

The Youpla Support Program

The government has announced how its enduring resolution payments will work and how it will help those impacted by the collapse of ACBF/Youpla.

What is the Youpla Support Program?

The government will provide a payment to ACBF/Youpla members who have paid for the fund.

Example

If you have paid \$20,000 to ACBF/Youpla and the government pays 60% of the fund, you will receive \$12,000. If your payment is calculated to be more than \$12,000, you will receive \$12,000.

Who will get the payment?

The person who has been paying ACBF or Youpla.

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

If the person who was paying passed away, the payment will go to the person named in the will or the estate.

There are three types of people involved

You might be one or more of these types



Payer

The person who paid for the Youpla fund



Member

The person whose passing triggers payment of the Youpla fund



Beneficiary

Gets the money to be used for the members fund

How do I get this payment?

You need to apply for a payment. See the Services Australia website for more information. Call 1800 136 380.

What happens in this phone call with Services Australia?

Services Australia will ask you for details about the fund and the person who passed away. They will also ask you for details about the beneficiary.

How will access to Financial Counsellors work?

Financial counsellors will be available to help you understand the program and how to apply for a payment.

How long will this program last for?

The Youpla Support Program will run for 2 years
1 July 2026

Who is managing the Resolution Payments?

The Youpla Support Program will be managed by
The three organisations involved



NIAA

Sets the rules for eligibility and makes the calculations for how much of a payment each person gets



Services Australia

Making and taking phone calls for people looking for relief under the Youpla Support Program



Mob Strong

Accepts referrals from Australia for financial support

What about people who were paying for multiple memberships?

The Government will help with the cost of multiple memberships. **Scam protection**

Stim might be a scam. [1800 136 380](https://www.acbf.gov.au)

The Government will never ask you for money for **What is happening with ASIC taking court action?**

The government is taking action against people who [More information from ASIC about the legal action](#)

Download this document from ASIC to learn more [ACBF directors duties case – easy explainer](#)

If you cannot get a payment from the Youpla Support Scheme

Call 1800 136 380 if you cannot get a payment from the Youpla Support Scheme



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