

# Your new Therapy Focus invoice

We have changed the way your invoice looks.

An invoice is the bill that tells you what services we provided to you.

## Why does this guide help?

Your invoice looks different now.

This might feel confusing at first.

This guide will explain each part of your invoice.

### Explaining your line items

- Date of service, shown as YYYYMMDD
- Everyday Independence
- Service delivery reference number
- Customer's name and NDIS number
- NDIS line item code
- Therapist's discipline and name
- Service code for type of service
- Short comment describing service

### Service type reference key



**TAX INVOICE**  
  
 John Citizen  
 C/O  
 Primary Contact

Invoice Date  
 25 Aug 2026  
  
 Invoice Number  
 INV-000000  
  
 ABN  
 66 601 657 596  
  
 Provider Number:  
 40500 00429

Everyday Independence Pty Ltd  
 113 Mitchell St  
 Bendigo VIC 3550  
 T: 1300 179 131 (toll free)  
 F: (03) 9441 1490  
 E: frances@everydayind.com.au  
 W: www.everydayind.com.au

| Description                                                                                                                                                                    | Amount AUD |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
| 2026-07-14, SD-4785211, Client, 000000000, 15_799_0128_1_3, OT, , Therapist, Ref: Provider travel - non-labour costs, C/N: , Comments: Travel From Appointment                 | 108.75     |
| 2026-07-14, SD-4785209, Client, 000000000, 15_799_0128_1_3, OT, , Therapist, Ref: Provider travel - non-labour costs, C/N: , Comments: Travel To Appointment                   | 97.00      |
| 2026-07-14, SD-4785210, Client, 000000000, 15_617_0128_1_3_PT, OT, TRAN, Therapist, Ref: Therapy - Occupational Therapist, C/N: , Comments: Travel From Appointment            | 678.97     |
| 2026-07-14, SD-4785205, Client, 000000000, 15_617_0128_1_3_RR, OT, REPW, Therapist, Ref: Therapy - Occupational Therapist, C/N: , Comments: 14/7 - OT home visit to Chittering | 387.98     |
| Subtotal                                                                                                                                                                       | 1,478.45   |
| Total (AUD) AUD                                                                                                                                                                | 1,478.45   |
| Less Amount Paid AUD                                                                                                                                                           | 0.00       |
| Amount Due (AUD) AUD                                                                                                                                                           | 1,478.45   |

**Due Date: 8 Sep 2026**

**Payment Terms 14 Days**

\*\*\*\* NEW BANK DETAILS \*\*\*\* \*\*\*\* NEW BANK DETAILS \*\*\*\* \*\*\*\* NEW BANK DETAILS \*\*\*\*

Bank Account Details:  
 Everyday Independence Pty Ltd  
 BSB: 063 000  
 A/C: 13500003  
 \*Please Reference: "Invoice number & Client name" when making payment

TRAN - TRANSPORT/TRAVEL  
 THLT - TELEHEALTH  
 NF2F - NON-FACE TO FACE  
 CANC - SHORT NOTICE CANCELLATION  
 REPW - REPORT WRITING

"If no descriptor appears, this is a face-to-face service."

**Each line has more information now**

Your invoice has many lines.

Each line is for one service you received.

Each line now shows more information about that service.

**The date**

Each line shows the date of your service.

The date is written like this: YYYY-MM-DD.

YYYY means the year. MM means the month. DD means the day.

For example, 2026-07-14 means 14 July 2026.

**Your name and NDIS number**

Each line shows your name.

Each line shows your NDIS number.

The NDIS is the National Disability Insurance Scheme.

**The service code**

Each line shows a code for your service.

This code tells the NDIS what type of support you received.

**Your therapist's job and name**

Each line shows what type of therapist helped you.

For example, it might say occupational therapy or speech pathology.

Each line shows the name of the therapist who helped you.

**The type of help you got**

Each line has a short code. This code tells you what type of help you got.

- TRAN means travel. Your therapist travelled to see you.
- THLT means telehealth. Your therapist helped you by phone or video.
- NF2F means help without seeing you face to face.
- CANC means you cancelled with short notice.

- REPW means your therapist wrote a report.

If there is no comment listed, the appointment was a face-to-face session.

Any notes and preparation completed as part of the session are included. On average, this is around 20 minutes.

### **A short note**

Each line has a short note.

The note tells you more about the service.

For example, "travel to appointment" or "OT home visit".

### **Time is shown in a new way**

Your invoice used to show time in minutes.

Now it shows time in hours, written as a decimal number.

A decimal number has a dot in it, like 0.5.

This might look new to you. Here is what the numbers mean:

- 0.25 hours = 15 minutes
- 0.33 hours = 20 minutes
- 0.5 hours = 30 minutes
- 0.75 hours = 45 minutes

### **Travel costs**

Sometimes your therapist needs to travel to see you.

When this happens, you will see 4 lines on your invoice.

- 1 line for the trip to you (time)
- 1 line for the trip to you (distance)
- 1 line for the trip back (time)
- 1 line for the trip back (distance)

Travel time costs half of your therapist's normal rate.

Travel distance costs \$1.25 for each kilometre.

### Why did we change your invoice?

Therapy Focus and Everyday Independence have joined together.

We changed our computer systems behind the scenes.

This means we spend less time on paperwork.

This means we can spend more time helping you with your therapy goals.

### Questions?

If you have any questions, please contact us.

Call: 1300 135 373

Email: [enquiries@therapyfocus.net.au](mailto:enquiries@therapyfocus.net.au)

**We are happy to explain your invoice to you.**