

## What is the Youpla Support Program?

The Youpla Group sold funeral funds to mob. It was also called the Aboriginal Community Benefit Fund, or ACBF for short. They went broke in 2022 and that left lots of mob unable to pay for Sorry Business.

**The Government has set up the Youpla Support Program to support mob who were affected.**

If you paid ACBF/Youpla on or any time after 1 August 2015 for a funeral fund (also called funeral policy or plan) you might get a payment that could help with Sorry Business.

If you're eligible, you could get just over half the money you paid ACBF/Youpla (60%), or the total amount ACBF/Youpla would have paid you, whichever is lower. You won't get all of the money you paid to ACBF/Youpla, but that's because this way more mob can get help through the Program.

If the payment is more than \$1,000, you can choose to put the money into a funeral bond, which can be used to pay for Sorry Business. You could also choose to receive this as a lump sum payment directly into your bank account. You'll be offered access to financial counselling under the Program to help you choose the option that's best for you.

*The Youpla Support Program is open until 30 June 2026.*

## Where to get support

### Wellbeing support

If this has brought up hard feelings, you can call **13YARN (13 92 76)** for a private yarn with a First Nations supporter. They will take the time to listen with no shame or judgement.

### Financial counselling

If you need help understanding your options, you can access free, independent support — search '**First Nations financial counselling**' on Google.

### Scam protection

Protect yourself from scams. If you're worried that the call is from a scammer, hang up and call Services Australia on **1800 136 380**.

For more information, go to [niaa.gov.au/youpla](https://niaa.gov.au/youpla) or call Services Australia on **1800 136 380**.

## Supporting mob with the ACBF/Youpla collapse

**Let's yarn about the journey to get a payment through the Youpla Support Program**



Australian Government

**Youpla  
Support  
Program**

# What journey will I go on?

If you paid ACBF/Youpla on or any time after 1 August 2015 for a funeral fund (also called funeral policy or plan) you might get a payment that could help with Sorry Business.

If you are eligible, Services Australia will try to call you.

You will get a text message (SMS) from Services Australia before they call you, and their phone call will come from a private number. If you're worried that someone pretending to be from the Youpla Support Program called you, hang up and call Services Australia on **1800 136 380**. They can check if it was really them who called. And remember — the Government will never ask you for money for the Youpla Support Program.

If they cannot reach you by telephone, they will send you a letter.

Most eligible people have got their payment now, but there are still a few former ACBF/Youpla members we haven't spoken to yet.

If you think this could be you, call Services Australia on 1800 136 380 or visit your local Service Centre.

## Services Australia will call you for a yarn about the Youpla Support Program

If Services Australia cannot reach you by telephone, they will send you a letter. **If you have a letter about the Youpla Support Program and haven't spoken to Services Australia, it's time to call.**  
Call them on 1800 136 380 (Option 7).

If Services Australia doesn't have your contact details, you will need to contact them on **1800 136 380**.

Service Australia will confirm your identity and if you're eligible for a payment.

If you're told that you're not eligible, but you think you are, and you have evidence to prove this, you can ask to have your case reviewed by the NIAA.

If you are eligible, Services Australia will let you know how much your payment will be.

**If you are getting \$1000 or more**, you can pick between a **funeral bond** or a **lump sum payment** into your bank account.

You'll be offered access to financial counselling under the Program to help you choose the option that's best for you.

**If you decide you want a funeral bond**, the money can only be used to pay for funeral expenses.

**If you decide you want a lump sum payment**, you will need to provide your bank account details to Services Australia.

**If you are getting less than \$1000**, you will receive your payment as money into your bank account.

You will need to provide your bank account details to Services Australia.

The money will be sent to your bank account and an outcome letter sent to you.

A **funeral bond** is like a savings product. To find out more about the Funeral Bond provider, visit [niaa.gov.au/youpla](http://niaa.gov.au/youpla)

The money will be sent to your bank account and an outcome letter sent to you.

Once the process is finished, you will get an outcome letter sent to you about your new funeral bond.

**This is the normal journey you will go on to receive a payment through the Youpla Support Program if you're eligible.**