



ASTP phone menu options

1300 338 278

Mon to Fri: 8am to 5pm, during school terms (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	Status of a request to change your child's transport arrangements
Press 3	Return call to discuss a pending assessment for your child's application
Press 4	Return call to discuss a pending assessment to change your child's transport arrangements
Press 5	Status of an appeal for a child's application for transport
Press 6	Provide feedback about you or your child's ASTP experience
Press 2	Contractor 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	Buy.nsw applications (new or existing providers) or for Contract 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	If you are an existing ATSO enquiring about your current engagement
Press 3	Training enquiries
Press 4	Payment-related enquiries
➤ Press 1	Ordinary pay enquiries
➤ Press 2	Leave or Entitlement enquiries
➤ Press 3	Support on how tax is determined across two pay periods
➤ Press 4	Discuss rounding your overall hours to the nearest 3 minutes
➤ Press 5	General expense submissions
Press 5	Salary packaging, accessing pay advice, or updating banking/contact details
Press 6	Technical issues
➤ Press 1	DoE staff portal enquiries, i.e. password reset or My Professional Learning (MyPL)
➤ Press 2	Accessing ASTP Online for ATSOs
Press 7	All other 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