



# Practice Guide – Recording case management activity in AS-CMS

## Purpose

This practice guide explains the existing contractual expectation to record case management activity in AS-CMS so that case records are complete, current, and useful for case management, handover, oversight, and reporting.

## Key message

AS-CMS is intended to hold a clear record of the case management work carried out for a student and their whānau. This includes:

- the support provided
- actions taken
- referrals made
- progress monitored
- time spent on case management.

Keeping this information current helps make the work visible, supports continuity if a case is transferred or reviewed, and helps ensure the data collected can inform future service design and funding decisions.

## What this means in practice

In practice, this means using AS-CMS as the main place to record case management activity and keeping it updated as the case progresses. This reflects the expectation in Schedule 2, section 2.9 of the contract that information and activities are recorded in the Ministry CMS, entered by the end of the next working day, and that detailed case notes are updated within five business days of any activity or event.

Building regular time into each day for updating AS-CMS can help ensure that key activity is recorded promptly and case records stay current.

## Recording case management activity

AS-CMS includes different record types for different kinds of case management activity. Using the most appropriate place to record activity helps make the case record clearer, easier to follow, and more useful for handover, oversight, and reporting.

The same principle applies to the tone of free-text recording in AS-CMS, including Event descriptions and Case Comments. Free-text content should be professional, factual, and respectful. Information recorded in AS-CMS may be disclosed in response to Official Information Act or Privacy Act requests, so it should be written with that in mind. A useful prompt is: would you be comfortable if the whānau, another provider, or another professional were reading the note later?

Events and Comments are covered in more detail below because they are high-use areas of the case record and often require the clearest recording.

<b>If you are recording...</b>	<b>Use</b>	<b>Why</b>
Important updates, information, decisions, observations	<b>Case Comments</b>	showing key updates and decisions
Follow-up reminders, or work that needs to happen next	<b>Tasks</b>	tracking follow-up and related time spent
Meetings, visits, phone calls, or other interactions	<b>Events</b>	keeping a clear interaction timeline
Initial School Meeting and Initial Whānau Meeting	<b>Events</b>	showing that the required meetings took place – capturing what was discussed, agreed, and what needs to happen next
Whānau, school, or other contact details	<b>Contacts</b>	showing who is involved in the case and whether details are current
Underlying reasons affecting attendance	<b>Barriers</b>	showing what is affecting attendance and what support may be needed
Agreed goals, actions, responsibilities, and review points	<b>Plan</b>	showing agreed actions and responsibilities
Referrals to government agencies, NGOs, community providers, or multi-agency forums	<b>Services</b>	tracking referrals to other agencies and follow-up needs
Support provided through the Unmet Basic Needs Fund	<b>UBNF</b>	showing UBNF support provided and how it relates to attendance barriers
Requests to MSD & Immigration for address / location information	<b>Info Requests</b>	tracking requests for updated information and the outcome
Changes in the stage of the case	<b>Case Status</b>	showing where the case is in its lifecycle

You may not need to use every record type on every case, but together these help build a complete and usable case record.

For guidance on how key activities must be recorded in AS-CMS so that they are accurately reflected in quarterly reporting see [Practice Guide – Recording for Reporting](#).

### Recording Initial Meetings using Events

Initial meetings with the school and with whānau are an important part of case management and should be recorded clearly in AS-CMS as **Events**. Use the correct **Subject** for each meeting and do not edit it:

- Initial School Meeting – for your initial meeting with the school about the student.
- Initial Student / Whānau Meeting – for your initial meeting with the student and whānau.

These initial meetings are expected to gather more detail about the student’s attendance, barriers, and the work already undertaken to support improvement. For further detail about how these meetings must be recorded to be reflected in reporting, see the [Practice Guide – Recording for Reporting](#), and [Meeting with schools, students and whānau](#).

The Event should reflect the meeting itself not just that contact was attempted or that another action took place. The description should include:

- who met
- what was discussed
- any relevant information gathered
- actions agreed or next steps.

You may choose to create the Event ahead of the meeting, then return to the Event afterwards and update the description with the attendees, meeting notes or minutes.

If meeting content needs to be shared with the school, copy the relevant information into a **Case Comment** and share that comment. If the meeting could not take place within the relevant timeframe, record clear commentary in AS-CMS explaining why and what happened instead.

### Examples:

#### Useful:

**Initial Student / Whānau Meeting** 4 June 2026

Description	Met with caregiver and student on 4 June. Discussed concerns about anxiety before school, recent absences, and transport difficulties. Caregiver confirmed willingness to work on a morning routine and agreed to weekly check-ins. Student identified maths as a source of stress. Next steps agreed: provider to explore counselling referral, school to arrange subject support, and plan to be updated after next review.	Start Date Time	4/06/2026, 2:00 pm
End Date Time	4/06/2026, 3:00 pm	All-Day Event	<input type="checkbox"/>

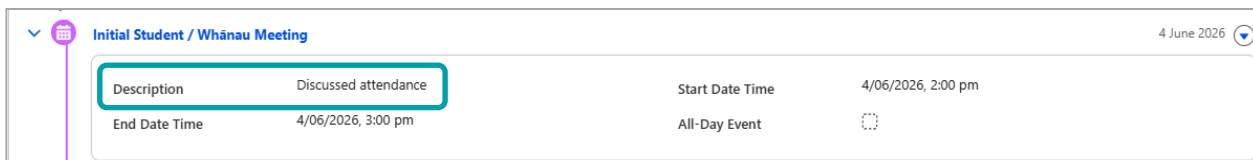
**Initial School Meeting** 2 June 2026

Description	Met with school primary contact and attendance lead on 2 June. School outlined attendance pattern over the past six weeks, advised that transport and morning routines are current barriers, and confirmed earlier attempts to support attendance through daily check-ins and partial timetable. Agreed next steps: provider to contact whānau, school to send attendance history, and review progress in one week.	Start Date Time	2/06/2026, 2:00 pm
End Date Time	2/06/2026, 3:00 pm	All-Day Event	<input type="checkbox"/>

#### Not useful

**Initial Student / Whānau Meeting** 4 June 2026

Description	Met with school	Start Date Time	4/06/2026, 2:00 pm
End Date Time	4/06/2026, 3:00 pm	All-Day Event	<input type="checkbox"/>



A good Event description for initial meetings should help another person understand the purpose and outcome of the meeting if they read the case later.

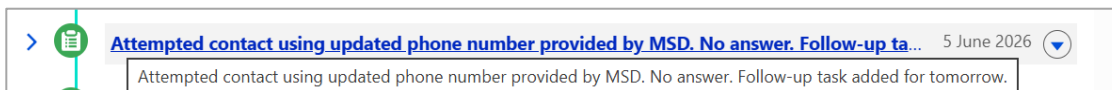
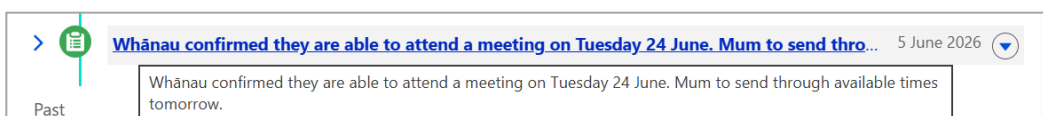
### Recording Case Comments clearly

Case Comments are most helpful when they are factual, respectful, and specific. They should make it clear what happened, any relevant context, and what was agreed or needs to happen next.

Avoid comments that include opinions or judgements, or notes that are too vague to be useful later.

### Examples

#### Useful:



#### Not useful:



The aim is to build a clear case history that supports continuity if the case is reviewed or handed over.

### Viewing case Comments

There are two ways of viewing case comments:

1. from the Activity Timeline on the case
  - hover over longer comments to read the whole comment
2. from the Related tab on the case
  - click View All, then on the Comment header bar click the small down-arrow and select Wrap Text. This ensures you can read longer comments easily

### Timeliness

Recording should happen as soon as possible after the activity or event. Schedule 2, section 2.9 of the contract states that information and activities are to be entered by the end of the next working day, and detailed case notes updated within five business days of any activity or event.

Keeping the record current helps support continuity and makes it easier to understand what has happened and what may need to happen next.

### Recording time spent

The contract requires information to be recorded about the time spent on case management for each referred student, the actions taken, and why.

In AS-CMS, this is supported through the Hours and Minutes fields in Tasks and Events. Estimates can be used where exact time is not known. When recording time, you should include related activity such as preparation, travel, follow-up administration, and coordination with schools, whānau, or other services.

## **Recording for Reporting**

For guidance on the specific activities that must be recorded in particular ways for quarterly reporting and service level measures, see the separate [Practice Guide – Recording for Reporting](#).

## **Where to go for step-by-step instructions**

For step-by-step instructions on actions such as Comments, Tasks, Events, Contacts, Barriers, Plans, Services, Information Requests, and case status changes, use the provider [Quick Reference Guides](#).

## **Quick check**

Before closing your work for the day, check:

- Have today's key activities been recorded in AS-CMS?
- Are those activities recorded in the most appropriate place (Comment / Task / Event / Plan / Service etc.)?
- Are barriers, contacts, plans, and services current?
- Has time spent on relevant case management activity been recorded?
- Would another person be able to understand what has happened and what may need to happen next?