

What is the Youpla Support Program?

ACBF/Youpla, who sold funeral funds to mob, went broke in 2022. 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 for a Youpla funeral fund, also known as an ACBF funeral fund or plan, on or after 1 August 2015, you might be able to 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 runs from 1 July 2024 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**.

Supporting mob with the ACBF/Youpla collapse

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

If you need to pay for Sorry Business now, you can call Services Australia on **1800 136 380**.



Australian Government

Youpla Support Program

What journey will I go on?

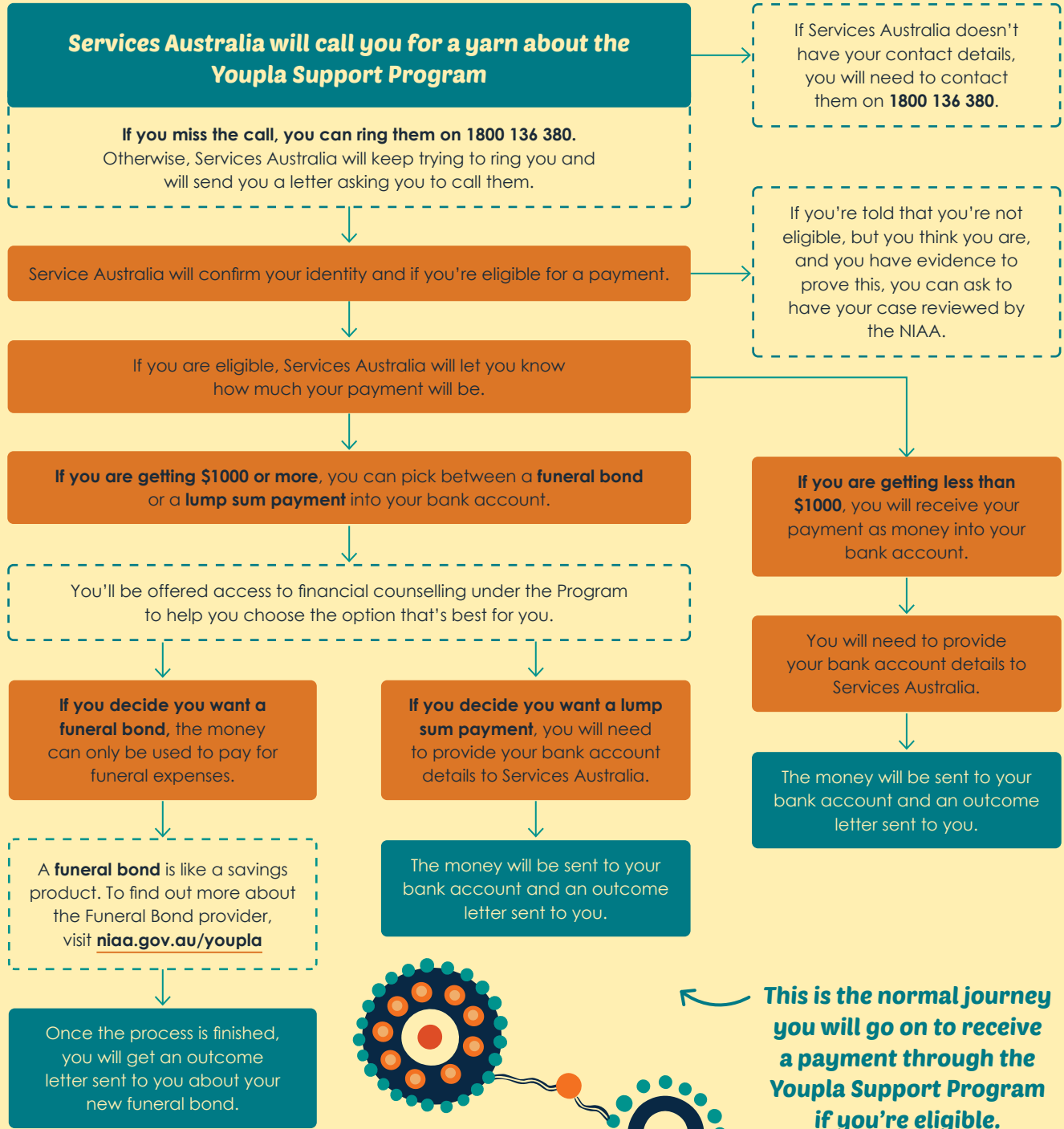
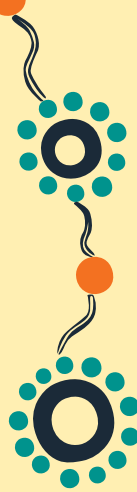
If you are eligible, you don't have to apply or register — Services Australia will call you.

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.

It might take some time for Services Australia to reach out to everyone. To get ready, make sure that your contact details are up to date with Services Australia so they can reach you. You can update your details online, or by calling or visiting Services Australia.

If you need to pay for Sorry Business soon, you can call Services Australia on **1800 136 380** to get the process started.

If you need information on the process where the former Youpla member has passed away please visit niaa.gov.au/youpla.



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

