



Youpla Support Program Factsheet

For former ACBF and Youpla members

July 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 be eligible for a payment that could help with Sorry Business.

Program closure

- **Applications to the Youpla Support Program closed on 30 June 2026.**
- **From 1 July 2026:**
 - **The Program will continue processing applications received on or before 30 June 2026.**
 - **Payments can still be made to remaining eligible people.** People eligible for a payment of \$1,000 or more can still access financial counselling and choose to have their money paid to a funeral bond.
- **The final day for any remaining eligible people to receive a Youpla Support Program payment is 1 December 2026. After this date, the Program will close completely.**
- Most people have already received their payment, although there is a small number of people who have not yet responded to contact attempts from Services Australia.
- **If you think you are eligible and haven't spoken to Services Australia yet, you must contact them by 1 December 2026 to avoid missing out.** You can call **1800 136 380** or visit your local Service Centre. You don't need to wait to be contacted.

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 are eligible and haven't spoken to Services Australia yet, you must contact them by **1 December 2026** to avoid missing out. You can call 1800 136 380 or visit your local Service Centre.
 - If you think you might be an eligible **"Member" or "Beneficiary" for an eligible ACBF/Youpla policy**, you will need to call Services Australia **by 30 September 2026**. This is so that we have time to confirm if you're eligible before payments close on 1 December 2026. Call Services Australia on 1800 136 380 or visit your local Service Centre.

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.

I think I'm eligible but I didn't contact Services Australia before 30 June 2026. Have I missed out?

- There is a small number of remaining eligible people who haven't spoken to Services Australia yet but can still receive their payment. If you think this is you, you must contact Services Australia by 1 December 2026 to avoid missing out. Call 1800 136 380 or visit your local Service Centre.
- Applications to the Youpla Support Program closed on 30 June 2026. This now means that if you contact Services Australia and they say you aren't eligible, you won't be able to ask for your eligibility to be reviewed.
- Applications submitted before or on 30 June and remaining payments for remaining eligible people will continue to be processed until 1 December 2026.

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.
- 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.
- The government will never ask you for money for the Youpla Support Program. You can find out more about identifying and reporting scams at scamwatch.gov.au.

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>