

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 verified and confirmed.

Complete this form and email it to invoices@essentialplan.com.au with proof of your new account ownership attached — 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. PDF, JPG or PNG.

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			

Please give the account name exactly as your bank holds it — not an abbreviation or trading name. We check it with your bank before applying any change, and a mismatch will delay it.

What happens next — verification process

Payments continue to your existing account until all four steps are complete.

1. Documentation

We review the proof of account ownership you attached. If it wasn't attached, we'll ask for it before going further.

2. Verbal verification

We call you to confirm the new details. For your security we call the number we already hold on file, not the number on this form or in your email — a compromised email account can supply a false number. If the number we hold is out of date, please tell us in a separate email so we can update it first. This call must happen before any change is applied.

3. Account name check

We add your new account as a payee and our bank shows us the account name it holds. If it doesn't match the name you've given, we'll contact you before going further.

4. Confirmation

We confirm the change in writing, and your new details apply to payments from that point.



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

Questions about this change

Email invoices@essentialplan.com.au or call **0474 329 544**.



Payment queries

Please email rather than calling. We cannot answer payment queries on the phone — we need to check the participant's file and record the correspondence — so a call will end with us asking you to email. Going straight to email gets you an answer faster.