



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

The Applicant Portal is available to submit your application for the Higher Education Loan Program (HELP) Debt Reduction Program for very remote teachers.

Implemented on 1 January 2019, there are two types of assistance available:

- waivers of indexation on outstanding HELP debt and
- reduction of accumulated HELP debt.

Both types of assistance are available to teachers who are/were teaching in a very remote area of Australia at:

- a primary or secondary school
- a centre-based day care service
- a preschool.

Further details on the program are available at: [Reduction of Higher Education Loan Program \(HELP\) debts for teachers in very remote areas.](#)

1.2 Notes

All personal information listed on the screens in this document are fictitious, except the name and address of the “Christmas Island Daycare Centre” in Figure 12, 13 and 14.

2 APPLICATION PROCESS

2.1 Overview

To submit an application, there are three main steps to follow:

1. Login to the Applicant Portal with your myID account.
2. Register your personal and employment details and attach your:
 - Statement of Service (SoS)
 - Australian Taxation Office (ATO) HELP Debt Statement
 - Academic transcript
- Submit your application by selecting the relevant employment locations.

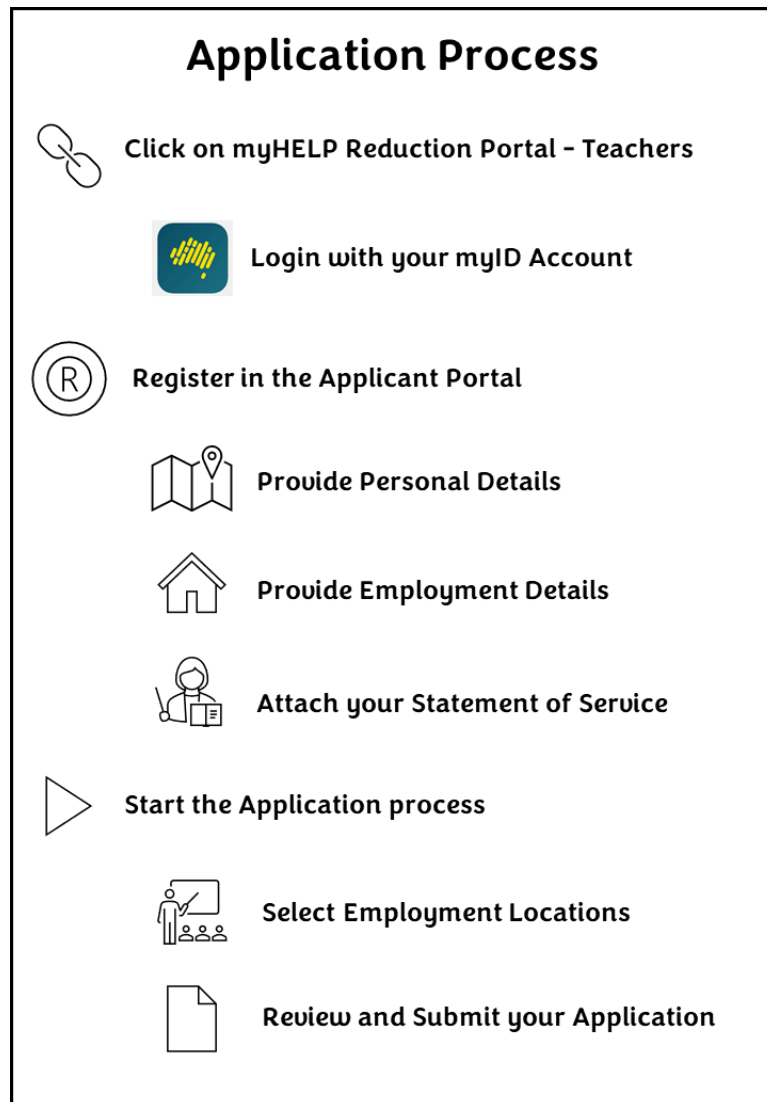


Figure 1

VRT Applicant Portal - application process

2.2 Prerequisite

2.2.1 Step 1

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](#).

2.3 Access to the portal

2.3.1 Step 2

Go to the [myHELP Reduction Portal](#). On this page you will see two options – one for ‘Medical and Nurse Practitioners’ and one for ‘Teachers’. Click on the ‘Continue with Digital Identity’ button in the ‘Teachers’ section.

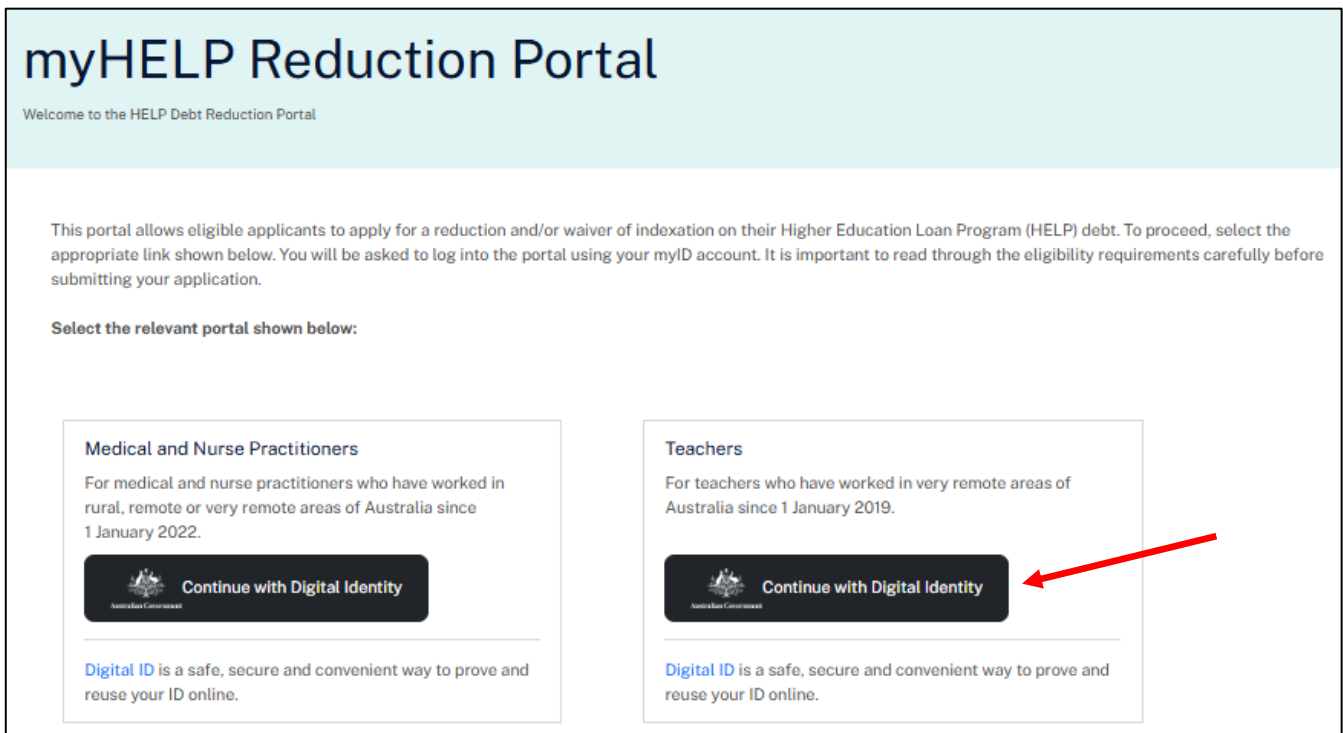


Figure 2 Landing page for the myHELP Reduction Portal

2.4 Registration

2.4.1 Step 3

Most of the fields on the registration page will be pre-populated with information sourced from your myID account. This includes your given name, family name, date of birth and email address. You will need to complete the following tasks before selecting the 'Continue' button.

1. Enter your 9-digit Tax File Number.
2. Read the Privacy Notice and select the checkbox to accept it.
3. Read the Terms and Conditions and select the checkbox to accept it.

The Applicant Portal will match your data i.e. family name, date of birth and Tax File Number with the tertiary study records we hold. If the family name does not match, but there is a record for your Tax File Number and date of birth, it will assume you have changed your family name and ask for the name used at the time you studied your course. The system will also check if you have a valid [Commonwealth Higher Education Student Support Number](#) (CHESSN), eligible qualification and HELP debt associated with your course. If the system does not allow you to progress, you can [email the department](#) for further assistance.

The screenshot shows a mobile-style registration form titled 'Applicant Details' from the Australian Government Department of Education. It features a 'Cancel' link at the top left. The form contains several input fields: 'Given name' (Jenny Anne), 'Family name' (Dougherty-Cross), 'Date of birth' (1923-07-26), 'Email address' (DTA25@test.gov.au), and 'Tax File Number (TFN)' (Tax File Number (TFN)). Below these fields are two sections for agreement, each with an unchecked checkbox and a confirmation statement. The first section asks for agreement to the Terms and Conditions, and the second asks for agreement to the Privacy Notice. At the bottom, there is a blue 'Continue' button and links for 'Privacy Notice' and 'Terms and Conditions'.

Figure 3

Registration page for the myHELP Reduction Portal

2.5 Welcome page

2.5.1 Step 4

After successfully registering, the 'Welcome' page will list the steps required to submit your application. Click on the 'User Guide' link to access guidance material. Click the 'Get started' button to set up your profile.

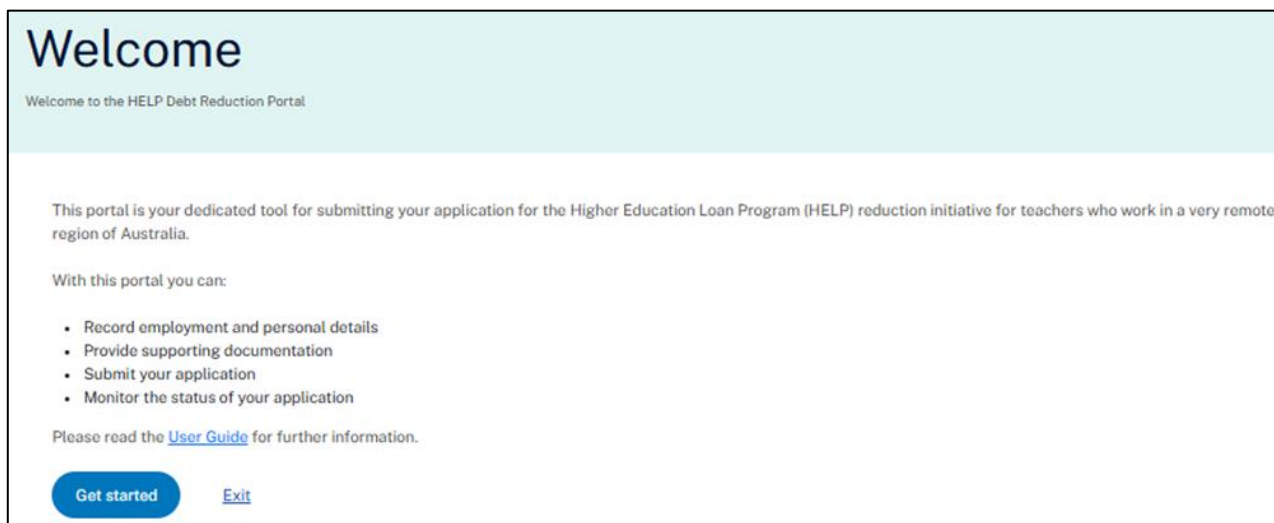


Figure 4 Welcome page for the myHELP Reduction Portal

2.6 Set up your profile

2.6.1 Step 5

On the 'Set up your Profile' page, the following fields are compulsory:

- Title
- Phone number
- Contact address – a list of suggested addresses will display once you start entering your address. If your address is not listed, [contact us for further assistance](#)
- 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
- Compulsory attachments – Statement of Service, Academic Transcript and ATO HELP Debt Statement.

Compulsory attachments

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

- **Statement of Service:** You must provide an SoS from each employer. This is usually issued by the relevant state or territory education department that shows your employment history for the period you are claiming.
- 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.
- It must include:
 - your full name
 - your position title
 - name and address of 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)
 - 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.
-
- **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](#).
 - - Log in to myGov.
 - Click on Services.
 - Select the Australian Taxation Office.
 - In ATO Online Services, scroll down to loan accounts.
 - Select your HELP loan account.
 - Click the filter button and a new screen 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.
 - Click the print friendly version button at the top of the screen and save as a PDF.
 - **Academic transcript/statement of results:** You must provide an academic transcript/statement of results from your university confirming completion of your initial teacher education qualification.

Your Commonwealth Higher Education Student Support Number (CHESSN) will be pre-populated. Your Unique Student Identifier (USI) may also be pre-populated if you have one.

Find out more about CHESSNs and USIs on the [StudyAssist website](#).

Set up your profile

Enter your personal, teacher and student details.

Personal details

Title

Given name
Jenny Anne

Family name
Dougherty-Cross

Email address
To update your email, visit the [myID](#) website
DTA25@test.gov.au

Phone number
Enter a 10 digit number.

Contact address
Enter your current postal address that matches your ATO record

Teacher details

Teacher registration state

Teacher Registration Number (TRN)
List the Teacher Registration Number (TRN) that was valid at the time of your application.

Student details

Commonwealth Higher Education Student Support Number (CHESSN)
1234567890

Unique Student Identifier (USI)
32222298UP

Compulsory attachments

The following two documents must be uploaded for your application to be processed:

Academic transcript
An academic transcript/statement of results showing evidence of a completed eligible qualification and any relevant prerequisites. Note that the completion or conferral date must be clearly displayed.

Australian Taxation Office (ATO) HELP debt statement
Upload a current ATO HELP debt statement that shows your name and Tax File Number (TFN). The file must be a PNG, JPEG/JPG or PDF document and the file size must be less than 10MB.
[View your loan account online | Australian Taxation Office](#)
Please submit each attachment as a separate PDF file. Avoid scanning multiple attachments into a single PDF document.

↑

or drag and drop a file here to upload.

Attachments:

[Cancel](#)

Figure 5 Set up your profile page (Personal details) on the myHELP Reduction Portal

2.7 Portal dashboard

2.7.1 Step 6

After setting up your personal details in the Applicant Portal, you will see the dashboard for managing your application(s).

The ‘Overview’ tab will be displayed after you have entered your personal details. You must provide the relevant employment details in the ‘Profile’ tab before you can start your application.

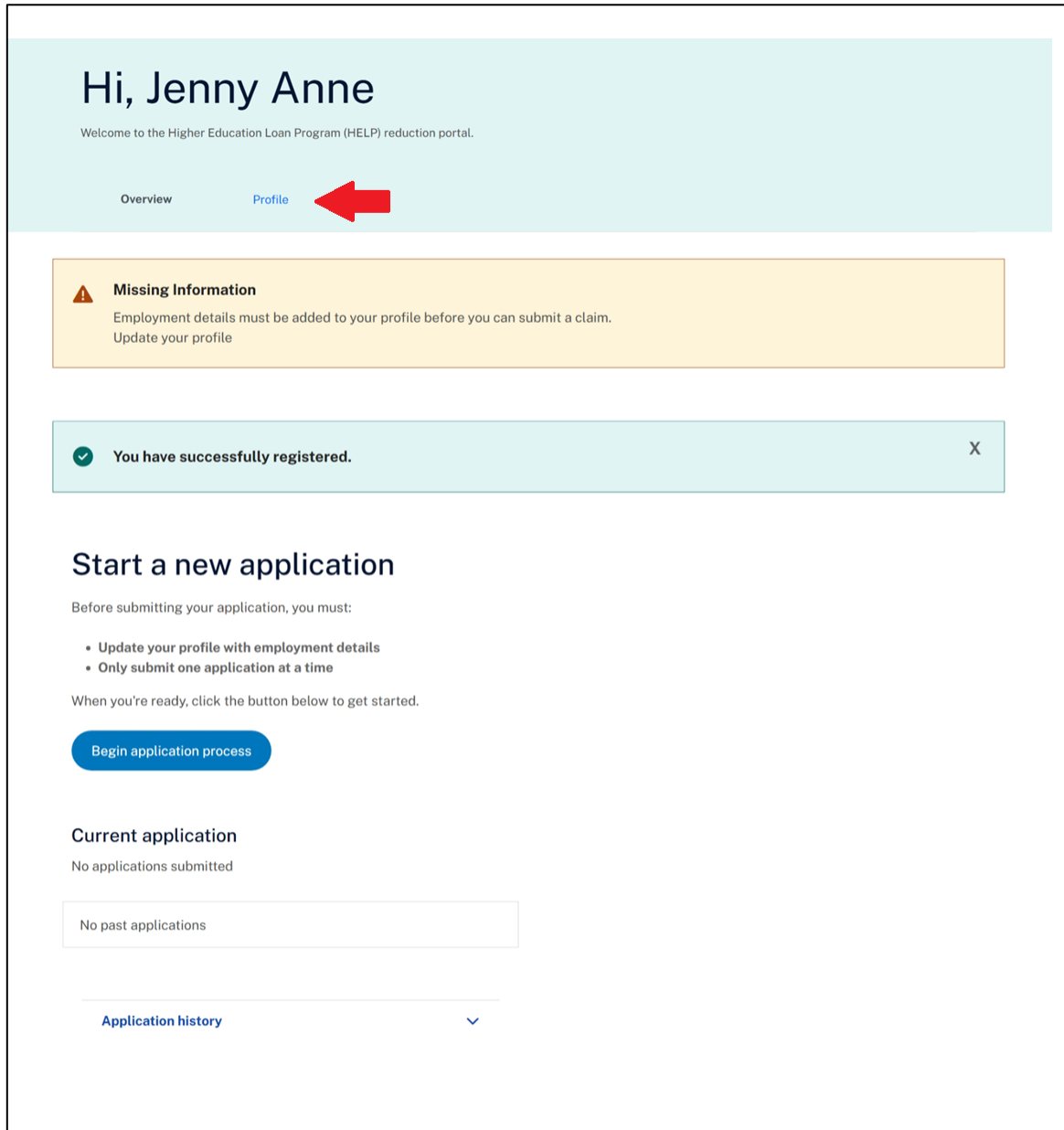


Figure 6 Dashboard (Overview) on the myHELP Reduction Portal

2.7.2 Step 7

On the 'Profile' tab, select the 'Add a new employment period' button to add your employment details.

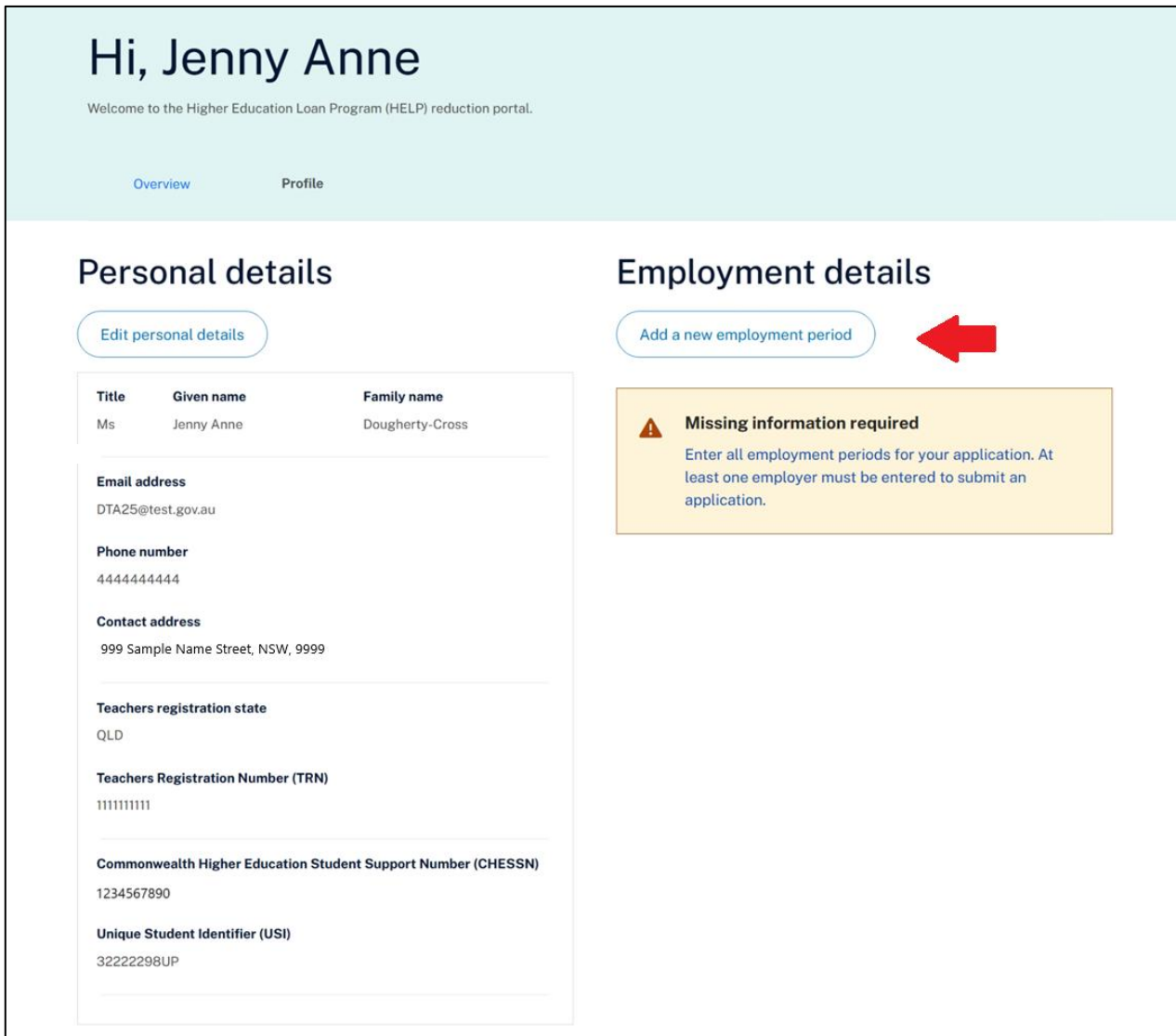


Figure 7 Dashboard (Profile) on the myHELP Reduction Portal

2.8 Add your employment details

2.8.1 Step 8

Employment details
Enter or update your employment history

[Back to profile](#)

Add your employment details

Provide details of all employment in a very remote school, centre-based day care services, or preschool. Only last periods of service on or after 1 January 2018. See the [User Guide](#) for more information.

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
Select

Full-time equivalent (FTE)
FTE is the unit of measurement which represents your work fraction in comparison to a full-time workload. An FTE of 1.0 is equivalent to a full-time workload. Your FTE should be stated in your contract.

Main area of teaching
Select

Attach evidence of your employment
Acceptable forms of evidence include a statement of service and/or an employment contract. Evidence of unpaid leave during your employment period must be provided. See the [User Guide](#) for further information.
Accepted file types include PNG, JPEG, GIF and PDFs. File size must not exceed 10MB.
Please submit each attachment as a separate PDF file. Avoid scanning multiple attachments into a single document.

Attachments

Is there any further information you wish to add? (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.

Figure 8

Employment details page on the myHELP Reduction Portal

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. Each entry must reflect a single period of eligible employment.

- 1. Name of school, centre-based day care or preschool:** From the drop-down list, select the organisation where you worked. The address will automatically appear in the <Workplace address> field.

NOTE: If your organisation does not appear in this drop-down list, check if it's included on the [Very remote schools list](#). If you believe your organisation is in a very remote area, click on the 'Enter address manually' button and complete the required fields. Alternatively, you can [contact us](#) for further clarification.
- 2. Employer phone:** Enter a 10-digit number i.e. (03) 9999 9999 would be entered as 0399999999.
- 3. Employer email:** Enter your employer's email address.
- 4. Is this your current employer?** If you select 'Yes', the End Date will default to the current date.
- 5. Start date / End date:** Select the calendar symbol to find the correct date or alternatively enter the date in the format dd/mm/yyyy, for example 4 January 2020 would be entered as 04/01/2020.
- 6. Employment status:** Select from the drop-down list i.e. full-time or part-time. Casual roles are not eligible to be submitted via the Applicant Portal. If you are/were a casual employee, you will need to submit your application using the [application form](#).
- 7. 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). This figure helps calculate the eligibility duration.
- 8. Attach evidence of your employment:** Attach a statement of service or a letter from your employer on official letterhead providing evidence of your employment that supports the full period applied for in your application. The statement must include the following:
 - Your full name
 - Your position title
 - Name of school, centre-based day care or preschool
 - Exact start and end dates of employment
- 9. Is there any further information you wish to add?** Add additional information if required. This field is not compulsory.
- 10.** Declare the employment is for a face-to-face teaching position and not a distance or online teaching position.
- 11.** Click on the 'Submit' button and you will be returned to the dashboard. Enter any additional employment periods if relevant.

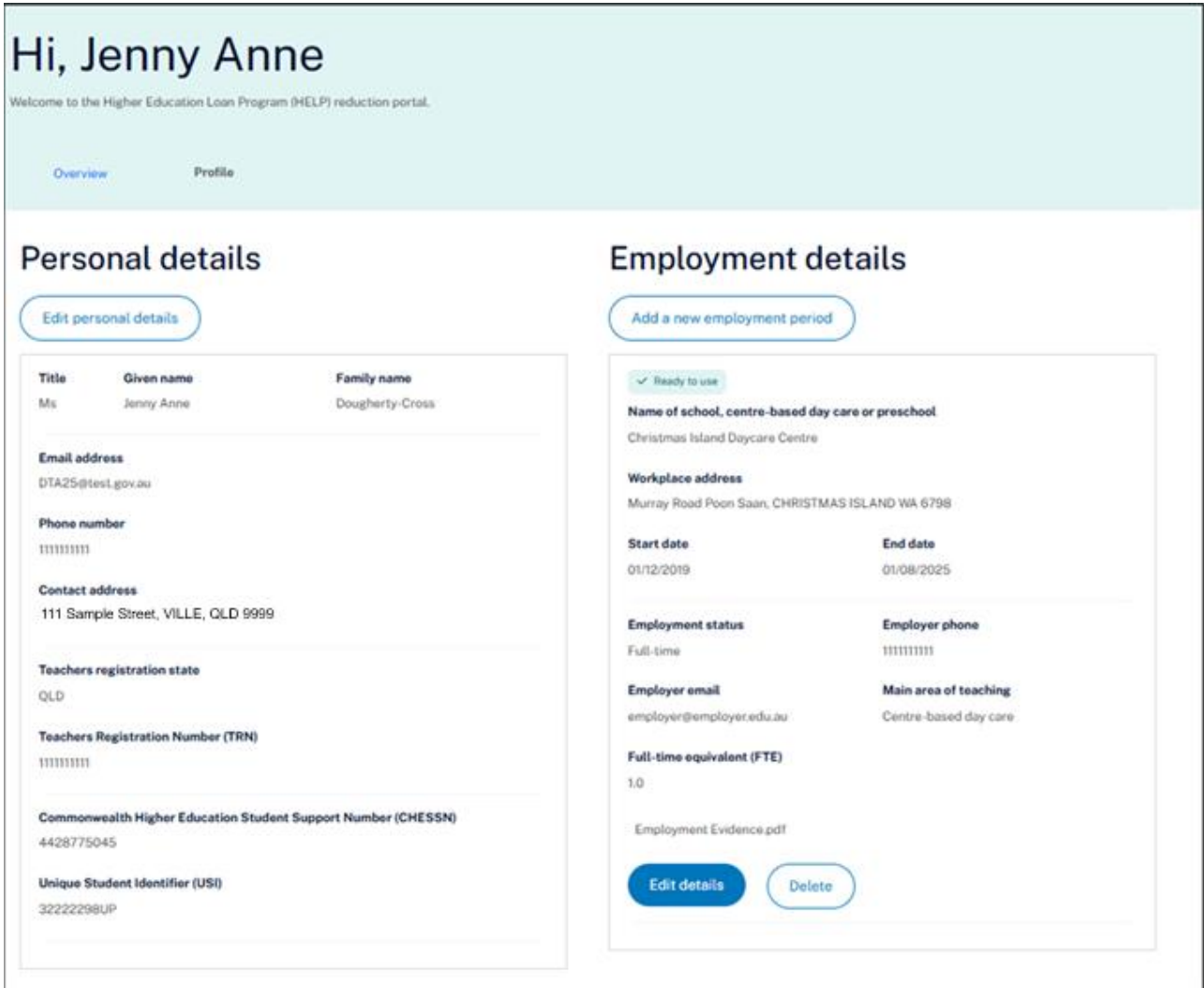


Figure 9 Dashboard with employment data on the myHELP Reduction Portal

2.9 Editing personal details

You can update your personal details at any time by selecting the 'Profile' tab.

2.10 Starting a new application

2.10.1 Step 9

To start a new application, select the ‘Begin application process’ button on the ‘Overview’ tab on the dashboard.

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.

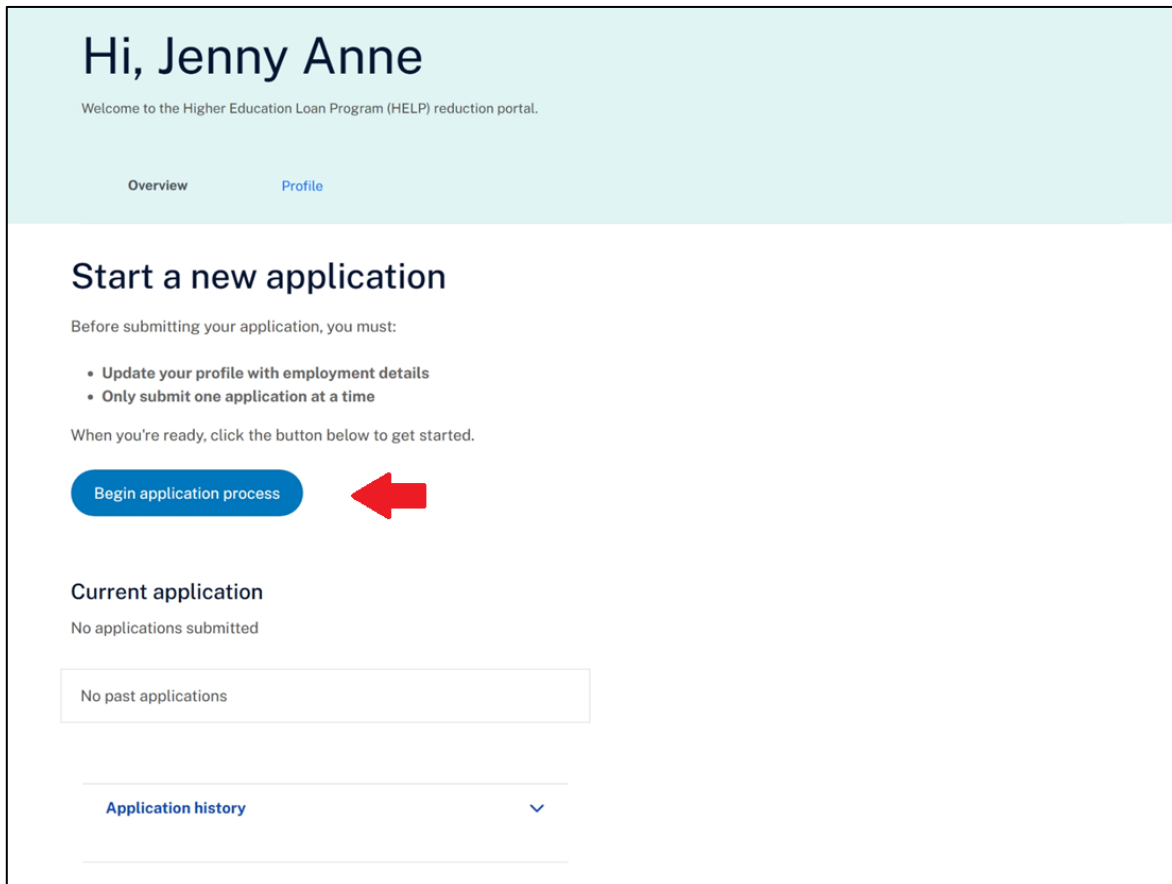


Figure 10 Dashboard (Overview) on the myHELP Reduction Portal

2.11 Submit an application

2.11.1 Step 10

Select the 'Continue button' to progress your application. If you select the 'Cancel' button, you will return to the dashboard and your application will be saved as a draft.

Submit an application

What am I eligible for?

There are two types of assistance under this initiative:

- Waivers of indexation on accumulated HELP debt
- Reduction of accumulated HELP debt

As part of this application, you will be assessed to determine your eligibility for the types of assistance listed above.

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: We assess your eligible periods either up to the date your application was received or the date your service ended.

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

Figure 11

Submit an application screen on the myHELP Reduction Portal

2.12 Submit an application (employment details)

2.12.1 Step 11

The ‘Employment details’ page will display all the employment locations you have entered at Step 8. If you want to include an employment location in your application, choose the ‘Select’ checkbox.

The screenshot shows a web interface for submitting an application. The main heading is "Submit an application". On the left, there is a progress indicator with two steps: "1 Employment details" (active) and "2 Confirmation". The main content area is titled "Employment details" and includes a sub-heading "Employment details" and a note: "Select all the employment records you wish to include in your application. At least one record must be selected to submit a valid application." Below this is a form for an employment record. The form fields are: "Name of school, centre-based day care or preschool:" with the value "Christmas Island Daycare Centre" and a "Select:" checkbox (indicated by a red arrow); "Workplace address" with the value "Murray Road Poon Saan, CHRISTMAS ISLAND WA 6798"; "Start date" (01/12/2019) and "End date" (01/08/2025); "Employment status" (Full-time) and "Employer phone" (1111111111); "Employer email" (employer@employer.edu.au) and "Main area of teaching" (Centre-based day care); "Full-time equivalent (FTE)" (1.0); and "Attachment(s)" (Employment Evidence.pdf). At the bottom of the form are two buttons: "Save and continue" and "Cancel".

Figure 12 Employment details section when submitting an application on the myHELP Reduction Portal.

2.13 Submit an application (confirmation)

2.13.1 Step 12

To submit your application, select the checkbox to confirm your understanding and acceptance of the declaration and select 'Submit Claim'. If you have found an error or wish to delay submitting your application, click on the 'Cancel' button and you will be returned to the dashboard.

Note: It is important that you read all the details on this page carefully as mistakes will delay the processing of your application.

Submit an application

[← Previous step](#)

Confirm your application details

Check the details below to ensure they are correct before hitting the submit button.
Note that you will not be able to edit your application details after submission.

Personal details

Title
Ms

Given name
Jenny Anne

Family name
Dougherty-Cross

Email address
DTA25@test.gov.au

Phone number
4444444444

Contact address
999 Sample Name Street, NSW, 9999

Teacher details

Teacher registration state
QLD

Teacher registration number (TRN)
1111111111

Student details

Commonwealth Higher Education Student Support Number (CHESSN)
1234567890

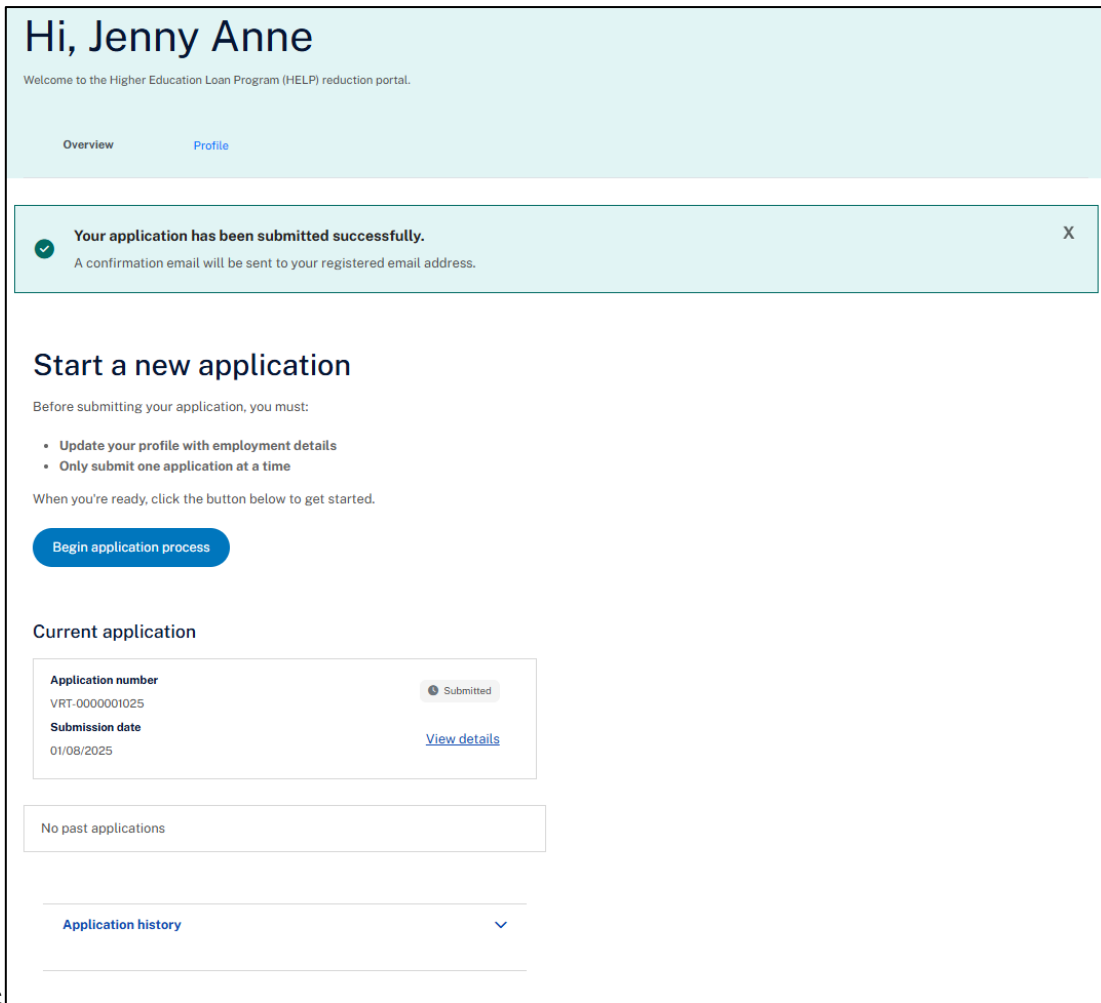
Unique Student Identifier (USI)

Figure 13

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

2.14 After submission

2.14.1 Step 13



C

Figure 14 Dashboard (Overview) showing successful submission of your application.

Once you have successfully submitted your application, you will receive confirmation on the 'Overview' tab on the dashboard. You will also receive an email receipt confirming your application has been received.

The submitted application will be visible in the 'Current application' section.

When your application is being processed, the status of your application will change to **Review in Progress**. After submitting your application, it can no longer be changed in the Applicant Portal.

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 for processing.
- **Submitted** - you have submitted the application for processing.
- **Review in Progress** - your application is being processed.
- **Request for Further Information** - you have been asked to provide additional information for your application.
- **Approved** - your application is approved.
- **Rejected** - your application is not approved.

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

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