

EPSS Bank Detail Change Form



Registered NDIS Provider

Essential Plan Support Services

Use this form to notify EPSS of a change to your bank account details for invoice payments.

Important: Do not include new bank details on an invoice without first notifying EPSS using this form. Payments will continue to be made to your existing bank details until the change has been fully verified and confirmed.

Complete and email this form to invoices@essentialplan.com.au. Please attach proof of your new bank account ownership to the same email — acceptable file types are PDF, JPG, or PNG. A member of our team will then contact you to complete the remaining verification steps before any changes are made.

Provider details

Business name		ABN	
Contact name			
Phone number		Email	

Participant this change applies to (if applicable)

If this change applies to payments for a specific participant only, please provide their details below. If this change applies to all payments from EPSS, leave this section blank.

Participant full name	
NDIS number	

Existing bank details

Please provide your current bank details so we can confirm the account being replaced.

Account Name			
BSB		Account number	
Bank name			

New bank details

Account Name			
BSB		Account number	
Bank name			

What happens next — verification process

To protect against payment fraud, EPSS follows a three-step verification process before any bank detail change is applied. Payments will continue to be made to your existing bank details until all three steps are complete.

1. Documentation

Once we receive this form, we will review the proof of bank account ownership you have attached. Acceptable documents include a screenshot from your banking app, the top of a bank statement, a letter from your bank, or a deposit slip showing your business name and account details. Please attach proof as a PDF, JPG, or PNG to the same email as this completed form. If you have not been able to attach proof with this form, we will contact you to request it before proceeding.

2. Verbal verification

A member of our team will call you on the phone number provided on this form to verify the new details verbally. This call must be completed before any change is applied.

3. Confirmation

Once documentation and verbal verification are complete, we will confirm the update in writing. Your new bank details will be applied to future payments from that point.

Please ensure the contact phone number on this form is correct and that you are available to receive a call from EPSS. If we are unable to reach you, the change cannot be processed until verbal verification is completed.



Declaration

By signing below, I declare that:

- The bank account details provided on this form are accurate and belong to my business
- I am authorised to request this change on behalf of the business named above
- I understand that payments will continue to be made to the existing account until the verification process is complete

Full Name		Position / role	
Signature		Date	

Contact

If you have any questions about this process, contact us:

Email: invoices@essentialplan.com.au
Phone: 0474 329 544

Note: Payment queries must be submitted by email, not phone, so we can investigate properly and maintain a record of correspondence.