



Youpla Support Program Factsheet

For support services and government agencies

April 2026

This factsheet explains the Youpla Support Program, including key dates and what 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.

Program closure

- The Youpla Support Program is closing soon.
- Most people have received their payment, although there are some people we haven't spoken to yet.
- **Anyone who thinks they may be eligible and hasn't spoken Services Australia yet must apply by 30 June 2026.** They can call 1800 136 380 or visit their local Service Centre. **They don't need to wait to be contacted.**
- If Services Australia has already tried contacting them about the Youpla Support Program then they have a little more time – but they should get in contact with Services Australia to complete their application **as soon as possible**.
- 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.
- The Youpla Support Program will continue to make payments to eligible people until 1 December 2026, although people may miss the chance to check if they 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 are supporting someone who may be eligible, it's a good idea to encourage them to contact Services Australia as soon as possible. This helps ensure that, if they are eligible, they don't miss out.

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.



- **Anyone who thinks they may be eligible and hasn't spoken to Services Australia must apply before 30 June 2026.** They can call 1800 136 380 or visit their local Service Centre. They don't need to wait to be contacted.

Providing assistance with accessing the Youpla Support Program

- A person can ask someone they trust to help them 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.
- A person can also have a Legal Nominee, but only if there is a legal agreement that allows someone else to make decisions for them.
- Further detail and resources are available at www.niaa.gov.au/youpla

What happens if someone doesn'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 they don't get in contact before 30 June 2026, they may miss the chance to check whether they are eligible.
- It's best to encourage the person you are supporting to contact Services Australia as soon as possible, so they don't miss out.
- If they think they may be eligible, they should call Services Australia on 1800 136 380 or visit their 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 FAQs 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>