



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

Attendance Service Provider Newsletter

14 August 2026

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Introduction

Mālō e lelei

As we move through the second half of the year, I want to acknowledge and celebrate the incredible work taking place across the attendance service network. Every day, you are making a difference for ākonga and whānau through your commitment, perseverance, and the strong relationships you build within your communities. The quality of your Q2 reporting reflects not only the outcomes being achieved, but also the dedication and care that sits behind every case and every engagement.

There is a strong sense of momentum across the service. Overall, nationally we are seeing good performance improvements quarter on quarter, while also building the systems, guidance, and partnerships needed to support a more consistent and effective attendance service nationwide.

In sharing and celebrating your success and good practice, we'd love to have you, and your organisation showcase what's working for ākonga and whānau in your community at our regular weekly webinars. Please reach out to us we'd love to have more sharing and learning across the attendance service network. The first three ASPs that come forward will receive a special prize.

Mālō 'aupito

Mel Harrington, Manager Attendance Service Delivery

Q2 Reporting

Thank you for your timely submission of Q2 reports and for the high level of detail you continue to provide. We have seen some excellent performance across the motu this quarter and are grateful for the work you do to support ākonga back into education pathways.

Over the coming weeks, your CRM will be in touch to discuss performance, reflect on Q2, and set goals for Q3.

The National Office team is also continuing to work with our ASCMS developers to improve system reporting tools, including the home page dashboard, quarterly reporting, and in-quarter monitoring. Thank you for your ongoing commitment and the difference you make for ākonga and whānau.

Attendance Multi-Agency Forums

In 2025, Cabinet agreed to roll out Attendance Multi-Agency Forums across New Zealand to better support student attendance. The rollout will be completed by December 2027 with you as ASPs playing an important role alongside our Ministry kaimahi and partner agencies.

During Terms 1 and 2 this year, six pilot forums were held across the country. These pilots, along with other supporting work, have provided valuable insights to guide the nationwide rollout, helping us understand what is working well and where there are challenges.

Come and join us for the weekly ASCMS session on **Thursday, 3 September** where we will cover the pilot findings and work occurring to support a successful national rollout. The webinar link will be shared the Monday before, as per the usual process.

Don't Miss the Matamoana PLD Opportunity

The Attendance Service Delivery team has teamed up with our Ākonga Pacific Outcomes team at National Office and want to give you and your organisation an opportunity to build your Pacific capability and enhance your professional practice.

The Matamoana PLD offers an engaging learning experience designed to support your development and provide practical insights that you can take back and apply in your work.

This is a great chance to:

- Learn from experienced Pacific facilitators.
- Connect with professionals across the sector.
- Reflect on and strengthen your current practice.

- Be part of a supportive learning community.

Need to know:

Subject to interest and demand, sessions will be run in person from 9am-3pm for up to 30 participants. The venue details and date(s) will be confirmed once EOI's are finalised.

If you and/or your organisation would like to attend, please express your interest by emailing - Matamoana@education.govt.nz **before 31 August** with the following information:

1. How many in total from your organisation are interested?
2. Who will be attending? List of confirmed attendees: full name, phone contact, location where you are based, email address.

For more information see the attached flyer. We look forward to you joining us!

Reminder: Submit invoice

The invoice for the 10% quarterly payment (period 3 April – 3 July) is due on **Friday, 21 August**; payment will be made **27 August**.

Please submit your invoice to AccountsPayable.Invoices@education.govt.nz.

Important: Remember to include your Purchase Order (PO) number on the invoice. Please also enter the scheduled payment date as the due date on your invoice. This helps prevent your accounting system (e.g. Xero) from automatically generating reminder notices before the payment is due.

Attendance Tips for Parents and Whānau

In case you missed the email on 5 August, we are looking for examples of practical attendance messages and tips that could be shared through Ministry social media channels to support parents and whānau and would love your input.

Please send recommendations to Attendance.Service@education@govt.nz by **Friday, 21 August**.

Thank you to those who have already shared their tips and recommendations!

Online Presence and Contact Information

Please ensure your online platforms clearly reflect the attendance service you provide, particularly where your organisation delivers multiple services. Information should be

professional, easy to navigate, and include clear contact details so that schools, whānau, and other providers can easily engage with you.

Please also ensure your contact information in ASCMS is up to date. If it needs changing, email Attendance.Service@education.govt.nz with the correct details.

ASCMS Webinar Sessions

We hope you're finding the weekly ASCMS webinar sessions valuable, we've had good participation at them.

We'd like to provide you and your organisation with an opportunity at these future sessions to showcase any best practices or innovations that are working for ākonga and whanau in your communities to improve attendance. Send us a message (email below) and we can happily slot you into future sessions.

If there are topics you would like covered in future training sessions, please send your suggestions through to Attendance.Service@education.govt.nz. Your feedback helps us ensure training is relevant and responsive to your needs.

Guidance Update

We have published new guidance to support consistent decision-making when an ākonga with an open attendance case moves into an area covered by a different Attendance Service Provider. The guidance outlines when to:

- transfer a case to another provider
- refer a case to the Central Investigations Team
- keep a case open while continuing efforts to locate and engage the ākonga.

We have also updated the s19 referral to Oranga Tamariki form, so it is easier to populate. The Protocol and process themselves are currently being reviewed with Oranga Tamariki. We're grateful to those providers who gave feedback in this area.

We are currently developing guidance and resources for non-engagement and Multi-Agency Forums and worked examples to assist providers in responding to immigration and visa-related matters.

We encourage all ASPs to regularly visit our guidance webpage for resources and information to support your operational practice and case management processes:

[Managing attendance cases - Ministry of Education](#)

Media Release

This week we had a media release about the attendance programme issued by the Associate Minister for Education, Hon David Seymour. It was a good acknowledgement of the work you are doing with supporting ākonga.

The announcement was made at Strive Community Trust in Auckland, and we would like to thank the team at Strive for generously hosting the event. You can read the full media release here: [New attendance service re-enrolling more students than ever | Beehive.govt.nz](#)

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 newsletter [here](#).