



Aquatic and gymnasium facility fee schedule and policy

Fee schedule

Effective 01 July 2026

Aquatic facility entry

Item no.	Service description	Max fee (ex GST)
AQU30	Individual aquatic facility entry fee - casual Individual aquatic facility entry fee - casual. This item is for single entry for a worker into an aquatic facility. It may be utilised to attend an individual or group aquatic therapy session that is supervised by a medical expert for example, a physiotherapist (as specified in the service descriptor guidelines). This item cannot be charged if the service provider is an employee of the aquatic therapy facility.	\$13.30
AQU50	Three month aquatic facility membership Three month aquatic facility membership. The worker is required to attend the aquatic facility for a minimum of two session per week for longer than two months at a time. Attendance should be recorded by signing an attendance sheet and submitting it to the claims agent or self-insured employer, which is the responsibility of the worker.	\$234.30
AQU70	Monthly aquatic facility membership Monthly aquatic facility membership. This item is appropriate when a worker is attending an aquatic facility at least twice a week. If attendance of this frequency is for longer than two months, the worker should be charged for a three month membership (see AQU50).	\$84.10

Gymnasium facility entry

Item no.	Service description	Max fee (ex GST)
GYM30	Individual gymnasium entry fee - casual Individual gymnasium entry fee - casual. This item is for single entry for a worker into a gymnasium facility. It may be utilised to attend an individual or group exercise session that is supervised by a medical expert. This item cannot be charged if the service provider is an employee of the gymnasium facility.	\$18.60
GYM50	Three month gymnasium facility membership Three-month gymnasium membership. The worker is required to attend the facility for a minimum of two sessions per week for longer than two months at a time. Attendance should be recorded by signing an attendance sheet and submitting it to the claims agent or self-insured employer, which is the responsibility of the worker.	\$328.30
GYM70	Monthly gymnasium facility membership Monthly gymnasium membership. This item is appropriate when a worker is attending a gymnasium at least twice a week. If attendance of this frequency is for longer than two months, the worker should be charged a three-month membership (see GYM50).	\$117.80

Facilities which offer both aquatic and gymnasium entry

Item no.	Service description	Max fee (ex GST)
GAA30	Joint entry fee - casual (aquatic and gymnasium facility)	\$25.10
	Joint entry fee - casual (aquatic and gymnasium facility) This item can only be charged by a facility that has both an aquatic facility and a gymnasium at the same site and if the worker is referred for both aquatic therapy and gymnasium services being conducted or undertaken on the same day.	
GAA50	Joint three month membership (aquatic and gymnasium facility)	\$447.30
	Joint 3 mth membership (aquatic and gymnasium facility). This item can only be charged by a facility that has both an aquatic facility and a gymnasium at the same site and if the worker is referred for both aquatic therapy and gymnasium services being conducted or undertaken during the same period. The worker is required to attend the facility for a minimum of two sessions per week for longer than two months at a time. Attendance should be recorded by signing an attendance sheet and submitting it to the claims agent or self-insured employer, and this is the responsibility of the worker.	
GAA70	Joint monthly membership (aquatic and gymnasium facility)	\$160.70
	Joint monthly membership (aquatic and gymnasium facility). This item can only be charged by a facility that has both an aquatic facility and a gymnasium at the same site and if the worker is referred for both aquatic and gymnasium services being conducted or undertaken during the same period. The worker must be attending at least twice a week. If attendance of this frequency is for longer than two months, the worker should be charged a three month membership (see GAA50).	

*An approved return to work service provider means a provider approved by RTWSA to deliver specific recovery/return to work services (e.g. pre-injury employer, fit for work, restoration to the community and return to work assessment) in accordance with conditions set out in the *Application for Approval as a South Australian Return to Work Service Provider*.

Aquatic and gymnasium service and payment policy

Access to aquatic and gymnasium facilities may be required when a home based program of independent self-managed exercise is unavailable or inappropriate for the worker. The purpose of the aquatic or gymnasium based program is to assist a worker in their recovery and support them to stay at or return to work as soon as it is safe for them to do so.

ReturnToWorkSA will periodically review a worker's access to services to ensure that the treatment and services remain reasonable for the work injury and are payable under the *Return to Work Act 2014*.

ReturnToWorkSA expects the provision of services to be consistent with this fee schedule and policy, which has been developed to comprehensively meet the needs of worker's requiring treatment. Services provided outside of this fee schedule and policy may only be approved by the claims manager where there is no comparable service within the fee schedule and the service is determined as reasonably required in consequence of the work injury.

Which aquatic and gymnasium facilities ReturnToWorkSA will pay access to

ReturnToWorkSA will only pay worker access to aquatic or gymnasium facilities that:

- ✓ meet relevant local government, public health and environmental standards and be available for public access.

How much ReturnToWorkSA will pay

ReturnToWorkSA will pay the reasonable cost of entry to an aquatic or gymnasium facility.

What ReturnToWorkSA will pay for

ReturnToWorkSA will pay for entry or membership to aquatic or gymnasium facilities where it:

- ✓ has been recommended and clinically justified by a medical expert
- ✓ will improve the worker's functional capacity
- ✓ is related to a work injury or condition
- ✓ is reasonable and necessary
- ✓ is required because a home based exercise program is not possible or appropriate.

What ReturnToWorkSA will not pay for

ReturnToWorkSA will not pay for:

- × Access to gymnasium or aquatic facilities for the purpose of improving a worker's general level of health, fitness and wellbeing
- × Fees associated with cancellation or non-attendance
- × Aquatic or gymnasium membership for the purposes of maintaining physical fitness once the recovery goals have been achieved
- × Individual entry as well as a membership fee
- × More than one aquatic and/or gymnasium membership or entry fee at the same time
- × Programs or services for a person other than the worker
- × Extra services offered by the facility, such as spa or sauna or yoga classes
- × Personal trainers.

Invoicing requirements

All amounts listed in this fee schedule are exclusive of GST. If applicable, ReturnToWorkSA will pay to the provider an amount on account of the provider's GST liability in addition to the GST exclusive fee. Suppliers should provide ReturnToWorkSA with a tax invoice where the amounts are subject to GST.

Information required on an invoice

All invoices are required to contain the following information to enable prompt and efficient payment:

- ✓ provider details
 - name
 - ReturnToWorkSA provider number (if known)
 - practice and address details.
- ✓ invoice number and invoice date
- ✓ Australian Business Number (ABN)
- ✓ worker's surname and given name(s)
- ✓ claim number (if known)
- ✓ brief description of the injury to which the services relate
- ✓ employer name (if known)
- ✓ each service itemised separately in accordance with this fee schedule including:
 - date of service
 - service item number and service description
 - charge for the service
 - total charge for invoiced items plus any GST that may be applicable.
- ✓ bank account details for electronic funds transfer (EFT).

When payments will not be made

Payments will not be made:

- × on invoices that do not contain the above information and may be returned to the provider for amendment
- × on 'account rendered' or statement invoices. Payment will be made, where appropriate, on an original invoice or duplicate/copy of the original.
- × in advance of service provision, including all written reports
- × where the worker's claim has not been accepted. In this case the worker is responsible for payment.

When to submit an invoice

Invoices are to be submitted within four weeks of service. Invoices received more than six months after date of service may not be paid unless in exceptional circumstances.

How to submit an invoice

Invoices sent via email is the preferred option in any of the following formats: word, PDF, and image files. Please email your invoice to the relevant address below.

Gallagher Bassett: invoices@gb.rtwsa.com

EML: accounts@eml.rtwsa.com

EnAble: EnAble@rtwsa.com

What are our payment terms

The Return to Work scheme has 30 day payment terms which are mandated and cannot be amended. Please do not send multiple copies of the original invoice if your payment terms are less than 30 days.

Outstanding payments

Please contact the relevant claims agent, ReturnToWorkSA's EnABLE Unit or self-insured employer if the claim has been accepted and the payment is outstanding.

GST

For all GST-related queries, please contact the Australian Taxation Office or your tax advisor.

Changes to provider details

For changes to provider details, such as ABN, change of address or electronic funds transfer details, please complete the Provider registration form available on our website. Once completed, please email to prov.main@rtwsa.com.

For any queries relating to this form, please contact ReturnToWorkSA on 13 18 55.

Useful contacts

Claims agents

All work injury claims (*that are not self-insured or serious injury*) are managed by Employers Mutual or Gallagher Bassett. To identify which claims agent is managing a worker's claim, refer to the 'Claims agent lookup' function on our website at www.rtwsa.com.

EML

Phone: (08) 8127 1100 or free call 1800 469 931
Fax: (08) 8127 1200
Postal address: GPO Box 2575, Adelaide SA 5001
Online: www.eml.com.au

Gallagher Bassett Services Pty Ltd

Phone: (08) 8177 8450 or free call 1800 664 079
Fax: (08) 8177 8451
Postal address: GPO Box 1772, Adelaide SA 5001
Online: www.gallagherbassett.com.au

ReturnToWorkSA EnABLE Unit

For claims relating to severe traumatic injuries, please contact this unit directly.

Phone: 13 18 55
Postal address: GPO Box 2668, Adelaide SA 5001

Self-insured employers

For matters relating to self-insured claims, please contact the employer directly.

