

Ngākōroa School



Attendance Management Plan and Supporting STAR Procedures

Strategic Priorities

Regular school attendance is important for ākongas to achieve their educational potential. The government target is that 80% of ākongas will be regularly attending school by 2030.

Our school currently has 48% regular attendance and a target of lifting regular attendance to 80% by the end of 2026.

Board responsibilities

The board is responsible for taking all reasonable steps to ensure that the school's ākongas attend the school when it is open for instruction.

The board will comply with the provisions in the legislation in relation to ākonga attendance by:

- having a commitment to support ākonga return to regular attendance
- having processes and procedures in place to support a Stepped Attendance Response to ākonga absence that uses data-based thresholds to identify ākonga
- recording all absences, and responding accordingly
- having an effective method in place for identifying and monitoring ākonga absence, including identifying patterns and barriers to ākonga attendance
- publishing this attendance management plan on the school's website.

Tumuaki responsibilities

The tumuaki is responsible for:

- developing and implementing a stepped attendance response aligned with the thresholds to support ākonga attendance
- ensure that ākonga absence is investigated, responded too and actions taken recorded aligned with the thresholds
- ensure all ākongas, whanau and staff understand the processes and procedures that support ākonga attendance
- Report to the board on any trends, barriers to attendance and interventions being used to support ākonga attendance.

Procedures/supporting documentation

Attendance management Procedure - Stepped Attendance Response (STAR)- see below

Monitoring

The tumuaki will maintain reporting of daily attendance data.

The board will receive termly attendance reporting- including information provided by the Every Day matters report. Included in this reporting will be any emerging trends, barriers to attendance, and areas of concern for the board's consideration.

Legislative compliance/ Legislation

[Education and Training Act 2020](#)

[Education Attendance rules](#)

[Education Attendance Management Plan regulations \(yet to be passed\)](#)

Reviewed: November 2025

Next review: November 2026

Attendance Management Procedure - Stepped Attendance Response

We recognise the importance of regular attendance to help our ākongas achieve their educational potential.

Our attendance procedures ensure ākongas are accounted for during schools' hours. This allows school staff to identify and respond to ākonga attendance concerns.

We have a stepped attendance response to ensure we are able to identify ākongas and offer appropriate interventions at the thresholds to support ākongas to return to regular attendance.

We have annual targets for ākonga attendance and work with ākongas, whānau, staff and external agencies, where necessary to improve our levels of ākonga attendance.

Parent/Whanau responsibilities

- ensure ākonga attend every day they are able
- reinforce good attendance habits
- open communication with the school
- follow the school's attendance management plan and associated attendance policies and procedures.

School responsibilities

- clear communication to whānau and ākonga on attendance expectations on enrolment, at the start of the year and each term
- communicate to whānau what steps the school will take if the ākonga is absent from school
- monitor ākonga attendance
- provide ākonga with regular updates on their own attendance
- report regularly to parents on attendance of their tamariki

School Procedures

The tumuaki will appoint staff and delegate duties, so as to manage the recording of electronic ākonga attendance register and the follow-up procedures for non-attending ākongas.

Non-teaching staff with duties associated with our attendance system will support kaiakos to maintain accurate up-to-date attendance information.

Kaiako are responsible for recording ākonga attendance to their class each period/ half day basis.

Kaiako are responsible for maintaining accurate and up-to-date records and supporting the attendance systems. They will also monitor and follow-up on lateness and other attendance issues.

The tumuaki is responsible for monitoring ākonga attendance for the school, ensuring that parents are informed of attendance concerns.

Parents will receive ākonga attendance data via the HERO parent portal termly updates and bi annual reporting processes.

Outside agencies will be used as appropriate to support attendance.

Ākongas will be identified at the thresholds. Follow-up response actions will be tailored to the reasons for absence.

Patterns of attendance and specific interventions being used will be evaluated by the tumuaki termly to review outcomes and effectiveness of these interventions.

Attached is the Stepped Attendance Response Activities for our school. Any action taken can be considered at any threshold. All actions taken to respond to absences will be recorded in HERO. The pastoral care team meets fortnightly. If you have any questions about our Stepped Attendance Response or procedures, please contact Monique Henry, our tumuaki.

Attendance at Ngākōroa



GOOD

Miharo! Your child will thrive and access all learning opportunities at Ngākōroa School

90 - 100% Attendance

Less than 5 days absent per term.

Actions:

- Continue to send your child to school on time, everyday.
- 100% attendance awards at the end of each term.

WORRYING

We are worried that your child is missing out on learning opportunities and affecting their progress.

80 - 90% Attendance

Up to 10 days absent per term.

Actions:

- A message from your child's whānau teacher
- Medical certificate required if it is from illness.

CONCERNING

We are concerned that your child is often missing out on learning opportunities and affecting their friendships and progress.

70 - 80% Attendance

Up to 15 days absent per term.

Actions:

- Letter of concern with current attendance stats.
- Hui at school around attendance, creating a plan.
- Referral to Attendance Services.

The New Zealand Government's target and at Ngākōroa our aim is to have **80% of students attending regularly - more than 90% of the time.**

SERIOUS CONCERN

We have serious concerns abouts your child's absence and the impact it is having on their learning, social development and emotional wellbeing.

Under 70% Attendance

15 days or more absent per term.

Actions:

- Attendance Services involved
- Regular Check in and Meetings
- Unenrolment from Ngākōroa School

School Stepped Attendance Response Activities

Below is our stepped attendance response for responding to individual ākongas absence. Actions can be taken at any stage and there is no requirement to wait for a ākongas to be identified at a threshold to take action to address non attendance. Contact parents asap (ideally within 2 school days, but absolutely within a week) and arrange meeting for as soon as possible.

Any attendance queries should be directed to our tumuaki, Andrea Fulton

Day-to-day operations			
Activities	Practice	Responsible Person	Notes & Actions
Communicate with parents	<p>Set expectations, procedures and follow-up steps the school will take when a ākongas is absent.</p> <p>Use enrolment forms, newsletters, website or other communication methods to set expectations and provide guidance to parents</p>	<p>Kaiako tumuaki</p> <p>School board</p>	<p>Termly attendance features including updates on data in newsletters.</p> <p>Expectations and guidance for parents published on our school website.</p> <p>Expectations for ākongas attendance and steps that will be taken to address attendance included in enrolment forms.</p> <p>Work with parents and ākongas, where appropriate.</p>
Following up absences daily	<p>Use procedures in place (and supporting software) to quickly identify all ākongas absences and communicate these to parents</p> <p>Follow-up daily with parents any unexplained absences</p>	Administration team	<p>Text based reminder to be sent from 10 am for all unexplained absences.</p> <p>Ensure all parents have access to HERO app and know how to use the attendance feature</p>
Minimise disruptions to the school day and week	School boards and school leadership prioritise school hours to be for learning	School leadership team	
Assess history of new ākongas	When enrolling, identify issues or trends in attendance history.	Tumuaki (new ākongas during year)	Include information about stepped attendance plan in enrolment packs.
<p>Escalate attendance issues as needed</p> <p>Develop support plans</p> <p>Involve other services, consider referral to Attendance Services</p>	<p>Termly analysis of school wide attendance data. Plat tamariki on STAR table</p> <p>Follow up / Seek more support as needed</p>	All staff as appropriate.	Staff are encouraged to escalate issues according to these procedures. If you are unsure, please discuss with Monique

Ākongas with less than 5 days absence

Activities	Practice	Responsible Person	Notes & Actions
Communicate with parents/caregivers Maintain contact details	Identify all ākongas absences Communicate these to parents	Administration team or In School attendance team (if your school has one)	Follow-up all absences to confirm reason for absence. No action taken
Provide ākongas with regular updates on their own attendance	Provide regular reporting via online portals and classroom discussions	Kaiako	Updates sent to ākongas and parents through termly HERO updates
Report regularly to parents on attendance of their child	providing weekly notes on attendance to parents via email	Kaiako	Updates sent to ākongas and parents through termly HERO updates

Between 0-4 days absence all absences need to be followed up to ensure the correct code is recorded against the absence. Any ākongas, already on attendance list from previous term will be identified by the tumuaki and monitored / followed up as necessary.

Ākongas with less than 10 days absence (5-9 days)

Activities	Practice	Responsible Person	Notes & Actions
Contact parents to discuss reasons for absence and impact on learning	After 5 days send email to parent (use template). Phone contact to be used if this is not the first time ākongas has met the threshold	Kaiako (Any concerns of next steps discussion options with tumuaki.)	Record actions taken in HERO. If there is no action taken due to individual circumstance- record this against ākongas record. Follow-up to be within one week of meeting the threshold.
Support ākongas to catch up missed learning where possible.	Identify missed learning objectives and consider notes or activities to bring ākongas back up to speed	Kaiako	Provide support to catch up, enlist help of whānau where appropriate.
Use in-school resources as appropriate to Remove barriers e.g. counsellor, uniform, kai etc	Contact tumuaki if barriers identified that the school could assist with	Kaiako / Tumuaki	Parents and ākongas provided access to additional resources. Consider kai, uniform, counsellor/ nurse appointments

Between 5-9 days absence, investigate reasons for this absence and if there is a pattern across the year consider actions listed at higher thresholds. Record all actions taken to address non-attendance in HERO.

For ākongas that have progressed from having higher absences, provide feedback on the positive improvement on their attendance to both ākongas and whānau. If there is no action taken due to individual circumstance- record this in HERO.

Ākongā with less than 15 days absence			
Activities	Practice	Responsible Person	Notes & Actions
Contact parent to escalate concerns	Further contact with parent Email and/or phone call as required for escalation.	kaiako, and/or tumuaki	Record actions taken in Kamer. If there is no action taken due to individual circumstance- record this against ākongā record.
Hold meeting with parent/caregiver and ākongā (where appropriate) to analyse reasons for absence	Arrange meeting including parents and ākongā.	kaiako, and/or tumuaki	Consider who is needed at this meeting.
Develop and implement a support plan tailored to the reasons and circumstances around the child's absence	Hold everyone accountable for their part in the plan. and	kaiako	Take action quickly where expectations aren't being met
Use in-school resources as appropriate to remove barriers and request support from as needed	Discuss with tumuaki / attendance service what further supports are available	kaiako	Flag with attendance service and discuss possible supports.
Between 10-14 days absence, investigate reasons for this absence and if there is a pattern across the year consider actions listed at higher thresholds. Record all actions taken to address non-attendance. If there is no action taken due to individual circumstance- record this against ākongā record in HERO.			
Ākongā with greater than 15 days absence			
Activities	Practice	Responsible Person	Notes & Actions
Contact parent to escalate concerns	Further escalating email (use template)	School leadership	
Hold meeting with parent/caregiver and ākongā (where appropriate) to analyse reasons for absence.	Arrange promptly for meeting including parents and ākongā. Consider who will be in attendance.	Tumuaki with kaiako	Plan to return ākongā to regular attendance
Request support from Attendance Service or other agencies as needed Participate in multi-agency response	Refer to Ministry of Education attendance services or other agencies Support access to services and collaborating with specialists	Tumuaki decision	Before referral check all previous actions like support plan are in place. Resources and supports will continue to be provided as appropriate Reintegration plan in place to return ākongā to regular attendance
Maintain implementation and monitoring of support plan	Hold everyone accountable for their part in the plan, and take action quickly where expectations aren't being met	Tumuaki decision	Support plan in place Continue monitoring Steps taken to reintegrate ākongā
Over 15 days absence, investigate reasons for this absence and refer to tumuaki for further actions. Record all actions taken to address non-attendance. If there is no action taken due to individual circumstance- record this against ākongā record.			

For our Ngākōroa Whānau:

NGĀKŌROA SCHOOL GOAL:

90% attendance each week, 80% of ākongas attending regularly

Daily Attendance Procedures

- Morning Absences: The office will call and/or text whānau who have not notified the school of their child's absence by 9:00 am. If there is no response by 9:30 am, a follow-up phone call will be made.
- Attendance Monitoring: ākonga attendance will be regularly discussed at mihimihi and in classrooms. Individual ākongas may be spoken to as required.
- Leadership Team Responsibilities: The kaiārahi team will track weekly attendance trends and monitor ākonga attendance against Ministry of Education (MOE) expectations during their meetings.
- Reporting Unexplained Absences:
 - The Office Manager will inform the Principal if a ākonga has five or more unexplained absences in a term.
 - The Office Manager will also notify the Principal if a family has not made contact with the school, nor has the school been able to contact the family, for three consecutive days regarding a ākonga's absence.
 - An immediate referral will be made to Attendance Services.
 - In both cases, the Principal will make contact with the family or whānau.
- Frequent Explained Absences: The Office Manager will notify the Principal of any ākonga with more than three explained absences so that further action can be taken if necessary.

REGULAR ATTENDANCE

Absent 1 - 5 days per term

MODERATE ATTENDANCE

Absent 6 - 10 days per term

Whānau Responsibility

- Contact the school to report and explain the absence (absence notification through Hero app, email, text, or voice message) before 8:30 am.
- Provide a medical certificate if sick for 3 days or more.
- Book holidays outside of the school terms.

School Responsibilities

- Contact the family by message/phone if we have not been notified of the reason for a ākonga's absence.
- Regularly discuss attendance with the school community, including periodically in the school newsletter.

Board Responsibilities

- Ensure the school is open for instruction for the required number of days.
- Monitor school use of kaiako-only days.
- Track attendance trends in the Principal's Report each month.
- Support the school to improve attendance outcomes.

Whānau Responsibilities

- Ensure the ākonga returns to regular attendance.
- Contact the school daily to report and explain a ākonga's absence.
- Contact the school if support is needed to improve attendance.
- Support the ākonga in catching up on any missed learning.
- Book holidays outside of the school terms.

School Responsibilities

- The Principal will work with the Office Manager to monitor ākonga attendance and report any ākongas of concern at their team meetings.
- The Principal will contact the family to discuss the ākonga's attendance.
- If a trend of unexplained absences occurs, the Principal will seek to meet with the family. This meeting will be followed up with a formal email.
- kaiakos, our Inclusive Practice Leader (SENCO), or other support staff will assist whānau in helping ākongas catch up on missed learning.
- The school will also talk to the ākonga about their attendance.

IRREGULAR ATTENDANCE

Absent 11- 15 days per term

Whānau Responsibilities

- Ensure the ākonga returns to school and meets the attendance expectation.
- Meet with the Principal to discuss ongoing absences and create a support plan.
- Implement the strategies from the support plan at home.

School Responsibilities

- Send a formal letter to parents regarding attendance concerns.
- Escalate the matter to Franklin Attendance Services if required.
- The Principal and/or a representative from Franklin Attendance Services will meet with parents to develop a support plan.
- Utilise in-school resources to support the family and remove any barriers to attendance.
- Talk to the ākonga about their attendance; this may be done by a kaiako, SENCO, or other support staff.

Ministry of Education (MOE) Responsibilities

- Facilitate a multi-agency response and support the school in improving ākonga attendance after applications have been raised.
- Support schools in finding and accessing necessary resources.

90% ATTENDANCE

Average 4 days absent per term (19 days a year)

80% ATTENDANCE

Average 9 days absent per term (38 days a year), 2 weeks away per term

70% ATTENDANCE

Average 14 days absent per term (58 days a year)
3 weeks away a term

60% ATTENDANCE

Average 19 days absent per term (77 days a year)
4 weeks away a term

CHRONIC ATTENDANCE

Absent 16 or more days per term

Whānau Responsibilities

- Ensure the ākonga returns to school and meets the attendance expectation.
- Meet with the Principal to discuss the reasons for ongoing absences and work together to create a support plan.
- Implement the strategies from the support plan at home.
- Meet regularly with the Principal to review the support plan and discuss attendance requirements.

School Responsibilities

- Send a formal letter to parents regarding concerns about their child's attendance.
- Implement and monitor an individual attendance improvement plan for the ākonga.
- Use in-school resources to support the family and remove any barriers to attendance.
- Engage with the Pukekohe Community Constable and/or Franklin Attendance Services to develop a multi-agency approach.
- Communicate with the Ministry of Education (MOE) regarding prosecution when appropriate.
- Un-enrol ākongas who have not returned to school after 20 consecutive school days without a justified explanation.
- Talk to the ākonga about their attendance; this may be done by a kaiako, our Inclusive Practice Leader (SENCO), or another support worker.

Ministry of Education (MOE) Responsibilities

- Facilitate a multi-agency response and support the school in improving ākonga attendance after applications have been raised.
- Support schools in finding and accessing necessary resources.
- Provide direct support to parents and coordinate the regional response when required.

ATTENDANCE REPORTING, STAFF ENGAGEMENT, & INCENTIVES

Attendance Reporting, Staff Engagement, and Incentives

Reporting to the Board

- The Principal will include a monthly attendance report in the Principal's Report for each Board meeting.
- The Board will review attendance trends and support the school in implementing its attendance plan.

Staff Awareness and Engagement

- Attendance data, including the termly Attendance Matters Report and internal tracking information, will be shared with staff throughout each term.
 - Communicated via emails and discussed at staff meetings as needed.
- Kaiako may be invited to attend family meetings regarding ākongas attendance when possible.
- Kaiako will be informed whenever an attendance meeting or communication has occurred with a family.
- Kaiako are expected to reinforce the importance of regular attendance with ākongas whenever necessary.
- End-of-term reports contain a line about the ākongas' attendance for the term.
- The Hero app shows ākongas' attendance in real time and is accessible to parents anytime.

Attendance Incentives

- Certificates: ākongas with 100% perfect attendance for a term will receive a Perfect Attendance Certificate at the end-of-term mihimihi.
- Barriers to attendance reduced: Analyse reasons why ākongas may not attend, for example, no uniform (provide a uniform), kai, transport etc.