

ASTP Online for Schools user guide

Contents

Background	2
Access to ASTP Online for government schools	3
Access to ASTP Online for non-government schools	4
Dashboard and Main Menu	5
Rollover Applications	6
Student Search	10
Run Search	12
Confirm Payments	14
Contact Us	16
Technical support	16

Background

The Assisted School Travel Program (ASTP) plays a significant role in meeting the transport needs of eligible students with disability. It provides free, specialised transport to and from a school where parents are unable to provide or arrange transport for the student either fully or in part.

The program provides around 3,000 individual transport services daily, through contracted service providers, free of charge to over 12,800 students in NSW. We employ Assisted Travel Support Officers (ATSOs) who accompany some of these children in the vehicles. All of our service providers and their vehicles are carefully screened and vetted to ensure that they are capable of providing the high-quality, safe service that parents and carers expect for their children.

To ensure ASTP has up-to-date information, schools can review their students' details in relation to transport at any time by accessing ASTP Online for schools which can be accessed by visiting <https://education.nsw.gov.au/astp>

In preparation for each new school year, ASTP asks schools to review each student and their specific transport requirements for the following year and update them in ASTP Online for Schools. This process begins in August in preparation for rolling over the student's requirements ready for the next school year and is part of Phase 1 of Rollover.

This user guide has been developed to assist schools to:

- access the ASTP Online for Schools
- view travel applications for students at your school
- view run details for students at your school
- indicate a student's requirements for the next academic year.

Additional support is available for schools from ASTP staff who can be contacted on:

Telephone 1300 338 278

Email schools.astp@det.nsw.edu.au

Access to ASTP Online for government schools

Staff access to the online application is managed through Manage Staff Access (MSA). All school principals can delegate access to other staff in their school through MSA. It is recommended to periodically review staff access throughout the year.

1. Log onto the staff portal and open **Manage Staff Access (MSA)**
2. Find the required staff member in the list you would like to give access.
3. Choose between **ASTP Gov Principal** or **ASTP School Staff** access and tick the box.
4. The changes will save and take effect immediately.

The screenshot shows the 'Manage Staff Access' interface. At the top, there's a header with a menu icon, a user icon, and the text 'Manage Staff Access'. Below this is a sub-header with a person icon and the text 'Manage Staff Access' and 'Select any application to view/edit the staff access'. A 'Back to applications' link is on the left. The main content area has a dropdown menu set to 'Assisted School Travel Program' and an 'Add Staff' button. Below this are tabs for 'Staff Type' (Internal Staff, External Staff) and 'Page Format' (Multi Pages, Single Page). The main table has columns for 'Staff', 'Email', 'ASTP Gov Principal', and 'ASTP School Staff'. The 'ASTP Gov Principal' and 'ASTP School Staff' columns are circled in red. The table lists five staff members with checkboxes for each access type.

Staff ↑	Email	ASTP Gov Principal	ASTP School Staff
Alison Beattie	alison.beattie@det.nsw.edu.au	☐	☐
Alison Bell	alison.bell@det.nsw.edu.au	☒	☐
Alison Cox	alison.cox@det.nsw.edu.au	☐	☒
Allyson Richardson	allyson.richardson@det.nsw.edu.au	☐	☐
Amelia Thompson	amelia.thompson@det.nsw.edu.au	☐	☐

Access to ASTP Online for non-government schools

As per the Department of Education's (DoE) policy, access to DoE services can only be provided to the principal of a non-government school. If a school participates in the NSW Premier's Reading Challenge, or NAPLAN testing, the school principal may already have an active account. Principals can also reset passwords, extend account expiry dates and update staff details. It is recommended to periodically review staff access throughout the year.

First time principals

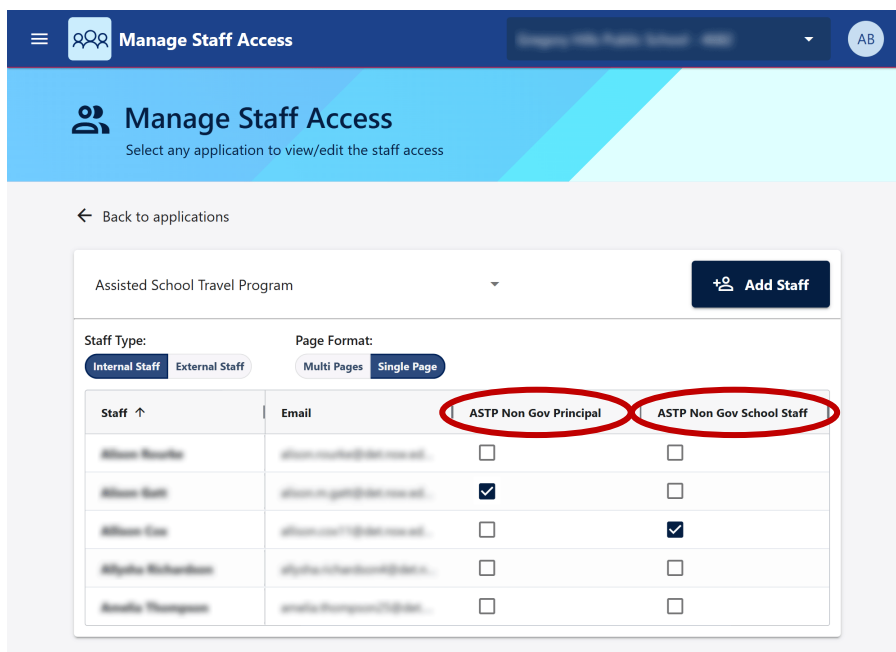
1. You will need to request access by submitting a technical support request here: <https://education.nsw.gov.au/public-schools/astp/technical-support>
2. Once access has been granted, you can manage access for your staff.

First time staff

1. For first time staff, principals will need to **create a DoE account** on their behalf.
2. Instructions: <https://prcsupport.freshdesk.com/support/solutions/articles/6000063592-how-do-i-create-a-doe-account-for-a-staff-member-at-my-school->

Existing users

1. Log onto the staff portal and open the **Manage Staff Access (MSA)**.
2. Find the required staff member in the list you would like to give access.
3. Choose between **ASTP Non Gov Principal** or **ASTP Non Gov School Staff** and tick the box.
4. The changes will save and take effect immediately.



Manage Staff Access

Select any application to view/edit the staff access

← Back to applications

Assisted School Travel Program

Staff Type: Internal Staff External Staff Page Format: Multi Pages Single Page

Staff ↑	Email	ASTP Non Gov Principal	ASTP Non Gov School Staff
Allison Smith	allison.smith@nsw.edu.au	☐	☐
Allison Smith	allison.smith@nsw.edu.au	☒	☐
Allison Smith	allison.smith@nsw.edu.au	☐	☒
Allison Smith	allison.smith@nsw.edu.au	☐	☐
Allison Smith	allison.smith@nsw.edu.au	☐	☐

Dashboard and Main Menu

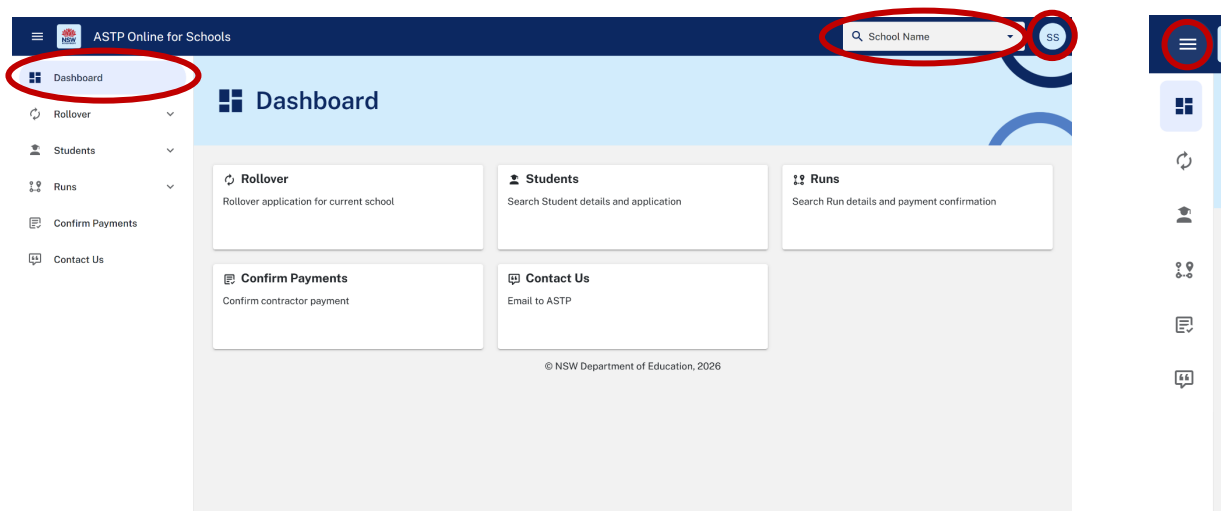
The dashboard is the home page for ASTP Online for Schools, and provides access to the main areas to complete your activities.

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.

If you have access to more than one school, you can **change schools** using the dropdown in the header. If your school is not listed, please complete the [technical support form](#).

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:

- **Rollover Application** – Review and submit students' eligibility for rollover.
- **Students Search** – Search students and view their details.
- **Run Search** – Search runs and download run cards.
- **Confirm Payments** – Certify contractor payment claims.
- **Contact Us** – To email the ASTP with any queries using the online contact form.

Rollover Applications

The ASTP begins the annual rollover process in August to prepare for transport for the next school year. As part of the rollover preparation, schools are asked to review current students' transport needs accessing transport through the ASTP and confirm whether they will require transport to your school from Term 1 the following school year.

From the Dashboard or left side main menu, click on **Rollover > Rollover Application**.

ASTP Online for Schools

Search School Name

Dashboard

Rollover

Rollover Application

Students

Runs

Confirm Payments

Contact Us

Rollover Application

To rollover a student applications to next year please select Application ID.

Prepare Rollover Applications from 2025 to 2026.

Student ID	Last Name	First Name	Application ID	Start Date	End Date	Rollover Status
10001	LASTNAME	First name	10000001	10/02/2025	19/12/2025	Removed
20002	LASTNAME	First name	10000002	06/02/2025	19/12/2025	Completed
30003	LASTNAME	First name	10000003	06/02/2025	19/12/2025	Incomplete
40004	LASTNAME	First name	10000004	26/11/2025	19/12/2025	Completed
50005	LASTNAME	First name	10000005	10/11/2025	19/12/2025	Incomplete
60006	LASTNAME	First name	10000006	06/02/2025	19/12/2025	Incomplete
70007	LASTNAME	First name	10000007	06/02/2025	19/12/2025	Incomplete
80008	LASTNAME	First name	10000008	06/02/2025	19/12/2025	Incomplete
90009	LASTNAME	First name	10000009	06/02/2025	19/12/2025	Incomplete
10010	LASTNAME	First name	10000010	27/03/2025	19/12/2025	Incomplete

Rows per page: 25 1-25 of 60

Go to top

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1. By default, the page will load all students for the current school year required for review for the following school year.
2. You are required to review the eligibility and information for each student with a **Rollover Status** of **Incomplete** before rolling them over for the next school year.
3. To review a student application with a **Rollover Status** of **Incomplete**, click on the **Application ID** link. Note that there will be no link for statuses of **Removed** or **Completed**.

ASTP Online for Schools

Search School Name

SS

Dashboard

Rollover

Students

Runs

Run Search

Confirm Payments

Contact Us

Application Details

[< Back to list](#)

Application ID: 10000000

Application Year: 2026
Start Date: 01/02/2026
Student ID: 10001
Student Name: John STUDENT
Disability: AUTISM

Status: Approved
End Date: 01/07/2026
SRN: Not supplied
Gender: Male

☒ Application Expired
Date of Birth: 18/08/2016

School Number: 1234

School: School Name
Metro / Country: Country
Principal: Charlie PRINCIPAL
School Section: IO/IS

Level: Schools for Specific Purposes
Address: 123 School Rd WOLLONGONG NSW 2500
Phone 1: 02 4567 8901

School Type: Government
Email: email@school.nsw.edu.au

Parent / Caregiver

Parent 1: Miss Jane PARENT
Aboriginal and/or Torres Strait Islander: Not supplied
Emergency Contact: Julie FAMILY (Aunt)
Residential Address: 1 Sydney Way SYDNEY NSW 2000

Phone 1: 0401 234 567
Phone 2: Not supplied
Email: email@parent.com.au
Emergency Phone: 0412 345 678

Additional Support

☐ Wheelchair Required
☐ Car Seat Required
☐ Medical Needed

☒ ATSO Required
ATSO Reason: Medical

Pick-Up/Drop-Off

Address Line	Town/Suburb	State	Postcode	Requirement
1 Sydney Way	SYDNEY	NSW	2000	
1 Sydney Way	SYDNEY	NSW	2000	Part Day Exemption

Student not returning Change of details Student to continue Print

Go to top

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4. Within the **Application Details** screen are three options at the bottom to further process the student in the list:

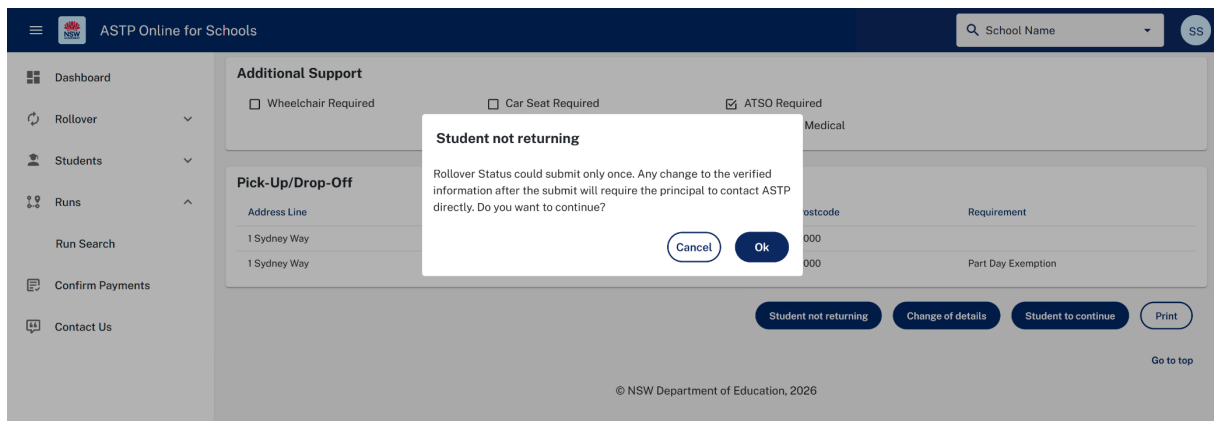
- **Student not returning** (i.e. student leaving school)
- **Change of details** (i.e. student has changed information)
- **Student to continue** (i.e. student has not changed information and is continuing)

See following pages for more information about these options.

5. To go back to the rollover application list, click the **Back to list** link.

Student not returning

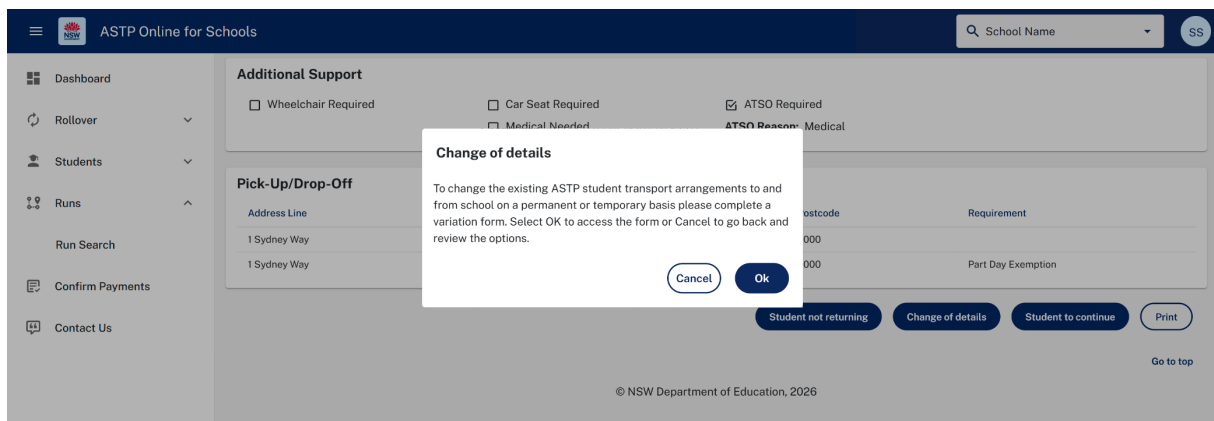
If the student will not be attending your school next year, click on the button **Student not returning**. A confirmation message will be displayed before the student is processed. Once the **Ok** button is clicked the student rollover status will change from **Incomplete** to **Removed**.



The screenshot shows the 'ASTP Online for Schools' interface. A modal dialog titled 'Student not returning' is displayed in the center. The dialog text reads: 'Rollover Status could submit only once. Any change to the verified information after the submit will require the principal to contact ASTP directly. Do you want to continue?'. There are 'Cancel' and 'Ok' buttons at the bottom of the dialog. In the background, the 'Additional Support' section shows 'Wheelchair Required' and 'Car Seat Required' as unchecked, and 'ATSO Required' as checked. The 'Pick-Up/Drop-Off' section shows 'Address Line' with '1 Sydney Way'.

Change of details

If the student is continuing at the school in the following year but the transport requirements are different to those listed, click on the **Change details** button. The confirmation message will prompt the user again before completing the action.



The screenshot shows the 'ASTP Online for Schools' interface. A modal dialog titled 'Change of details' is displayed in the center. The dialog text reads: 'To change the existing ASTP student transport arrangements to and from school on a permanent or temporary basis please complete a variation form. Select OK to access the form or Cancel to go back and review the options.' There are 'Cancel' and 'Ok' buttons at the bottom of the dialog. In the background, the 'Additional Support' section shows 'Wheelchair Required' and 'Car Seat Required' as unchecked, and 'ATSO Required' as checked. The 'Pick-Up/Drop-Off' section shows 'Address Line' with '1 Sydney Way'.

Once clicking **OK** you will be directed back to the student listing page where the rollover status will have changed from **Incomplete** on the right hand side of the page to **Completed**.

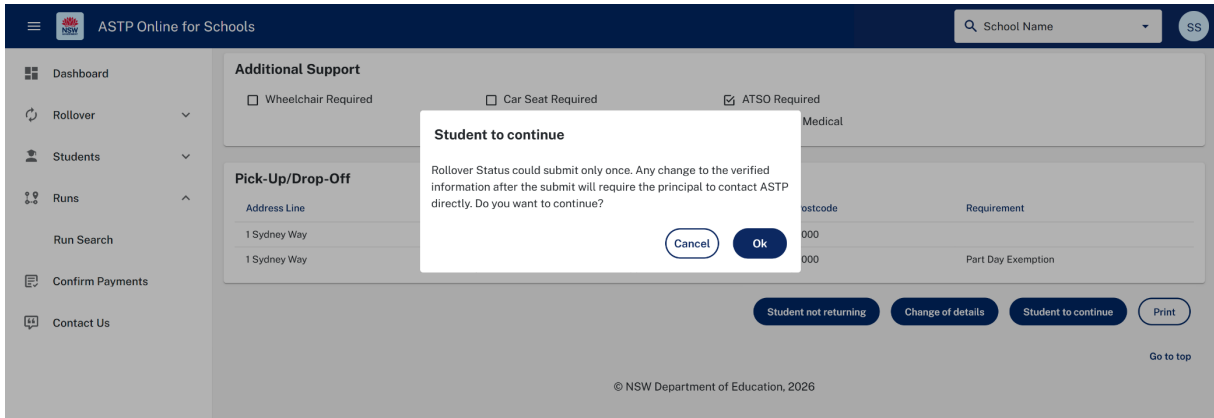
In addition, you will be directed to the ASTP website's [Variation and change requests](#) page which will provide instructions on submitting a variation or change request form.

Please follow the instructions on form for how to complete and submit to the ASTP for processing. Once we receive the completed form the changes may not come into effect until the end of term four.

Student to continue

When a student plans to continue to attend the same school next year, and the transport details remain as displayed on their application details, click on the button **Student to Continue** button.

The confirmation message will prompt the user again before completing the action.



The screenshot shows the 'ASTP Online for Schools' web application. A modal dialog titled 'Student to continue' is displayed in the center. The dialog text reads: 'Rollover Status could submit only once. Any change to the verified information after the submit will require the principal to contact ASTP directly. Do you want to continue?'. There are 'Cancel' and 'Ok' buttons at the bottom of the dialog. The background interface shows a sidebar with navigation links: Dashboard, Rollover, Students, Runs, Run Search, Confirm Payments, and Contact Us. The main content area has sections for 'Additional Support' (with checkboxes for Wheelchair Required, Car Seat Required, and ATSO Required), 'Pick-Up/Drop-Off' (with an address line), and 'Medical' (with a requirement field). At the bottom right, there are buttons for 'Student not returning', 'Change of details', 'Student to continue', and 'Print'. A 'Go to top' link is at the bottom right corner.

Student applications can be processed over multiple visits to ASTP Online.

Applications that have been processed and submitted will no longer be accessible. The rollover status will have changed from **Incomplete** on the right-hand side of the page to either **Removed** or **Completed**.

Each year, ASTP publishes a timetable for processing applications. We hope that schools will be able to work within that timetable to complete processing.

The timetable will include a cut-off point after which schools will lose the ability to indicate remaining requirements, if any, and detailed rollover processing will begin.

Student Search

Anyone with access to ATSP Online for Schools can view their students' details throughout the school year. This assists in reviewing student transport information, completing various forms and providing correct information when communicating with ASTP. To search for students, follow the steps below.

1. From the Dashboard or left side main menu, click on **Students > Student Search**.

ASTP Online for Schools

Search School Name

SS

Dashboard

Rollover

Students

Student Search

Runs

Confirm Payments

Contact Us

School Student Search

Search Filter

Search Student by name

Gender

Application Year
2026

Search Clear

Student Search Results

Student Name	DOB	Gender	Appl. Year	Appl. ID	Start Date	End Date
Student NAME	01/01/2015	Male	2026	12345678	02/02/2026	17/12/2026
Student NAME	02/02/2010	Male	2026	23456789	02/02/2026	17/12/2026
Student NAME	03/03/2013	Male	2026	34567890	02/02/2026	17/12/2026
Student NAME	04/04/2014	Male	2026	45678901	02/02/2026	17/12/2026
Student NAME	05/05/2011	Female	2026	56789012	02/02/2026	17/12/2026
Student NAME	06/06/2012	Female	2026	67890123	02/02/2026	17/12/2026
Student NAME	07/07/2013	Male	2026	78901234	02/02/2026	17/12/2026
Student NAME	08/08/2016	Male	2026	89012345	02/02/2026	17/12/2026
Student NAME	09/09/2015	Female	2026	90123456	02/02/2026	17/12/2026
Sameer EYASSU	10/10/2017	Male	2026	01234567	02/02/2026	17/12/2026

Rows per page: 10 1-10 of 50

Go to top

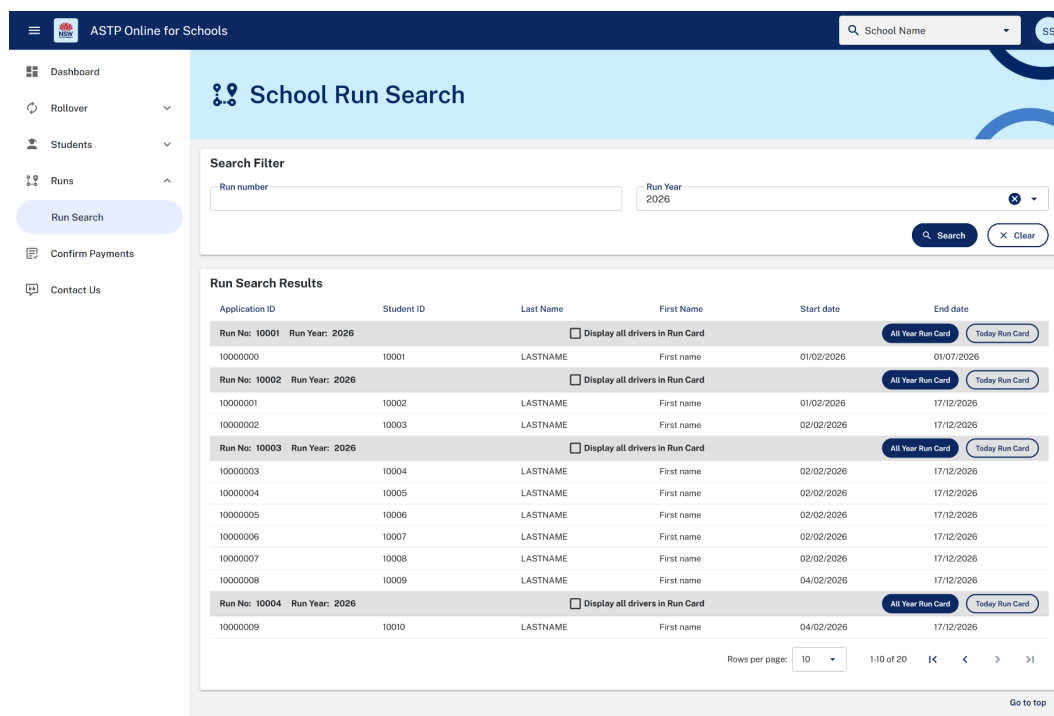
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2. By default, the page will load all students for the current school year.
3. You can filter the results by using the search options including **Name** (first, last or full name), **Gender** and **Application Year**. You can reset the search filters by clicking the **Clear** button.
4. To see more information for a particular student, click anywhere on the row to open the **Student Details** page.

5. To go back to the student search, click the **Back to list** link.

Run Search

- From the Dashboard or left side main menu, click on **Runs > Run Search**.



Search Filter

Run number: Run Year: 2026

Run Search Results

Application ID	Student ID	Last Name	First Name	Start date	End date
Run No: 10001 Run Year: 2026 ☐ Display all drivers in Run Card All Year Run Card Today Run Card					
10000000	10001	LASTNAME	First name	01/02/2026	01/07/2026
Run No: 10002 Run Year: 2026 ☐ Display all drivers in Run Card All Year Run Card Today Run Card					
10000001	10002	LASTNAME	First name	01/02/2026	17/12/2026
10000002	10003	LASTNAME	First name	02/02/2026	17/12/2026
Run No: 10003 Run Year: 2026 ☐ Display all drivers in Run Card All Year Run Card Today Run Card					
10000003	10004	LASTNAME	First name	02/02/2026	17/12/2026
10000004	10005	LASTNAME	First name	02/02/2026	17/12/2026
10000005	10006	LASTNAME	First name	02/02/2026	17/12/2026
10000006	10007	LASTNAME	First name	02/02/2026	17/12/2026
10000007	10008	LASTNAME	First name	02/02/2026	17/12/2026
10000008	10009	LASTNAME	First name	04/02/2026	17/12/2026
Run No: 10004 Run Year: 2026 ☐ Display all drivers in Run Card All Year Run Card Today Run Card					
10000009	10010	LASTNAME	First name	04/02/2026	17/12/2026

Rows per page: 10 1-10 of 20 < > >|

[Go to top](#)

- By default, the page will load all runs for the current school year.
- You can filter the results by using the search options including **Run number** and **Run Year**. You can reset the search filters by clicking the **Clear** button.
- To see more information for a particular student, click anywhere on the row to open the **Application Details** page.

ASTP Online for Schools

School Name

SS

Dashboard

Rollover

Students

Runs

Run Search

Confirm Payments

Contact Us

[Back to list](#)

School Application Details

Application ID: 10000000

Application Year: 2026
Start Date: 01/02/2026
Student ID: 10001
Student Name: John STUDENT
Disability: AUTISM

Status: Approved
End Date: 01/07/2026
SRN: Not supplied
Gender: Male

☒ Application Expired
Date of Birth: 18/08/2016

School Number: 1234

School: School Name
Metro / Country: Country
Principal: Charlie PRINCIPAL
School Section: IO/IS

Level: Schools for Specific Purposes
Address: 123 School Rd WOLLONGONG NSW 2500
Phone 1: 02 4567 8901

School Type: Government
Email: email@school.nsw.edu.au

Parent / Caregiver

Parent 1: Miss Jane PARENT
Aboriginal and/or Torres Strait Islander: Not supplied
Emergency Contact: Julie FAMILY (Aunt)
Residential Address: 1 Sydney Way SYDNEY NSW 2000

Phone 1: 0401 234 567
Phone 2: Not supplied
Email: email@parent.com.au
Emergency Phone: 0412 345 678

Additional Support

☐ Wheelchair Required
☐ Car Seat Required
☐ Medical Needed

☒ ATSO Required
ATSO Reason: Medical

Pick-Up/Drop-Off

Address Line	Town/Suburb	State	Postcode	Requirement
1 Sydney Way	SYDNEY	NSW	2000	
1 Sydney Way	SYDNEY	NSW	2000	Part Day Exemption

Go to top

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5. To go back to the run search, click the **Back to list** link.

6. There are two options for **downloading a Run Card**:

- **All Year Run Card** – to view the run card for the whole year
- **Today Run Card** – to view the run card from today onwards
- Note: By default, the run card will generate with only the primary driver, but you can **Display all drivers** by toggling the switch button next to the label

Run No: 10003 Run Year: 2022

☒ Display all drivers

All Year Run Card Today Run Card

7. The run card will download to your default download folder on your comp.

Confirm Payments

Schools can log into ASTP Online to certify contractor pay claims at any time after the first school day of the month. The ASTP will send an email on the 14th day of the month as a prompt. A reminder email will be automatically sent out on 21st day of the month if there are still pay claims not certified.

- From the Dashboard or left side main menu, click on **Confirm Payment**.

- Any outstanding claims to be verified will appear here. If there are no claims, you will see a message advising there are no claims to verify.
- If there are many outstanding claims, you can search for a **Run Number** or **Payment Period** from the list. Enter one of the following options in the Search box:

- part OR whole run number
- part OR whole payment period (e.g. 01/01/2021)

- To review a contractor payment claim, click on the **PDF icon** to download and view it.

- If there are no issues with the claim, select **No** from the **Issue with Claim** drop-down box.

- If there is an issue with the claim, select **Yes** from the **Issue with Claim** drop-down box and enter a short description in the **Issue Details** text box before.

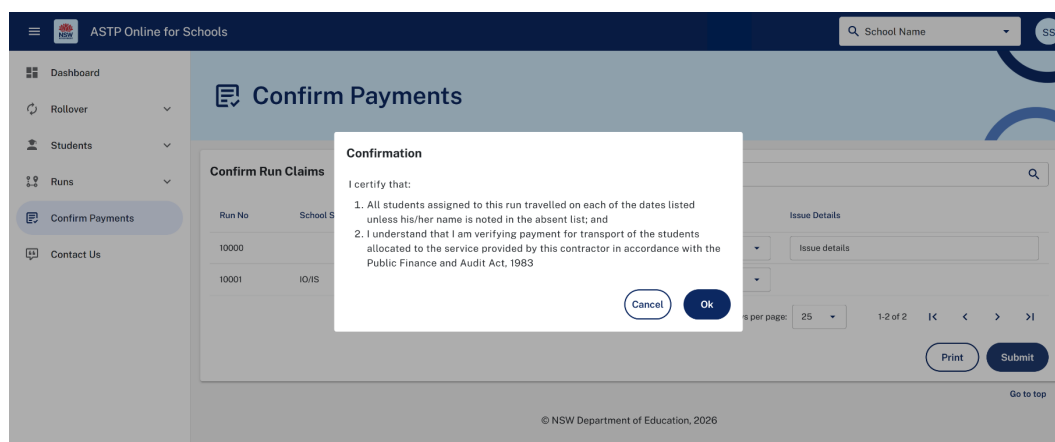
Note: The Issue Details text box is intended for a short description. Should you wish to provide further information please email finance.astp@det.nsw.edu.au.

- Once you have reviewed all the payment claims and confirmed that the information is accurate and all issues have been identified, click the **Submit** button.

- A confirmation message will appear. Click **Ok** to submit or **Cancel** to continue working.

CONTRACTOR PAYMENT CLAIM FORM							
Run No: XXXX	Contractor Name: XXXX XXXX XXXX XXXX			Vendor No: XXXX XXXX			
School(s): XXXXXX XXXXXX		School: XXXXXX XXXXXX XXXXXX		Transport Area: XXXXXX XXXXXX XXXXXX			
Run Date	ATSO	Loaded	Vehicle	Calculated Payment	Student(s)	ATSO Name	Driver's Name
02/Feb/2015	am	Yes	15.50 Sedan	\$000.00	Harley KEENER	Donat BLAISE	John JAMESON
03/Feb/2015	am	Yes	15.50 Sedan	\$000.00	Harley KEENER	Donat BLAISE	John JAMESON
04/Feb/2015	am	Yes	15.50 Sedan	\$000.00	Harley KEENER	Donat BLAISE	John JAMESON
05/Feb/2015	am	Yes	15.50 Sedan	\$000.00	Harley KEENER	Donat BLAISE	John JAMESON
06/Feb/2015	am	Yes	15.50 Sedan	\$000.00	Harley KEENER	Donat BLAISE	John JAMESON
07/Feb/2015	am	Yes	15.50 Sedan	\$000.00	Harley KEENER	Donat BLAISE	John JAMESON
08/Feb/2015	am	Yes	15.50 Sedan	\$000.00	Harley KEENER	Donat BLAISE	John JAMESON
09/Feb/2015	am	Yes	15.50 Sedan	\$000.00	Harley KEENER	Donat BLAISE	John JAMESON
10/Feb/2015	am	Yes	15.50 Sedan	\$000.00	Harley KEENER	Donat BLAISE	John JAMESON
11/Feb/2015	am	Yes	15.50 Sedan	\$000.00	Harley KEENER	Donat BLAISE	John JAMESON
12/Feb/2015	am	Yes	15.50 Sedan	\$000.00	Harley KEENER	Donat BLAISE	John JAMESON
13/Feb/2015	am	Yes	15.50 Sedan	\$000.00	Harley KEENER	Donat BLAISE	John JAMESON
14/Feb/2015	am	Yes	15.50 Sedan	\$000.00	Harley KEENER	Donat BLAISE	John JAMESON
15/Feb/2015	am	Yes	15.50 Sedan	\$000.00	Harley KEENER	Donat BLAISE	John JAMESON
16/Feb/2015	am	Yes	15.50 Sedan	\$000.00	Harley KEENER	Donat BLAISE	John JAMESON
17/Feb/2015	am	Yes	15.50 Sedan	\$000.00	Harley KEENER	Donat BLAISE	John JAMESON
18/Mar/2015	am	Yes	15.50 Sedan	\$000.00	Harley KEENER	Donat BLAISE	John JAMESON
19/Mar/2015	am	Yes	15.50 Sedan	\$000.00	Harley KEENER	Donat BLAISE	John JAMESON
20/Feb/2015	am	Yes	15.50 Sedan	\$000.00	Harley KEENER	Donat BLAISE	John JAMESON
21/Feb/2015	am	Yes	15.50 Sedan	\$000.00	Harley KEENER	Donat BLAISE	John JAMESON
22/Feb/2015	am	Yes	15.50 Sedan	\$000.00	Harley KEENER	Donat BLAISE	John JAMESON
23/Feb/2015	am	Yes	15.50 Sedan	\$000.00	Harley KEENER	Donat BLAISE	John JAMESON
24/Feb/2015	am	Yes	15.50 Sedan	\$000.00	Harley KEENER	Donat BLAISE	John JAMESON
25/Feb/2015	am	Yes	15.50 Sedan	\$000.00	Harley KEENER	Donat BLAISE	John JAMESON
26/Feb/2015	am	Yes	15.50 Sedan	\$000.00	Harley KEENER	Donat BLAISE	John JAMESON
27/Feb/2015	am	Yes	15.50 Sedan	\$000.00	Harley KEENER	Donat BLAISE	John JAMESON
			Total	XXXX.XX		Donat BLAISE	John JAMESON
Unforeseen variation to run, other than absence							

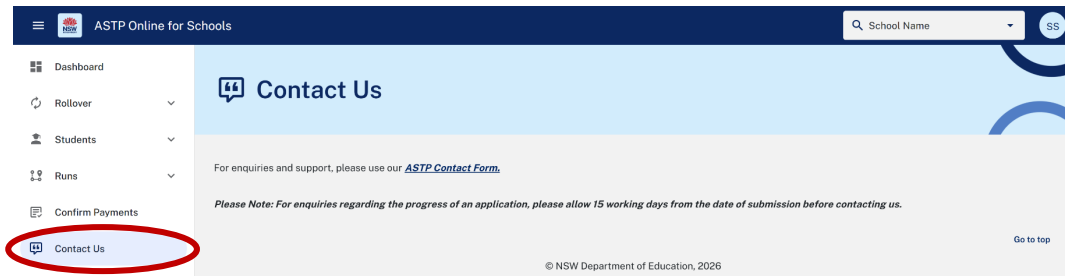
Note: Once you click Ok, all payment claims that were marked with a Yes or No will be submitted and removed from the list.



9. ASTP will send an email confirmation to the nominated school email address along with a PDF copy of the endorsed payment claim.

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 Schools, please visit our [ASTP Contact Form](#) and choose the appropriate options for technical support.