

9 February 2024

## Announcement from SV Partners Youpla Support Program Begins 1 July 2024

### Youpla Support Program

- The Australian Government has announced the Youpla Support Program will start receiving applications from **1 July 2024**.
- Members who had an active policy on or after **1 August 2015** can make an application to the program.
- Eligible members can choose between a government regulated funeral bond or a cash payment.
- Cash payments will be 60% of the money members paid to Youpla group for their policies.
- The program will also offer eligible members free financial counselling to assist in making a decision.
- Members can find more information and subscribe to receive updates about the program at: [Youpla Support Program | National Indigenous Australians Agency \(niaa.gov.au\)](#)
- SV Partners does not have any further details of the program at this time. Members will be able to confirm if they are eligible with the program after it commences on 1 July 2024.

### Sharing Information for the Youpla Support Program

- To assist the program, we will be sharing members' funeral plan information with the Government.
- The information we are sharing is only for members who had an active policy from 1 August 2015 and includes things like your name, address, plan details, next of kin, payments made and funeral benefit amount.
- This information is only being provided to help the program complete applications and make payments.
- If you have questions about this please call our office on (07) 3310 2005.

### Youpla Group Funeral Benefits Program

- The Youpla Group Funeral Benefits Program will continue to accept applications for funeral benefits until **30 June 2024**.
- **There are no changes to the application process or eligibility.**
- The Program will pay a grant in place of a funeral benefit that would otherwise have been paid by the Youpla Group before its collapse.
- Payments are made to eligible beneficiaries of Youpla Group policy holders who had an active policy on or after 1 April 2020.

## **How to make an application for funeral benefits**

- Applications for funeral benefits can be made directly to the program:
  - phone on: 1800 296 989 (9am to 5pm AEST, Monday to Friday)
  - by emailing: [youpla@treasury.gov.au](mailto:youpla@treasury.gov.au)
  - the Treasury website: <https://treasury.gov.au/youpla>

**Please refer to the Youpla Portal <https://svpartners.com.au/youpla> for further information or contact SV Partners on 07 3310 2005 or email [youpla@svp.com.au](mailto:youpla@svp.com.au).**

# Resources

If you are experiencing difficulties as a result of the collapse of Youpla/ACBF Group you can seek assistance from these services. To access assistance, call the phone number or click on the link.

- **13YARN** (call 13 92 76) - [www.13yarn.org.au](http://www.13yarn.org.au)
- **ASIC** - <https://asic.gov.au/regulatory-resources/insolvency/insolvency-for-creditors/>
- **ATSILS** - Aboriginal and Torres Strait Islander Legal Service (call 1800 012 255) - [www.atsils.org.au](http://www.atsils.org.au)
- **Beyond Blue** (call 1300 224 636) - [www.beyondblue.org.au/get-support](http://www.beyondblue.org.au/get-support)
- **ICAN** - Indigenous Consumer Assistance Network (call 1800 369 878) - [www.ican.org.au](http://www.ican.org.au)
- **Legal Aid NSW** (call 1300 888 529) - [www.legalaid.nsw.gov.au/](http://www.legalaid.nsw.gov.au/)
- **Legal Aid QLD** (call 1300 65 11 88) - [www.legalaid.qld.gov.au](http://www.legalaid.qld.gov.au)
- **Mob Strong Debt Help** (call 1800 808 488) - [www.financialrights.org.au](http://www.financialrights.org.au)
- **Moneysmart** - [www.moneysmart.gov.au](http://www.moneysmart.gov.au)
- **National Debt Helpline** (call 1800 007 007) - [www.ndh.org.au](http://www.ndh.org.au)
- **The Salvation Army Emergency Relief** (call 1300 371 288) - [www.salvationarmy.org.au/need-help/financial-assistance](http://www.salvationarmy.org.au/need-help/financial-assistance)
- **VALS - Victoria Aboriginal Legal Service** (call 1800 064 865) - [www.vals.org.au](http://www.vals.org.au)