



Briefing Note: Update on the Attendance Service Procurement Process

To:	Hon Jan Tinetti, Associate Minister of Education		
Cc:	Hon Chris Hipkins, Minister of Education		
Date:	22 December 2021	Priority:	Low
Security Level:	In Confidence	METIS No:	1279271
Drafter:	Luc Townsend Vai Mataitoa	DDI:	04 463 2805 04 439 6461
Key Contact:	Janine Moss	DDI:	04 463 0935
Messaging seen by Communications team:	No	Round Robin:	No

Purpose of Report

The purpose of this paper is to update you, as requested by your office, on the Attendance Service (AS) contract renewal process, including progress of the initial re-design trials.

It includes the status of all AS contracts currently being renewed, indicative dates around start and end dates of these contracts, and their coverage areas.

Proactive Release

Agree that the Ministry of Education release this briefing once it has been considered by you, 9(2)(g)(i)

☒ Agree / ☐ Disagree



Dr David Wales
Poutohu Matua Te Hāpai Ō Rāngai
Te Pae Aronui



Hon Jan Tinetti
Associate Minister of Education

22/12/2021

10/01/2022

Background

- 1 Since 2013, the Ministry has had 22 contracts for the Attendance Service (AS), including a mixture of Iwi, non-government organisations (NGOs) and nine schools. Twenty of those contracts expire in December 2021, with the remaining two ending in December 2022.
- 2 In 2019, the former Associate Minister of Education initiated a re-design of the AS. The aim was to explore a new model of attendance management, including gathering local knowledge of what works in schools and communities and placing resources closer to schools.
- 3 The re-design is being undertaken in two phases. It is also taking into consideration the establishment of Te Mahau within a re-designed Te Tāhuhu o te Mātauranga | Ministry of Education.

Phase One

- 4 In 2020, trials of the re-design started in Kawerau and South Auckland B which covers Manurewa, Howick, Papakura, Franklin and North Waikato.
- 5 In 2020, the Ministry also consulted with schools, current AS providers and Iwi to co-design the future delivery of the service. This included consideration of who could provide the service in each community and what sort of service was needed.
- 6 As a result of COVID-19, regions were not able to determine their proposed long-term approach and the evaluations of the trials at Kawerau and South Auckland B were delayed. Consequently, contracts were extended by one year, to expire in December 2022. These extensions were to allow the Ministry sufficient time to determine a long-term approach for the AS (Phase 2).
- 7 As a result of our consultations in 2022 the AS will be provided through 45 contracts – 24 schools, nine Iwi/Māori organisations, nine NGOs and three are still to be determined. This is already starting to make the shift to having the service closer to schools. All contracts end in December 2022.
- 8 A table outlining contracts in 2021 and 2022, including service regions, is attached as Appendix 1.

Phase Two

- 9 In 2022, the Ministry will continue the AS re-design to confirm the long-term approach for all regions. The re-design will consider the following:
 - Evaluation findings from the trials. The evaluation is due to be completed in February with a final report in April 2022.
 - Recommendations from the Select Committee Inquiry into Attendance.
 - Early learnings from 2022 contracts.
 - Further consultation in the regions, including with Iwi.
- 10 This work closely aligns with Priority 6 of the Learning Support Action Plan. Priority 6 outlines the importance of improving education for children and young people at-risk of disengaging. Priority 6 provides the broad umbrella for work to better support children and young people to stay engaged in their learning through the re-design of the AS.

11 In 2020, the Ministry took the opportunity to trial new ways of working in Kawerau and South Auckland B. The Ministry worked with local schools to co-design and test approaches based on local knowledge of what works best to support ākonga attendance in each community.

12 Before these trials began in 2020 all providers delivered both the unjustified absence and the non-enrolled streams of the AS (an integrated service). In Kawerau, Tarawera High School is contracted to provide an integrated AS that encourages a community-wide approach to attendance issues.

13 In the South Auckland B service area, the service has been split into two work streams:

- One for students who are enrolled in school but are unjustifiably absent with five lead schools employing attendance advisers who are responsible for managing this work for schools in their cluster.
- The other is for students who are not enrolled at school, managed by an external provider who is based in the local community.

A horizontal bar chart with 10 bars of varying lengths, overlaid with a large, diagonal watermark reading "reactively Re". The bars are arranged in a descending order of length from top to bottom. The watermark is a large, light gray, sans-serif font that spans diagonally across the chart area.



■ 

20

9(2)(ba)(i)

[REDACTED]

■

[REDACTED]

■ [REDACTED]

■ [REDACTED]

■ [REDACTED]

■ [REDACTED]

■ [REDACTED]

■ [REDACTED]

■ [REDACTED]

■ [REDACTED]

■ [REDACTED]

Evaluation of the trials

22

The trial evaluation has been delayed by Covid-19. The evaluation is due to be completed in February with a final report in April 2022.

Appendix 1: Attendance Service providers in 2021 and 2022

REGION	SERVICE AREA	PROVIDER IN 2021	PROVIDER IN 2022
Tai Tokerau	Tai Tokerau	Ngāpuhi Iwi Social Service	Ngāpuhi Iwi Social Service
Auckland	North and West Auckland	National Urban Māori Authority – Waipareira Trust	NUMA (Waipareira Trust)
	Auckland central	Auckland Central Education Services	Auckland Central Education Services
	South Auckland A – Ōtāhuhu, Papatoetoe, Mangere, Ōtara	Strive Community Trust	Term 1 – Strive Community Trust Terms 2 to 4 – 4 school clusters: Ōtāhuhu, Papatoetoe, Mangere, Ōtara
	South Auckland B – Manurewa, Howick, Papakura, Franklin, North Waikato	5 school clusters – Greenmeadows Intermediate, Howick Primary School, Kereru Park Campus, Pukekohe Intermediate, Tuakau College (UAs only)	5 school clusters – Greenmeadows Intermediate, Howick Primary School, Kereru Park Campus, Pukekohe Intermediate, Tuakau College
	South Auckland B – Manurewa, Howick, Papakura, Franklin, North Waikato	Bluelight Ventures (NENs only)	Bluelight Ventures (NENs only)
Waikato	Thames and Coromandel	CAPS Hauraki	CAPS Hauraki
	Waikato	National Urban Māori Authority – Te Kohao Health	National Urban Māori Authority – Te Kohao Health
	Matamata and Piako		Matamata College
	Te Awamutu		Te Awamutu College
	Taumarunui	Central King Country REAP	Central King Country REAP
	Te Kuiti and Waitomo	Te Kuiti High School	Te Kuiti High School
	South Waikato	Tokoroa Council of Social Services	Tokoroa Council of Social Services
Bay of Plenty/Waiariki	Tauranga	Datacom ecase Attendance Service	Tauranga Girls College
	Mount Maunganui		Mount Maunganui College
	Papamoa		Papamoa College
	Bay of Plenty	Datacom ecase Attendance Service	
	Te Puke		Fairhaven School
	Whakatane		Whakatane High School
	Kawerau	Tarawera High School	Tarawera High School

	Ōpōtiki	Ashbrook School	Ashbrook School
	Rotorua		Rotorua Boys School
	Central Plateau	Datacom ecase Attendance Service	Tauhara College
Hawke's Bay/ Tairāwhiti/Tararua/ Wairarapa	Gisborne	Te Runanga a Runanganui a Kiwi	Te Runanga o Turanganui A Kiwa
	Tairāwhiti		Te Runganganui o Ngāti Porou
	Wairoa		Te Taiwhenua ki te Wairoa
	Napier		Te Taiwhenua o Te Whanganui-a-Orotū
	Central Hawke's Bay		Te Taiwhenua o Tamatea
Taranaki/Whanganui/ Manawatū	Taranaki	Tu Tama Wahine o Taranaki**	TBD
	Whanganui	Datacom ecase Attendance Service	
	Manawatū and Horowhenua	Datacom ecase Attendance Service	
Wellington	Levin	Life to the Max	Life to the Max
	Paraparaumu		Paraparaumu College
	Hastings, Tararua and Wairarapa	Te Taiwhenua o Heretaunga	Te Taiwhenua o Heretaunga
	Porirua		Porirua College
	Wellington	National Urban Māori Authority – Te Roopu Awhina	Te Rūnanga o Toa Rangatira (Ngāti Toa)
	Lower Hutt		Taita College
Nelson/Marlborough/ West Coast	Nelson/Marlborough/West Coast	Te Ora Hou	Terms 1 and 2 – Te Ora Hou Terms 3 and 4 – TBD
Canterbury	Canterbury	Te Ora Hou	Terms 1 and 2 – Te Ora Hou Terms 3 and 4 – TBD
Otago/Southland	Otago/Southland	Datacom ecase Attendance Service	Datacom ecase Attendance Service