



Australian Government
Department of Education

HELP Debt Reduction Program for Very Remote Teachers

Applicant Portal User Guide



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1. Introduction

1.1 Background

This guide explains how to use the Applicant Portal to submit an application for the HELP Debt Reduction Program for Very Remote Teachers.

Further information about the program is available at: [HELP Debt Reduction Program for Very Remote Teachers](#)

1.2 Notes

All personal information listed on the screens in this document are fictitious.

2. Application Process

2.1 Overview

There are five main steps to submit your application.

Step 1	Prepare and save all your supporting evidence as you will need to upload these documents into the Applicant Portal.
Step 2	Log in to the Applicant Portal with your myID account and complete the registration page.
Step 3	Set up your profile and attach your: • Academic transcript for your initial teaching qualification, and • Australian Taxation Office (ATO) HELP Debt Statement.
Step 4	Add your employment details by selecting the relevant employment locations and attach your Statement of Service (SoS) or employer letter.
Step 5	Review and submit your application.

2.2 Compulsory evidence

To avoid delays in assessing your application, the following documents must be uploaded with your application:

1. Statement of Service (SoS):

You must provide a SoS from each employer showing your employment history for the period you are claiming. This is usually issued by the relevant state or territory education department and shows your complete employment history.

If you teach at an independent school or in early childhood education, you may instead provide a letter from your principal. The letter must be on official letterhead, signed and dated, and cover the period you are claiming.

The SoS or letter must include:

- your full name
- your position title
- name and address of the school, centre-based day care or pre-school
- whether you were full-time, part-time or casual (a breakdown is required if you worked in a several different roles)
- if you are/were part-time, your FTE (e.g. 0.8 or 0.5)
- if you are/were casual, the number of days worked as a casual teacher
- exact start and end dates of employment.

You can only apply for service you have completed.

The end date of the period which you are claiming will be the employment end date listed on your SoS/letter or the SoS/letter issue date if still currently employed.

TIPS for your employment evidence

- Please do not submit an employment contract as it does not include details of your past service history.

2. Australian Taxation Office (ATO) HELP Debt Statement:

You must provide a current [ATO HELP Debt Statement](#) in PDF form. A PDF can be downloaded from ATO Online Services in your [myGov account](#).

1. Log in to myGov.
1. Click on Services.
2. Select the Australian Taxation Office.
3. In ATO Online Services, scroll down to loan accounts.
4. Select your HELP loan account.
5. Click the down arrow next to the word "Filter" below the Download button and additional filter options will appear. In the '**From date**' field type in 01/06/2018 and in the '**To date**' type in today's date. Then click the 'Filter' button in the bottom right corner.
6. Click the print friendly version button at the top of the screen and save as a PDF. The statement must show your full name, Tax File Number and full HELP loan transaction history.

Note: In ATO Online Services, an automatic filter is applied to your HELP Debt Statement for the last 24 months. You must make sure you adjust the filter and generate a statement for your entire HELP debt history.

TIPS on your ATO HELP Debt Statement

- Make sure your statement shows your full HELP debt history by adjusting the filters as needed.
- Export your statement as a PDF from ATO Online Services. Excel and Word files are not accepted.

3. Academic transcript

You must provide an academic transcript from your university confirming completion of your initial teacher education qualification.

The transcript must show:

- your full name
- all course units, including any credited prior study, recognition of prior learning, or advanced standing
- conferral or course completion date.

TIPS on your Academic transcript

- Make sure it covers your complete study history.
- Make sure it's an 'Official' transcript.

Contact your higher education provider if you need assistance.

2.3 myID account

You must have a myID account to access the Applicant Portal. The Australian Government uses myID (previously known as 'myGovID') as a secure way for people to prove their identity when accessing online government services. To set up a myID account, visit [myID](#).

2.4 Access to the portal

Go to the [myHELP Reduction Portal](#).

On this page you will see two options – one for 'Medical and Nurse Practitioners' and one for 'Teachers'.

Select 'Continue with Digital Identity' button in the 'Teachers' section (Figure 1) and then select 'myID' (Figure 2).

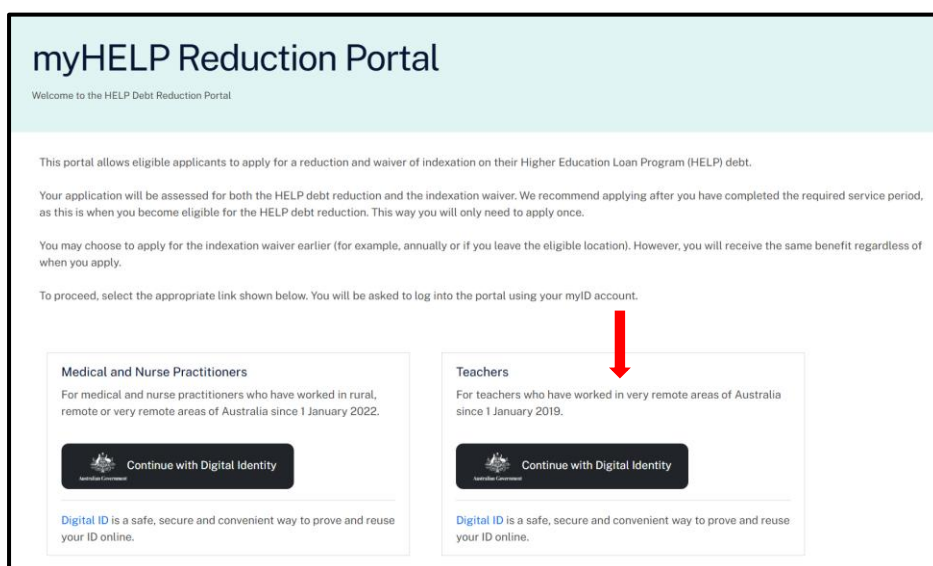


Figure 1. Landing page for the myHELP Reduction Portal

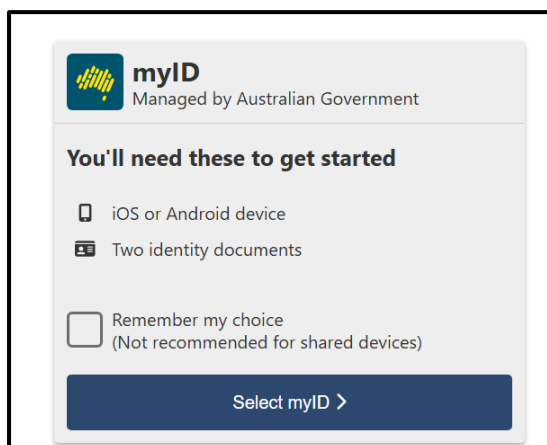


Figure 2. myID

2.5 Registration

Most of the fields on the registration page will be pre-populated with information sourced from your myID account (Figure 3). This includes your given name, family name, date of birth and email address.

Before selecting 'Continue', enter your 9-digit Tax File Number, read the Privacy Notice and Terms and Conditions, and select the checkboxes to accept them.

The portal will use your family name, date of birth and Tax File Number to match your records with the tertiary study records held by the department.

If your details don't match

- If your family name doesn't match, but your Tax File Number and date of birth match a record, the portal may ask for the name you used when you studied your qualification.
- If the portal doesn't allow you to progress, [email the department](#) for further assistance.

← Cancel

Australian Government
Department of Education

Applicant Details

Given name

Alasdair

Family name

M'urray

Date of birth

1923-07-21

Email address

DTA20@test.gov.au

Tax File Number (TFN)

571250218

By checking this box,

☐ ←

I confirm that I have read and agree to the Terms and Conditions.

By checking this box, ←

☐

I confirm that I have read and understood this Privacy Notice (link is in the bottom of the page) and agree to the department's handling of my personal information in accordance.

[Privacy Notice](#) | [Terms and Conditions](#)

[Continue](#) ←

Figure 3. Registration page for the myHELP Reduction Portal

After successfully registering, the 'Welcome' page will list the steps required to submit your application. Select 'Get started' to set up your profile (Figure 4).

Australian Government myHELP Reduction Alasdair Murray

Welcome

Welcome to the HELP Debt Reduction Portal

This portal allows eligible very remote teachers to apply for the HELP Debt Reduction Program.

With this portal you can:

- Record employment and personal details
- Provide supporting documentation
- Submit your application
- Monitor the status of your application

A portal User Guide is linked in the footer of this page. You can access this resource at any time to help with your application.

[Get started](#) [Exit](#) ←

Figure 4. Welcome page for the myHELP Reduction Portal

2.6 Set up your personal details

Several fields will auto populate into the 'Set up your Profile' page (Figure 5).

You will be required to enter the following information:

- Title
- Phone number
- Contact address - When you start typing your address, a filtered address list will appear. *If your address is not listed, you may manually enter your address.*
- Teacher registration state - *The state you are currently registered in as a teacher.*
- Teacher registration number (TRN) - *The number that confirms you are a registered teacher with the relevant state/territory regulatory authority.*

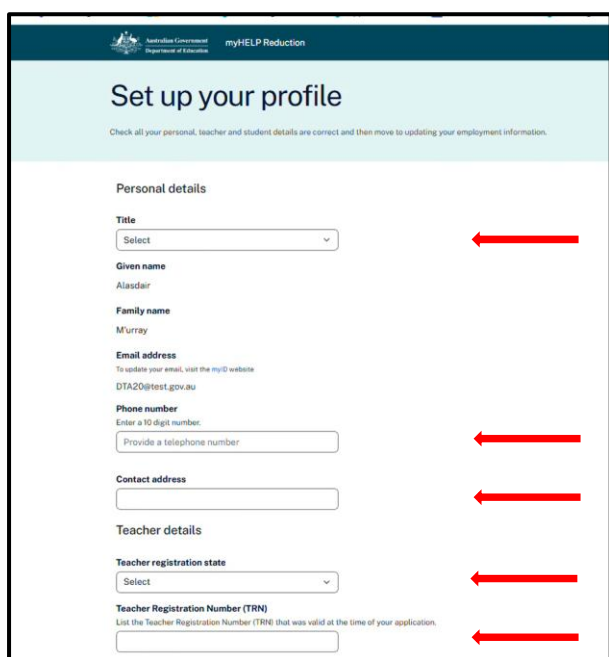
The screenshot shows the 'Set up your profile' page from the Australian Government myHELP Reduction portal. The page has a light blue header with the government logo and the text 'myHELP Reduction'. Below the header, the title 'Set up your profile' is displayed, followed by a sub-header: 'Check all your personal, teacher and student details are correct and then move to updating your employment information.' The form is divided into two main sections: 'Personal details' and 'Teacher details'. Under 'Personal details', there are fields for 'Title' (a dropdown menu), 'Given name' (pre-filled with 'Alasdair'), 'Family name' (pre-filled with 'Murray'), 'Email address' (pre-filled with 'DTA20@test.gov.au'), 'Phone number' (a text input field with a placeholder 'Provide a telephone number'), and 'Contact address' (a text input field). Under 'Teacher details', there is a 'Teacher registration state' dropdown menu and a 'Teacher Registration Number (TRN)' text input field. Red arrows point to the 'Title', 'Phone number', 'Contact address', 'Teacher registration state', and 'Teacher Registration Number (TRN)' fields, indicating they are required for completion.

Figure 5. Set up your profile page (Personal details)

On your 'Profile' page, upload your academic transcript and ATO HELP Debt Statement (Figure 6). The Statement of Service or employer letter is uploaded later on the 'Employment details' page. Click on 'Save and continue' button (Figure 6).

Student details

Commonwealth Higher Education Student Support Number (CHESSN)
9357601611

Unique Student Identifier (USI)
3222285CEP

Compulsory attachments

There are three compulsory documents required to support your application. Two documents must be uploaded to your profile, with the third attached to your employment history. Documents to be attached to your Profile:

Academic transcript
An official academic transcript/statement of results from your university confirming completion of your qualification and relevant prerequisites.

Australian Taxation Office (ATO) HELP Debt Statement
Upload a current ATO HELP Debt Statement in PDF form that shows your name, Tax File Number (TFN), and full HELP debt transaction history. A PDF can be downloaded from ATO Online Services in your myGov account.

Please submit each attachment as a separate PDF file.

Attachments:

Figure 6. Upload evidence on your profile page

Once you have completed this section and selected 'Save and close', you will be directed to a dashboard where you have the option to switch between the '**Overview**' and '**Profile**' tabs.

A pop-up message will display on the dashboard **after** you enter your personal details prompting you to add your employment details.

Select the '**Profile**' tab to go to the 'Employment details' screen (Figure 7).

Hi, Alasdair

Welcome to the Higher Education Loan Program (HELP) reduction portal.

Overview **Profile**

Missing Information
Employment details must be added to your profile before you can submit a claim.
Update your profile

☒ You have successfully registered. X

Start a new application
A portal User Guide is linked in the footer of this page. You can access this resource at any time to help with your application.

Prepare to apply
Before you start, gather the required supporting documents:

- Employment Statement of Service
- Australian Taxation Office (ATO) HELP Debt Statement
- Academic transcript

Figure 7. Dashboard select Profile to direct you to Employment details

2.7 Navigate to employment details

To enter your employment details, select 'Add a new employment period' (Figure 8).

Hi, Alasdair

Welcome to the Higher Education Loan Program (HELP) reduction portal.

Overview Profile

Personal details

Edit personal details

Title	Given name	Family name
Mr	Alasdair	Murray

Email address
DTA20@test.gov.au

Phone number
0412345678

Contact address
20 Smirk Rd, BALDIVIS, WA, 6171

Teachers registration state
WA

Teachers Registration Number (TRN)
12345678

Commonwealth Higher Education Student Support Number (CHESSN)
9357601611

Unique Student Identifier (USI)
322226SCEF

Employment details

Add a new employment period

Missing information required

Enter all employment periods for your application. At least one employer must be entered to submit an application.

Figure 8. Navigate to the employment details screen

2.8 Add your employment details

The 'Employment details' page allows you to enter your work history at a school, preschool, or centre-based day care located in a very remote area of Australia (Figure 9).

You must enter an employment details record for each period of eligible employment. After you create your application, you will be able to select any employment periods you added at this step.

[Back to profile](#)

Add your employment details

Add your employment information at very remote schools. You must enter a separate record for each employment location.

Name of school, centre-based day care or preschool

Workplace address

Employer phone
Enter a 10 digit number

Employer email

Is this your current employer?
☒ No ☐ Yes

Start date
dd/mm/yyyy

End date
dd/mm/yyyy

Employment status

Full-time equivalent (FTE)

Main area of teaching

Figure 9. Add your employment details

TIPS for entering details correctly:

- **Name of the school, centre-based day care or preschool:** From the drop-down list, select the school where you worked. The address will automatically appear in the <Workplace address> field.
- If your school does not appear in this drop-down list, check if it's included on the [Very Remote Schools List](#).
- If your school is not listed in the Very Remote Schools List, you can check if it is classified as very remote on the [ABS Remoteness Structure map](#). Information on [how to check if your school is eligible](#) is available on the program website.
- Once you have confirmed the school is very remote, select 'Enter address manually' button and complete the required fields.
- **Employer phone:** Enter a 10-digit number i.e. (03) 9999 9999 would be entered as 0399999999.
- **Employer email:** Enter your employer's email address.
- **Is this your current employer?** If you select 'Yes', the End Date will default to the current date.
- **Start date / End date:** Select the calendar symbol to find the correct date or use dd/mm/yyyy if entering dates manually.
- **Employment status:** Select from the drop-down list i.e. full-time or part-time. If you are employed in a casual capacity, select 'part-time'.
- **Full-time equivalent (FTE):** Enter your Full Time Equivalent (FTE) value while working at the school. Enter the value as a decimal (e.g. 1.0 for full-time, 0.6 for 3 days/week).

- **Attach evidence of your employment:** Attach a SoS or letter from your employer that supports the full period applied for in your application.
- **Is there any further information you wish to add?** This field is not compulsory however, you can add in any notes about your employment that may be relevant to your application.
- **Declare the employment** is for a face-to-face teaching position and not a distance or online teaching position.

You must attach evidence of your employment

Employment Statement of Service

You must provide a Statement of Service from each employer. This is usually issued by the relevant state or territory education department and must show your employment history for the period you are claiming.

If you taught at an independent school or in early childhood education, you may instead provide a letter from your principal. The letter must be on official letterhead, signed and dated, and cover the period you are claiming.

The document must include:

- your full name
- your position title
- name and address of the school, centre-based day care or pre-school
- whether you were full-time, part-time or casual (a breakdown is required if you worked in several different roles)
- your FTE if you were part-time
- exact start and end dates of employment
- the number of days worked if you were a casual teacher

Please submit as a PDF file. If you are attaching multiple service documents for an employer, please submit each attachment as a separate file.

Choose file

Attachments:

Bargara.jpg

Is there any further information about your employment situation you would like to provide? (optional)

☒ I declare and acknowledge that this employment record is for an in-person, face-to-face teaching position and is not for distance learning or online teaching.

Submit Cancel

Figure 10. Declare and submit employment details

Select 'Submit' (Figure 10) and you will be returned to the dashboard.

To enter additional employment periods, return to the 'Profile tab', select 'Add a new employment period' and repeat the same process.

2.9 Progress your new application

After successfully entering an employment period/s and selecting 'Overview', you will receive a confirmation that the information has been updated (Figure 11).

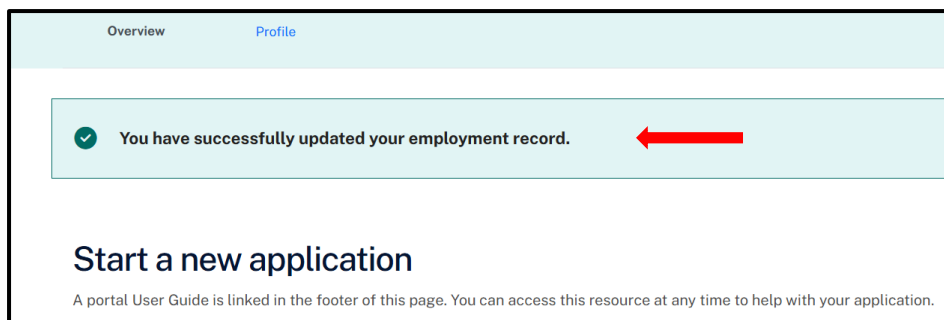


Figure 11. Redirection to the dashboard

The 'Start a new application' page will list the steps required to submit your application and list any previous applications under 'Application history' (Figure 12).

Select 'Begin application process'. This creates a new application.

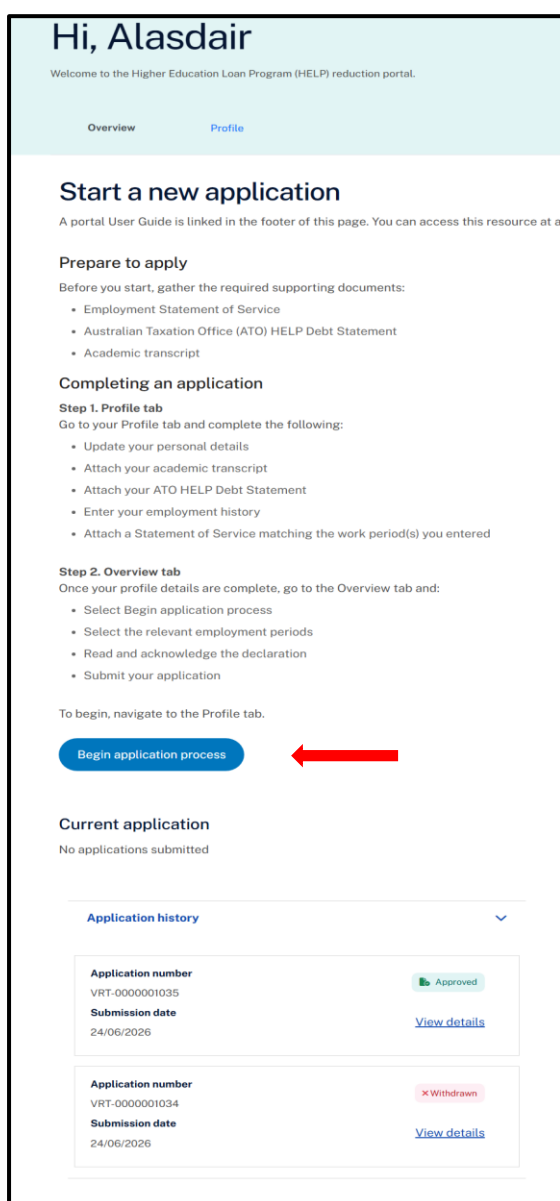


Figure 12. Progress a new application

2.10 Complete and submit your application

This is the final step to submit your application and supporting evidence to the Department of Education.

Read the 'Application process' information, then select 'Continue' (Figure 13).

Submit an application

What am I eligible for?

This application assesses your eligibility for:

- a waiver of indexation on outstanding HELP debt
- a reduction of accumulated HELP debt

More information regarding the HELP Debt Reduction Program is available on our website.

Application process

1. You will be asked to select the employment periods for your application.
2. After submitting your application, you will receive a confirmation email. If you do not receive this email, please contact us immediately.
3. As part of the assessment of your application, your details will be checked and verified against your supporting documentation. This may include your employer(s) being contacted to verify your employment.
4. After the assessment of your application, we will notify you of the outcome via email. If successful, your information will be forwarded to the Australian Taxation Office (ATO) for processing.

Note: Eligible periods of employment are assessed retrospectively based on the dates listed in your Statement of Service.

[Continue](#) [Cancel](#)

Figure 13. Submit an application screen

On the 'Employment details' page, select the checkbox for each employment period you want to include in your application (Figure 14). Select 'Save and continue' to progress.

Submit an application

1 Employment details

2 Confirmation

Employment details

Select all the employment records you wish to include in your application. At least one record must be selected to submit a valid application.

Name of school, centre-based day care or preschool: ☒ **Select:** ☐

Halls Creek District High School

Workplace address
Thomas Street, Halls Creek WA 6770

Start date
01/01/2024

End date
01/03/2026

Employment status
Full-time

Employer phone
02-44455544

Employer email
test@test.gov.au

Main area of teaching
School

Full-time equivalent (FTE)
1

Attachment(s)
Bargara.jpg

[Save and continue](#) [Cancel](#)

Figure 2Select employment periods

On the 'Confirm your application details' screen (Figure 15), it is important that you read all the details on this page carefully as mistakes will delay the assessment of your application. If you find an

error or don't want to submit yet, select 'Cancel' to return to the dashboard. Your application will be saved as a draft.

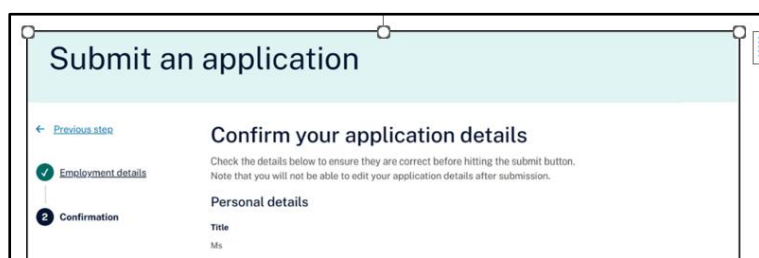


Figure 15. Confirmation screen (Part A) on the submit an application screen.

To submit your application, select the checkbox to confirm your understanding and acceptance of the declaration, then select 'Submit Claim' (Figure 16).

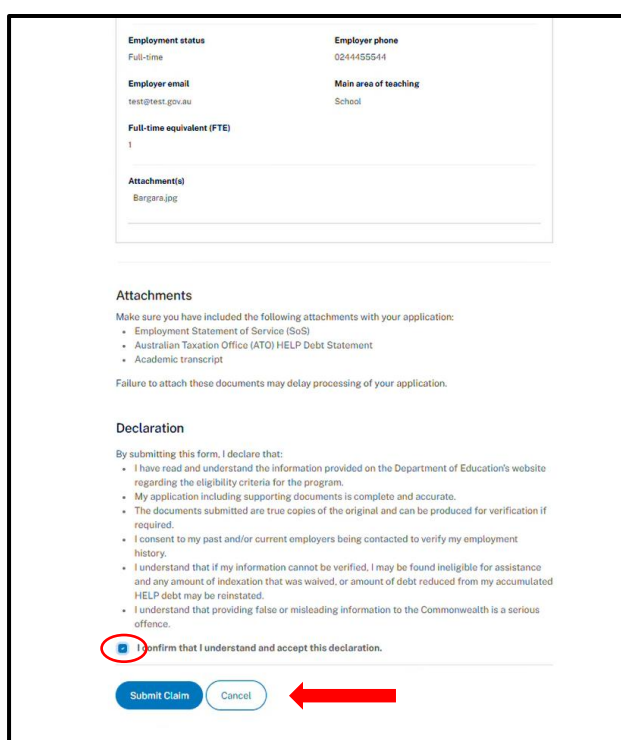


Figure 16. Confirmation screen (Part B) on the submit an application screen.

After submitting, you will see confirmation that your application has been successfully submitted (Figure 17). The 'Current application' section will show an application number, the status 'Submitted' and the submission date. You will also receive an email receipt confirming your application has been received.

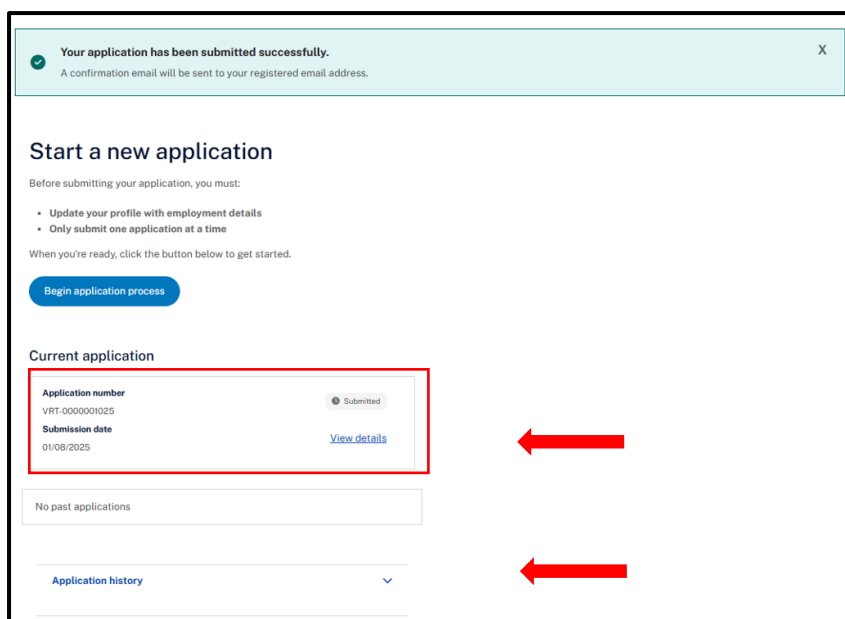


Figure 17. Successfully submitted screen

You can view the details of any application submitted by clicking on the 'View details' link. The status of this application can be viewed underneath the 'Application number' on this screen (Figure 18).

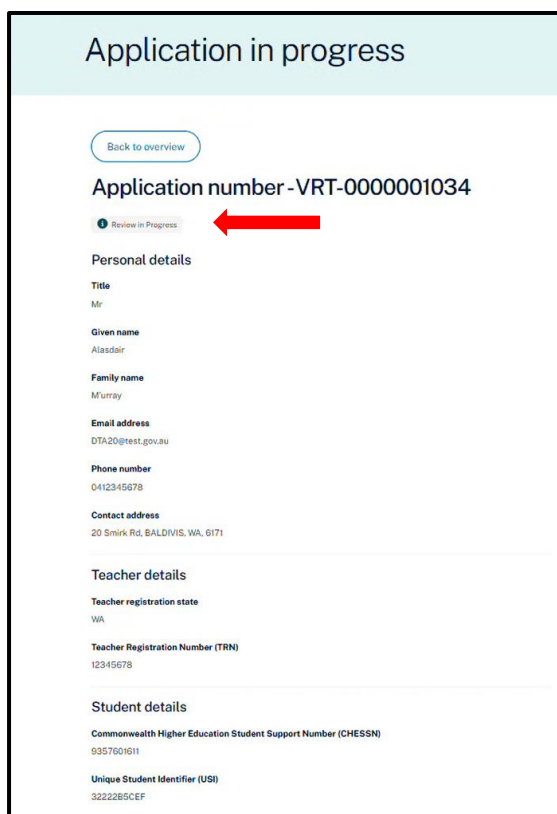


Figure 18. Dashboard (Overview) showing successful submission of your application.

2.11 After submission

After submitting your application, it can no longer be changed in the Applicant Portal.

If you need to change any information in your application after it has been submitted, [contact the Department of Education](#).

Depending on the stage of your application, the status may be displayed as any of the following:

Saved as Draft	You have started the application process but have not submitted the application. You can continue to edit all information.
Submitted	You have submitted your application to the Department of Education for assessment.
Review in Progress	Your application is being assessed.
Request for Further Information	Your application is incomplete and we require further information to support your application.
Approved	Your application has been approved.
Rejected	Your application was not successful.

If you already have an application '*saved as a draft*', you must continue or update this draft application rather than start a new application.

If you have previously submitted an application and its currently '*under review*', you must wait until it is processed before starting a new one. It must have a status of **Approved** or **Rejected** for a new application to be submitted.

2.12 Sign out

To sign out of the portal, select the down arrow in the top right corner and select 'logout'.