



Quarter 3 Reporting

This pack is for Attendance Service Providers (ASPs) to set out Quarter 3 reporting requirements and key dates

1. Purpose

This pack provides ASPs with the information and guidance needed to complete the Quarter 3 (Q3) reporting process.

This pack outlines:

- What you need to submit and when
- What to expect once your report is submitted
- What you are required to report on for Q3
- What to do if you're off track
- How measures were calculated

2. What you need to submit and when

The Q3 Performance Reports will be available from **Friday 2 October**. The Ministry will run a drop-in session on **Friday 9 October 2026** to provide support and answer any questions.

Please populate the Q3 Reporting Template, submit to Attendance.Service@education.govt.nz and CC your Contract Relationship Manager (CRM) by **Friday 5pm, 16 October 2026**.

Once your Contract Relationship Manager (CRM) has approved payment release, submit your invoice for the 10% withholding payment to AccountsPayable.Invoices@education.govt.nz by **Friday 6 November (NGO/Iwi providers only)**. Payment will be made **Thursday 19 November 2026** subject to the timeliness of invoices submitted.

3. What to expect once your report is submitted

- You will receive an email notification via the Attendance Service inbox that your report has been received.
- The National Attendance Service Team will check that your template is complete and will follow up with you directly if information is missing.
- Your CRM will review your results and meet with you between **16 – 30 October 2026** to discuss your performance. If there are concerns, your CRM will discuss these with you

and agree monitoring and improvement actions.

4. What you are required to report on for Quarter 3

The updated list of assessed measures for Q3 is as follows:

Progress against actions communicated at the Q2 review hui

- Update your CRM on progress against actions from your Q2 review hui where applicable
- These actions are recorded centrally and should also be reflected in your own notes
- Provide a high-level update; your CRM may follow up in the Q3 hui if needed

Progress against Service Delivery Plan (SDP) key actions/activities for quarter

- Same approach as Q2, you're now reporting on Q3 activities and progress
- Focus on delivery against planned actions, and provide a plan for how and when you will meet any missed deliverables
- If unsure about your SDP, contact your CRM for guidance

Risk update

- Highlight any current or emerging risks for your service → if in doubt, report the risk!
- Provide an update on previously reported risks and document where there has been action or significant change
- Include updates on mitigations or actions taken where relevant

Initiatives/innovations addressing barriers to attendance

- Capture strategies used to address barriers to attendance
- Refer to the website guidance on initiatives and projects for ideas (add weblink contained in the Q3 reporting template)
- You may include photos (ensure no ākonga are identifiable unless consent has been provided as the Ministry may utilise this for good news stories)

Service Level Measures

- 60% of referred NEN students with up-to-date contact details have enrolled in a school, or an alternative education pathway, or have a valid exemption, within 10 weeks of allocation to provider
- Meet, either virtually or in person, with the referring school (CA) or the most recently attended school (NEN) to gather relevant information about the student within 5 Business Days for 80% of referrals
- Meet, either virtually or in person, with the referring school (CA) or the most recently attended school (NEN) to gather relevant information about the student within 10 Business Days for 90% of referrals
- Engage directly with the student and their caregiver(s), where current contact details are held, to establish contact and to begin to understand their needs within 10 Business Days for 80% of referrals
- Engage directly with the student and their caregiver(s), where current contact details are held, to establish contact and to begin to understand their needs within 15 Business Days for 90% of referrals

If your Initial Student / Whānau Meeting or NE Re-enrolment results have been impacted by the

number of Not Located children in Q3, include a list of these cases. Note that the flag must have been applied to the record in order to be relevant. Ensure all efforts to locate the child have been documented in the case record.

If targets have not been met, provide clear rationale, a realistic timeframe for improvement, and any corrective actions being taken.

Service levels already allow for a proportion of cases to miss targets due to circumstances outside a provider's control. If you believe that special circumstances apply that have had a truly significant and unexpected impact, provide relevant case numbers and information about the circumstances. Any relevant contextual information and supporting evidence will be considered as part of the overall performance assessment.

You are not required to report separately on Migrated Cases in Q3. Please continue standard case management practices for all cases (ongoing).

5. What to do if you're off track

Where variances against targets are identified through the Q3 report, please provide an explanation for this variance.

Include in your template:

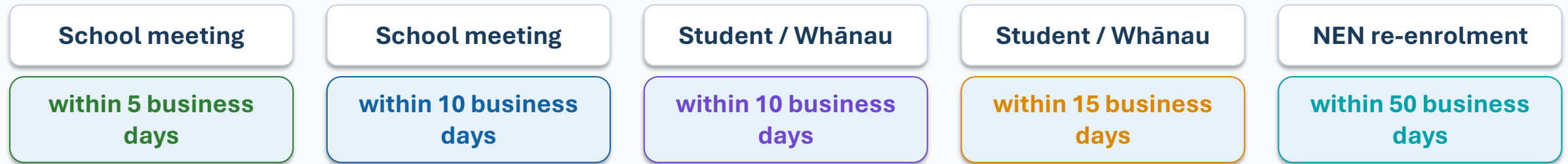
- What's changing next quarter (process, resource allocation, sequencing)
- Any support you are seeking from the Ministry

Your CRM will continue to work with you to understand any challenges or barriers and support you to address them. The expectation is that these are actively managed, with improvement demonstrated in the following quarter. Continued underperformance may result in your quarterly payments being partially or fully withheld following an assessment of the impact on delivery.

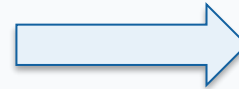
How Q3 2026 Service Level Measures are Calculated

The five service level metrics

All five metrics start when the provider receives the case. That date is Day 0.



Allocation Date = Day 0



Count business days

Business days = Monday to Friday. Do not count weekends or observed national public holidays.

Key message: begin with the Allocation Date, then check whether the required action happened on time.

How to count business days

Example: the case is allocated on Monday. Monday is Day 0.

MON	TUE	WED	THU	FRI	SAT	SUN	MON
DAY 0	DAY 1	DAY 2	DAY 3	DAY 4	-	-	DAY 5
Allocated	Count	Count	Count	Count	Weekend	Weekend	Target day

Remember only 3 things

- 1 Allocation day is Day 0.
- 2 Weekends do not count.
- 3 The final target day still counts.

A result on Day 5, 10, 15 or 50 is still on time.

An early meeting can count twice

The shorter target sits inside the longer target.

SCHOOL MEETING			STUDENT / WHĀNAU MEETING		
By Day 5	Day 6 to 10	After Day 10	By Day 10	Day 11 to 15	After Day 15
Counts in 5-day AND 10-day	Counts in 10-day only	Counts in neither	Counts in 10-day AND 15-day	Counts in 15-day only	Counts in neither

Example

A school meeting on Day 4 counts in both school measures.

A school meeting on Day 8 counts only in the 10-day measure.

Three dates: what each one means

Each date has one simple job.

1

Allocation Date

When the provider receives the case

STARTS THE CLOCK

2

Event Date

When the meeting (event) took place

CHECKS IF INSIDE SERVICE LEVEL

3

Event Created Date

When the meeting (event) record
was entered into AS-CMS

VALIDATES THE RECORD

Event Date tells us when the meeting happened. Created Date tells us when someone entered the record.

For meeting measures, Created Date must be on or after Allocation Date.

Meeting metrics:

A meeting counts only when it passes the check or checks shown below.

PREVIOUS MODEL

Starts from Case Opened Date

1

One question

Was the meeting held within the required time?

YES

MEETING COUNTS

NO

DOES NOT COUNT

Only the meeting date is checked.

CURRENT MODEL

Starts from Allocation Date

Two questions

1

Was the meeting record entered on or after allocation?

2

Was the meeting held within the allowed time?

BOTH YES

MEETING COUNTS

ANY NO

DOES NOT COUNT



Key difference

**Before - 1 check, using Open Date.
Now - 2 checks, using Allocation Date.**

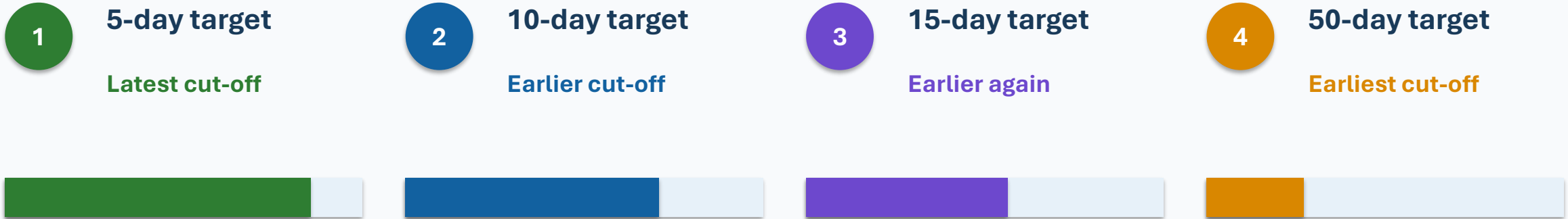
For the current model, both answers must be YES.

BOTH YES = COUNTS

Current Model : Eligible meetings held up to 10 business days before allocation may count if the record was entered on or after allocation.

Why the quarter cut-off dates are different

Longer targets need more time, so their cut-off is earlier.



Simple reason

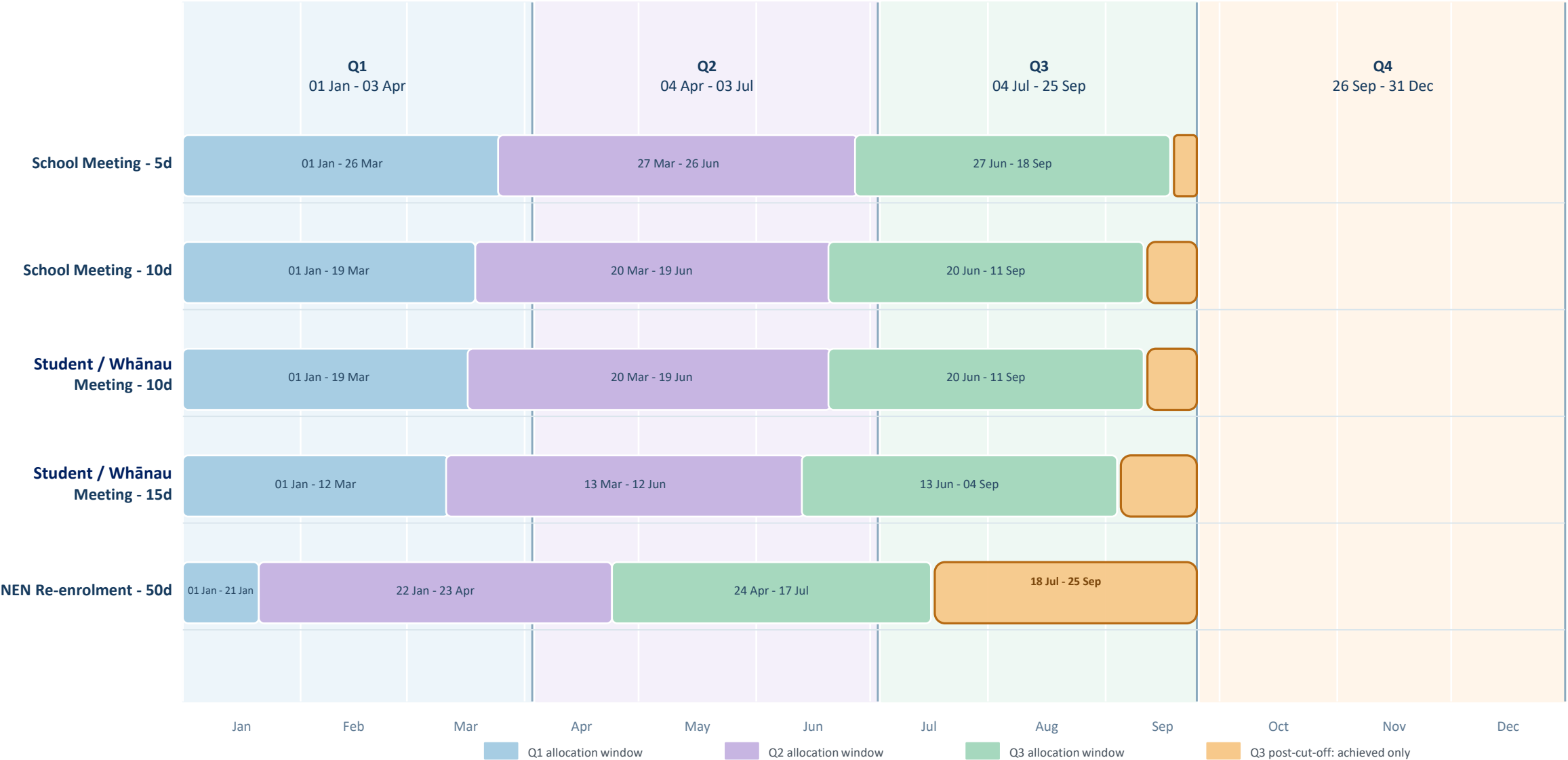
The quarter must leave enough time for the full target period to finish.

From Q3 onwards, service levels achieved before the cut-off date will count in the current quarter. Service levels not yet achieved by the cut-off date will roll over to the next quarter.

2026 Metric Quarterly Allocation Windows

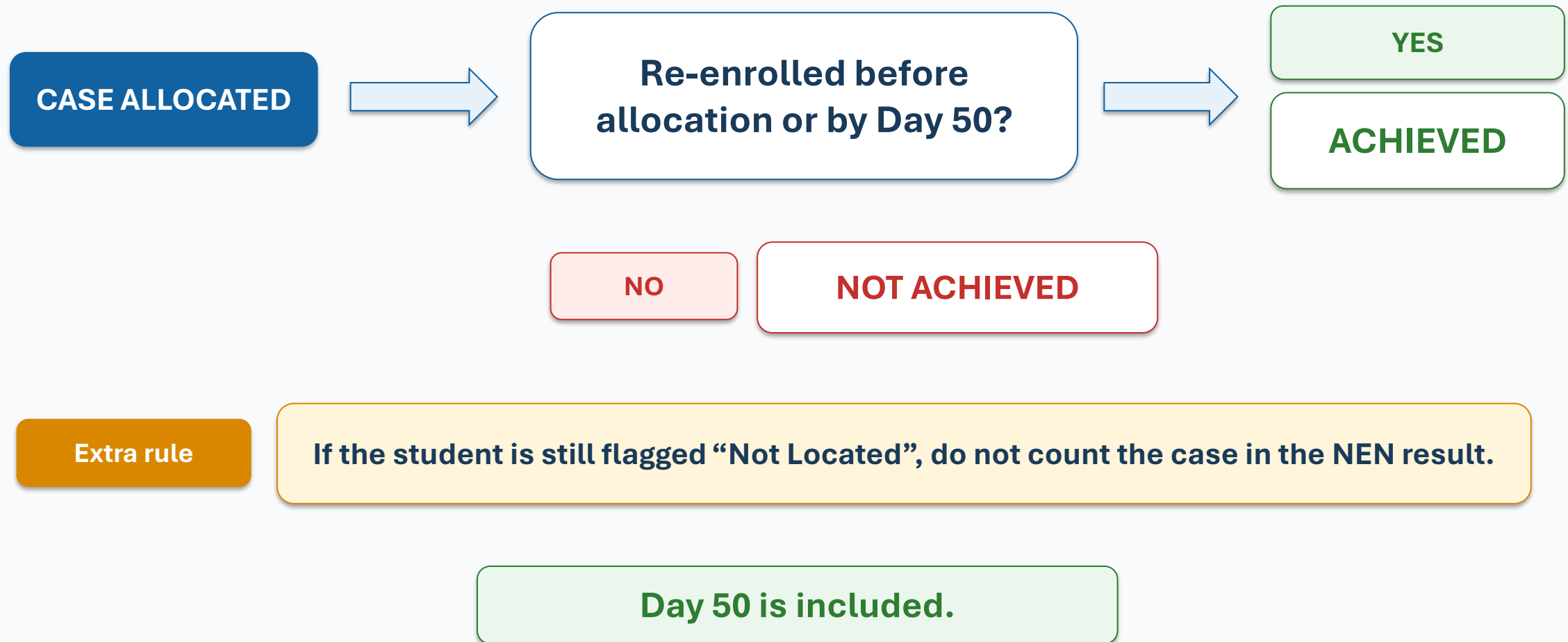
Quarter dates, provider allocation cut-offs and Q3 post-cut-off treatment for each service level

Q3 post-cut-off achievement window
Count only where the outcome was achieved by 25 Sep.
Otherwise, classify as out of scope.



NE re-enrolment: one main question

NE uses Allocation Date as Day 0.



If a result looks wrong, check these four things

This gives providers a consistent way to check before escalating.

1**ALLOCATION DATE**

Is the Allocation Date correct?

2**Event DATE**

Is the Event Date correct?

3**Event Created DATE**

For meetings, was the record created on or after allocation?

4**DAY COUNT**

Were weekends and national holidays excluded?

Then escalate with the case number and the three relevant dates.