



ASTP phone menu options

1300 338 278 (toll free)

8am to 5pm, Monday to Friday

Press 1 Parent or caregiver enquiries

- Press 1** Status of your child's application or eligibility for transport
- Press 2** Request to change your child's transport arrangements
- Press 3** Appeal for a child's application for transport
- Press 4** General feedback about your child's ASTP experience

Press 2 Eligible Service Provider (ESP) enquiries

- Press 1** Run enquiries
- Press 2** Payment related enquiries
- Press 3** Driver and compliance enquiries
- Press 4** Assisted Travel Support Officer (ATSO) enquiries
- Press 5** Contract management enquiries
- Press 6** Technical enquiries

Press 3 School enquiries

- Press 1** Status or eligibility of a child's application for transport
- Press 2** Behavioural and/or support enquiries
- Press 3** General enquiries
- Press 4** Technical enquiries

Press 4 Assisted Travel Support Officer (ATSO) enquiries

- Press 1** Becoming an ATSO or the status of your expression of interest
- Press 2** Payment related enquiries
 - Press 1 Ordinary pay enquiries
 - Press 2 Leave and Overtime enquiries (redirect to EdConnect)
- Press 3** Training enquiries
- Press 4** Technical issues
 - Press 1 DoE staff portal enquiries including password resets (redirect to EdConnect)
 - Press 2 Other technical enquiries

Press 0 at any time in-case of a home alone or genuine ASTP emergency

Press # to return to the previous phone menu option