

ASTP Online for Contractors user guide

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Australian Government Digital ID System

ASTP Online uses the Australian Government Digital ID System to verify users. Digital ID is a safe, secure and convenient way to prove who you are online.

For more information, visit the [Digital ID System website](#).

Using Digital ID and RAM to access ASTP Online

myID is the Australian Government's Digital ID app. Download the myID app to your smart device to prove who you are when accessing government online services like ASTP Online. Note that myID is different to a myGov account.

Relationship Authorisation Manager (RAM) is an authorisation service that allows you to act on behalf of an entity online when linked with your Digital ID, such as myID.

Set up your myID

Set up your myID in three easy steps:

1. Download the myID app



Only download the myID app from the official app stores listed above.

2. Enter your details

Open the myID app on your smart device and follow the prompts. Enter your personal email address, create a password then enter your full name and date of birth.

3. Choose your identity strength

A 'Standard' identity strength is required to access ASTP Online and will require you to enter your personal details and verify at least two Australian identity documents.

For more information, visit the [myID set up webpage](#)

Linking your myID to an ABN using RAM

To access ASTP Online on behalf of a business, you need to link your myID to the business using Relationship Authorisation Manager (RAM).

How you link depends on your role.

Principal authority

A principal authority is a person responsible for the entity. They need to link to the entity in RAM first. Once linked, the principal authority can authorise others to access government online services like ASTP Online on behalf of the entity.

Find more information, visit the [RAM principal authority webpage](#).

Authorised user or administrator

An authorised user or administrator is someone who acts on behalf of an entity.

A principal authority or authorisation administrator needs to authorise you before you can access ASTP Online on behalf of an entity.

Use your myID to log into RAM and accept an authorisation request.

For more information, visit the [RAM authorised users and administrators webpage](#).

Security and privacy

Together, RAM with a Digital ID such as myID:

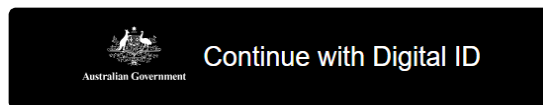
- protects your business, ensuring only you and authorised users can access government online services and transact for the business
- gives greater assurance and visibility over who is transacting for your business, enabling you to remove or modify an authorisation at any time
- protects your identity data. The government online service can only identify who is making the transaction for the business, not your personal information.

Help and support

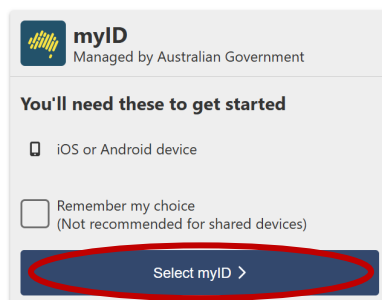
- For myID, visit the [myID help webpage](#).
- For RAM, visit the [RAM help webpage](#).

Accessing ASTP Online

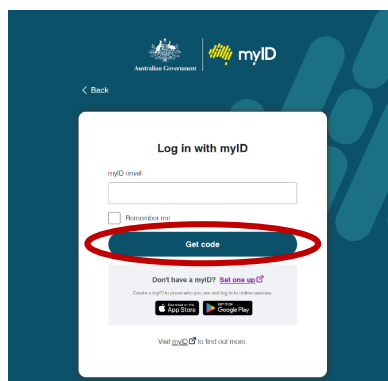
1. To access ASTP Online, simply press the 'Continue with Digital ID' button (as displayed below) on the [Accessing ASTP Online webpage](#).



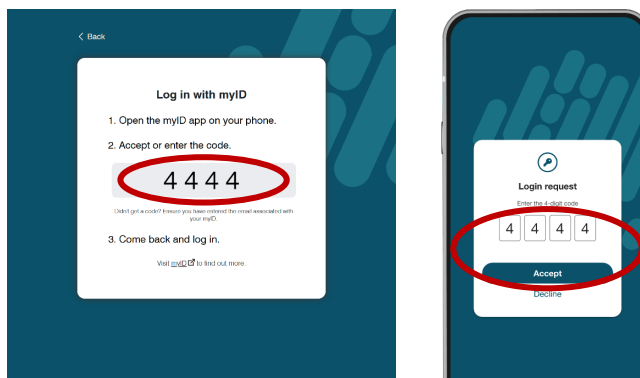
2. Select myID as your Digital ID and provide consent to sharing the information outlined. myID is the Australian Government's Digital ID app.



3. Enter your myID email address, then press the 'Get code' button.



4. A four-digit code will appear on the login screen. Log in to your myID app on your device and enter/accept the four-digit code.



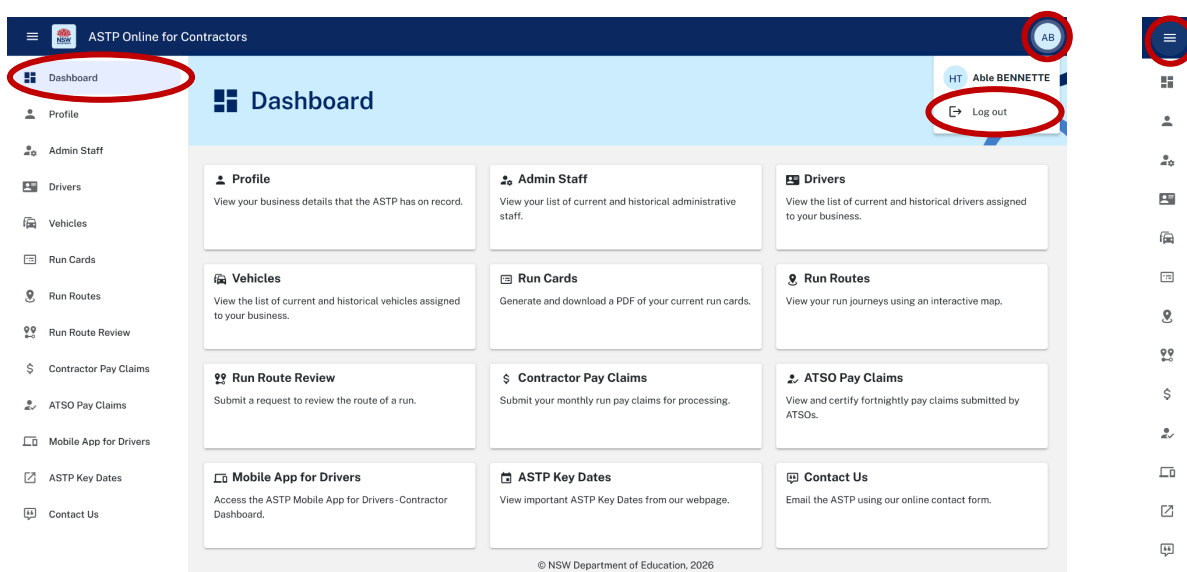
5. Once logged in, you will be directed to the ASTP Online for Contractors dashboard.

Dashboard and Main Menu

The dashboard is the home page for ASTP Online for Contractors and provides access to the main areas to complete your activities. If on a different page, click on **Dashboard** from the left side main menu to navigate back to the Dashboard.

To collapse the left side main menu to just the icons and create more screen space, click the top left hamburger icon button. To expand the menu, click the same button again.

To log out, click the top right profile circle button, then click **Log out**.

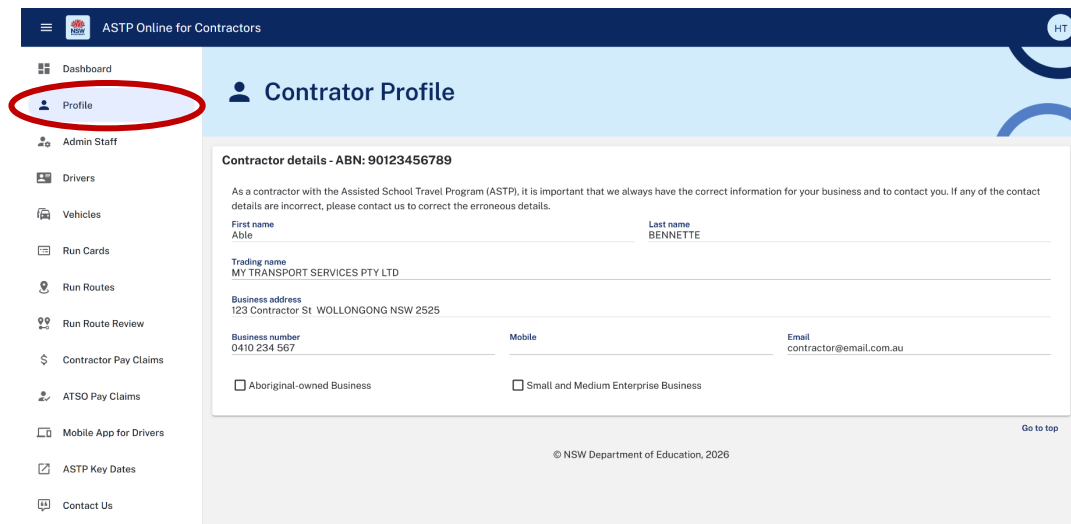


Summary of key activities available from the Dashboard and left side main menu:

- **Profile** – View your business details that the ASTP has on record.
- **Admin Staff** - View your list of current and historical administrative staff.
- **Drivers** - View the list of current and historical drivers assigned to your business.
- **Vehicles** – View the list of current and historical vehicles assigned to your business.
- **Run Cards** – Generate and download a PDF of your current run cards.
- **Run Routes** – View your run journeys using an interactive map.
- **Run Route Review** – Submit a request to review the route of a run.
- **Contractor Pay Claims** – Submit your monthly run pay claims for processing.
- **ATSO Pay Claims** – View and certify fortnightly pay claims submitted by ATSOs.
- **Mobile App for Drivers** – Access the ATSP Mobile App for Drivers - Contractor Dashboard.
- **ASTP Key Dates** – View important ASTP Key Dates from our webpage.
- **Contact Us** – Email the ASTP using our online contact form.

Profile

As a contractor of the ASTP, it is important that we always have the correct information for your business. The information displayed on this page is read-only and if any of the details are incorrect, please contact the ASTP at your earliest convenience.



The screenshot shows the 'ASTP Online for Contractors' web application. On the left is a navigation menu with items: Dashboard, Profile (highlighted with a red circle), Admin Staff, Drivers, Vehicles, Run Cards, Run Routes, Run Route Review, Contractor Pay Claims, ATSO Pay Claims, Mobile App for Drivers, ASTP Key Dates, and Contact Us. The main content area is titled 'Contrator Profile' (note the typo). Below the title, it displays 'Contractor details - ABN: 90123456789'. A disclaimer states: 'As a contractor with the Assisted School Travel Program (ASTP), it is important that we always have the correct information for your business and to contact you. If any of the contact details are incorrect, please contact us to correct the erroneous details.' The form fields are as follows:

First name		Last name	
Able		BENNETTE	
Trading name			
MY TRANSPORT SERVICES PTY LTD			
Business address			
123 Contractor St WOLLONGONG NSW 2525			
Business number		Mobile	Email
0410 234 567			contractor@email.com.au
☐ Aboriginal-owned Business		☐ Small and Medium Enterprise Business	

At the bottom of the page, it says '© NSW Department of Education, 2026' and has a 'Go to top' link.

Admin Staff

1. From the Dashboard or left side main menu, click **Admin Staff**.

ASTP Online for Contractors

Dashboard

Profile

Admin Staff

Drivers

Vehicles

Run Cards

Run Routes

Run Route Review

Contractor Pay Claims

ATSO Pay Claims

Mobile App for Drivers

ASTP Key Dates

Contact Us

Administrators

Filter administrators:

Administrator name:

WWCC expiry:

Date of birth:

☐ Exclude Previous/Alias names from search (Previous/Alias names will appear in grey).

[Apply](#) [Clear](#)

Name	DOB	Admin Type	Escalation Level	Position	WWCC No.	WWCC Expiry	Separation Date
Kristine EMPLOYEE	01/01/1970	Admin/Driver	Level 1	Director	WWC1234567E	31/12/2028	

Rows per page: 1-1 of 1 [<](#) [>](#)

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2. All administrative staff appear in the list or can be searched by using the available filters.
3. To see additional details, click anywhere on the row to view the **Administrative Staff Details** the ASTP has on record.

ASTP Online for Contractors

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Administrator Details

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Administrator ID: 12345678

Last name: EMPLOYEE	First name: Kristine	Second name: Citizen
Gender: Female	Date of Birth: 01/01/1970	Aboriginal and/or Torres Strait Islander: Not supplied
State of Birth: NSW	Place of Birth: Sydney	Country of Birth: Australia
Residential address: 100 Contractor Rd WOLLONGONG NSW 2500	Home Phone: 02 9876 5432	Work Phone: 02 4123 4567
Escalation Level: Level 1	Position: Admin Level 1	Mobile: 0410 123 456
WWCC Number: WWC1234567E	WWCC Expiry: 31/12/2028	Email: myemail@email.com.au
Licence No: 98765432	Licence Expiry: 06/06/2029	Licence Class: Car

Previous or Alias Names

Last Name	First Name	Second Name
WORKER	Kristy	

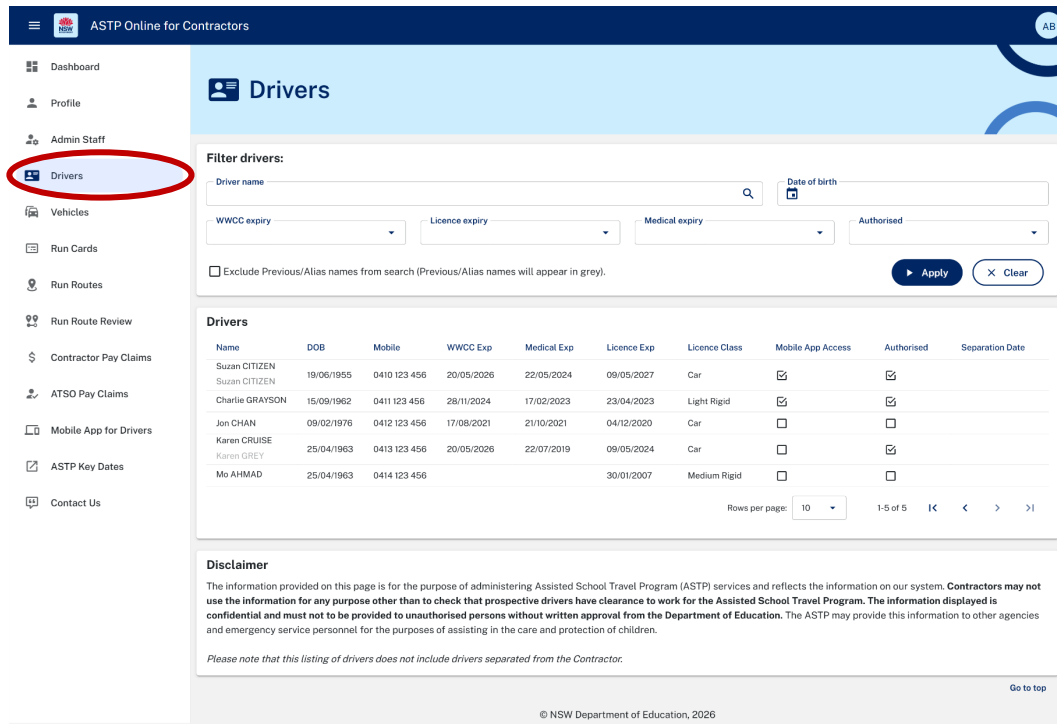
Go to top

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4. To return to the administrator list, click the **Back to list** button.

Drivers

1. From the Dashboard or left side main menu, click **Drivers**.



ASTP Online for Contractors

Drivers

Filter drivers:

Driver name

WWCC expiry Licence expiry Medical expiry Authorised

☐ Exclude Previous/Alias names from search (Previous/Alias names will appear in grey).

Apply **Clear**

Name	DOB	Mobile	WWCC Exp	Medical Exp	Licence Exp	Licence Class	Mobile App Access	Authorised	Separation Date
Suzan CITIZEN	19/06/1955	0410 123 456	20/05/2026	22/05/2024	09/05/2027	Car	☒	☒	
Charlie GRAYSON	15/09/1962	0411 123 456	28/11/2024	17/02/2023	23/04/2023	Light Rigid	☒	☒	
Jon CHAN	09/02/1976	0412 123 456	17/08/2021	21/10/2021	04/12/2020	Car	☐	☐	
Karen CRUISE	25/04/1963	0413 123 456	20/05/2026	22/07/2019	09/05/2024	Car	☐	☒	
Mo AHMAD	25/04/1963	0414 123 456		30/01/2007		Medium Rigid	☐	☐	

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Disclaimer

The information provided on this page is for the purpose of administering Assisted School Travel Program (ASTP) services and reflects the information on our system. Contractors may not use the information for any purpose other than to check that prospective drivers have clearance to work for the Assisted School Travel Program. The information displayed is confidential and must not be provided to unauthorised persons without written approval from the Department of Education. The ASTP may provide this information to other agencies and emergency service personnel for the purposes of assisting in the care and protection of children.

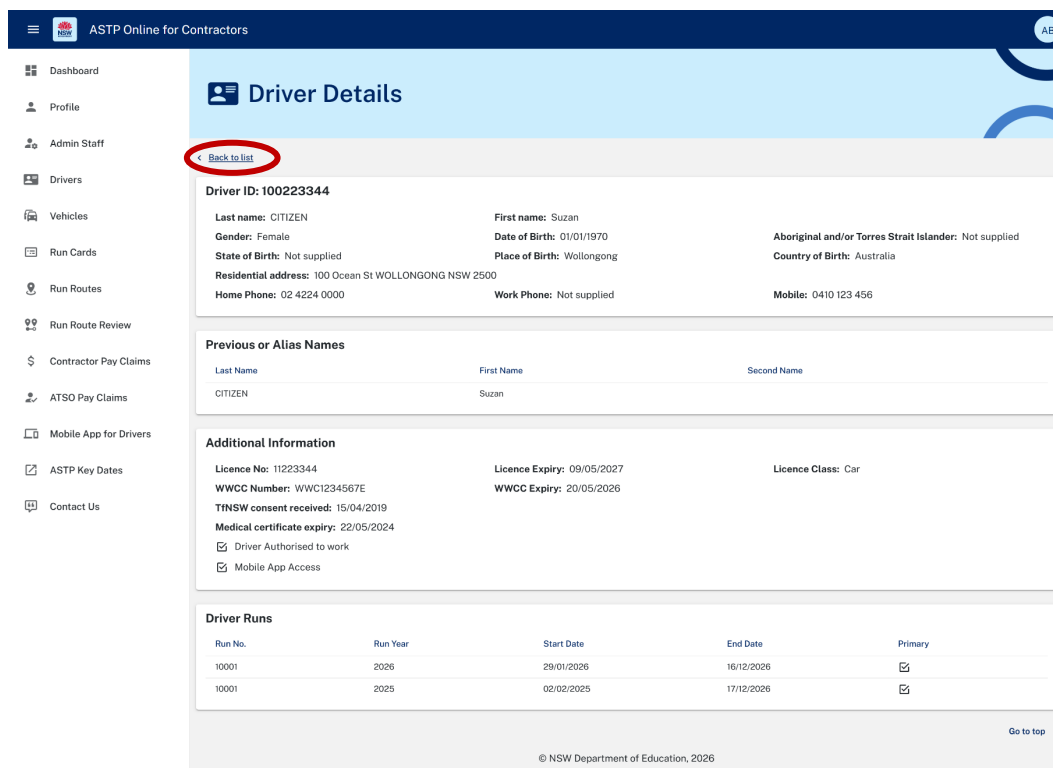
Please note that this listing of drivers does not include drivers separated from the Contractor.

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2. Locate the driver in the list, or use the **Filter drivers** section by using one or more of the following filters:
 - **Personal details:** Driver name (First, Second, Last Name), Date of birth.
 - **Clearance status:** WWCC expiry, Licence expiry, Medical expiry, Authorised.
 - **Exclude Previous/Alias names from search:** Ticking this box will not search on a driver with an Alias name. This means only their legal First, Second, Last Name will be used for searches. The Previous/Alias names will appear in grey.
 - **Additional details not searchable:** Mobile, Licence Class, Mobile App Access.
3. To search for drivers with upcoming clearance expiry regarding their **WWCC, Licence** or **Medical** status, choose the 0-3 or 0-6 months filter from the desired dropdown.
 - **0-3 Months:** Will display drivers who have upcoming expiry's within the 1st, 2nd and 3rd months starting from today's date.
 - **3-6 Months:** Will display drivers who have upcoming expiry's within the 4th, 5th and 6th months starting from today's date.
4. Once your filters are set, click the **Apply** button to search.
5. To reset and clear the search filters, click the **Clear** button.

6. To see additional details for the driver, including the Runs they are attached to, click anywhere on the row to view the **Driver Details** screen.



ASTP Online for Contractors

Driver Details

[Back to list](#)

Driver ID: 100223344

Last name: CITIZEN	First name: Suzan	Aboriginal and/or Torres Strait Islander: Not supplied
Gender: Female	Date of Birth: 01/01/1970	Country of Birth: Australia
State of Birth: Not supplied	Place of Birth: Wollongong	
Residential address: 100 Ocean St WOLLONGONG NSW 2500		
Home Phone: 02 4224 0000	Work Phone: Not supplied	Mobile: 0410 123 456

Previous or Alias Names

Last Name	First Name	Second Name
CITIZEN	Suzan	

Additional Information

Licence No: 11223344	Licence Expiry: 09/05/2027	Licence Class: Car
WWCC Number: WWCC1234567E	WWCC Expiry: 20/05/2026	
TINSW consent received: 15/04/2019		
Medical certificate expiry: 22/05/2024		
☒ Driver Authorised to work		
☒ Mobile App Access		

Driver Runs

Run No.	Run Year	Start Date	End Date	Primary
10001	2026	29/01/2026	16/12/2026	☒
10001	2025	02/02/2025	17/12/2026	☒

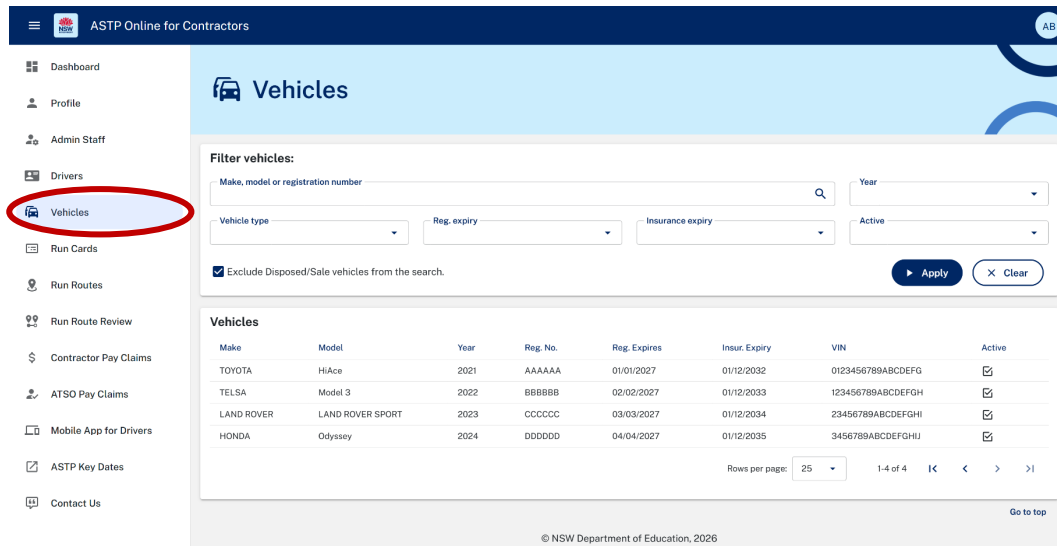
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7. To return to the driver list, click the **Back to list** button.

Vehicles

- From the Dashboard or left side main menu, click **Vehicles**.



ASTP Online for Contractors

Vehicles

Filter vehicles:

Make, model or registration number Year

Vehicle type Reg. expiry Insurance expiry Active

☒ Exclude Disposed/Sale vehicles from the search.

Apply **Clear**

Make	Model	Year	Reg. No.	Reg. Expires	Insur. Expiry	VIN	Active
TOYOTA	HiAce	2021	AAAAAA	01/01/2027	01/12/2032	0123456789ABCDEFGH	☒
TELSA	Model 3	2022	BBBBBB	02/02/2027	01/12/2033	123456789ABCDEFGH	☒
LAND ROVER	LAND ROVER SPORT	2023	CCCCCC	03/03/2027	01/12/2034	23456789ABCDEFGH	☒
HONDA	Odyssey	2024	DDDDDD	04/04/2027	01/12/2035	3456789ABCDEFGH	☒

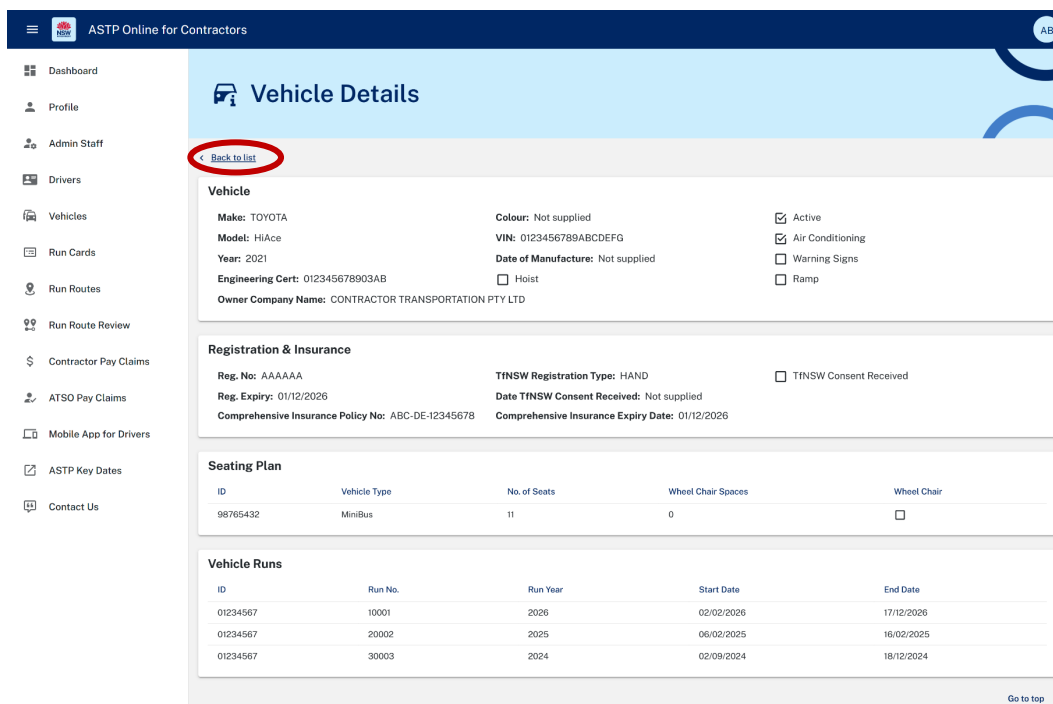
Rows per page: 25 1-4 of 4 < > |

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- Locate your vehicles in the list, or use the **Filter vehicles** section by using one or more of the following filters:
 - Vehicle details:** Make, model or registration number.
 - Vehicle year:** Manufacture year.
 - Vehicle type:** Sedan, People Mover, Minibus, Maxibus, W/C 1-3, W/C4+.
 - Registration expiry:** Expired, Expiring in 0-3 or 3-6 months.
 - Insurance expiry:** Expired, Expiring in 0-3 or 3-6 months.
 - Active:** Yes or No.
- To search for vehicles with upcoming registration or insurance expiry's, choose the 0-3 or 0-6 months filter from the desired dropdown.
 - 0-3 Months:** Will display vehicles that have upcoming expiry's within the 1st, 2nd and 3rd months starting from today's date.
 - 3-6 Months:** Will display vehicles that have upcoming expiry's within the 4th, 5th and 6th months starting from today's date.
- Once your filters are set, click the **Apply** button to search.
- To reset and clear the search filters, click the **Clear** button.

6. To see additional vehicle details, including the Runs they are used for, click anywhere on the row to view the **Vehicle Details** screen.



ASTP Online for Contractors

AB

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Contact Us

Vehicle Details

[Back to list](#)

Vehicle

Make: TOYOTA Colour: Not supplied ☒ Active

Model: HiAce VIN: 0123456789ABCDEF ☒ Air Conditioning

Year: 2021 Date of Manufacture: Not supplied ☐ Warning Signs

Engineering Cert: 012345678903AB ☐ Hoist ☐ Ramp

Owner Company Name: CONTRACTOR TRANSPORTATION PTY LTD

Registration & Insurance

Reg. No: AAAAAA TfNSW Registration Type: HAND ☐ TfNSW Consent Received

Reg. Expiry: 01/12/2026 Date TfNSW Consent Received: Not supplied

Comprehensive Insurance Policy No: ABC-DE-12345678 Comprehensive Insurance Expiry Date: 01/12/2026

Seating Plan

ID	Vehicle Type	No. of Seats	Wheel Chair Spaces	Wheel Chair
98765432	MiniBus	11	0	☐

Vehicle Runs

ID	Run No.	Run Year	Start Date	End Date
01234567	10001	2026	02/02/2026	17/12/2026
01234567	20002	2025	06/02/2025	16/02/2025
01234567	30003	2024	02/09/2024	18/12/2024

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7. To return to the driver list, click the **Back to list** button.

Run Cards

1. From the Dashboard or left side main menu, click **Run Cards**.

ASTP Online for Contractors

Run Card

Filter runs:

Run number

Contractor runs

Run No	Start Date	End Date	Run Card
10001	02/02/2026	17/12/2026	Generate run card Generate with multiple drivers
20002	02/02/2026	17/12/2026	Generate run card Generate with multiple drivers
30003	02/02/2026	17/12/2026	Generate run card Generate with multiple drivers
40004	02/02/2026	17/12/2026	Generate run card Generate with multiple drivers
50005	02/02/2026	17/12/2026	Generate run card Generate with multiple drivers

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2. Locate the run number in the list, or use the **Run number** filter by entering the whole run number.
3. Once you have located the run, click the **Generate run card** or **Generate with multiple drivers** button based on your preferred format.
4. Depending on your internet browser, the file may download automatically, or you may see a popup window to Open, Save or Cancel the download.

SENSITIVE: PERSONAL

Education Public Schools

Assisted School Travel Program
1300 338 278 (toll free)
operations.astp@det.nsw.edu.au

Run Card (Run No 11111)

Please be advised: This run card is valid from the date of issue below. Please securely destroy any previous run card you may have. The Assisted School Travel Program (ASTP) will advise you of any changes to this run by email, and daily monitoring of your email account is recommended. For additional information please contact the ASTP on 1300 338 278 or visit the website at <https://education.nsw.gov.au/astp>

Operator Name : Assisted School Travel Program	Date : 09/01/2017
Operator Address : Locked Bag 7009, WOLLONGONG EAST 2520	Fax : By Email
Home Phone No : 1300 338 278	File No : PROJ15/6512
Email : generalenquiries.astp@det.nsw.edu.au	Vendor No : 10100112000
Work Phone : 1300 338 278	

Vehicle: Rego No: BB88BBF	Make: Toyota	Model: Commuter	No. Seats: 15	W/C Spaces: 0	Hoist: N	Ramp: N
Pay Rate: People mover	Type: MiniBus	Start Date: 28/01/17	End Date: 16/12/17			

Driver: Name: Bob M	Address: 80 Town Cr FORESTVILLE 2087	Phone No: 1300 338 278	Mobile No: 1300 338 278
ATSO: Name: Garry P	Address: 100 Carefree St DEE WHY 2099	Phone No: 1300 338 278	Mobile No: 1300 338 278

School Details: Assisted School Travel School	Address: Locked Bag 7009 WOLLONGONG EAST 2520	Phone No: 1300 338 278	Fax No: 1300 338 278
Email Address: generalenquiries.astp@det.nsw.edu.au	School Code: 0000		
School open/close times: MON:08:25/15:27 TUE:08:25/15:27 WED:08:25/15:27 THU:08:25/15:27 FRI:08:25/15:27	SEA: Northern Beaches		

TRANSPORT REQUIRED:		30/Jan/2017	to		02/Jun/2017
Student Name	Address	Phones	Transport Requirements	Mo	Tu
Jessie E	Locked bag 7009 NORTH RYDE 2300	1300 338 278		Full	Full
John S	Locked bag 7009 BILGOLA PLATEAU 2200	1300 338 278		-	-
Steph S	Locked bag 7009 GREENACRE 2100	1300 338 278		-	-

Wd	Th	Fr	Car Seat	WC	ATSO	Respite	D.O.B	File No-ID
Full	Full	Full	N	-	B	N	06/08/00	Sch12/1222-1 112
-	-	-	N	-	-	N	01/12/15	Sch12/1223-1 1113
-	-	-	N	-	-	N	17/12/88	Sch12/1224-1 1114

Privacy Notice: The information provided on the Student Transport Run Card is for the purpose of administering ASTP services. This information will also be provided to the student's school, other schools whose students use the same transport run, Roads and Maritime Services, emergency service personnel, and the Department of Family and Community Services for the purposes of assisting in the care and protection of children. The information on this form is confidential and must not be provided to unauthorised persons without written approval from the Department of Education. The driver shall not, without the prior written consent of the Director, Assisted School Travel Program, release personal information, or provide any statement, in respect of any student. Personal information of students will be held by the ASTP and may be corrected by schools completing a variation form.

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Run Routes

1. From the Dashboard or left side main menu, click **Run Routes**.

ASTP Online for Contractors

Run Routes

Route view

Run Number

Run Date

AM PM

View Run on Map Clear

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2. Enter the **Run Number** you wish to view.
3. Select the **Run Date** using the pop-out calendar that appears as soon as you click on the Run Date field.
4. Select the **AM** or **PM** option to display the relevant map.
5. Click the **View Run on Map** button to display the map.
6. A new window will open with the current set route.

Route Calculation for Run Number: (Morning Runs)

Map

Run Details

Run Number	Year	Run Date	Time	Distance	Duration
	2016	01-01-2016	am	20.825 km	0h 35m 27s

Operator Details

ID	Operator Name	Operator Address	Phone	Vendor #	File #

Vehicle Details

Reg. #	Make	Model	# Seats	WVC Spaces	Hotel	Ramps
	Toyota	Hiace	4	2	H	H

Route Directions

Note: Once the page has loaded, you can print and/or save to PDF.

Run Route Review

1. From the Dashboard or left side main menu, click **Run Route Review**.

ASTP Online for Contractors

Run Route Review

Route review process

Following are steps to process with the route review request

- Enter 'Run Number', 'Run Date', and 'AM/PM' condition to adjust route.
- Click 'Adjust Route on Map' button.
- New pop-up screen with current set route will appear, you could amend the map and save to PDF into local machine.
- Click 'Submit Run Route Review', the email for to submit the request will appear.
- Add comment into email body and attach saved PDF map(s) as well as any support documents.
- Send email as normal.

Run Number

Run Date

☐ AM ☐ PM

Adjust Route on Map **Submit Run Route Review** **Clear**

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2. Enter the **Run Number** you wish to view.
3. Select the **Run Date** using the pop-out calendar that appears as soon as you click on the Run Date field.
4. Select the **AM** or **PM** option to display the relevant map.
5. Click the **Adjust Route on Map** button to display the map.
6. A new window will open with the current set route. You can amend the map by:
 - Changing the order of students by dragging the blue box on left side of page.
 - Removing them by clicking the red dot in the blue box on left side of page.
 - To refresh the page press F5 on your keyboard.

Route Calculation Run: 77 Year: 2016 Date: 16-11-2016 Time: am

To add the removed Student back please regenerate the map from ASTP online.

Base Journey Sequence

Student Address	Student's Name
Student Address	Student's Name
School Address	School's Name
School Address	School's Name

Base Route

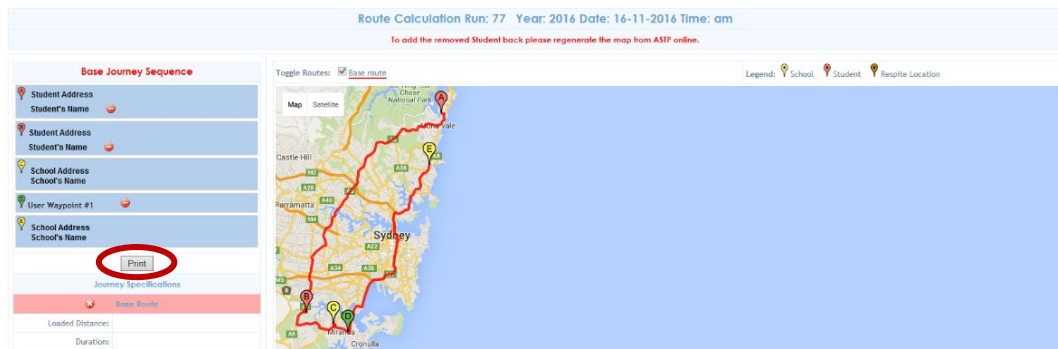
Loaded Distances:

Duration:

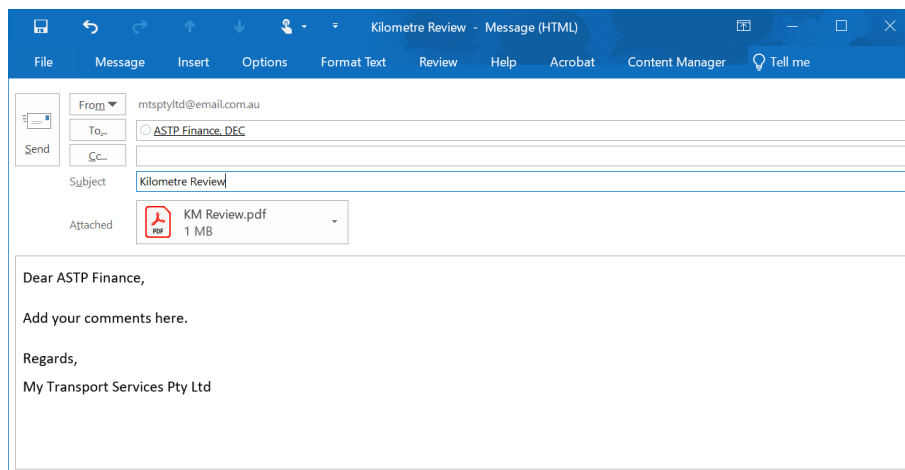
Map: ☒ Base route

Legend: ☒ School ☒ Student ☒ Respite Location

7. If the Google route differs from the journey actually travelled, you can click on the Route and drag it to a more appropriate path. This will create a waypoint, which can be moved or removed.



8. Once you have adjusted the map as desired, click the **Print** button and save a copy as a PDF to your computer.
9. Return back to the main **Run Route Review** page and click the **Submit Run Route Review** button which will automatically open an email using your details email client.
10. Add your comments into the body of the email and attach your saved PDF map(s), along with any other supporting documents.
11. Send the email to ASTP Finance at finance.astp@det.nsw.edu.au.



Contractor Pay Claims

IMPORTANT: Lodge your online pay claim after 6pm on the last school day of the month. You can only submit pay claims for the current calendar year, so all pay claims for a contractor must be submitted online before midnight 31 December.

1. From the Dashboard or left side main menu, click **Contractor Pay Claims**.

2. Locate the run in the list or use the **Search Run Number** filter by entering the whole run number.
3. Once you have located the run, select the **Payment Month** you wish to lodge using the dropdown menu, then click the **Start pay claim** button.
4. From the **Contractor Pay Claims** page, confirm that your company and run details have been correctly populated.

5. If the ASTP Mobile App for Drivers was used, the details will be automatically populated. If it appears correct then no modifications are required, however if not then you can manually adjust any journey by:

- Un-ticking the relevant **Use Mobile Run Data** checkbox to enable editing
- Adjust the **ATSO(s) on run, Driver** or **Student(s) absent** dropdown fields as required
- Type in a note outlining the reason for the change within the **Mobile data variation** text box
- Click **Save**

ASTP Online for Contractors

\$ Contractor Pay Claim Detail

Run No: 20002 School(s): High School Transport Area: Wollongong
Vendor No: 123456789 Contractor: MY TRANSPORT SERVICES PTY LTD Claim Status: Draft

Save Submit

AM/PM	Use Mobile Run Data	Loaded Kms	ATSO(s) on run	Driver	Vehicle Rates	Claimed Student(s)	Student(s) absent
Monday 01/Jun/2026 \$175.00							
AM	☐	10.50	Mary SMITH	John DRIVER	Sedan	2	Andrew STUDENT
Mobile data variation (Max 500 characters) Sophie CHILD was mistakenly marked as absent.							
PM	☒	12.25	Mary SMITH	John DRIVER	Sedan	2	Sophie CHILD, Andrew STUDENT
Tuesday 02/Jun/2026 \$175.00							
AM	☒	10.50	Mary SMITH	John DRIVER	Sedan	2	Sophie CHILD, Andrew STUDENT
PM	☒	12.25	Mary SMITH	John DRIVER	Sedan	2	Sophie CHILD, Andrew STUDENT
							Total Amount: \$350.00

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6. If the ASTP Mobile App for Drivers was not used for a particular journey the **Use Mobile Run Data** checkbox will be disabled, and you must complete the **ATSO(s) on run, Driver** and **Student(s) absent** details where required by using one of the following options:

- Select an existing name from the dropdown menu
- If the name is not listed in the dropdown menu, you can manually type it in
- leave the name field empty if not required

TIP: When you are entering a name, start typing the first or last name and the dropdown menu list will begin filtering to the closest match. If more than one name is required, they will be comma separated.

7. If there was no transport for a particular day, simply uncheck the box to the left of the day/date. This will remove all data for that day to indicate no transport was required.

☐	Monday 01/Jun/2026
AM	☐ 10.50 Sedan 2
PM	☐ 12.45 Sedan 2

8. To provide details regarding any variation that might have occurred during the month on your run, click the **Variation** button and enter the details into the **Variation details** text box. Example: "Variation to loaded kms occurred on such a day." Click the **Update** button to save the notes.

The screenshot shows the 'ASTP Online for Contractors' interface. The main heading is '\$ Contractor Pay Claim Detail'. Below this, there are fields for 'Run No: 20002', 'Vendor No: 123456789', 'School(s): High School', 'Contractor: MY TRANSPORT SERVICES PTY LTD', 'Transport Area: Wollongong', and 'Claim Status: Draft'. A 'Variation' button is visible. A modal window titled 'Unforeseen variation on the run.' is open, showing a text box with the following text: 'An accident occurred on the afternoon of 01/06/2026 resulting in a detour incurring 5km extra.' Below the text box are 'Update' and 'Cancel' buttons. The 'Update' button is circled in red. The background shows a table with columns for 'AM/PM', 'Use Mobile Run Data', 'Claimed Student(s)', and 'Student(s) absent'. The table has rows for 'Monday 01/Jun/2026' and 'Tuesday 02/Jun/2026'. The 'Total Amount' is \$350.00.

To review the run's loaded kilometres, click on either **AM** or **PM** for the journey you wish to view. A new page will open displaying an interactive map and details for the journey. Optionally, you are able to print and/or save this page to a PDF for your records.

Route Calculation for Run Number: (Morning Runs)

Map data ©2016 Google | 5 km | Terms of Use | Report a map error

Legend: School, Student, Run Route Location

Run Details					
Run Number	Year	Run Date	Time	Distance	Duration
	2016	01-03-2016	am	30.825 km	0h 33m 27s

Operator Details					
ID	Operator Name	Operator Address	Phone	Vendor #	File #

Vehicle Details							
Reg. #	Make	Model	# Seats	W/C Spaces	Helix	Ramp	
	Toyota	Hace	4	2	H	H	

Route Directions

9. Before submitting your pay claim, please check that all information has been entered correctly. Optionally, you are able to print and/or save the page as a PDF.

TIP: If you are not ready to submit the pay claim but don't want to lose your progress, click the **Save** button. To resume your pay claim, follow the steps again to locate the run's pay claim and continue on from your last save.

10. Once you have confirmed all information is correct, click the **Submit** button where a confirmation pop-up message will appear. By clicking the **Confirm** button, you confirm that you have read and understood the message.

ASTP Online for Contractors

Dashboard, Profile, Admin Staff, Drivers, Vehicles, Run Cards, Run Routes, Run Route Review, Contractor Pay Claims, ATSO Pay Claims, Mobile App for Drivers, ASTP Key Dates

Contractor Pay Claim Detail

Run No: 20002
Vendor No: 123456789

Transport Area: Wollongong
Claim Status: Draft

Submit Confirmation

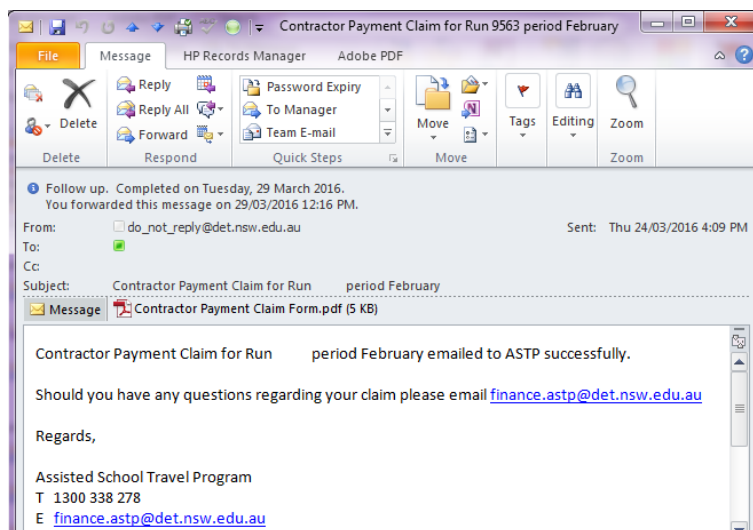
I certify that:

- All students assigned to this run travelled on each of the dates listed unless his/her name is noted in the absent list; and
- I understand that I am verifying payment for transport of the students allocated to the service provided by this contractor in accordance with the Public Finance and Audit Act, 1983;

Confirm Cancel

Vehicle Rates	Claimed Student(s)	Student(s) absent	
			\$175.00
Sedan	2	Sophie CHILD, Andrew STUDENT	
Sedan	2	Sophie CHILD, Andrew STUDENT	
			\$175.00
AM	10:50	Mary SMITH, John DRIVER	Sedan 2 Sophie CHILD, Andrew STUDENT

11. You will receive a receipt email confirmation to your nominated email address along with a PDF copy of your payment claim.



ATSO Pay Claims

IMPORTANT: ATSOs are paid fortnightly with the pay fortnight finishing on a Wednesday. For ATSOs to be paid the following week, they must submit their pay claim online by Wednesday midnight (of the pay period end). Once submitted, ATSO pay claims will be available for the contractor to review and certify. Contractors are requested to complete certification of ATSO pay claims by Thursday midnight (of the pay period end), to enable the ASTP to process ATSO payments. If the ASTP receives a certified pay claim submission on time, ATSOs will be paid the following Thursday.

1. From the Dashboard or left side main menu, click **ATSO Pay Claims**.

Run	Pay Period	ATSO	Employee ID	Status	Last Submitted
Run 10001	22/01/2026 - 04/02/2026	Amanda WEST	123456	Submitted	05/02/2026
Run 20002	02/04/2026 - 15/04/2026	Jason NORTH	234567	Certified	17/04/2026
Run 30003	14/05/2026 - 27/05/2026	Michelle SOUTH	345678	Queried	30/05/2026
Run 40004	30/04/2026 - 13/05/2026	Jeanette EAST	456789	Submitted	20/05/2026

2. Locate the pay claim in the list, or use the **Filter results** section by using one or more of the following filters and click the **Apply** button to search:
 - **Pay period:** Select the pay period from the dropdown menu
 - **Run number:** Enter the whole run number
3. Once you have located the pay claim, click anywhere on the row to view or action it.

ATSO Name: Amanda WEST Employee Number: 123456 WWCC: WWCC1234567E (Expiry 20/12/2028)

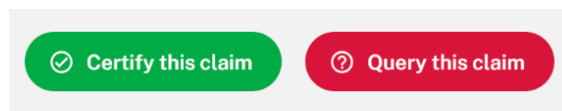
Pay Claim Period: 22/01/2026 - 04/02/2026

Claim Status: Submitted Submitted By: Amanda WEST (05/06/2026)

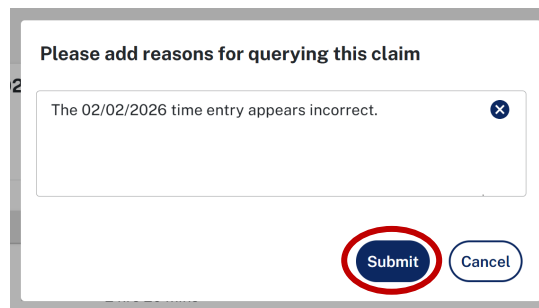
Run	Claim Type	Time	Student absences	Comments
Monday 02/02/2026	AM	Work	1 hrs 30 mins	
	PM	Work	2 hrs 20 mins	
Tuesday 03/02/2026	AM	Work	1 hrs 30 mins	
	PM	Work	2 hrs 20 mins	

4. For pay claims with a status of **Submitted**, you will have two options:

- **Certify this claim:** You agree with the claim details and certify it for processing.
- **Query this claim:** You are uncertain about aspects of the claim details (e.g. overclaiming) and would like the ASTP to review it. Please submit pay claim queries as soon as possible.



5. If you query a claim, please enter a short description for the reason and click the **Submit** button. The claim will be submitted to the ASTP for review.

A screenshot of a web form titled 'Please add reasons for querying this claim'. It features a text input area containing the text 'The 02/02/2026 time entry appears incorrect.' with a close icon (X) in the top right corner. Below the input area are two buttons: 'Submit' (highlighted with a red circle) and 'Cancel'.

6. Once a pay claim has been submitted successfully (Certified or Queried), you will receive the green confirmation message as follows, and you cannot change it.



7. Submitted pay claims (Certified or Queried), can be viewed again from the Certify ATSO Pay Claims landing page.

For **Certified** pay claims, the following additional information is displayed:

- **Run Status:** Certified
- **Certified By:** Name and date/time of submission

For **Queried** pay claims, the following additional information is displayed:

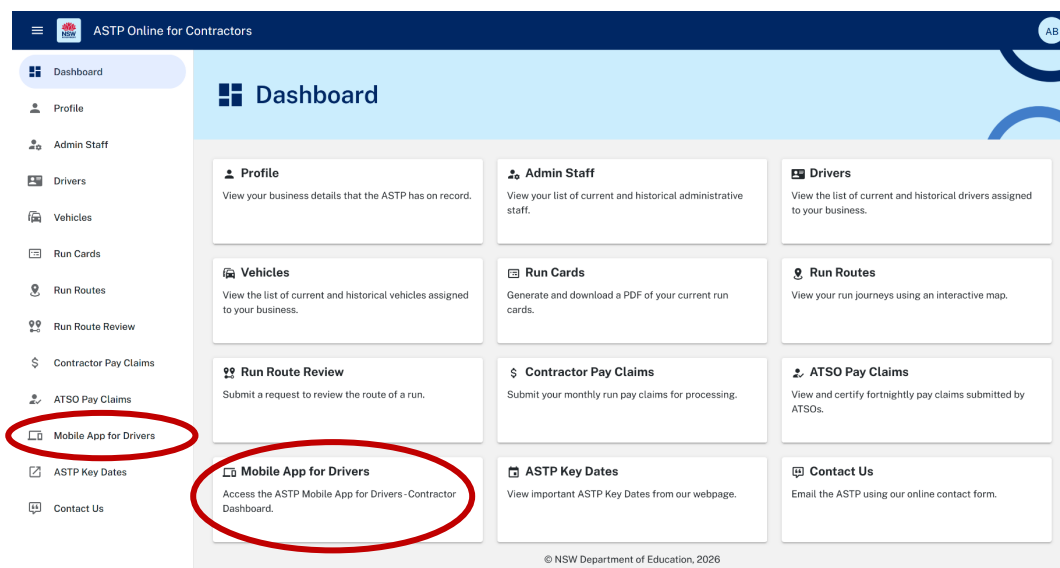
- **Run Status:** Queried
- **Queried By:** Name and date/time of submission
- **Reasons for query:** Description of supplied query

8. If you require a change to be made to a submitted pay claim that has not yet been processed, please navigate to the **Contact Us** page and complete the online form.

ASTP Mobile App for Drivers – Contractor Dashboard

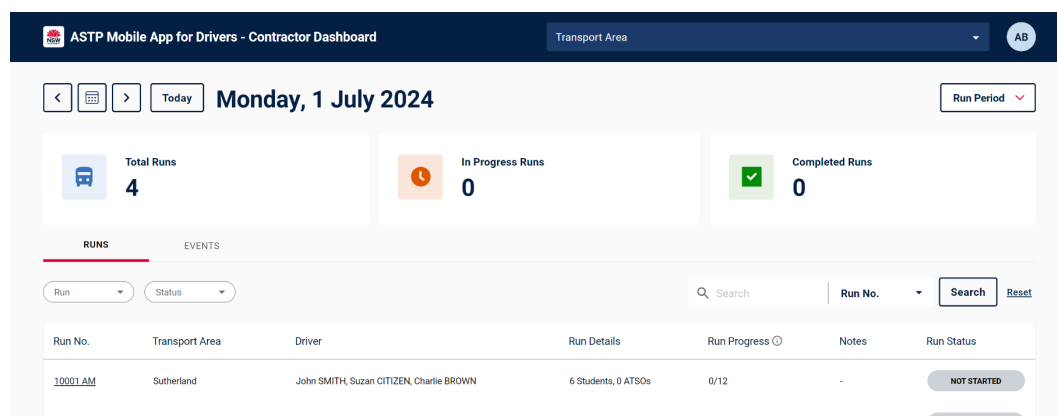
The ASTP Mobile App for Drivers - Contractor Dashboard allows contractors to view the activity completed by their drivers using the Mobile App.

1. From the Dashboard or left side main menu, click **Mobile App for Drivers** which will open a new browser tab/window.



2. The initial landing page displays a count of your Total, In Progress and Completed Runs for the current day, with a summary of **Runs** and **Events**. To view historic run data, use the calendar and arrow navigation buttons next to the date at the top-left of the page.

Please note that the **Transport Area** and **Run Period** dropdowns will filter the content on the entire page, whereas the filters below the **Runs** and **Events** tabs will only affect the table data.



3. **RUNS tab:** This table displays separate rows for AM and PM runs, including key information such as Transport Area, Driver, Run Details, Run Progress, Notes and Run Status. Use the available filters to narrow down results. Click anywhere on a row to view the Run Details screen.

ASTP Mobile App for Drivers - Contractor Dashboard

Transport Area

Monday, 1 July 2024

Run Period

Total Runs 4

In Progress Runs 2

Completed Runs 2

RUNS EVENTS

Run Status

Run No.	Transport Area	Driver	Run Details	Run Progress	Notes	Run Status
10001 AM	Sutherland	John SMITH	6 Students, 0 ATSOs	12/12	-	COMPLETE
10001 PM	Sutherland	John SMITH	6 Students, 0 ATSOs	6/12	-	IN PROGRESS
20002 AM	St George	Jane DOE	2 Students, 1 ATSO	6/6	-	COMPLETE
20002 PM	St George	Jane DOE	2 Students, 1 ATSOs	3/6	-	IN PROGRESS

Rows per page: 10 1-4 of 4

Last updated: 01/07/2024 10:30:00 AM

4. **EVENTS tab:** This table displays the actions performed by drivers while using the Mobile App. These actions have been categorised into Event Types such as:
 - **Incident Events** (E.g. Home Alone, Medical Emergency, Vehicle Incident)
 - **Route Events** (E.g. Change in Route, Traffic, Running Late)
 - **Passenger Events** (E.g. ATSO or Student Onboard/Dropoff/Absent)

ASTP Mobile App for Drivers - Contractor Dashboard

Transport Area

Monday, 1 July 2024

Run Period

Total Runs 4

In Progress Runs 1

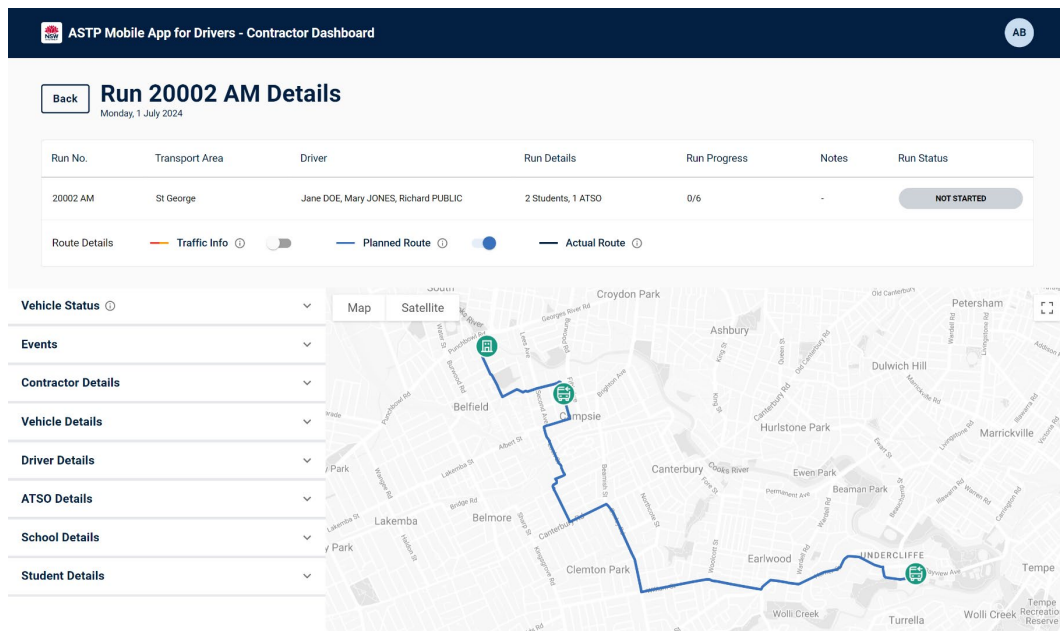
Completed Runs 1

RUNS EVENTS

Incident Events Route Events Passenger Events

Time	Event Type	Run No.	Transport Area	Driver	Run Status
09:00 AM	Run Completed	20002 AM	St George	Jane DOE	Complete
08:45 AM	ATSO Dropoff	20002 AM	St George	Jane DOE	Complete
08:30 AM	Student Dropoff	20002 AM	St George	Jane DOE	Complete
08:15 AM	Student Onboard	20002 AM	St George	Jane DOE	Complete
08:00 AM	ATSO Onboard	20002 AM	St George	Jane DOE	Complete

5. **Run Details:** To view run specific information click anywhere on a table row to enter the Run Details screen.

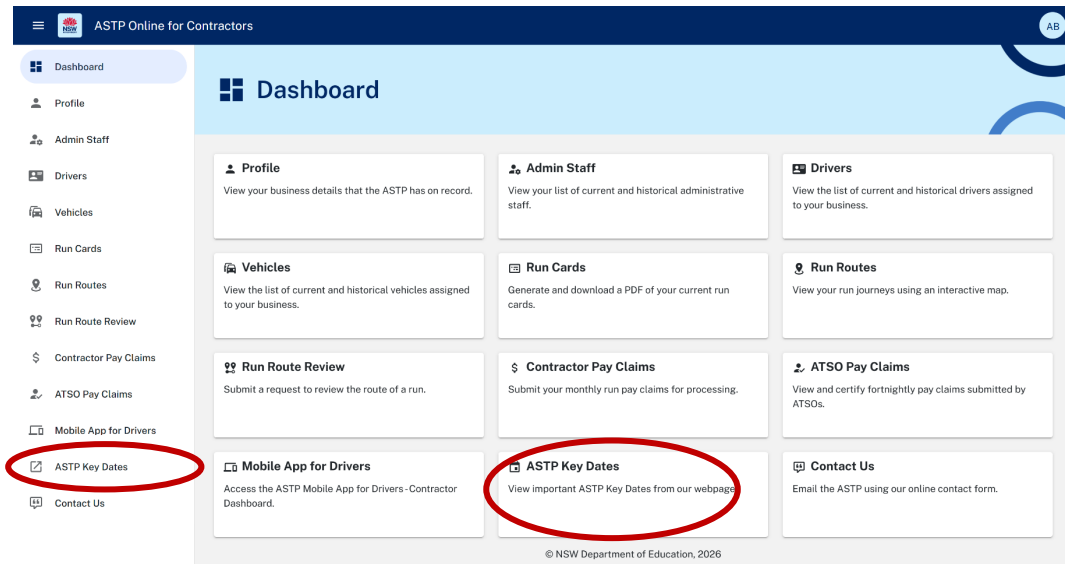


Key features of the Run Details page include:

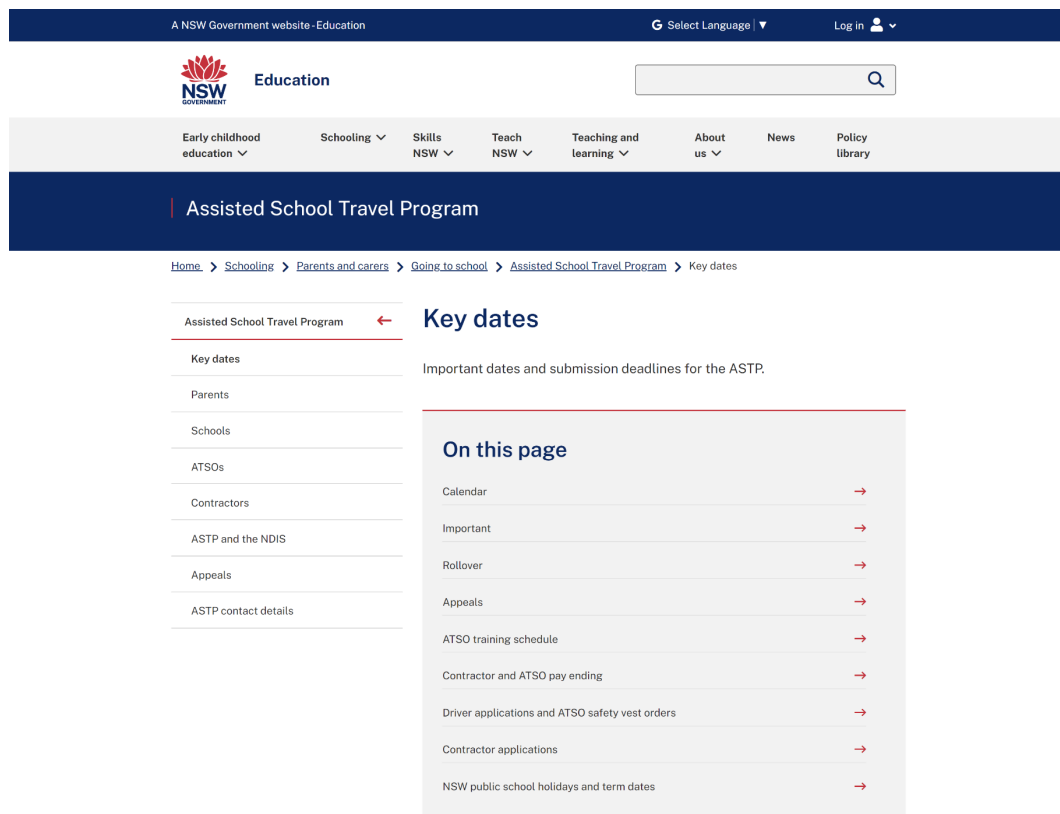
- **Interactive Map:** Displays the Actual Route taken by the driver and all pickup and drop-off events performed, indicated by icons at their respective locations. The Planned Route can be turned on to see if the driver has taken an alternate journey as to the one set by the ASTP.
- **Vehicle Status:** The current or final state of the run.
- **Events:** A list of all the events logged by the driver for the run. Eg. Student or ATSO Onboard/Dropoff/Absent.
- **Contractor Details:** Your contact details.
- **Vehicle Details:** The specifics related to the vehicle registered to perform the run.
- **Driver Details:** The primary driver details linked to the run.
- **ATSO Details:** Contact details and students supported.
- **School Details:** A list of the schools (and school sections), together with contact details, that students are being dropped off and picked up from.
- **Student Details:** All the students attached to the run. The 'note' icon that appears to the right of a student name can be clicked to view all relevant information.

ASTP Key Dates

1. From the Dashboard or left side main menu, click **ASTP Key Dates**.

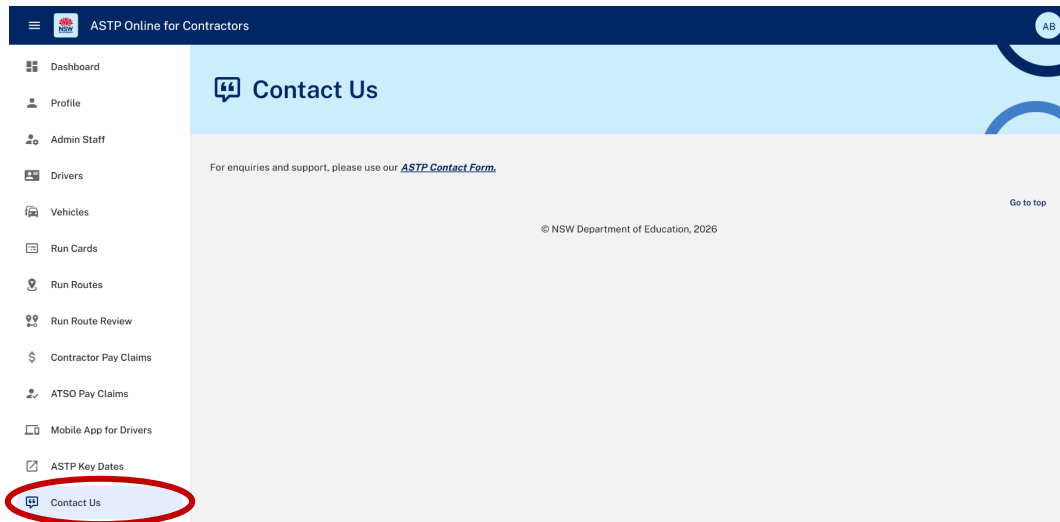


2. The ASTP Key Dates webpage will open on a new tab or window depending on your internet browser settings.



Contact Us

1. From the Dashboard or left side main menu, click **Contact Us**.



2. Click the [ASTP Contact Form](#) link. A new browser tab will open, allowing you to submit your enquiry.

Technical support

If you experience any technical difficulties with ASTP Online for Contractors, please visit our [ASTP Contact Form](#) and choose the appropriate options for technical support.