



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

Attendance Service Provider Newsletter

19 June 2026

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Introduction

Kia ora koutou

As the winter months set upon us, my favourite part of this season is the extra clothing layers, but more importantly Matariki. A time to remember, celebrate and look to the future. Since the operation of the Attendance Service this year I have seen and heard through visits on the ground, the transformative work that is happening with students and whanau because of your work and that of many agencies across the motu.

I am reminded of the importance of how a small pebble when cascaded across the ocean creates a ripple effect that can impact future generations. The work of the attendance service is important, what you do matters and we appreciate all you are doing to improve attendance outcomes.

Every year, my aiga and I make the trek up our local mountain – Pukeatua, then it's followed up with shared family kai, remembrance of our loved ones and lots of laughter! I hope this season you get time to rest, reflect and recharge.

Soifua ma ia manuia | Go well

Mel Harrington, Manager Attendance Services

AS-CMS updates

There is an upcoming security change being introduced by Salesforce that will affect how you and your team access reports and dashboards in your applications as part of Salesforce's global initiative to strengthen data protection against evolving cybersecurity threats.

Starting from **1 July 2026**, when you access, view, run, or export a report or dashboard in AS-CMS, you may be prompted to verify your identity through an additional authentication step. This prompt will appear periodically every 2 hours, even if you have already logged in.

What You Need to Do

When prompted, you can verify your identity using one of the following methods:

- A registered Salesforce Multi-Factor Authentication method such as an authenticator app e.g., Salesforce Authenticator, passkey, or security key, **or**
- A one-time passcode sent to the email address associated with your Salesforce account.

Once verified, you will be able to continue accessing your reports and dashboards as normal. If the challenge is not completed, access to the report or dashboard will be temporarily blocked until verification is successful.

Invoicing reminder: Due today

This is a friendly reminder for non-school providers to submit your invoice for the 90% continuity payment covering the period **4 July – 25 September 2026**.

Key dates:

Invoice due: Friday 19 June 2026

Payments will be made on Thursday 2 July 2026

Please email your invoice to accountspayable.invoices@education.govt.nz

There is no need to copy the Attendance Services inbox unless there is an issue requiring follow-up.

Important: To help ensure timely processing, please remember to include the correct **Purchase Order (PO) number** on your invoice. The same PO number should be used for all invoices related to this contract.

Your invoice should include all of the following details:

- Contracted provider name
- Catchment
- MOE Contract ID

- Purchase order number (mandatory)
- Invoice number (unique for each payment)
- Description (e.g., 90% continuity payment for period 4 July – 25 September 2026)
- Payment amount as per your contract schedule

We appreciate your support in submitting invoices within the timeframe to enable smooth processing. Late receipt of invoices may result in delayed payment.

Quarterly Reporting Webinars – Register Now

We're hosting two webinars to support providers with Quarter 2 (Q2) reporting. We encourage you to invite team members who contribute to your Q2 report to join as well.

What we'll cover:

- How to access and use the new AS-CMS performance dashboard (going live 9 July)
- Step-by-step guidance on completing the Q2 reporting template accurately
- Key processes and dates for:
 - Report submission
 - Review hui
 - Invoice submission requirements for NGO and Iwi providers
- Where to find supporting resources and guidance on the webpage

There will be dedicated time for pātai (questions) related specifically to Q2 reporting.

Webinar options (both webinars cover the same content, please choose one):

- [Thursday 2 July 2026 | 12:00–1:00pm \(UTC+12:00\)](#)
 - [Friday 3 July 2026 | 2:00–3:00pm \(UTC+12:00\)](#)
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Updated webpages and new guidance available

We've simplified the [Attendance Service webpages](#), bringing key information together across fewer pages. Existing links will still work and redirect to the updated content. New guidance is now available—see below—and we encourage you to explore the pages for additional resources.

- [Practice Guide – Recording for Reporting](#)
Supports consistent data entry throughout the quarter to ensure accurate quarterly reporting.

- [Practice Guide – Recording Case Management Activity](#)
Outlines good practice for maintaining quality records and delivering effective case management in line with contract expectations.
- [Practice Guide – Managing Not Located Cases](#)
Complements existing guidance on locating students and whānau with additional practical guidance on managing “not located” cases both in practice and in the system.
- [Meetings with schools and whānau/caregivers](#)
Sets expectations for initial meetings with schools, students and whānau, including platforms, discussion topics, and good practice behaviours.
- [Funding Agreements \(Published\)](#)
Now available to support transparency, providing clarity on contractual obligations, Ministry expectations of providers, and what providers can expect from the Ministry.

The Ministry is currently developing guidance on the Transition phase and closing cases. This guidance has been shared with a sample of providers for feedback and will be refined and finalised before publication. You can expect this to be available on the website within the next couple of weeks.

Attendance Service Health Check

The overall health check of the Attendance Service is now complete. The report presents findings from a national health check of 14 Attendance Service Providers and in-school provisions, representing a diverse cross-section of delivery contexts, including iwi organisations, schools, and NGOs across rural and urban settings. The review assessed what is working well under the new service delivery model and identified areas for improvement. In summary, the findings show the model is working well overall, with strong local delivery, committed providers, and evidence of improved engagement with students and whānau.

The Attendance Service Health Check highlights the strong foundations providers are building through locally led, relationship-based approaches. Across the network, there is clear evidence that trusted connections with students, whānau, schools, and communities are enabling more responsive, culturally grounded support and improved engagement. Providers are demonstrating innovation and commitment in how they work, with effective practices emerging such as proactive transition support, strengthened in-school systems, and practical solutions like transport and wraparound support. The passion and dedication of the workforce continue to be a key strength, helping extend the reach of services to better support chronically absent and non-enrolled learners.

The review also points to opportunities to further strengthen the system and support the great work already underway. As providers respond to increasingly complex needs, there is a growing focus on enhancing workforce capability and wellbeing, alongside improving tools like AS-CMS to better enable day-to-day work. Continued progress in

areas such as consistent referral practices, stronger school engagement, and closer cross-agency collaboration will help build even more cohesive support for learners. By sharing effective approaches, strengthening guidance and systems, and maintaining a strong focus on early intervention, the sector is well positioned to continue improving outcomes and sustaining positive impact.

Information shared with schools

In the **School Leaders Bulletin on 9 June**, schools were encouraged to submit referrals for chronically absent students early within the term where possible, so we can connect students and whānau with the right supports in a timely way. Referrals made late in the term, especially in the final weeks, can be harder to progress before the holiday period. Planning ahead helps with a smoother access to support and better outcomes for students. The Attendance Service works best when you and schools can plan and respond early together.

We also recognise that school holidays can present challenges for maintaining momentum. Maintaining continuity of support over school holiday periods is an important part of the service, and where appropriate, planning ahead for this, including agreed check-ins or touchpoints with learners and whānau, can help sustain progress and support a smoother return in the new term.

Your proactive approach and support really make a difference to ensure continuity of service.

Sector Survey

In the next school bulletin, we will invite schools to share their experiences of working with Attendance Services through a short survey. This builds on our broader work to understand how the service is operating in practice and will help inform future improvements. We are particularly interested in gaining insight into how schools are engaging with Attendance Services and identifying what is working well, alongside any opportunities to strengthen the support provided.

Attendance and wellbeing resource pack

We have partnered with Health NZ to develop a health promotion resource kit to support school attendance

The kit includes posters, key messages and templates that regional staff can share with schools, along with simple guidance to help whānau decide when ākonga are well enough to return to school

Schools can access the materials through the web version (link [here](#)) or a downloadable version (link [here](#)). It will also be featured in the next school bulletin.

Additional resources will be added over the coming weeks, including shortened versions of the “when to send your child to school guidance.

Other attendance-related updates

In this section, we will share what else is happening to support better attendance - from new initiatives to helpful resources and ideas that might be useful in your day-to-day work.

Excellence in Education Awards

The Excellence in Education Awards are being held next Wednesday, and attendance is one of the key categories. Congratulations to these finalists:

Excellence in Student Engagement and Attendance:

- Kaihere School – Waikato
- Kaiti School – Tairāwhiti | Hawke's Bay
- Rāroa Normal Intermediate – Wellington
- Iqra School – Tāmaki Herenga Tāngata | Auckland North/West
- Nelson College For Girls – Nelson, Marlborough, West Coast
- Maniototo Area School – Otago, Southland

More information is available here: [New Zealand Education Excellence Awards - Ministry of Education](#)

The winners will be announced next week.

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.

You can find this and previous newsletters [here](#)