



Pre-Questions & Responses

Responses to pre-questions for Attendance Service – Case Management System (AS-CMS) and school portal training delivered 12 & 14 May 2026

Q: As a workflow lead, why am I unable to see cases after they are referred to our Attendance Service Provider (ASP), and why are the reallocation reason options from In-School Provision (ISP) to ASP not relevant?

A: ISP reallocation reasons have now been updated. An ISP will see ISP-specific reasons when they reallocate the case to the ASP.

Only one organisation can own the case management in AS-CMS at a time, so once it has been allocated to the ASP, the ISP can't carry out case management activities via the AS-CMS. However, school users can still access the case and receive/add updates to the case record from the school user case view, regardless of which service provider 'owns' the case.

Q: How do I see our current case load?

A: School users (Attendance Lead, school Primary Contact, Office Support) can see current cases in the Attendance Service school Portal, once you have logged in.

Q: When will we have access to our cases? When will our ISP be able to refer? Can we upload whānau details straight from our Student Management System (SMS) to save time when referring?

A: Anyone with a school role (Attendance Lead, school Primary Contact, Office Support) can refer students and review current active cases from the Attendance Service school portal. You need to log in using the correct school organisation to use the school portal (you cannot log into the school portal with your ISP organisation).

Q: How does the AS-CMS communicate with the ISP?

A: Anyone with a school role (Attendance Lead, school Primary Contact, Office Support) can refer students from the school Attendance Service portal. Once the referral has been made, an ISP user (Workflow Lead, Case Manager) can log into the Attendance Service Case Management System (AS-CMS) to record case management activity.

If you are a school user and need to make a Chronic Absence (CA) support request or review active cases for your school, log into the school Attendance Service portal using your school organisation. If you are an in-school provider and need to record case management activity for a student who has been referred to you, log into the AS-CMS using your ISP organisation.

Q: When will we be able to access the service providers' database to view actions being taken, given that we still work with these students and whānau daily and repeated emails for updates are very time-consuming?

A: School users (Attendance Lead, school Primary Contact, Office Support) can now see current cases in the Attendance Service school portal, once you have logged in.

Q: As a new AS-CMS user, what key information or guidance would be most helpful to get started?

A: The Education Learning Management System has online learning available. Once you have logged in with your Education Sector Logon (ESL) and select 'Catalogue'.

If you are a school portal user, search the catalogue for 'Online Attendance Service for Schools'.

If you are an ISP user who needs to carry out case management activity, search the catalogue for 'Case Management for Attendance Services.'

Q: Can we refer students straight from the ISP to the ASP without creating a whole new referral? If we can, do they disappear from the ISP? Will they still count towards the total number of students worked with?

A: Yes, you can refer from the ISP to ASP, and they will leave your ISP caseload when you do this. School users will still be able to see the cases from the school portal. They will still count towards the number of cases worked with.

Note that school users can only see comments that the provider has shared to the school, so if you want your comments to still be visible after re-allocating, remember to tick the 'share to school' box.

Q: Can we add more than one person as a school contact so that both deans and SLT can view what's happening with their student?

A: Anyone who holds the Attendance Lead role at the school can see all active cases for students who are currently enrolled at the school and add case comments. An Attendance Lead can also be added as the school's primary contact for any case. The person who has been added to the case as the school's primary contact will receive the email notifications for that case (e.g. status changes, comments added).

The school chooses who should be an Attendance Lead, Primary Contact or Office Support. There are no limits on how many school users can be set up with access to the portal, or on how many people should be given each role.

Q: Why do I receive a "limit exceeded" message when trying to change the Primary Contact, stating that I or my organisation has exceeded the maximum limit for this feature?

A: We have a bug that is blocking that action. This will be fixed by the end of next week.

Q: If a student has previously been with the attendance service and their case has been closed, do we need to go through all referral processes again before re-referring them, particularly if it has only been 3–4 weeks?

A: You can make a new CA Support referral at any time, for any student that does not have a current active CA case. If the case record was closed within the last three months, the existing case record will re-open including all the history.

The referral form has been designed to be light touch, with most of the background captured during the initial school meetings after referral.

Q: How do you delete draft referrals?

A: Drafts will be deleted automatically after a few weeks of non-activity. An upcoming feature will allow you to delete drafts.

Q: Why can't we see any notes for 2025 cases that have been transferred to the ASP?

A: Any notes that were in the old ASA system were migrated to the new AS-CMS. Catchment and ISPs can see these notes from the case management system, but they have not been shared to schools by default.

When an ISP or a catchment service provider adds a comment, they choose whether to share that comment with the school. Any comments that have been shared will show on the timeline (under the Activity tab) when a school user opens the case from the school portal.

Q: As an ISP, why do we lose visibility of our cases after referring them to the ASP, and isn't the purpose of CMS to allow both the school and ASP to view, update, and stay informed on case progress?

A: ISPs have the same role as other service providers in the case management system. When a case is allocated to the ISP, they have full access to the case, and no other provider can see it.

When it gets allocated to the catchment ASP the same is true – the ASP can see all the information, and no other provider has access.

Regardless of which provider currently holds the case, a school user (Attendance Lead, Primary Caregiver or Office Support) can use the Attendance Service school portal to see active cases for students who are currently enrolled at the school, including being able to see comments that have been shared to the school by any provider, and being able to add new comments.

Q: Why can I submit referrals but then lose access and visibility to the case afterward?

A: There was a long-standing issue that blocked school users from seeing active cases for currently enrolled students. This was resolved on 06/05/2026. A school user who has logged into the School Portal can now see active cases, according to their role.

If your school role is Attendance Lead or Office Support, you can see all active cases for students currently enrolled at your school when you log into the Attendance Service school portal. Note that the Attendance Lead can also be added to a case as the school's primary contact.

If your school role is Primary Contact, you can see all active cases for students who are currently enrolled, where you have been named as the school's primary contact on that case record.

Q: How can we correct or edit incorrect information (e.g., year level) for cases carried over from last year?

A: Year level, student details and enrolment details are imported from ENROL. If you see data on a case record that does not match ENROL, please log a support call with the Education Service Desk.

Q: Are the AS-CMS dashboards working properly?

A: If the dashboard does not appear to be working or updating correctly, the first step is to use the "Refresh" button located in the top right corner of the dashboard. Clicking this may resolve

the issue by pulling through the latest data. If refreshing does not fix the problem, contact the Service Desk, as they are responsible for troubleshooting system issues.

Q: Why can't I see what the ASPs have done (e.g., home visits)?

A: If actions such as home visits have been recorded by the provider, they may have been entered as comments that have not been shared with the school.

In the system:

- Only events or shared comments are visible to schools.
- Unshared comments remain invisible to the school user.

If this is happening, treat this as an opportunity for direct discussion between school and ASP to agree on how to use the system more effectively for communication and visibility of actions.

Q: Why are ISP and SMS systems not communicating or aligning properly?

A: There are multiple questions and concerns about ISP and SMS not “talking to each other”.

Please complete the survey shared with ISPs via the newsletter and record any issues, challenges, or inconsistencies you are experiencing. The survey responses will be collected and analysed to better understand the problem and inform next steps.

Q: How long does a case remain in “transition”?

A: It can vary depending on factors such as the student's situation, background, and needs. The transition phase is a step before a case is closed, not a final state. It is used when a previously non-enrolled student becomes re-enrolled in a new school, or when a child with a CA case seems to have become engaged with school supports or has started attending regularly.

Before moving into transition, the service provider will usually meet with the new school to ensure supports are in place and agree on what circumstances would require the case to move back to open status.

During the transition period:

- The school holds responsibility for supporting the student's ongoing engagement using its existing processes and plans for successful reintegration.
- The service provider steps back from active case management, and continues to monitor the student's progress using the daily attendance data view on the case record, and during discussions with the school
- Overall, transition signals that the provider believes the student is on track but still being monitored before a final decision is made to close the case record.

Q: How should we manage transition cases that still appear as open, when providers are requesting a new referral at 15 days' absence?

A: Transition is a case status. For a Non-Enrolled case, the provider will move it to Transition once the child has become enrolled. For a Chronic Absence case, the provider moves the case to Transition once the child's engagement with the school has stabilised.

Transition is used to monitor progress and confirm that the school is able to continue support the child. A transition meeting is held with the school, which includes updating and handing over the child's plan, and agreement on what would trigger the case to move back to Open status and for active case management to start again.

If a child has a CA case that is in Transition, and they meet the criteria that was agreed in the Transition meeting (for example, a provider may agree that the case should re-open if the child meets the 15 day threshold) then the provider can re-open the case themselves after speaking with the school.

If the child has a Non-Enrolled case that is in Transition, the school will need to submit a CA Support request, to change the case type from Non-Enrolled to Chronic Absence. This will also move the case back to Open status.

Q: Is there any available definition for what you regard as 'engaged' in attending before you make the decision to close a case?

A: Each case should be considered individually when a student returns to school. For students who have been out of school for a longer period, previously been part of the service or involvement with other agencies, it is expected that the transition back to regular attendance may take more time. Decisions about whether a student is meaningfully engaged and attending should be made by the school, in collaboration with the provider and whānau, based on whether the student is engaging with the support provided by the school and participating in class and school life.

Q: What should we do if we have further or unanswered questions?

A: General questions or follow-up queries, email: attendance.service@education.govt.nz

Technical issues (specifically related to AS-CMS/system functionality), email: service.desk@education.govt.nz