



Youpla Support Program Factsheet

For support services and government agencies

July 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.

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.

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 are supporting someone who thinks they are eligible and hasn't spoken to Services Australia, encourage them to contact Services Australia by **1 December 2026**. This helps ensure that, if they are eligible, they don't miss out.
 - If you are supporting someone who thinks they might be an eligible **"Member" or "Beneficiary" for an eligible ACBF/Youpla policy**, they must call Services Australia **by 30 September 2026**. This is so that we have time to confirm if they're eligible before payments close on 1 December 2026.

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 are supporting someone who thinks they are eligible and hasn't spoken to Services Australia, encourage them to contact Services Australia by 1 December 2026. This helps ensure that, if they are eligible, they don't miss out. They can call 1800 136 380 or visit their local Service Centre.

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

If a person thinks they're eligible but didn't contact Services Australia before 30 June 2026, have they 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 someone you are supporting, they must contact Services Australia by 1 December 2026 to avoid missing out. They can call 1800 136 380 or visit their local Service Centre.
- Applications to the Youpla Support Program closed on 30 June 2026. This now means that if the person you are supporting contacts Services Australia and they are told they aren't eligible, they won't be able to ask for their 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 are supporting someone who is unsure about contact they've received about the Youpla Support Program, they can call Services Australia on 1800 136 380 to confirm whether the contact was genuine.
- The government will never ask 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 FAQs and details on how payments are calculated can be found at www.niaa.gov.au/youpla.

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- 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>