Unsolicited Proposals

Requirements and process

November 2026

Version 1

Return to *work.*
Return to *life.*

Government of South Australia

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Definitions

Where capitalised terms appear in this document, those capitalised terms have the meanings set out in the below table:

Term	Definition
Applicant	An individual or organisation who is presenting their business proposal to ReturnToWorkSA in line with this Unsolicited Proposals policy
Approved Term	The period for which an approved proposal for a service is valid
Approved Proposal	An unsolicited proposal that is approved by ReturnToWorkSA in line with this policy
Approved Provider	A provider who has been approved to deliver the service that they have proposed i.e. an unsolicited proposal
Claims agent	An entity with whom ReturnToWorkSA has entered into a contract to manage claims, which contract is authorised by regulation under section 14(4)(d) of the *Return to Work Corporation of South Australia Act 1995* (SA)
Fee Schedule	The *Return to work services fee schedule* and allied health fee schedules published by ReturnToWorkSA on its website
Return to work services	The services described in section 24 of the *Return to Work Act 2014* and further detailed in the Fee Schedule
Provider Team	The business group within ReturnToWorkSA with the delegated authority to review and approve or deny unsolicited proposals submitted by a provider
Proposal	An unsolicited proposal that is a provider's service idea, model or proposal as defined in Background
Provider	An individual or organisation that: - meets the relevant allied health Fee Schedule criteria to deliver allied health services, and/or - is approved by ReturnToWorkSA to provide return to work services or job placement services
ReturnToWorkSA	The regulator who oversees and regulates all service provider programs including this Unsolicited Proposals requirements and process

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Unsolicited Proposals

Background

ReturnToWorkSA is responsible for regulating the Return to Work scheme to ensure that workers and employers receive appropriate, timely and effective services in the event of a work injury. To support this, ReturnToWorkSA has a dedicated set of fee schedules designed to comprehensively meet the needs of workers requiring medical, allied health and return to work services.

An Unsolicited Proposal (Proposal) is when a Provider has a service idea, model or program to support workers in their recovery and return to work that:

- has not been formally requested by ReturnToWorkSA, and
- falls outside existing fee schedules or procurement processes

Proposals must comply with this policy and be submitted to ReturnToWorkSA for evaluation before being presented to Claims Agents or commencing service delivery.

Purpose

ReturnToWorkSA encourages Providers to continuously improve and innovate in the delivery of services that support workers in their recovery and return to work. While most innovative programs can be funded or procured under the Fee Schedules or other service frameworks, this document provides a pathway for unique Proposals that fall outside those mechanisms.

The Unsolicited Proposals Requirements and Process establish a fair, equitable and transparent method for businesses to submit an Unsolicited Proposal and for ReturnToWorkSA to assess, evaluate and communicate the outcome.

Scope and application

This document is applicable to any business seeking to submit an Unsolicited Proposal:

- Approved return to work service providers
- Treatment providers (such as medical and allied health providers)
- Claims agents

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Roles and Responsibilities

Position	Roles and responsibilities
Applicant	• Ensure their Proposal is a unique offering that does not meet the criteria of an existing Fee Schedule service. (Providers may contact ReturnToWorkSA's Provider Team to confirm that their Proposal does not meet the criteria of an existing Fee Schedule service prior to proceeding with an application.) • Submits the Unsolicited Proposal application form with all required documentation to Scheme Support for evaluation • Does not approach the Claims Agents to present their Proposal without ReturnToWorkSA's approval (where the Applicant is a Provider) • Does not commence service delivery until ReturnToWorkSA approves the proposal
Approved provider	• Tracks and reports on service impact as per the Performance Monitoring expectations (see Performance Monitoring below) • Delivers service only within the Approved Term
Provider Team, ReturnToWorkSA	• Administers and reviews the Unsolicited Proposal requirements and process in line with registered scheme needs • Receives and evaluates all Unsolicited Proposal submissions through a standardised review process • Informs the Applicant of the outcome of their application in a timely manner • Monitors and tracks the performance of approved proposals and awards extensions to approval terms, where performance expectations met
Claims agent	• Directs applicants (who are Providers) to submit any Unsolicited Proposals to ReturnToWorkSA • When a Claims Agents wishes to present an Unsolicited Proposal, they are required to comply with this requirements and process and as per any other provider

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Process for application

Responsible party action	Description
1. Before *Applicant* applies	➢ Ensures their Proposal is unique (not in an existing Fee Schedule or other Framework) which may require clarification with the Provider team before proceeding (see Contact below).
2. *Claims agent* directs applicants or submits their own proposal	➢ Directs providers to this Unsolicited Proposals requirements and process ➢ Follows this Unsolicited Proposals Requirements and Process if seeking to submit their own Proposal
3. *Applicant* submits proposal	➢ Submit the Unsolicited Proposal application form along with emailing all required documentation to ReturnToWorkSA
4. *ReturnToWorkSA* confirms receipt of the application	➢ Within 30 calendar days of receiving an application, acknowledges receipt of the application in writing to the Applicant. This communication includes next steps and timeframes for the evaluation
5. *ReturnToWorkSA* evaluates proposal	➢ A panel of reviewers will evaluate the application with input from Claims Agents (see Evaluation below)
6. *ReturnToWorkSA* communicates evaluation outcome	➢ Communicate the outcome of an evaluation to the Applicant: ○ If approved: ▪ Inform the Claims Agents of the Approved Proposal and Approved Term ▪ Notify the Approved Provider of their Approved Term ▪ Provide details for invoicing for the Approved Proposal ○ If not approved: ▪ Inform the Applicant of the reasons for the rejection of their submission

Related references

ReturnToWorkSA's Fee Schedules: Fee schedules

Unsolicited Proposal application form: Application Form

Evaluation

ReturnToWorkSA will evaluate the Unsolicited Proposal on the following criteria:

- The proposal addresses an existing issue or gap within the Scheme
- The proposal is unique in nature, such that it is not currently able to be delivered under the existing fee schedules or arrangements
- The proposal aligns with ReturnToWorkSA's strategic priorities
- There is a defined method for evaluating effectiveness and impact of the proposal

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Performance monitoring

As part of their Approval, an Approved Provider must monitor and track the performance of their Approved Proposal.

ReturnToWorkSA will oversee the service impact and formally evaluate this during the Approved Provider's Approved Term. It is within ReturnToWorkSA's discretion to cease or extend the Approved Term based on the need for service and the Approved Provider's service impact.

Contact

Questions relating to this Unsolicited Proposals requirements and documents or requests for assistance to complete the Unsolicited Proposals application form should be directed to the Provider team, ReturnToWorkSA:

Phone: (08) 8238 5757

Email: providers@rtwsa.com

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The following free information support services are available:

If you are deaf or have a hearing or speech impairment you can call ReturnToWorkSA on **13 18 55** through the National Relay Service (NRS) **www.relayservice.gov.au**.

For languages other than English call the Interpreting and Translating Centre on **1800 280 203** and ask for an interpreter to call ReturnToWorkSA on **13 18 55**.

For braille, audio or e-text of the information in this brochure call **13 18 55**.

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