

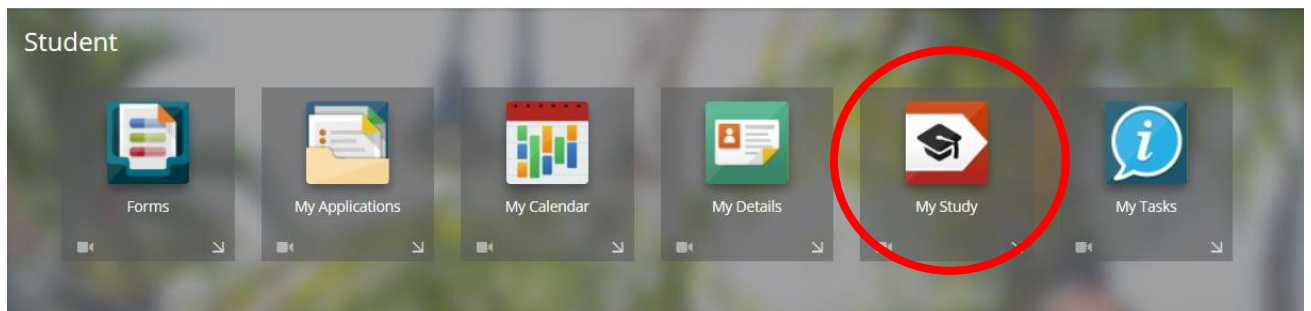
# INSTRUCTION SHEET MYCENTRE



BE WHAT YOU WANT TO BE  
[cqu.edu.au](http://cqu.edu.au)

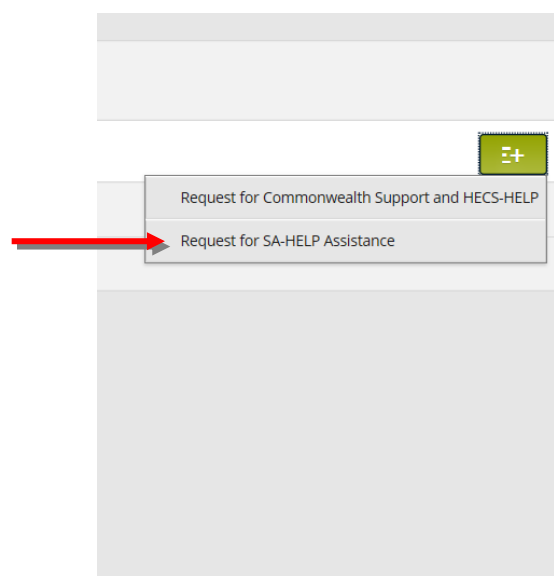
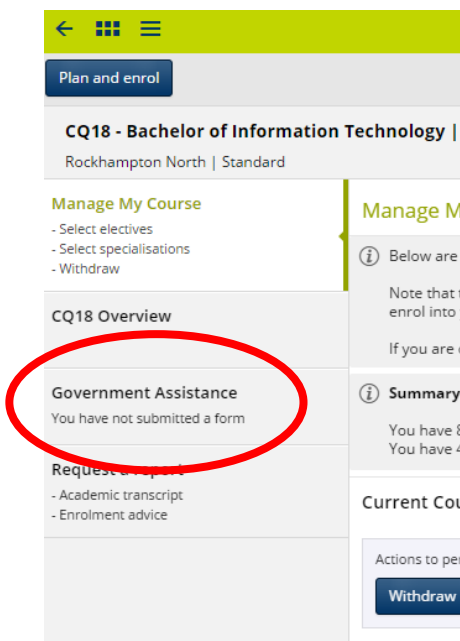
## Submit a Request for SA-HELP Assistance Form

To submit a Request for SA-HELP Assistance form, visit [mycentre.cqu.edu.au](http://mycentre.cqu.edu.au) and log in with your student number and password. Then select 'My Study' from the home page selection menu.



Select 'Government Assistance' from the selection panel on the left. Using the drop-down menu button on the right, select the **Request for SA-HELP Assistance** form. Click on the form title and more information will display.

**Note:** Only forms you are eligible to complete will be displayed in the Government Assistance tab.



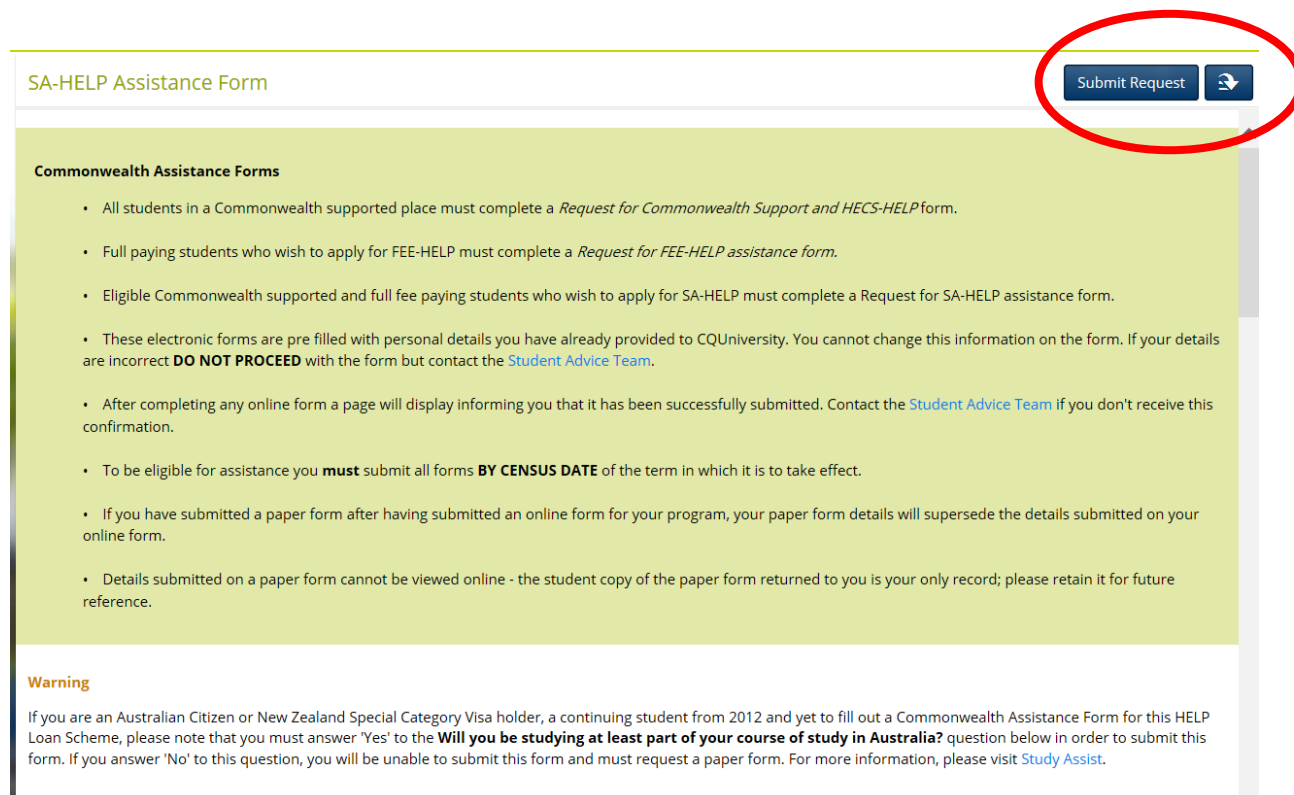
## Submitting the form

Follow the on-screen instructions to complete the form.

**Note:** You will need to supply a valid Tax File Number before submitting the form.

Once you have filled out each section of the form, press the 'Submit Request' button at the top right of the screen, and print a copy of the form for your records.

If you're not ready to submit, press the blue 'Save' button located next to the 'Submit Request' button and you can return to finish the form at a later date.



SA-HELP Assistance Form

Submit Request

### Commonwealth Assistance Forms

- All students in a Commonwealth supported place must complete a *Request for Commonwealth Support and HECS-HELP* form.
- Full paying students who wish to apply for FEE-HELP must complete a *Request for FEE-HELP assistance form*.
- Eligible Commonwealth supported and full fee paying students who wish to apply for SA-HELP must complete a Request for SA-HELP assistance form.
- These electronic forms are pre filled with personal details you have already provided to CQUniversity. You cannot change this information on the form. If your details are incorrect **DO NOT PROCEED** with the form but contact the [Student Advice Team](#).
- After completing any online form a page will display informing you that it has been successfully submitted. Contact the [Student Advice Team](#) if you don't receive this confirmation.
- To be eligible for assistance you **must** submit all forms **BY CENSUS DATE** of the term in which it is to take effect.
- If you have submitted a paper form after having submitted an online form for your program, your paper form details will supersede the details submitted on your online form.
- Details submitted on a paper form cannot be viewed online - the student copy of the paper form returned to you is your only record; please retain it for future reference.

**Warning**

If you are an Australian Citizen or New Zealand Special Category Visa holder, a continuing student from 2012 and yet to fill out a Commonwealth Assistance Form for this HELP Loan Scheme, please note that you must answer 'Yes' to the **Will you be studying at least part of your course of study in Australia?** question below in order to submit this form. If you answer 'No' to this question, you will be unable to submit this form and must request a paper form. For more information, please visit [Study Assist](#).

## Important information

Students do not have to apply for SA-HELP if they intend to pay the SSAF upfront. However, if a form is **not submitted** by Census date, **and** an upfront payment is not received, **the outstanding fee cannot be deferred** as a HELP debt. The outstanding fee will be classed as an unpaid debt and will be subject to the University Collections process.

Have you submitted your ***Request for Commonwealth Support and HECS-HELP*** form? Visit our [Submit a Request for Commonwealth support and HECS-HELP Form Instruction Sheet](#).