

EPSS Invoice Checklist



Registered NDIS Provider

Before you send your invoice to EPSS

Phone: 0474 329 544

Email: invoices@essentialplan.com.au

Web: essentialplan.com.au

1. Provider Details

- ☐ Business name or name included
- ☐ Active ABN included
- ☐ Unique invoice number included
- ☐ Invoice date included
- ☐ Bank account details included (BSB and account number)
- ☐ Contact email or phone number included
- ☐ GST clearly identified (if applicable)

2. Participant Details

- ☐ Participant's full name included — check spelling matches the NDIS plan
- ☐ Participant's NDIS number included (where available)
- ☐ Participant listed as the customer or debtor — not EPSS

3. Service Details

- ☐ Service date included
- ☐ Support or service clearly described, or correct NDIS support item number referenced
- ☐ Hours and hourly rate shown
- ☐ Travel itemised separately with kilometres clearly listed (if applicable)
- ☐ Total amount payable is correct and clearly shown

EPSS is unable to prepare or amend invoices on your behalf - please ensure your invoice meets the requirements above before submitting.

4. Final Checks

- ☐ The support has already been delivered — invoices cannot be submitted in advance
- ☐ Rates do not exceed the current NDIS Pricing Arrangements and Price Limits
- ☐ The support aligns with the participant's current NDIS plan
- ☐ The invoice is made out in the participant's name, not EPSS
- ☐ The invoice meets ATO requirements
- ☐ This invoice has not already been submitted

If your system requires a plan manager name

Address the invoice to the participant, then add on the next line:

C/O EPSS or C/- EPSS

The participant must still appear as the customer or debtor on the invoice.

Common Reasons Invoices Are Delayed

- Missing or incorrect participant name
- Missing service date
- Missing or incorrect NDIS support item number
- Invoice submitted before the support was delivered
- Travel not itemised separately
- Duplicate invoice already submitted
- Invoice made out to EPSS instead of the participant
- Rates above the NDIS price limits
- PACE endorsement not yet in place (new participants only)

PACE endorsement — new participants only

If this is a new participant with EPSS, their plan may require PACE endorsement before any invoices can be processed — even if your invoice is complete and correct. This is completed by the participant and is outside your control as a provider.

If you submit an invoice and are advised it cannot be processed due to PACE endorsement, check with the participant or their Support Coordinator.

Send your invoice to EPSS

Email: invoices@essentialplan.com.au

Add your client's email address in the CC field.

Payment is made after the NDIS releases funds — not at the point the invoice is received.

NDIS invoicing guidance:

ndis.gov.au/providers/working-provider/getting-paid/invoicing-and-record-keeping