

Awareness

For indigenous_gov Instagram and Facebook

Launch post



The image shows an Instagram post from the account 'indigenous_gov'. The post features a dark blue background with a large, colorful, circular graphic on the right side that resembles a traditional Indigenous Australian dot painting. The text 'Youpla Support Program' is written in a large, teal, sans-serif font. Below the graphic, there are logos for the Australian Government and the Youpla Support Program. The post includes standard Instagram interaction icons (heart, comment, share, bookmark) and a caption in white text.

indigenous_gov

Youpla Support Program

Australian Government | Youpla Support Program

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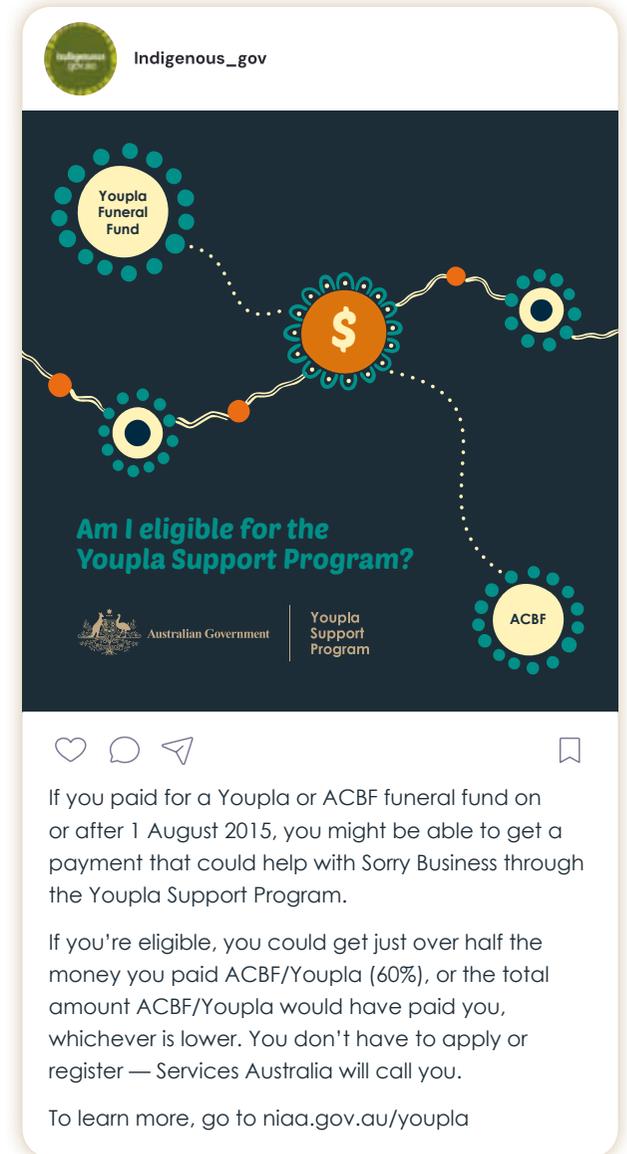
The Youpla Support Program has been set up by the Government to support mob who were affected by ACBF/Youpla going broke.

If you paid for a Youpla or ACBF funeral fund on or after 1 August 2015, you might be able to get a payment that could help with Sorry Business through the Youpla Support Program.

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

To learn more, go to niaa.gov.au/youpla

Am I eligible?



The image shows an Instagram post from the account 'indigenous_gov'. The post features a dark blue background with a graphic of a winding path made of small circles, leading to a large orange circle with a white dollar sign. The text 'Am I eligible for the Youpla Support Program?' is written in a teal, sans-serif font. Below the graphic, there are logos for the Australian Government and the Youpla Support Program. The post includes standard Instagram interaction icons (heart, comment, share, bookmark) and a caption in white text.

indigenous_gov

Am I eligible for the Youpla Support Program?

Australian Government | Youpla Support Program

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If you paid for a Youpla or ACBF funeral fund on or after 1 August 2015, you might be able to get a payment that could help with Sorry Business through the Youpla Support Program.

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 don't have to apply or register — Services Australia will call you.

To learn more, go to niaa.gov.au/youpla

Supplied as a static jpg and lightly animated mp4

Resources to help you yarn about the Youpla Support Program

Awareness

For indigenous_gov Instagram and Facebook

What do I need to do? Nothing.



The Youpla Support Program runs from

1 July 2024

30 June 2026

Australian Government | Youpla Support Program

Instagram post interface showing a heart, comment, share, and bookmark icon.

The Youpla Support Program runs from 1 July 2024 until 30 June 2026. If you are eligible, you don't have to apply or register — Services Australia will call you.

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 by calling or visiting Services Australia.

To learn more, go to niaa.gov.au/youpla

Need money for Sorry Business now?



Need to pay for Sorry Business soon?

Australian Government | Youpla Support Program

Instagram post interface showing a heart, comment, share, and bookmark icon.

The Youpla Support Program has been set up by the Government to support mob who were affected by ACBF/Youpla going broke.

If you're eligible, you don't need to apply or register — Services Australia will call you. But if you need to pay for Sorry Business soon, you can call Services Australia to start the process.

To learn more, go to niaa.gov.au/youpla

Supplied as a static jpg and lightly animated mp4

Resources to help you yarn about the Youpla Support Program

Education

For support services

Can I have someone that I trust help me?



You can have someone help you talk to Services Australia about the Youpla Support Program.

They can help you with things like:

- Giving Services Australia information about you or your eligibility for a payment.
- Getting information from Services Australia about your payment.
- Asking questions for you.

They cannot:

- Make decisions for you.
- Receive money for you.

If you change your mind, just tell Services Australia that you don't want that person helping you anymore.

To learn more, go to niaa.gov.au/youpla

What if I've gotten other funeral insurance?



If you already have other funeral insurance, it won't change your payment through the Youpla Support Program.

If you are eligible for \$1,000 or more, you can yarn with a financial counselling service under the Program. They can help you understand your options.

To learn more, go to niaa.gov.au/youpla

Supplied as a static jpg and lightly animated mp4

Resources to help you yarn about the Youpla Support Program

Education

For support services

What is the difference between a lump sum payment and a funeral bond?



The infographic features a dark blue background with two large circles. The left circle is orange and contains the text 'funeral bond'. The right circle is teal and contains the text 'payment into your bank account'. The word 'or' is placed between the two circles. At the bottom, there are logos for the Australian Government and the Youpla Support Program.

You could get a

funeral bond or payment into your bank account

Australian Government | Youpla Support Program

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A lump sum payment is when the Youpla Support Program puts the money straight into your bank account.

A funeral bond is like a savings account. Your money goes into a funeral bond, and you can use it only for funeral expenses. You can't use that money for anything else. *[To be confirmed upon appointment of the funeral bond provider]*

If you are eligible for \$1,000 or more, you can yarn with a financial counselling service under the Program. They can help you understand which option might be best for you.

To learn more, go to niaa.gov.au/youpla

I need to pay for Sorry Business now, can I call Services Australia?



The infographic features a dark blue background with a large, colorful, circular Aboriginal-style pattern on the right side. The text is in orange and white. At the bottom, there are logos for the Australian Government and the Youpla Support Program.

Need to pay for Sorry Business?
You can call Services Australia on 1800 136 380

Australian Government | Youpla Support Program

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The Youpla Support Program has been set up by the Government to support mob who were affected by ACBF/Youpla going broke.

If you're eligible, you don't need to apply or register — Services Australia will call you. But if you need to pay for Sorry Business soon, you can call Services Australia to start the process.

To learn more, go to niaa.gov.au/youpla

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Resources to help you yarn about the Youpla Support Program

Education

For support services

What if the person who paid for the policy has passed away?



What happens if the person who paid for the Youpla policy has passed away?

If the person who paid for the Youpla policy (the "Payer") has passed away, the person whose funeral was covered by the policy can claim the payment. We call this person a "Member." Sometimes the Payer and the Member are the same person.

If both the Payer and the Member have passed away, the person who would have received the money from ACBF/Youpla to pay for Sorry Business can claim the payment. We call this person a "Beneficiary."

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

To learn more, go to niaa.gov.au/youpla

How do I know that communications about the Youpla Support Program are not a scam?



Be aware of potential scams relating to the Youpla Support Program

Beware of potential scams relating to the Youpla Support Program. 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.

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Resources to help you yarn about the Youpla Support Program

Education

For support services

How much money will I get, and why won't I get all the money I paid to Youpla Group?



Many people lost money when ACBF/Youpla went broke. This payment is to help you have money to pay for Sorry Business. It is not to pay back all the money you lost to ACBF/Youpla.

The payment could be just over half the money you paid (60 per cent), but there is a limit on how much you can get. This way, more people can get help. You can look at examples of how the payments are worked out on the NIAA website at niaa.gov.au/youpla

Supplied as a static jpg and lightly animated mp4

Resources to help you yarn about the Youpla Support Program

Engagement

For indigenous_gov Instagram and Facebook, and for support services

Eligible for the YSP but haven't heard from Services Australia?



The image shows a screenshot of an Instagram post from the account 'indigenous_gov'. The post features a dark blue background with a graphic of several yellow dollar signs of varying sizes, some surrounded by orange dots, connected by a white line that forms a shape resembling a map of Australia. At the bottom left of the graphic is the Australian Government logo, and at the bottom right is the 'Youpla Support Program' logo. Below the graphic, the post text reads: 'It's time to yarn about the Youpla Support Program. If you think you're eligible, but haven't heard from Services Australia yet, it's time to call them on 1800 136 380. Services Australia may not have your contact details or may not have been able to reach you. You don't have to apply or register for the Youpla Support Program — Services Australia will be able to tell you if you're eligible and start the process when you call them. The Youpla Support Program closes on 30 June 2026. To learn more, go to niaa.gov.au/youpla or call Services Australia on 1800 136 380.'

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Resources to help you yarn about the Youpla Support Program