



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

# Attendance Service Provider Newsletter

**8 May 2026**

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## Introduction

Kia ora koutou

Welcome to the May Attendance Service Provider newsletter.

In this update, we share the latest improvements to the Attendance Service Case Management System (AS-CMS), including enhanced visibility of cases for schools and improvements to system reliability and usability. You'll also find details of upcoming AS-CMS drop-in sessions for both schools and providers.

This edition includes important reminders for Quarter 1 reporting and invoicing, along with guidance on where to direct AS-CMS queries to ensure timely support. We also highlight the opportunity to contribute to the multi-agency survey (with chocolate fish up for grabs!) and guidance to support conversations with families considering home education.

As always, we appreciate the work you do to support student attendance and engagement, and we encourage you to share any feedback or topics you would find useful in future newsletters.

Ngā mihi maioha

Mel Harrington - Manager, Attendance Service Delivery

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## Quarter 1 reporting and invoicing reminders

Thank you for submitting your quarter 1 reports. Your Contract and Relationship Manager will be meeting with you to discuss your results no later than 15 May.

For non-school providers, your invoice is due on 15 May for your withholding payment for the period 1 January – 2 April 2026. Payments and invoicing due dates are outlined in your Attendance Service contract. Thank you to those of you who have already submitted your invoice.

For those of you yet to invoice, please email your invoice to [accountspayable.invoices@education.govt.nz](mailto:accountspayable.invoices@education.govt.nz)

Your invoice must include **ALL** the following:

- Contracted provider name
- Catchment
- MOE Contract ID
- Purchase order number
- Invoice number (unique for each payment)
- Description (e.g., Withholding payment [10%] for period 1 January – 2 April 2026)
- Payment amount as per your contract schedule.

School providers do not need to send an invoice for the withholding payment.

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## Update on the AS-CMS

The latest AS-CMS release, effective from 7 May, focuses on improving visibility, access, and reliability across Attendance and Case Management functions used by schools, Attendance Service Providers (ASPs), and In School Provider (ISP) roles.

- Makes active cases available to school users. School users are now able to:
  - ✓ view active cases for students who are currently enrolled at their school
  - ✓ read case comments that have been shared to the school by the service provider
  - ✓ collaborate with the service provider by adding case comments and uploading files
  - ✓ receive email notifications about key actions that have taken place on the case
- Resolves issues where case, contact, and attendance information was not visible or unable to be updated by certain user roles.
- Reduces the creation of dual active cases for the same student. Please note that these may still occur under some circumstances, and this will be resolved in a future release.
- Resolves several frustrating issues with the CA Support Request form. More

improvements will be delivered in a future release.

- Resolves an issue that was causing certain cases to re-open after they had been closed
- Makes it easier for an ISP to reallocate a case to the catchment service provider.

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## Reminder: Where to send AS-CMS-related queries

We want to make sure that all of your Attendance Service CMS-related queries are triaged and resolved as quickly as possible. To get the fastest response, please direct all AS-CMS-related queries to the Service Desk:

- Freephone: 0800 422 599 (NZ only)
- Email: [service.desk@education.govt.nz](mailto:service.desk@education.govt.nz)

### What counts as an AS-CMS-related query?

AS-CMS-related queries include:

- How to do something in the AS-CMS (“how do I...?”)
- Access or login issues
- System behaviour, errors, faults or bugs
- Merging cases
- Visibility of cases, data, or reports
- Understanding how something works in the AS-CMS.

We encourage teams in the first instance to check the AS-CMS Guidance and the Known Issues documents found [on this page](#).

### What is the Attendance Service inbox for?

The Attendance Service inbox is for operational queries only, such as:

- process, practice, or expectations that occur outside of the AS-CMS
- clarification of guidance or policy.

### Contract and Relationship Managers (CRMs)

Your Contract and Relationship Managers (CRMs) remain your main day to day point of contact. They are still the people to go to for regular support, questions, concerns and anything involving your contract or local delivery.

Thank you for your continued patience as we strengthen support pathways.

## AS-CMS Drop In Sessions

### AS-CMS Drop In Session for Providers

We'd like to invite you to a drop in session on the AS-CMS. This will cover the latest release, including any new features, bug fixes and workarounds. There will also be an opportunity for Q&A. We will run the same session twice. You can register for either time slot, using the links below:

- Tues 19 May, 11-11.45am – register [here](#)
- Thurs 21 May, 12-12.45pm - register [here](#)

### AS-CMS Drop In Session for Schools

The Ministry is also running sessions for schools next week.

A practical demonstration of how to use the AS-CMS to submit and manage support requests to Attendance Service Providers for students experiencing chronic absence. Aimed at those using the AS-CMS in their day-to-day work.

#### Dates and times (same session offered twice)

- Tuesday 12 May, 7.45am to 8.30am. [Register for 12 May session.](#)
- Thursday 14 May, 7pm to 7.45pm. [Register for 14 May session](#)

Providers can join these sessions. The primary audience for these is the schools so please continue using your existing channels for provider related questions.

### Pop-up access issue – how to fix it

We've had some feedback that some users are unable to access the page to register for the upcoming AS-CMS sessions. This may be because pop-ups are blocked in your browser.

Please follow the steps outlined in these links to allow pop-ups for the registration site in [Microsoft Edge](#) or [Google Chrome](#), then try accessing the registration page again.

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## In-School Provision (ISP) Survey

We have sent a survey seeking feedback from schools on their experience delivering In-School Provision (ISP), including how current settings and expectations are working in practice.

This includes their experience of the school portal, the Attendance Service Case Management System (AS-CMS), as well as the wider accountability settings that support ISP delivery.

## Multi Agency Forum Survey - Chocolate Fish Up for Grabs

Kia ora to all those who have completed the [online multi agency survey](#) – chocolate fish are winging their way to those quick responders. We've done the quick responses and still have some fish left, and I like to share, so six more lucky people will be chosen at random to receive a chocolate fish. Seriously, we need your input and knowledge to understand what you are already doing and which bits you need support with. As one provider put in their feedback “there is no point in reinventing wheels”. If you attend multi agency hui and haven't already completed [the survey](#) we'd love to hear from you.



Ngā mihi maioha – Sine Stewart, Senior Advisor, Multi Agency Collaboration

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## Guidance: When families pursue Home Education

### When Families Pursue Home Education

Attendance Services play a key role in supporting student engagement and guiding families when they are considering education pathways. Attendance providers should offer families clear, balanced advice about the range of education options available, recognising that different education providers and settings are better suited to different learners and circumstances. Where families wish to pursue home education, Attendance Services should support informed decision-making and ensure families understand their options and obligations while keeping the child's best educational interests central.

There's lots of great publicly available information about home education for providers and families: [Home education - Ministry of Education](#) and [www.nchenz.org.nz](http://www.nchenz.org.nz)

**Please see additional guidance on engaging with families pursuing home education:**

**Respecting family choice:** Families are not required to explain why they are pursuing home education. Attendance Services should not request or imply that justification is needed.

**Clear communication:** Contact with families should be factual and non-threatening. Children aged 6–16 must remain enrolled in an education provider until a home education exemption is formally granted. Families should be neutrally advised that not attending for 20 consecutive school days will result in the child being recorded as non-enrolled, with potential legal consequences.

**Exemption applications:** All applications must be submitted by parents or guardians directly to the Ministry. It can take time for families to develop applications. Attendance Services should seek application progress updates from the Ministry regional office, not families.

**During the application process:** Processing can take around 4–6 weeks. Children must remain enrolled and attending during this time. Attendance Services should not comment on the likelihood of approval and should advise families to plan for continued schooling if an exemption is declined.

**Professional boundaries:** Attendance Services should not arrange joint meetings with the Ministry that could affect the independence of exemption decisions.

**Closing cases:** Once an exemption is confirmed, the attendance case should be closed.

**Key touchpoints:** Attendance Services may be involved if a child becomes non-enrolled, an exemption is declined, or an existing exemption is revoked.

If you have questions about the home education process not covered through this guidance and publicly available information, please contact your Contract Relationship Manager.

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## Information shared with schools

The next bulletin for School Leaders is 12 May 2026.

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## Coming up in our next newsletter

- Updates on the AS-CMS
- Transition pathway guidance

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](mailto:attendance.service@education.govt.nz). You can find this and previous newsletters [here](#)