

Quarter 1 Reporting

Guidance for Attendance Service Providers

This pack is for Attendance Service Providers to set out Quarter 1 reporting requirements.

This pack provides Attendance Service Providers (ASPs) with the information and guidance needed to complete the Quarter 1 (Q1) reporting process for the Attendance Service. Q1 is the first formal checkpoint in the annual monitoring cycle and forms a key part of the contracted reporting and performance requirements for all providers.

Our shared aim is to ensure clarity, consistency, and transparency in how we monitor performance and support your delivery. Q1 reporting is an important opportunity to highlight progress, flag emerging risks early, and work collaboratively to set the service up for long-term success.

Q1 reporting also directly informs the Ministry's payment authorisation processes, including decisions to the use of withholding provisions set out in the contract. While withholding is unlikely this early in implementation, timely and high-quality reporting ensures there are no delays or issues with payment processing.

This pack outlines:

- What you need to submit (and when)
- What you are required to report on for Q1 (and how)
- What to do if you're off track in any area
- How to access your results for the quarter in the AS-CMS.

What you need to submit (and when)

What you need to report on

Please complete the Q1 reporting template and submit by Wednesday **29 April 2026, 5pm**. Note this is a change from the contracted requirement due to delays in sharing the final calculated results for the quarter.

Use the template sections to report on three elements:

1. Progress against your Service Delivery Plan (SDP) Q1 milestones
2. Progress in managing migrated cases
3. Case management service levels and outcomes for new referrals received from Term 1 2026

Where to find information to support you

- Q1 provider guidance (this document)
- Q1 reporting template with results pre-populated (emailed to you by your CRM)
- Service level dashboards (migrated cases and referrals from Term 1): These are available in the AS-CMS.
- Summary of measures to be reported and calculation methods: see Appendix A and B.
- We will also be running short webinars to walk through the Q1 reporting process and answer questions. These will be held for each region and you and your relationship contact (CRM) will receive an invite by Wednesday 15 April.

What will happen once your report is received

- The National Attendance Service Team will check that your template is complete and will follow up if information is missing.
- Contract & Relationship Managers (CRMs) will review your results, compare with AS-CMS data.
- A review meeting to discuss your Q1 performance with your CRM will be scheduled before Friday 15 May.
- If there are concerns, your CRM will discuss these with you and agree monitoring and improvement actions (if needed).

Key dates for Q1 reporting

What	When	Who
Q1 reporting process webinar	Thursday 9 April, 12:00–12:45am Friday 10 April, 1:00–1:45pm	National Attendance Service team
Q1 outcome and service level results provided in pre-populated template	No later than 15 April	National Attendance Service team
Q1 report due	No later than 29 April 2026, 5pm	ASP Email to attendance.service@education.govt.nz
Q1 review meeting held with CRM	By 15 May 2026	CRM/ASP
Invoice due for withholding payment (non-school providers only)	15 May 2026	ASP Email to accountspayable.invoices@education.govt.nz
Withholding payment made	28 May 2026	National Attendance Service team

What you are required to report on for Q1 (and how)

1. Progress against your SDP Q1 action/activities

You must:

- Enter each agreed action/activity for Q1 as set out in your Service Delivery Plan (SDP) into the Q1 reporting template
- Report on actual progress against each agreed action/activity for Q1.
- Explain any changes to planned actions/activities, including delays, changes or alternative approaches along with a clear justification.
- Identify risks or barriers affecting delivery and describe any early actions taken.
- Provide a summary of any initiatives/innovations addressing barriers to attendance.
- Submit your report to the Ministry (**attendance.service@education.govt.nz inbox**) by **29 April 2026**.

If milestones haven't been delivered

- Provide a clear rationale, indicate a realistic timeframe, and outline corrective actions.
- If you need support (e.g., AS-CMS, recruitment), note this so we can support you.

What the Ministry looks for

- Alignment to the approved SDP and evidence of progress
- Timeliness against planned timeframes and the quality of explanations for any changes
- Capacity and resourcing to deliver

2. Progress in managing migrated cases

Around 9,700 active cases (approx. 3,100 CA and 6,600 NEN) migrated to ASPs at the start of the year. Guidance on minimum requirements for migrated cases by end March 2026 was issued in January 2026 [here](#). A summary of reporting requirements for Q1 is provided in Appendix A.

We will provide you with a pre-populated Quarter 1 reporting template containing your results as at Monday 13 April, extracted from the AS-CMS. Please refer to Appendix B for information on how the measures have been calculated.

You can also review and interrogate your results directly within the AS-CMS. Please note that there may be minor differences between the results shown in your pre-populated Q1 reporting template and those in the AS-CMS, as the AS-CMS reflects live operational data.

You must:

- Provide a self-assessment against the non-quantitative case management service level measures and demonstrate how you have assured yourself that these have been achieved.
- Explain any variance against target, including any actions that you will take to improve performance over the next quarter (if necessary).
- Submit your report to the Ministry by 29 April 2026.

If targets have not been achieved

- Provide a clear rationale and outline corrective actions.
- If you need help from the Ministry, note this so we can support you.

What the Ministry looks for

- Consistency between your reported results and AS-CMS
- Whether the target was met; if not, the quality of your explanation and next steps.

3. New referrals received from Term 1 @

A summary of reporting requirements for Q1 is provided in Appendix A. We will provide you with a pre-populated Quarter 1 reporting template containing your results as at Monday 13 April, extracted from the AS-CMS. Please refer to Appendix B for information on how the measures have been calculated.

You must:

- Explain any variance against target, including any actions that you will take to improve performance over the next quarter (if necessary).
- Provide a summary of insights about school referral rates and how you are addressing any outlier schools.
- Submit your report to the Ministry by 23 April 2026.

If targets have not been achieved

- Provide a clear rationale and outline corrective actions.
- If you need help from the Ministry, note this so we can support you.

What the Ministry looks for

- Consistency between your reported results and AS-CMS
- Whether the target was met; if not, the quality of your explanation and next steps.

If you're off track (any area)

Please focus on clear analysis, credible plans, and early requests for support. Include in your template:

- Rationale for not achieving a planned Q1 milestone or target.
- Evidence of progress (even if the target isn't met yet)
- What's changing next quarter (process, resource allocation, sequencing)
- Any support you are seeking from the Ministry

Your CRM may request clarification or a brief discussion to agree improvement actions.

Appendix A: Summary of measures to be reported by quarter

Performance element	Measure	Q1 (1 Jan – 2 Apr 2026)	Q2 (3 April – 3 July 2026)	Q3 (4 Jul – 25 Sept 2026)	Q4 (26 Sept – 18 Dec 2026)
Service Delivery Plans	Implemented all relevant milestones for the quarter in the agreed service delivery plan as described in clause 6 of the contract.	✓	✓	✓	✓
Migrated cases as at 5 January 2026 – refer to requirements here	At least 60% of referred non-enrolled students with up-to-date contact details will have enrolled in a school, or an appropriate alternative education pathway, within 15 weeks of referral.	✓	✓	✗	✗
	All migrated cases have been reviewed and allocated to a case manager	✓	✗	✗	✗
	Initial meetings/visits with schools have been completed and recorded in AS-CMS	✓	✗	✗	✗
	Initial meetings/visits with caregivers have been completed and recorded in AS-CMS	✓	✗	✗	✗
	Each migrated case has a student plan recorded	✓	✗	✗	✗
Referrals between 5 January 2026 and 2 April 2026 – as per Clause 7 of the contract and Schedule 2 – Service Description, 2.2.	At least 70% of referred chronically absent students will 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: <ul style="list-style-type: none"> Achieving an attendance level of over 70%, or If attendance remains below 70%, showing an improvement of at least 25% from their baseline attendance level. 	✗	✗	✓	✓
	At least 60% of referred non-enrolled students with up-to-date contact details will have enrolled in a school, or an appropriate alternative education pathway, within 50 Business Days (10 weeks) of referral.	✓	✓	✓	✓
	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 within: <ul style="list-style-type: none"> 5 Business Days for 80% of referrals 	✓	✓	✓	✓

Performance element	Measure	Q1 (1 Jan – 2 Apr 2026)	Q2 (3 April – 3 July 2026)	Q3 (4 Jul – 25 Sept 2026)	Q4 (26 Sept – 18 Dec 2026)
	<ul style="list-style-type: none"> • 10 Business Days for 90% of referrals 				
	<p>Following receipt of a referral, the provider will 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 within:</p> <ul style="list-style-type: none"> • 10 Business Days for 80% of referrals • 15 Business Days for 90% of referrals 	✓	✓	✓	✓

Appendix B: How to use the AS-CMS dashboard to calculate your service levels

ASPs will be able to see Quarter 1 results by 9 April 2026 in the AS-CMS from their Q1 dashboard. This section explains how to find and use the dashboard. The following section provides a table that sets out how each measure has been calculated.

Note that we will provide you with (by 15 April) a pre-populated Quarter 1 reporting template containing your results as at Monday 13 April, extracted from the AS-CMS.

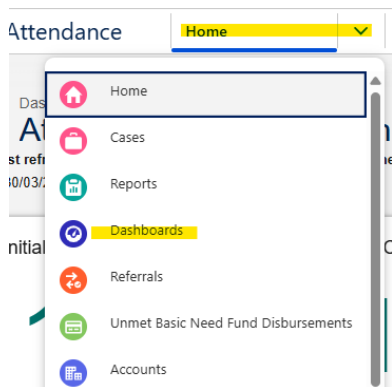
Alongside this you can also review and interrogate your results directly within the AS-CMS. Please note that there may be minor differences between the results shown in your pre-populated Q1 reporting template and those in the AS-CMS, as the AS-CMS reflects live operational data.

Finding the Attendance Service Levels dashboard

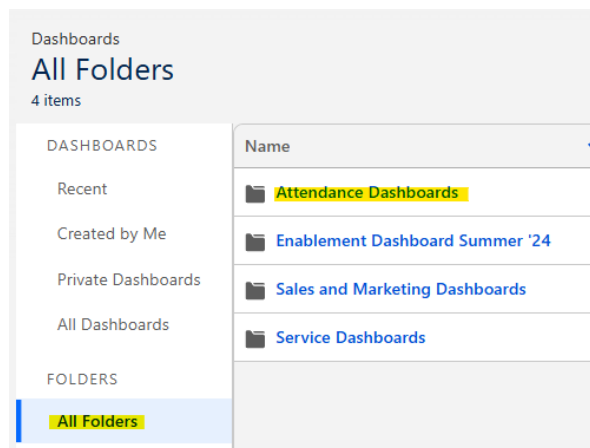
A Phase 1 (interim) dashboard has been provided for your Quarter 1 reporting. A more comprehensive and user-friendly Phase 2 dashboard will be available before Quarter 2.

You can find the Phase 1 dashboard in the AS-CMS in your Dashboards folder.

1. Select 'Dashboards' from your navigation menu.



2. Select All Folders > Attendance Dashboards.



Inside this folder you will see a dashboard named Attendance Service Levels. Click on the link to open the dashboard.

Using the Attendance Service Levels dashboard

The dashboard is laid out to provide the following information:

- The total number of cases used in your service level calculations.
- The number of cases that have met each service level

For example, for your contract Initial School Meeting service levels, you will see

- The total number of cases that are counted for your Initial School Meeting service level
- The total number of cases that achieved each of the Initial School Meeting service levels

You will use this information to calculate your achieved service levels for your Quarterly report, using the method below:

$$\% \text{ achieved} = \frac{\text{Number of cases that met the service level}}{\text{Total number of cases for that service level}} \times 100$$

For example, if your 'total cases' is 50 and the number of cases that achieved the service level is 45, then your achieved service level is calculated like this:

$$\begin{aligned} \% \text{ achieved} &= \frac{45}{50} \times 100 \\ &= 90\% \end{aligned}$$

Different service levels have different 'totals'

You will see that your different service levels may have different 'total' cases. This is because the different service levels each have slightly different filters. The filters are used to include or exclude cases from your calculations based on different criteria.

For example, the Initial Student/Caregiver service levels exclude cases that have been closed with the reason 'Rejected', and cases where the student has been flagged as 'Not Located'. However, these cases are not excluded from the Initial School Meeting service levels. This is because:

- You must engage with the school if you plan to reject a case, to ensure you are working collaboratively and have a shared understanding of the referral guidelines.
- The school meeting should go ahead as soon as possible whether or not you have located the child. The school meeting is a critical step in the process where you gather insights about the child, whānau, barriers, services engaged, health and safety risks,

additional contact information and history of engagement or non-engagement with the school and attendance.

You will also notice that Rejected cases are not excluded from the NE re-enrolment calculations. This is because cases that meet Rejection criteria will have been closed by CIT before being allocated to you. If you find that this is not the case, you can

- Check with CIT directly, if you have questions about why a specific case was allocated to you instead of being rejected (non.enrolment@education.govt.nz)
- Discuss specific cases in your report, if you are concerned that they have had a negative impact on your service levels.

The filters that have been used to find the Total Cases and Achieved Cases for each service level are listed in the table below.

AS-CMS reports use real-time data

AS-CMS reporting is designed to provide real-time data. This means that your numbers may change slightly if you refresh your dashboard after you run it for the first time. Your CRM may also get slightly different numbers from you if they have run the dashboard on a different day. This is because updates may have been made to the cases – for example, a case may have been reallocated away from your catchment, or the Not Located flag may have been applied to a case since the dashboard was last refreshed.

Phase 2 service level reporting, which will be used for Quarter 2, will adjust for these changes. For now, your CRM is aware of the system's limitations. You may be asked for more information if there are significant differences between your dashboard and the version used by your CRM.

Performance element	Measure	How measure has been calculated
<p>Migrated cases as at 5 January 2026 – refer to requirements here</p>	<p>At least 60% of referred non-enrolled students with up-to-date contact details will have enrolled in a school, or an appropriate alternative education pathway, by 17 April 2026</p>	<p>Note:</p> <ul style="list-style-type: none"> The reporting period ends on 2 April, but the deadline for achieving the service level doesn't expire until 17 April. Quarter 1 reporting should focus on the percentage that have re-enrolled to date. <p>The following filters were used to calculate 'total' cases</p> <ul style="list-style-type: none"> Non Enrolled cases Currently allocated to the selected catchment Created by ASA Migration Not Located flag is False (it is not currently applied to the case) Has not been closed against any of the following reasons: Overseas, Deceased, Eligibility Expired, School Leaver Over 16. <p>The following filters were used to calculate 'achieved' cases</p> <ul style="list-style-type: none"> All filters used for Total cases, and Student is enrolled, and Enrolment date is on or before 17 April 2026
	<p>100% migrated cases have been reviewed and allocated to a case manager by 31 March 2026</p>	<p>Cases that were created by the ASA Migration, that are in Provider Queue status as at 1 April 2026, are considered to have not achieved this service level.</p> <p>Migrated cases that are in Provider Queue on 1 April after being reallocated from another Provider, or because they have been returned to Provider Queue by a case manager for reassignment, can be explained in the Q1 report.</p>

Performance element	Measure	How measure has been calculated
	Initial meetings/visits with schools have been completed and recorded in AS-CMS by 31 March 2026 (90%)	<p>The following filters are used to calculate 'total' cases</p> <ul style="list-style-type: none"> • Allocated to the selected catchment at the time the dashboard is refreshed • Created by ASA Migration • Has not been closed for one of the following reasons: Overseas, Deceased, Eligibility Expired, School Leaver Over 16 <p>The following filters were used to calculate 'achieved' cases</p> <ul style="list-style-type: none"> • All filters used for Total cases, and • Case has an associated Event with the subject line Initial School Meeting • The date of the meeting was on or before 31/03/2026
	Initial meetings/visits with caregivers have been completed and recorded in AS-CMS By 31 March 2026 (90%)	<p>The following filters are used to calculate 'total' cases</p> <ul style="list-style-type: none"> • Allocated to the selected catchment at the time the dashboard is refreshed • Created by ASA Migration • Not located flag = False (only cases where the Not Located flag is not currently applied will be counted) • Has not been closed for one of the following reasons; Overseas, Rejected, Deceased, Eligibility Expired, School Leaver Over 16 <p>The following filters were used to calculate 'achieved' cases</p> <ul style="list-style-type: none"> • All filters used for Total cases, and • Case has an associated Event with the subject line Initial Student/Caregiver Meeting • The date of the meeting was on or before 31/03/2026
	Each migrated case has a student plan recorded by 31 March 2026 (90%)	Cases that were created by the ASA Migration, that do not have a student plan record linked to the case (that is in an active status) as at 1 April 2026, are considered to have not met this service level.

Performance element	Measure	How measure has been calculated
<p>Referrals between 5 January 2026 and 2 April 2026 – as per Clause 7 of the contract and Schedule 2 – Service Description, 2.2.</p>	<p>At least 60% of referred non-enrolled students with up-to-date contact details will have enrolled in a school, or an appropriate alternative education pathway, within 50 Business Days (10 weeks) of referral.</p>	<p>50 business days is counted from the date that the case was created in the AS-CMS. This means that only cases where the 50 business days expires before 02/04/2026 are counted for this service level in Q1.</p> <p>The following filters are used to calculate ‘total’ cases</p> <ul style="list-style-type: none"> • Non Enrolled cases • Currently allocated to the selected catchment • Opened between 01/01/2026 – 21/01/2026 • Not Located flag is False (it is not currently applied to the case) • Has not been closed against any of the following reasons: Overseas, Deceased, Eligibility Expired, School Leaver Over 16. <p>The following filters were used to calculate ‘achieved’ cases</p> <ul style="list-style-type: none"> • All filters used for Total cases, and • Student is enrolled • Enrolment date is on or before 02 April 2026

Performance element	Measure	How measure has been calculated
	<p>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 within:</p> <ul style="list-style-type: none"> • 5 Business Days for 80% of referrals • 10 Business Days for 90% of referrals 	<p>Initial school meetings are required for all newly allocated CA cases, including reallocated cases.</p> <p>Initial school meetings are required for all newly allocated NEN cases, including reallocated cases if that case has not already had an Initial School Meeting. You are not expected to contact a referring school for an Initial School Meeting if they have already had an Initial School Meeting with an earlier provider for that case record and the child is no longer enrolled there.</p> <p>The following filters are used to calculate 'total' cases</p> <ul style="list-style-type: none"> • Allocated to the selected catchment at the time the dashboard is refreshed • Opened between 01/01/2026 and 26/03/2026 for the 5-day service level, or • Opened between 01/01/2026 and 19/03/2026 for the 10-day service level, • Has not been closed for one of the following reasons: Overseas, Deceased, Eligibility Expired, School Leaver Over 16 <p>The following filters were used to calculate 'achieved' cases for the 5 day service level</p> <ul style="list-style-type: none"> • All filters used for Total cases, and • Case has an associated Event with the subject line Initial School Meeting • The date of the meeting is within 5 working days of the case creation date <p>The following filters were used to calculate 'achieved' cases for the 10 day service level</p> <ul style="list-style-type: none"> • All filters used for Total cases, and • Case has an associated Event with the subject line Initial School Meeting • The date of the meeting is within 10 working days of the case creation date

Performance element	Measure	How measure has been calculated
	<p>Following receipt of a referral, the provider will 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 within:</p> <ul style="list-style-type: none"> • 10 Business Days for 80% of referrals • 15 Business Days for 90% of referrals 	<p>Initial caregiver meetings are required for all newly allocated cases, including reallocated cases and NENs.</p> <p>Even if another provider has already had an initial meeting with the student/caregivers, you must still record an initial meeting once the case has been reallocated to your catchment.</p> <p>The following filters are used to calculate 'total' cases</p> <ul style="list-style-type: none"> • Allocated to the selected catchment at the time the dashboard is refreshed • Opened between 01/01/2026 and 19/03/2026 for the 10-day service level, or • Opened between 01/01/2026 and 12/03/2026 for the 15-day service level, • Not located flag = False (only cases where the Not Located flag is not currently applied will be counted) • Has not been closed for one of the following reasons; Overseas, Rejected, Deceased, Eligibility Expired, School Leaver Over 16 <p>The following filters were used to calculate 'achieved' cases for the 10 day service level</p> <ul style="list-style-type: none"> • All filters used for Total cases, and • Case has an associated Event with the subject line Initial Student/Caregiver Meeting • The date of the meeting is within 10 working days of the case creation date <p>The following filters were used to calculate 'achieved' cases for the 15 day service level</p> <ul style="list-style-type: none"> • All filters used for Total cases, and • Case has an associated Event with the subject line Initial Student/Caregiver Meeting • The date of the meeting is within 15 working days of the case creation date



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