



Notice of debt removal

Notice for former students of Phoenix Institute of Australia (in Liquidation) (Phoenix)

On 13 August 2021, the Federal Court of Australia found that Phoenix Institute of Australia Pty Ltd (in Liquidation) (**Phoenix**) had engaged in conduct in connection with the supply of online VET Courses to consumers that was unconscionable and in contravention of the Australian Consumer Law.

On 28 July 2023, the Court made orders (**Orders**) which, amongst other things, had the effect of removing VET FEE-HELP debts of a cohort of former Phoenix students.

If you were enrolled into a course with Phoenix between 13 January 2015 and 23 November 2015, you may have had your associated VET FEE-HELP debt removed.

What does this Notice mean and who does it affect?

To give effect to the Orders, VET FEE-HELP debts have been removed (and HELP balances re-credited) for students:

- who were enrolled with Phoenix in a Diploma of Business, Management, Leadership and Management, Early Childhood Education and Care, or Community Services Work, between 13 January 2015 and 23 November 2015 inclusive; and
- by whom, or in whose name, a request for VET FEE-HELP assistance from the Commonwealth in respect of that enrolment was made; and
- who completed one or more units of study in the course in which they were enrolled.

The Department of Employment and Workplace Relations used data and information held by it and other agencies to identify these students and the re-credit of their associated HELP balances was approved by a delegate of the Secretary of the department.

How can I check if I have a VET FEE-HELP debt with Phoenix?

If you think you have a VET FEE-HELP associated with your enrolment with Phoenix that should be removed under the Orders, you can check whether this has occurred by logging into [myHELPbalance](#). You will need your Commonwealth Higher Education Student Support Number (CHESSN) and Student ID to log in. These will be in documentation sent to you by Phoenix. Please email TCSIsupport@education.gov.au to request your CHESSN if you are unable to find it.

If, in checking [myHELPbalance](#), you see that you have a VET FEE-HELP debt you believe you should not have, contact the VET Student Loans Ombudsman within the Office of the Commonwealth Ombudsman using the [online complaint form](#). More information on seeking redress can be found on the [Commonwealth Ombudsman VET Student Loans](#) website or the department's Debt Complaints webpage.