferred NEN cases enrolled within 15 weeks of the referral date (so by 17 April 2026)	60%	<i>Ministry to enter actual result from AS-CMS and provide to ASP in pre-populated template by Wednesday 15 April.</i>	

### Case management service level measures

Case management service level expectation as at 31 March 2026	Target	Q1 result	Explanation for any variance from target
All migrated cases have been reviewed and allocated to a case manager	100%	<i>Ministry to enter actual result from AS-CMS and provide to ASP in pre-populated template by Wednesday 15 April.</i>	
Initial meetings/visits with schools have been completed and recorded in AS-CMS	90%		
Initial meetings/visits with caregivers have been completed and recorded in AS-CMS	90%		
Each migrated case has a student plan recorded	90%		

### Other case management service level expectations

Please self-assess whether the requirements in the following table have been met. The Ministry will generally rely on the information you provide. It is important that you explain how you have assured yourself that requirements have been met or if you are not able, what actions you're taking to gain this assurance. This may include, for example:

- internal checks or reviews of AS-CMS data
- team sign-off or management oversight
- reconciliation against dashboards or reports
- quality checks of case notes or records.

Case management service level expectation as at 31 March 2026	Target	ASP self-assessment	Explanation for any variance from target
<p>Confirm that you have established processes to ensure for all migrated cases that as of 2 April 2026:</p> <ul style="list-style-type: none"> <li>Any NEN cases that should be allocated to a different provider have been transferred</li> <li>All relevant information has been captured in the appropriate places in the AS-CMS</li> <li>Any 'unable to locate' cases have been identified and flagged in the AS-CMS</li> </ul>	Achieved	<p><i>ASP to enter</i></p> <p><i>Achieved/Not achieved</i></p>	



## Status of new referrals

### School referral rate

Schools are starting to use the AS-CMS to make referrals. Please explain what you're seeing in school referral patterns and any outliers if applicable. Please note any activities you have planned to address schools who appear not to be referring yet.

Current assessment of referrals in your catchment	Planned activities to address any schools not referring over next quarter (if required)
<i>Please explain what you're seeing in school referrals patterns and any outliers if applicable.</i>	<i>Please note any activities you have planned to address schools who appear not to be referring yet.</i>

## Outcome level measures

Outcome level expectation	Target	Current status	Explanation for any variance from target
<p>% of referred chronically absent students that 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:</p> <ul style="list-style-type: none"> <li>• Achieving an attendance level of over 70%, <b>or</b></li> <li>• If attendance remains below 70%, showing an improvement of at least 25% from their baseline attendance level.</li> </ul>	70%	N/a – not possible to measure this until term 3	N/a – not possible to measure this until term 3
<p>% of NEN cases enrolled within 10 weeks of the referral date</p>	60%	<p><i>Ministry to enter actual result from AS-CMS and provide to ASP in pre-populated template by Wednesday 15 April.</i></p>	

### Case management service level measures

Case management service level expectation for referrals between 5 January and 2 April	Target	Actual status	Explanation for any variance from target
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	80% of referrals within 5 business days	<i>Ministry to enter actual result from AS-CMS and provide to ASP in pre-populated template by Wednesday 15 April.</i>	
	90% of referrals within 5 business days		
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	80% of referrals within 10 business days		
Initial meetings/visits with caregivers have been completed and recorded in AS-CMS	90% of referrals within 15 business days		

Information on how to access your result and how the measures have been calculated can be found in the guidance [here](#)