



ASTP phone menu options

**1300 338 278** (toll free)

8am to 5pm, Monday to Friday during school terms  
and 8am to 4:30pm during school holidays

**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