

# Information for Attendance Service Providers (ASPs)



## Using the Provisional Q2 Dashboard

### How to use the Provisional Q2 dashboard to estimate your current performance against Q2 service levels

#### Purpose

This guide can be used to help ASPs estimate their current performance against Q2 service levels, using the Provisional Q2 Dashboard.

The Provisional Q2 Dashboard will be replaced by the final Q2 Performance Dashboard when it is released on 9 July 2026. In the meantime, the Provisional Dashboard can be used to estimate your current performance against service levels.

The Provisional Dashboard provides an estimate of performance only. It does not replace the official performance dashboard. Instead, it offers a practical, interim approach to help ASPs gauge their likely performance position ahead of quarter end.

This guidance is best used by workflow leads or business/data analysts with a sound understanding of case data, reporting, and AS-CMS outputs to ensure accurate interpretation.

#### Finding the dashboard

You can find the Q1 dashboard with Q2 data in the AS-CMS in your Dashboards folder.

- Select Dashboards from your navigation menu.
- Select All Folders > Attendance Dashboards > Attendance Service Levels

#### Service Level Cases vs Migrated Cases

The contract specifies that service levels apply to 'referrals'. Referrals include cases that are newly created and allocated directly to you, and cases that have been opened with a new provider but have since been reallocated to you. The service level is calculated from the time the case is allocated to you.

Migrated Cases are cases that were active in ASA at the end of 2025 and were migrated into the AS-CMS and allocated to you as a backlog. They are excluded from the contract service levels as long as they remain allocated to you. Please note:

- There are other performance measures for Migrated Cases, and these also need to be reported on in your Q2 Quarterly Report.
- A case that was migrated from ASA, but has been reallocated to you after Term 1, is counted as a new referral to you, and the contractual service levels apply to that case.

## Reading the dashboard

The Provisional Q2 Dashboard allows you to estimate your performance against service levels using your real-time data. The numbers that you see will update each time you click on the 'Refresh' button at the top right-hand corner of the dashboard, so that it will count new referrals that you receive, and new events that have been saved to your existing cases as the Quarter progresses.

The dashboard is laid out to provide the following information:

- Estimating your Q2 Results: Use this section to calculate your estimated performance against Service Levels.
- Completed Not Achieved cases: These are cases where the action was completed (e.g., a meeting took place) but it was not completed in time, so the service level was not achieved.
- Re-enrolments for migrated cases: This section shows the number of Migrated NEN cases still allocated to you, and the number of those cases that re-enrolled on or before 17 April 2026. The target is 60%.

## Estimating your Q2 Results

Use this section to calculate your estimated performance against Q2 service levels. Remember to Refresh the dashboard to get the latest numbers (click the 'Refresh' button at the top right-hand corner of the screen).

This section is used for cases where the contractual service levels apply. The following data is shown:

- Achieved cases (shown in green): This is the number of cases that have Achieved the Service Level this quarter.
- Total cases (shown in blue): This is the total number of cases that have the service level applied to them so far this quarter.

**Divide Achieved cases by Total cases to get your estimated service level.**

**Note:** This dashboard provides an estimate only. Your estimated result may not align perfectly with the final result in the Quarter 2 Performance Dashboard to be released on 9 July 2026.

## Completed Not Achieved

This section counts the cases where the event took place, but the service level had already expired. These cases are counted as Not Achieved.

This section does not include cases that have run out of time to meet the service level, but the action still hasn't been completed. If the service level has expired and the action is not completed, the case will still count as Not Achieved in the final Quarter 2 Performance Dashboard.

Use your home screen dashboard to identify and monitor cases where events have not yet taken place.

## Re-enrolments for Migrated Cases

This section shows the number of Migrated NEN cases still allocated to you, and the number of those cases that re-enrolled on or before 17 April. Your target is 60%.

Your Q2 report will also require an update on:

- Open migrated cases with Plans in progress (target 100%)
- Active Migrated cases with Initial Meetings completed by the end of Q2
- Migrated cases assigned to Case Managers (target 100%)

These values are not included on this Provisional dashboard, but you can monitor your progress against these measures using your Home Page Dashboard and Provider Queue list view.