



Youpla Support Program Factsheet

For former ACBF and Youpla members

April 2026

This factsheet explains the Youpla Support Program, including key dates and what you need to do next as the Program comes to an end. For further information go to www.niaa.gov.au/youpla or email youpla@niaa.gov.au.

The Youpla Support Program started on 1 July 2024 and was set up by the Government to support mob who were affected by ACBF/Youpla going broke.

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.

Program closure

- The Youpla Support Program is closing soon.
- Most people have already received their payment, although there are some people we haven't spoken to yet.
- **If you think you may be eligible and haven't spoken to Services Australia yet, you must apply by 30 June 2026.** You can call **1800 136 380** or visit your local Service Centre. **You don't need to wait to be contacted.**
- If Services Australia has already tried contacting you about the Youpla Support Program then you have a little more time – but you should get in contact with Services Australia to complete your application **as soon as possible**.
- There are a small number of people who have not yet responded to contact attempts from Services Australia.
- If this is you, Services Australia will still attempt to contact you AFTER 30 June 2026.
- The Youpla Support Program will continue to make payments to eligible people until 1 December 2026, although you may miss the chance to check if you are eligible after 30 June 2026.
- During this period, people eligible for a payment of \$1,000 or more will still have the opportunity to access financial counselling and the funeral bond options through the Program.
- If you have already checked your eligibility and want a review of your outcome or payment amount, it's best to contact Services Australia before 30 June 2026 so you don't miss this opportunity.

Who is eligible?

- People who paid money to ACBF/Youpla Group on or any time after 1 August 2015 for a funeral fund (also called funeral policy or plan), could be eligible for a payment through the Youpla Support Program.



- If the person who paid for the ACBF/Youpla policy (the Payer) has passed away, the person whose funeral was covered by the policy (Member) can claim the payment. The Payer and Member may be the same person.
- If both the Payer and Member have passed away, the person who would have received the funds to pay for Sorry Business (“Beneficiary”) can claim the payment.
- If you think you may be eligible and haven’t contacted Services Australia yet, you must apply by 30 June 2026. You can call them on 1800 136 380 or visit your local Service Centre before 30 June 2026. You don’t need to wait to be contacted.

Getting help to access the Youpla Support Program

- You can ask someone you trust to help you talk to Services Australia about the Youpla Support Program. This person can help ask questions or share information, but they cannot make decisions or receive money.
- You can also have a Legal Nominee if there is a legal agreement that allows someone else to make decisions for you.
- More information and support resources are available at www.niaa.gov.au/youpla, or contact Services Australia on 1800 136 380 or by visiting your local Service Centre.

What happens if you don't contact Services Australia before 30 June 2026?

- The Youpla Support Program will continue to make payments to eligible people until 1 December 2026.
- However, if you don’t contact Services Australia before 30 June 2026, you may miss the chance to check if you are eligible for a payment.
- If you think you may be eligible, it’s important to contact Services Australia as soon as possible by calling 1800 136 380 or visiting your local Service Centre.

Why is Services Australia still calling people about the Youpla Support Program after 30 June 2026?

- There are a small number of people who have not yet responded to contact attempts from Services Australia.
- Services Australia will still attempt to contact these people AFTER 30 June 2026, as payments can still be processed until 1 December 2026.

Finding and sharing further information about the Program

- Further information about the program, including downloadable resources, answers to frequently asked questions and details on how payments are calculated can be found at www.niaa.gov.au/youpla.
- If you would like to receive hard copy Youpla Support Program resources and promotional materials, or if you have any further questions, email youpla@niaa.gov.au.

- Feel free to share further information about the Youpla Support Program on social media. There are ready-to-go images and captions available to download, post and share at: <https://www.niaa.gov.au/our-work/grants-and-funding/youpla-support-program/youpla-support-program-social-media-assets>