



HOW TO MANAGE YOUR 'HELP' & COMMONWEALTH SUPPORT APPLICATIONS

STUDENT HELP GUIDE

HELP loans are offered to eligible domestic students by the Australian Government to help meet the costs of studying. A Commonwealth Support form is mandatory for domestic higher education students to confirm their Commonwealth Supported place (if applicable).

For more information, including eligibility requirements, visit our [fees website](#).

01

Log in to My Financials

- Log in to [My Financials](#) with your student ID and password.
- Click **HELP Forms (HECS/VET/SA/FEE/OS)** in the left-hand navigation.

My Details Applications Offers My Enrolment (Study Plan) Exam Timetable My Financials (Fees) Results and Graduation Class Timetable

Choose a Study Plan

Information
Listed below are your Study Plans that you can view Commonwealth Assistance Forms for. Please select a Study Plan from the list to continue.

Need help? View our online [Help Guides](#) or search our [Student FAQs](#) (Ask George).

| Forms | Course Code | Short Title | Ver | Att | Stage | Status |
|----------------------------------------------|-------------|------------------------------------------|-----|-----|-----------|-----------------|
| Add New View | SIT60207 | Advanced Diploma of Events | 2 | 1 | Completed | Passed |
| Add New View | BA-BUSSM | Bachelor of Business (Sports Management) | 3 | 1 | Withdrawn | Early Withdrawn |
| Add New View | BA-BUS10 | Bachelor of Business | 1 | 1 | Admitted | Admitted |

02

How to submit a HELP assistance form

- Click **Add New** next to the course you are applying a loan or submitting a Commonwealth Support form for.
- Click **Complete Form** next to the appropriate form.

Choose a Form

Information
Please choose from the forms below. Check the detailed notes at the top of each form to see if you are eligible to apply. Once submitted, your form will be sent onto the relevant Government department.

| Form | Description |
|-------------------------------|--------------------------------------------------------------------|
| Complete Form | Request Commonwealth Support and HECS-HELP |
| Complete Form | Defer your Student Services and Amenities Fee |
| Complete Form | Apply for a loan if you're completing part of your course overseas |

There are no available forms to show.

[Cancel and Return to 'Choose a Study Plan'](#)

- The form will then display with some fields already pre-populated for you. When completing the form, ensure all of the fields are entered correctly. You will be required to enter your Tax File Number for any loan form (e.g. HECS).
- Once you have completed the form, click **Submit**.



- A success message will then appear.

NOTE:

If you receive an error message, this means you haven't completed the form correctly or you have missed out information. You can return to fix the error and click **Submit** again.

03

How to view or cancel your submitted forms

- Your previously submitted forms are displayed under HELP assistance in the left-hand navigation along with the status of your application(s).
- To open and view a submitted form, click View next to the form.
- To cancel a HELP application, click Cancel next to the form.

STATUS DEFINITIONS:

Submitted by student: Your application was submitted successfully and is yet to be assessed.


Cancelled by student: You have cancelled the submitted application.

Approved: The application has been approved.

Invalid: Your application has not been approved.

Need more help?

Contact studentHQ

 1300 794 628

 [Email us](#)