



Australian Government
Department of Education

HELP Debt Reduction Program for Rural Health Practitioners

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 Rural Health Practitioners.

Further information about the program is available at: [HELP Debt Reduction Program for Rural Health Practitioners](#).

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 compulsory supporting evidence (identified in section 2.2) as you will be required 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 personal profile and attach your Academic transcript, Australian Taxation Office (ATO) HELP Debt Statement and residential address evidence.
Step 4.	Register your employment details by selecting the relevant employment locations and attach your Statement of Service (SoS).
Step 5.	Review and submit your application.

2.2 Compulsory evidence

To avoid delays in processing 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.

If you can't get a SoS, you may provide a letter from your employer. 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
- description of your role and duties performed
- the location i.e. the address of where you worked (where you are working in multiple locations, a list of addresses must be provided)
- exact number of hours worked each week (where you are working in multiple locations, a breakdown of hours worked at each location is required)
- exact start and end dates of employment
- periods of unpaid leave more than 10 business days.

You can only apply for work 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 don't submit an employment contract as it doesn't include details of your past service history.

2. Proof of Residency

You must provide evidence that you resided in the rural, remote or very remote location and that you resided continuously for the period of your employment.

This documentation will be used to verify you were residing at the address for the dates you have provided.

You must provide residency evidence that shows you resided at the address when you started and finished employment, and for each year in between.

Residential Document	Document Requirements
Utility bill - from an electricity, gas or internet provider. Note: water rates and council rates are not accepted.	Your utility bill must include: • your full name • residential address (not a PO Box) • date of issue (aligned with your stated employment period).
Lease agreement	Your lease agreement must include: • your full name • residential address • duration of the lease (aligned with your stated employment period) • your signature and the signature of your landlord • date of agreement
Rental ledger	Your rental ledger must include: • your full name • residential address • dates of rent payments (aligned with your tenancy/employment period) • signature of landlord or property manager
Home and Contents insurance document	Your certificate of insurance must include:

	• your full name • the property residential address • dates of coverage • confirm coverage of contents
Accommodation provided by your employer	If your accommodation was provided by your employer, you may provide a letter from your employer as proof of residency. This letter must be dated and signed by your employer, and include: • your full name • the property residential address • dates of residency

Using a Commonwealth statutory declaration

If you are unable to collate all the required residency documents, you may be able to bridge a gap in your residential evidence through the use of a [Commonwealth statutory declaration](#) available through myGov.

You will still need to provide independent corroborating residential evidence as we are unable to accept a Commonwealth statutory declaration alone for proof of residency.

The Commonwealth statutory declaration available through myGov is the only acceptable form of statutory declaration and must include:

- a statement that you are making this declaration for the purposes of your application for the HELP Debt Reduction Program for Rural Health Practitioners
- the eligible residential address
- the period you resided at this address (exact start and end date)
- a detailed explanation as to why you are unable to provide the required documentation
- what documents you have been able to supply and how they relate to your residency.

TIPS on your residential evidence:

- Make sure you provide residential evidence to cover your **entire employment period**. If your residential information does not match your employment periods, some service may not be eligible.

3. 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.
2. Click on Services.
3. Select the Australian Taxation Office.
4. In ATO Online Services, scroll down to loan accounts.
5. Select your HELP loan account.
6. 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 01/06/2021 and in the '**To date**' field type in today's date. Then click the 'Filter' button in the bottom right corner.
7. 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.

1. **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 or Word files are not accepted.

4. **Academic transcript/statement of results**

You must provide an academic transcript/statement of results from your university confirming completion of your medical/nurse practitioner 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' in the 'Medical and Nurse Practitioners' section (Figure 1) and then select 'myID' (Figure 2).

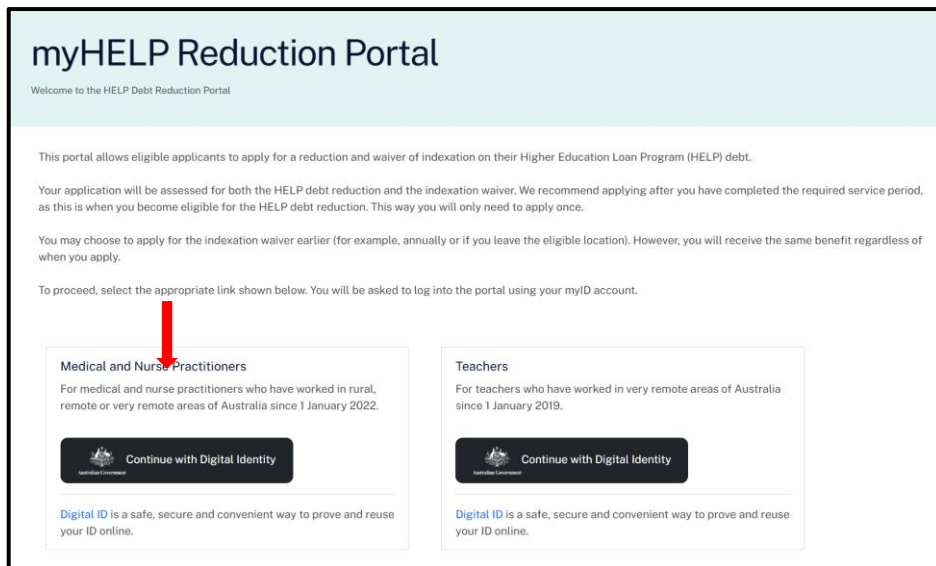


Figure 1. Landing page for the myHELP Reduction Portal

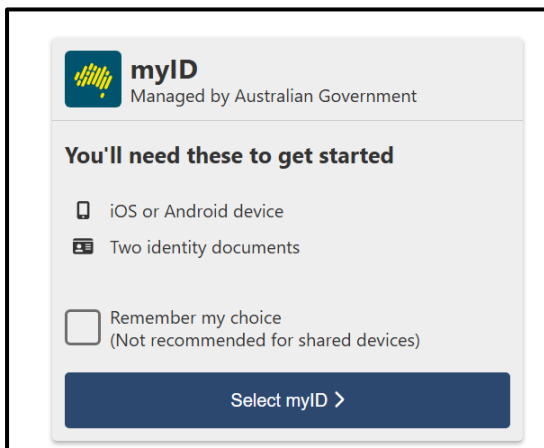


Figure 2. myID

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.



The screenshot shows the 'Applicant Details' registration page for the myHELP Reduction Portal. At the top, there is a 'Cancel' link and the Australian Government Department of Education logo. The page contains several pre-filled fields: 'Given name' (Ferne), 'Family name' (Tait), 'Date of birth' (1923-07-07), and 'Email address' (DTA6@test.gov.au). Below these are 'Tax File Number (TFN)' (231279546) and 'Profession' (Medical Practitioner). Red arrows point to the TFN and Profession fields. The 'Profession' field is a dropdown menu with 'Medical Practitioner' selected, and 'Nurse Practitioner' is visible in the list. At the bottom, there is a checkbox and a statement: 'By checking this box, I confirm that I have read and understood this Privacy Notice and agree to the department's handling of my personal information in accordance with this notice.' A red arrow points to this statement.

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).

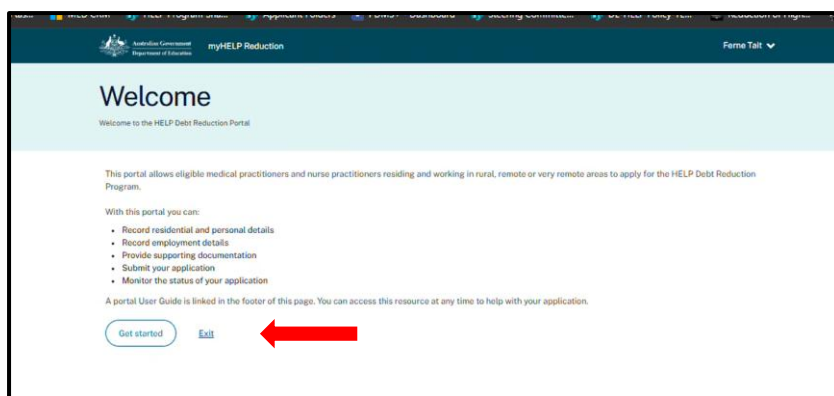


Figure 4. Welcome page for the myHELP Reduction Portal

2.6 Set up your personal details

Several fields will auto populate into the 'Set up your Profile' page (Figure 5). You will need to enter the following:

- Title
- Ahpra registration number
- PBS prescriber number
- Whether you are or were in the Bonded Medical Program
- For doctors, whether you have completed the required 36-month post-registration service
- Phone number
- Contact address - Start typing your address and select it from the suggested list. If your address is not available, enter it manually.

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

Upload your compulsory supporting evidence. **Two documents** must be uploaded on your personal details page - your Academic transcript and ATO HELP Debt Statement. **Note:** Further compulsory supporting evidence needs to be attached to your residency and employment information.

Select 'Save and continue' to progress to the next stage (Figure 6).

Student details

Commonwealth Higher Education Student Support Number (CHESSN)
1707377722

Unique Student Identifier (USI)
3222226V88

Compulsory attachments
You must provide your Academic transcript and Australian Taxation Office (ATO) HELP Debt Statement for your application to be processed.

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.

Academic transcript
An official academic transcript/statement of results from your university confirming completion of the relevant qualification.
Please submit each attachment as a separate PDF file.

Choose file

Attachment(s)

emailaddress

Contact details

Email address
DTA6@test.gov.au

Phone number
Enter a 10 digit number.
Provide a telephone number

Contact address

Save and continue Cancel

Figure 6. Upload evidence on your profile page

2.7 Add your residential address details

You will be directed to the dashboard where you have the option to switch between the 'Overview' or 'Profile' tabs.

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

Select the 'Profile' tab to find the residential details screen (Figure 7).

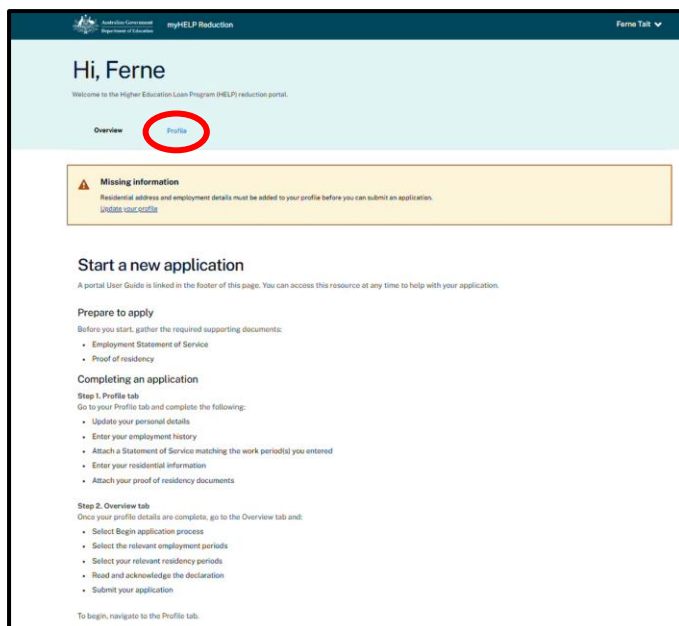


Figure 7. Dashboard select Profile to direct you to Residential details

Select the 'Edit personal details' button to go to the 'Residential addresses' section.

Select 'Add a new residential address' (Figure 8).

Figure 8. Residential addresses selection

Enter all the places you have resided during your relevant period of employment. Evidence of residency is required for each location (Figure 9).

Ensure you attach the acceptable forms of documentation for proof of residency – see section 2.2 for further information. Select 'Save'.

To add multiple addresses, repeat this process by selecting 'Add a new residential address'.

Once you have added all relevant residential addresses, select 'Save' at the bottom of the 'Update personal details' screen.

The screenshot shows a web form titled "Residential addresses" with a subtitle "Enter or update your residential address history." Below this is a section "Residential Addresses" with instructions: "Provide the residential address where you lived while working in a rural, remote or very remote area. The start and end dates should align with your employment dates." The form contains three input fields: "Address" (with the value "28 Harsley St KOORINGAL NSW 2650"), "Start date" (with the value "01/01/2023"), and "End date" (with the value "01/12/2024"). Below these is a section "Attach evidence of living at this address" with a sub-section "Compulsory attachment" and instructions: "You must provide evidence of residing at this address." A red box highlights the "Proof of residency" section, which lists acceptable forms of documentation: "gas, electricity, internet utility bills", "rental release agreement signed and dated", "rental ledger", and "home and contents certificate of insurance". It also states: "If your accommodation was provided by your employer, you may provide a letter from your employer as proof of residency." Below this is a note: "The documentation will be used to verify you were residing at this address for the dates you have provided. You must provide residency evidence that shows you resided at the address when you started and finished employment, and for each year in between." Another note says: "If you are unable to provide documentation to verify your place of residency, you may submit a Commonwealth statutory declaration through myGov. See the User Guide for more information." Below these is a section "Please submit attachments as separate PDF files." with a "Choose file" button. At the bottom, there is an "Attachment(s)" section showing a file named "example.pdf" and a "Save" button. Red arrows point to the "Address", "Start date", "End date", and "Save" buttons.

Figure 9. Add residential details and attach evidence

2.8 Add your employment details

You will be directed to the dashboard where you have the option to switch between the 'Overview' or 'Profile' tabs. The dashboard will be displayed **after** you have entered and saved your residential addresses.

Select the 'Profile' tab to go to the 'Employment details' screen. Select 'Add a new employer' button (Figure 10).

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

[Overview](#) [Profile](#)

Personal details

This section includes your personal details and residential address history.

[Edit personal details](#)

Title	Given name	Family name
Dr	Ferne	Tait

Profession
Medical Practitioner

Ahpva registration number
MED1234567899

Pharmaceutical Benefits Scheme (PBS) prescriber number
123456

Are you or were you in the Bonded Medical Program?
No

Have you been a medical practitioner for a cumulative period of at least 36 months?
Yes

Commonwealth Higher Education Student Support Number (CHESSEN)
1707377722

Employment details

[Add a new employer](#)

Missing information required

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

Employer name

McDonald Medical Centre [Edit](#)

Australian Business Number (ABN)

Employment locations

No employment locations found

Figure 10. Navigate to the employment details screen

On the 'Employment details' screen, complete the 'Add a new employer' section then select 'Save' (Figure 11).

Employment details

Enter or update your employment history.
Once you have completed this, navigate back to the Overview tab to create and submit your application.

Step 1: Employment details

To be eligible, you need to be working for at least 24 hours per week in a general practice setting.
Provide details of your employment history in a rural, remote or very remote area of Australia. These areas correspond to the Modified Monash Model locations of MM 3-7.
Enter your employer's name and select Save. Once saved, select Edit to continue to Step 2.

Add a new employer

Were you self-employed? *

☒ No ☐ Yes

Employer name *

McDonalds Medical Centre

[Save](#) [Cancel](#)

Step 2: Employment locations

Eligible employment periods commence from 1 January 2022 or if you are a medical practitioner 36 months after first Ahpra registration, whichever is later.

Modified Monash Model

You must have resided and worked in a rural, remote or very remote location in Australia for your claim period to be eligible.

Unpaid Leave

If you have taken unpaid leave in excess of 10 consecutive workdays or more, you need to record this as unpaid leave.
Enter your employment location. After saving, the location will appear below.
Select Edit to add any unpaid leave taken at that location.

Figure 11. Add a new employer

This will direct you back to the 'Employment details' dashboard. Select the 'Edit' button (Figure 12).

Personal details

This section includes your personal details and residential address history.

[Edit personal details](#)

Title	Given name	Family name
Dr	Ferne	Tait

Profession
Medical Practitioner

Ahpva registration number
MED1234567899

Employment details

[Add a new employer](#)

Employer name

McDonalds Medical Centre [Edit](#)

Australian Business Number (ABN)

Employment locations

No employment locations found

Figure 12. Employment details – Edit

Select the 'Add an employment location' button (Figure 13).

The screenshot shows the 'Employment details' page with two main sections: Step 1: Employment details and Step 2: Employment locations. Step 1 includes instructions on eligibility and a form to 'Add a new employer'. The form has a radio button for 'Were you self-employed?' (set to 'No'), a text field for 'Employer name' containing 'McDonald Medical Centre', and 'Save' and 'Cancel' buttons. Step 2 includes instructions on eligible employment periods and a section for 'Unpaid Leave'. A red box highlights the 'Add a new employer' form in Step 1, and a red arrow points to the 'Add an employment location' button in Step 2.

Figure 13. Add an employment location

The 'Employment details' page allows you to enter your work history. Each entry must reflect a single period of eligible employment. The portal will save all employment periods you enter which enables you to select and/or edit for future applications. You can update your personal details at any time by selecting the 'Profile' tab.

TIPS for entering details correctly:

- **Address:** Start to type in the street address, if the correct address is not displayed then enter manually.
- **Health service location:** Enter town or suburb of your work location.
- **Medicare provider number:** Must be 8 digits.
- **Employment type:** Select from drop down
- **Employer phone:** Enter as 10-digit number i.e. (03) 9999 9999 would be entered as 0399999999.
- **Start date / End date:** Select the calendar symbol to find the correct date or enter the date in the format dd/mm/yyyy, for example 4 January 2020 would be entered as 04/01/2020.
- **Contracted hours per week:** e.g. 25
- **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 this period.

Select the 'Save' button, to return to the 'Employment details' screen.

To enter additional employment periods, follow the same process.

Employment details

Enter or update your employment history. Once you have completed this, navigate back to the Overview

Employment location
In this section, provide your employer's address, contact details, period of employment and documentary evidence.

Add a new location

Address
13 Smirk Rd BALDIVIS WA 6171

Health service location
This is the name of the general practice setting.
Baldvis

Medicare provider number
123456J

Employment type
Full-time

Employer phone
0412 123 456

Start date
01/01/2023

End date
If this is your current employer, enter the issue date stated on your Statement of Service and/or letter of employment.
01/01/2025

Contracted hours per week
25

Attach evidence of your employment
Compulsory attachment
You must attach evidence of your employment.

Figure 14. Add employment details

Attach evidence of your employment
Compulsory attachment
You must attach evidence of your employment.

Employment Statement of Service
A Statement of Service or letter from employer is required as evidence of your work in rural, remote or very remote areas of Australia. The Statement of Service or letter from your employer must be on official letterhead and confirm things like the duration, location and duties of your employment.

Specifically, the Statement of Service or letter from employer should include:

- your full name and position title
- description of your role & activities performed
- date of your commencement
- duration of your employment
- the location of your duties – where you are working in multiple locations, a list of locations must be provided
- number of hours worked each week – where you are working in multiple locations, a breakdown of hours worked at each location
- periods of unpaid leave

Please submit attachments as separate PDF files.

Choose file

Attachment(s)

Save **Cancel**

Figure 15. Add employment evidence

Add your employment evidence. Select 'Choose file' and then 'Save'. This will take you back to the dashboard.

Add unpaid leave

If you have taken unpaid leave of 10 consecutive workdays or more, you need to record this as unpaid leave.

To enter unpaid leave, select the 'Edit' button for the relevant employer (Figure 16).

Employment details
Enter or update your employment history. Once you have completed this, navigate back to the Overview tab to create and submit your application.

Step 1: Employment details
To be eligible, you need to be working for at least 24 hours per week in a general practice setting.
Provide details of your employment history in a rural, remote or very remote area of Australia. These areas correspond to the Modified Monash Model locations of MM 3-7.
Enter your employer's name and select Save. Once saved, select Edit to continue to Step 2.

Step 2: Employment locations
Eligible employment periods commence from 1 January 2022 or if you are a medical practitioner 36 months after first AHPA registration, whichever is later.

Modified Monash Model
You must have resided and worked in a rural, remote or very remote location in Australia for your claim period to be eligible.

Unpaid Leave
If you have taken unpaid leave in excess of 10 consecutive workdays or more, you need to record this as unpaid leave.
Enter your employment location. After saving, the location will appear below.
Select Edit to add any unpaid leave taken at that location.

Add a new employer

Were you self-employed? *
☒ No ☐ Yes

Employer name *
McDonald Medical Centre

Medicare provider number
1234567
Address

Edit

Figure 16. Navigate to add unpaid leave

On the next screen select 'Add unpaid leave' (Figure 17).

Employment details
Enter or update your employment history. Once you have completed this, navigate back to the Overview tab to create and submit your application.

Employment location
In this section, provide your employer's address, contact details, period of employment and documentary evidence.

Add a new location

Address
13 Smirk Rd BALDIVIS WA 6171

Unpaid Leave
If you have taken unpaid leave in excess of 10 consecutive workdays or more, you need to record this as unpaid leave.
Enter your employment location. Once saved, you can add any unpaid leave taken at this location below.

Add unpaid leave

Figure 17. Option to add unpaid leave

Enter the unpaid leave start and end dates and the select 'Save' (Figure 18).

Unpaid leave
Enter any unpaid leave for this employment location.

Employment location

Address
13 Smirk Rd BALDIVIS WA 6171

Employer phone
0412 123 456

Start date
01/01/2023

End date
01/01/2025

MMM classification
1

Unpaid Leave
If you have taken unpaid leave in excess of 10 consecutive workdays or more, you need to record this as unpaid leave.
Enter the dates for the full week, from Sunday to Saturday.

Unpaid leave start date
DD/MM/YYYY

Unpaid leave end date
DD/MM/YYYY

Save **Cancel**

Figure 18. Add unpaid leave details

This will take you back to the 'Employment details' screen and show the unpaid leave you have just entered (Figure 19).

Employment details

Enter or update your employment history. Once you have completed this, navigate back to the Overview tab to create and submit your application.

Employment location

In this section, provide your employer's address, contact details, period of employment and documentary evidence.

Add a new location

Address
13 Smirk Rd BALDIVIS WA 6171

Health service location
This is the name of the general practice setting.
Baldvis

Medicare provider number
123456J

Employment type
Full-time

Employer phone
0412 123 123

Start date
01/01/2023

End date
If this is your current employer, enter the issue date stated on your Statement of Service and/or letter of employment.
01/01/2025

Contracted hours per week
25.00

Unpaid Leave

If you have taken unpaid leave in excess of 10 consecutive workdays or more, you need to record this as unpaid leave.

Enter your employment location. Once saved, you can add any unpaid leave taken at this location below.

[Add unpaid leave](#)

Start date	End date	
01/08/2024	22/08/2024	Edit

Figure 19. Employment details

Select 'Save' at the bottom of this page. This will take you back to the 'Employment details overview. Select 'Save' (Figure 20).

Employment details

Enter or update your employment history. Once you have completed this, navigate back to the Overview tab to create and submit your application.

Step 1: Employment details

To be eligible, you need to be working for at least 24 hours per week in a general practice setting. Provide details of your employment history in a rural, remote or very remote area of Australia. These areas correspond to the Modified Monash Model locations of MM 3-7. Enter your employer's name and select Save. Once saved, select Edit to continue to Step 2.

Add a new employer

Were you self-employed? *
No Yes

Employer name *
McDonalds Medical Centre

[Save](#) [Cancel](#)

Step 2: Employment locations

Eligible employment periods commence from 1 January 2022 or if you are a medical practitioner 36 months after first Ahpra registration, whichever is later.

Modified Monash Model
You must have resided and worked in a rural, remote or very remote location in Australia for your claim period to be eligible.

Unpaid Leave
If you have taken unpaid leave in excess of 10 consecutive workdays or more, you need to record this as unpaid leave. Enter your employment location. After saving, the location will appear below. Select Edit to add any unpaid leave taken at that location.

[Add an employment location](#)

Medicare provider number 123456J	Edit
Address 13 Smirk Rd BALDIVIS WA 6171	
Employer phone 0412 123 123	MMM classification 1
Start date 01/01/2023	End date 01/01/2025
Attachment(s) amsterdam.jpg	

Figure 20. Employment details overview

You have now added your residential and employment details and your supporting documentation.

2.9 Begin application process

Go to the 'Overview' tab (Figure 21).

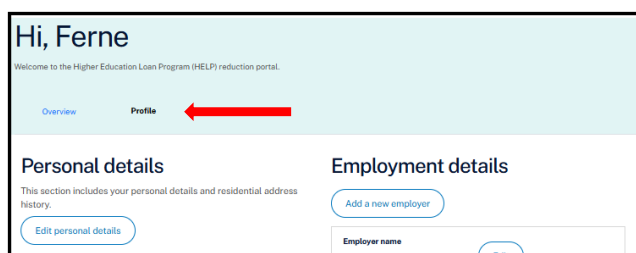


Figure 21. Overview tab

The page lists the steps required to submit your application and any previous applications under 'Application history'.

Select the 'Begin application process' button to create your new application (Figure 22).

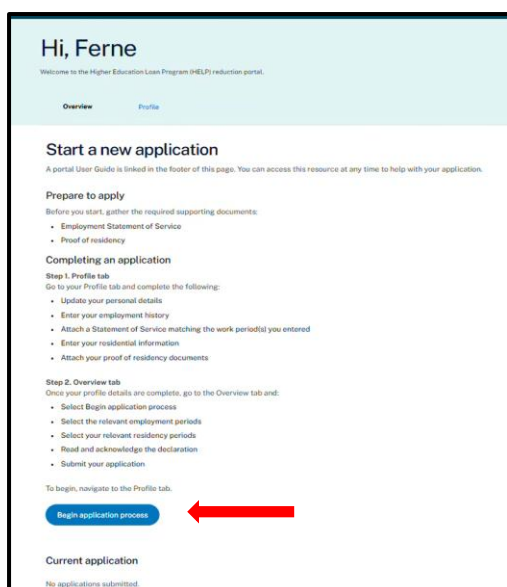


Figure 22. Progress a new application

2.10 Submit your application

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

Read the 'Application process' dot points then select 'Continue' (Figure 20).

Submit an application

Submit an application for the Medical and Nurse Practitioners HELP Debt Reduction Program.

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 by 50 or 100 per cent, depending on the length of time that you reside and work in a rural, remote or very remote location.

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

Application process

- You will be asked to select the employment and residential periods for your application. Please ensure that each employment period has a matching residential period showing you resided in a rural, remote or very remote area at the same time as your employment.
- After submitting your application, you will receive a confirmation email. If you do not receive this email, please contact us immediately.
- As part of the assessment of your application, your details will be checked and verified against your supporting documentation. This may also include your employer(s) being contacted to verify your employment.
- 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.

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

Figure 20. Submit an application screen

The 'Employment locations' page will display all the employment locations you have entered (Figure 21).

To include an employment location/s in your application, select the relevant checkbox for each employment period.

Select 'Save and continue' to progress your application.

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

Submit an application

Select the relevant evidence for your application.

- Employment details
- Residential details
- Confirmation

Employment locations

Select all the employers you have worked for during your application period. Ensure the dates entered for your employment match the periods of service stated in your employment evidence.

Health service location	Address	Start date	End date	MIMM classification	Contracted hours per week
☒ Norrville	100 Walker St NORRVILLE QLD 4670	01/02/2025	01/12/2025	2	25
☐ Baldivis	13 Smirk Rd BALDIVIS WA 6171	01/01/2023	01/01/2025	1	25

Showing 1 to 2 of 2 entries

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

Figure 21. Select the relevant employment locations

Follow the same process on the 'Residential locations' page by selecting the relevant checkbox (Figure 22). Select 'Save and continue'.

Figure 22. Select the relevant residential locations

Ensure all relevant employment and residential locations are shown on this screen. If not, you will need to select 'Cancel' and enter them in the 'Profile' tab.

Figure 23. Confirm your application details

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Note: You will not be able to edit your application details after submission.

Note: The declaration specifies that you give consent for your past and/or current employers to be contacted to verify your employment history.

To submit your application, select the checkbox to confirm your understanding and acceptance of the declaration and then select 'Submit'.

If you have found an error or want to delay submitting your application, select 'Cancel' to return to the dashboard.

Once you have selected 'Submit Claim', you will see a notification that your application has been successfully submitted in the 'Current application' section (Figure 25). An application number is provided, the status is 'Submitted' and the submission date is recorded.

You will also receive an email receipt confirming your application has been received.

Any previous applications can be viewed by selecting the 'Application history' drop down arrow.

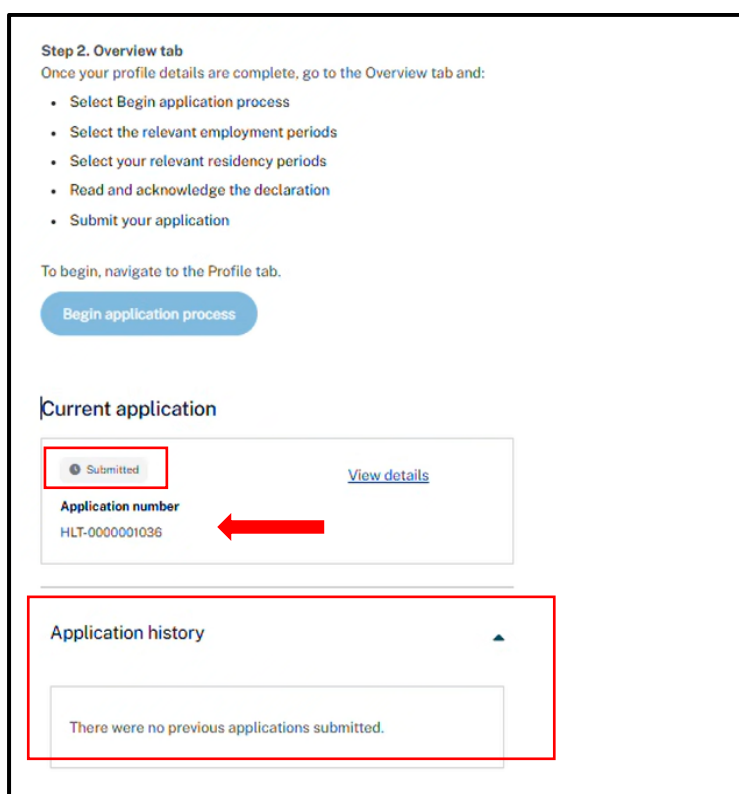


Figure 25. Successfully submitted screen

You can view your application and details submitted by selecting 'View details' (Figure 26).

The screenshot shows a web interface titled 'View a claim' with a subtitle 'View your claim with all necessary evidence submitted for review'. Below this, there's a section 'Submitted employment locations'. It contains two identical-looking forms for different employers. Each form has fields for: Employer name, Australian Business Number (ABN), Medicare provider number, Address, Employer phone, MIM classification, Start date, and End date. The first form is for 'Midwest medical centre' with ABN 123456789, Medicare provider number 1234567, and address '123456789 123456789 SA 5071'. The second form is for 'Northcote hospital' with ABN 123456789, Medicare provider number 1234567, and address '100 Walker St NORVILLE QLD 4070'. Both forms have an 'Attachments' section with a file named 'amendment.jpg'.

Figure 26. View a submitted claim

2.11 After submission

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.

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.

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](#).

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 '