

Occupational therapy fee schedule and policy

Fee schedule

Effective 01 July 2025

Item no.	Service description	Max fee (ex GST)
OT105	Consultations Initial consultation. History, assessment planning, education and treatment in accordance with the Clinical Framework for the Delivery of Health Services.	\$234.90 per hour
OT205	Subsequent consultation Subsequent consultation. Re-assessment planning, education and treatment in accordance with the Clinical Framework for the Delivery of Health Services.	\$234.90 per hour
OTMP	Occupational therapy management plan Occupational therapy management plan. An occupational therapy management plan completed and submitted by the treating occupational therapist. This plan is available on our website at www.rtwsa.com . For claims managed by ReturnToWorkSA or their claims agents, the occupational therapist is expected to submit a plan at the request of the claims manager. The practitioner can initiate a management plan after every 10 treatments where it supports and facilitates treatment review and discussion with the worker and/or the treatment team. For claims managed by self-insured employers, the plan must be requested by the self-insured employer.	\$58.90 flat fee
OT216	Workplace visit Workplace visit. Review of the worker and workplace demands in accordance with the Clinical Framework for the Delivery of Health Services, for the purpose of determining ongoing treatment needs and where appropriate, reviewing movement patterns and techniques with work duties. The worker is to be present at the visit and for the best outcomes, the claims manager, supervisor/employer should also be present to facilitate a team approach. Maximum 1 hour.	\$234.90 per hour Max 1 hour
OT300	Fabrication/fitting/adjustment of a splint Fabrication/fitting/adjustment of splint	\$234.90 per hour
OT390	Material used to construct or modify a splint Materials used to construct or modify a splint.	Reasonable cost
OT780	Independent clinical assessment and report Independent clinical assessment and report. An assessment of a worker by an occupational therapist, other than the treating occupational therapist, and provision of a report for the purpose of providing a clinical opinion on current treatment, comment on the worker's functional ability and make recommendations on future occupational therapy management. This service must be requested in writing by the claims manager, self-insured employer, worker or worker's representative. Maximum 4 hours.	\$234.90 per hour Max 4 hours
OT760	Activities of daily living assessment and report Activities of daily living assessment and report. Assessment of a worker's level of functioning in relation to personal care, household tasks, recreational and social activities. This service includes provision of a report and must be requested in writing by the claims manager, self-insured employer or treating medical expert. Where the service is recommended by a medical	\$234.90 per hour Max 5 hours

expert, prior approval must be obtained from the claims manager or self-insured employer. Maximum 5 hours.

OT762	Activities of daily living implementation and review	\$234.90 per hour
	Activities of daily living: implementation and review. Re-assessment and review of a worker's progress in functional ability, the ongoing need for third party services or hired equipment, therapeutic aids or appliances. This service must be requested in writing by the claims manager, self-insured employer or treating medical expert. Where the service is recommended by a medical expert, prior approval must be obtained from the claims manager or self-insured employer. Maximum 2 hours.	Max 2 hours
OTDVA	Driver assessment and report	\$234.90 per hour
	Driver assessment and report. Assessment of the impact of a worker's injury/condition on their ability to return to safe and independent driving and where appropriate, develop a driver rehabilitation plan. This service must be requested in writing by the claims manager, self-insured employer or treating medical practitioner. Maximum 5 hours.	Max 5 hours
OTDVR	Driver rehabilitation and report	\$234.90 per hour
	Driver rehabilitation and report. Implementation of a driver rehabilitation plan. This service must be requested in writing by the claims manager, self-insured employer or treating medical practitioner.	
OT552	Telephone calls	\$32.60 flat fee
	Telephone calls relating to the management of the worker's claim, or to progress their recovery and return to work, made to or received from, the claims manager or self-insured employer, worker's employer (including the employer's return to work coordinator), worker's representative, ReturnToWorkSA advisor, approved return to work service provider* or worker's referring/treating medical practitioner. Any time spent on communication directly related to an independent clinical assessment and report, activities of daily living assessment and report, an activities of daily living re-assessment or driver assessment/rehabilitation and report, is included within the total time invoiced for that service.	
	*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.	
OT820	Treating occupational therapy report	\$234.90 flat fee
	Treating occupational therapist report. A written clinical opinion, statement or response to questions relating to the medical status and treatment of a worker, requested in writing by the claims manager, self-insured employer, worker or worker's representative. A report may be initiated by the treating occupational therapist, for example when barriers have been identified that need further explanation to facilitate claims progress, or when surgery has been requested and further information could assist the assessment process. When initiated by the occupational therapist, a copy should be provided to the claims manager, treating medical practitioner and where appropriate, all relevant parties.	
OT870	Case conference	\$234.90 per hour
	Case conference. Attendance at a case conference as requested in writing by the claims manager or self-insured employer, worker's employer (including the employer's return to work coordinator) or an approved return to work service provider*.	
	*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.	
OT905	Travel time	\$199.40 per hour
	Travel time. Travel by an occupational therapist for the purpose of a case conference, home, hospital or worksite visit, independent clinical or activities of daily living assessment.	

OT907	Travel expenses	Reasonable cost
	Travel expenses. Travel expenses incurred for a medical service delivered at the request of the claims manager or self-insured employer, where the provider is required to travel to a destination greater than 100km from the provider's principal place of business or residential address. Car hire can only be charged where the provider travels by aircraft to deliver the service.	
OTTE0	Telehealth initial consultation	\$234.90 per hour Max 1 hour
	Telehealth/telephone initial consultation. History, assessment, planning and treatment in accordance with the Clinical Framework for the Delivery of Health Services. Maximum 1 hour. Where possible, video consultations are preferred. Occupational Therapists are expected to refer on if the required treatment cannot adequately be provided via telehealth and a face-to-face consultation is not possible.	
OTTE2	Telehealth subsequent consultation	\$234.90 per hour
	Telehealth/telephone subsequent consultation. Review, planning, education, and treatment in accordance with the Clinical Framework for the Delivery of Health Services. Maximum 10 sessions. Occupational Therapists are expected to refer on if the required treatment cannot adequately be provided via telehealth and a face-to-face consultation is not possible.	
CURAP	Equipment, therapeutic aids and appliances	Reasonable cost
	Other THERAPEUTIC Aids/Appliances including supply, delivery or repairs as recommended by Medical Expert. This also includes delivery of equipment (eg, wheelchairs, beds etc), repairs/maintenance to hearing aids, batteries etc.	

*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*.

Occupational therapy service and payment policy

The purpose of the services identified in this fee schedule and policy is to provide treatment that assists a worker in their recovery and (if applicable) supports them to stay at or return to work as soon as it is safe for them to do so. This fee schedule applies to all work injury claims, whether insured through ReturnToWorkSA or a self-insured employer.

ReturnToWorkSA or the self-insurer will periodically review a worker's treatment and services to ensure they 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 occupational therapy 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.

Who can provide services to workers?

The Insurer (ReturnToWorkSA or a self-insurer) will only pay for services by healthcare professionals who are:

- ✓ registered by ReturnToWorkSA to provide the services identified in this schedule. ReturnToWorkSA will register a service provider upon receipt of their initial invoice; and
- ✓ registered as an occupational therapist with Australian Health Practitioners Regulation Authority.

ReturnToWorkSA's expectations for the delivery of services to workers

ReturnToWorkSA expects that all providers of services to workers as part of the South Australian Return to Work scheme, integrate the following principles of the [*Clinical Framework for the Delivery of Health Services*](#) (the clinical framework) into their service delivery:

1. Measure and demonstrate the effectiveness of management.
2. Adopt a biopsychosocial approach.
3. Empower the injured person to manage their injury.
4. Implement goals focussed on optimising function, participation and return to work.
5. Base management on best available research evidence.

How much the insurer will pay?

This fee schedule is published in the *South Australian Government Gazette*. Gazetted fees are the **maximum fees chargeable**, excluding GST. Where applicable, GST can be applied over and above the gazetted fee.

ReturnToWorkSA or a self-insurer will pay the reasonable cost of services up to the maximum amount detailed in the ReturnToWorkSA fee schedule.

What ReturnToWorkSA will pay for

ReturnToWorkSA will pay for services that are:

- ✓ for the treatment of a work injury or condition
- ✓ reasonable and necessary
- ✓ in accordance with the clinical framework.

What the insurer will not pay for

ReturnToWorkSA or a self-insurer will not pay for:

- ✗ Non-attendance or cancellation fees for treatment services
- ✗ Services invoiced in advance of the service delivery
- ✗ Written communication between a worker's treating practitioners
- ✗ Services focussed on improving a worker's general level of health, fitness and wellbeing
- ✗ More than one consultation (initial or subsequent) on the same day.

Occupational therapy management plan

Treating occupational therapists can choose to complete and submit the ReturnToWorkSA occupational therapy management plan. This plan is available on our website at www.rtwsa.com.

For claims managed by ReturnToWorkSA or their claims agents, the occupational therapist is expected to submit a plan at the request of the claims manager.

Practitioners can initiate a management plan every 10 treatments where it supports and facilitates treatment review and discussion with the worker and/or the treatment team.

A treatment is any clinical consultation, aquatic or exercise session.

This plan:

- ✓ should be forwarded to the worker's claims manager or self-insured employer and copies made available to the treating doctor and worker
- ✓ is to notify the claims manager, self-insured employer and/or treating doctor of any significant changes or updates on worker recovery, such as functional capacity, the expected recovery and management actions, goals of treatment, and any barriers to recovery or return to work outcomes.

For claims managed by self-insured employers, the plan must be requested by the self-insured employer.

Workplace visit

A workplace visit should:

- ✓ be a review of a worker and their related duties at the workplace for the purpose of determining ongoing treatment needs.

Independent clinical assessment and report

An occupational therapist undertaking an independent clinical assessment must:

- ✓ be independent of the treating occupational therapist and any occupational therapy treatment services following the independent clinical assessment
- ✓ have a minimum of:
 - five years of relevant clinical experience related to the injury type
 - two years' experience in the provision of occupational therapy services within the Return to Work scheme.
- ✓ conduct the assessment as soon as possible after receipt of the written referral and/or approval from the claims manager or self-insured employer, or as specified by the referrer.

Purpose

The purpose of an independent clinical assessment is to provide:

- ✓ an independent opinion on the reasonableness and necessity of the worker's current or proposed occupational therapy treatment/management
- ✓ a differential diagnosis using an evidence-based clinical assessment
- ✓ recommendations regarding the worker's future occupational therapy management that are aligned to the principles of the clinical framework
- ✓ a prognosis for return to work
- ✓ an opinion and/or recommendations on any other questions asked by the requestor.

Report

The independent clinical assessment report should:

- ✓ detail the relevant findings
- ✓ provide the assessor's independent clinical opinion on the reasonableness and necessity of the worker's current or proposed treatment
- ✓ provide recommendations for future occupational therapy management
- ✓ include responses to questions asked by the requestor
- ✓ be submitted within 10 business days from the date of the assessment.

Activities of daily living assessment and report

An occupational therapist undertaking an activities of daily living assessment (ADL):

- ✓ must have the equivalent of two years full-time clinical practice and be experienced in the assessment of activities of daily living. However, an occupational therapist with less than the minimum required clinical experience may provide ADL assessments, if supervised for a period of 12 months by a full-time occupational therapist, experienced in ADL assessments and who has conducted ADL assessments for a period of at least 2 years.
- ✓ should be familiar with and use formal ADL assessment tools that are relevant to the worker's circumstances

- ✓ should conduct the assessment within five business days from receipt of the written referral and/or approval from the claims manager or self-insured employer, or as specified by the referrer.

Purpose

The purpose of an ADL assessment is to conduct an objective assessment of the worker's level of functioning in relation to personal care, household tasks, recreational and social activities.

The assessment is to be conducted in a worker's living environment and is based on an occupational therapist's observations and objective assessment of a worker's level of functioning.

Self-report assessment tools such as biopsychosocial screening and functional outcome measures are to be used in conjunction with an objective assessment tool.

Report

An ADL assessment report should include:

- ✓ results of an objective ADL assessment tool suited to the worker's circumstances
- ✓ assessment findings and worker's functional abilities
- ✓ strategies and recommendations for equipment that will maximise the worker's independence and participation in activities of daily living
- ✓ details of the cost and suppliers of any prescribed equipment and clinical justification for the recommendation(s). Hiring must be considered wherever possible.
- ✓ strategies and recommendations for support services from a third party in the performance of personal care and/or household tasks, including details of level of assistance from third party, duration, frequency and cost of services and the clinical justification for the recommendation(s)
- ✓ recommendations and clinical justification for the need of ADL re-assessment using item number (OT762)
- ✓ recommendations for non-structural housing modifications including:
 - justification for the modification, details of all available options and details of all consultations with the worker and or their authorised representative
 - compliance with the relevant Australian Standards for disability and access and the Australian Building Codes.
- ✓ responses to questions asked by the requestor
- ✓ submission of the completed report to the claims manager or self-insured employer within 10 business days from the date of the assessment.

Activities of daily living re-assessment

Purpose

The purpose of an ADL re-assessment is to:

- ✓ re-assess the worker for the purpose of reviewing progress in the worker's functional abilities, the ongoing need for third party services or hired equipment/aids and appliances
- ✓ provide clear justification for the ongoing need for third party services or hired equipment/aids and appliances
- ✓ teach or coach the worker in functional skills and use of aids and equipment supplied to maximise the worker's functional abilities in activities of daily living.

ADL re-assessment may not require re-attendance at the worker's home. Where a home visit is required, justification will need to be provided to the claims manager or self-insured employer.

Driver assessment and report

An occupational therapist undertaking a driving assessment must have:

- ✓ a recognised driver assessment post-graduate qualification.

Purpose

A driver assessment aims to assist the worker with a functional impairment to return to safe and independent driving through the identification of strengths and limitations, program planning for compensatory and remediation strategies, and the prescription of adaptive driving equipment and/or modifications.

Assessment

- ✓ Any referral requested by a claims manager or self-insured employer must be made in collaboration with the treating medical practitioner.
- ✓ It is the responsibility of the occupational therapist to ensure that the worker has been certified as medically fit to drive for the purposes of undertaking the assessment.
- ✓ The assessment includes the development of an intervention plan.
- ✗ The assessment does not include the driver rehabilitation program.

Report

A driver assessment report is:

- ✓ included as part of the driver assessment and report fee
- ✓ to include:
 - responses to questions asked by the requestor
 - a driver rehabilitation plan.
- ✓ to be provided within 10 business days of undertaking the assessment.

Driver rehabilitation and report

An occupational therapist undertaking a driver rehabilitation program must have:

- ✓ a recognised driver assessment post-graduate qualification.

Purpose

A driver rehabilitation program aims to assist the worker with a functional impairment to return to safe and independent driving.

Assessment

- ✓ It is the responsibility of the occupational therapist to ensure that the worker has been certified as medically fit to drive for the purposes of implementing the driver rehabilitation program.
- ✓ An occupational therapy driver assessment must have occurred prior to commencing the rehabilitation intervention.
- ✓ A report is to be provided within 10 business days of completing the driver rehabilitation program.

Case conference

- ✓ Case conferences conducted by telephone (teleconferencing) are chargeable under this item.
- ✗ No fee is payable for records made by an occupational therapist during the case conference unless delegated as the representative by the claims manager or self-insured employer.

Travel time and expenses

- ✓ Travel time will only be paid for the purposes of a case conference, home, hospital or worksite visit, independent clinical assessment or activities of daily living assessment or re-assessment.
- ✓ All accounts must include the total time spent travelling, departure and destination locations and the distance travelled.
- ✓ If travel time and expenses are undertaken for more than one worker, the travel time and expenses must be divided accordingly.
- ✓ Travel expenses include standard economy airfares, overnight accommodation and reasonable cost for meals associated with the overnight stay, taxi fares, car parking and car hire expenses, excluding fuel costs and vehicle mileage.
- ✓ Tax compliant invoices for travel expenses must be provided with the relevant invoice for payment to be made. The invoice must be clearly itemised if more than one expense is being claimed (e.g. airfare, accommodation, meals, etc.).
- ✗ There is no charge for travel time from one clinic to another clinic.
- ✗ Travel time and expenses will not be paid for occupational therapists conducting regular visits (e.g. to hospitals or worksites).

Invoicing requirements

All amounts listed in this fee schedule are exclusive of GST. If applicable, the insurer 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 the insurer 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
 - Medicare provider number (if applicable) and/or 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)
- ✓ employer name (if known)
- ✓ each service itemised separately in accordance with this fee schedule including:
 - date of service and commencement time
 - service item number and service description
 - duration of service in hours/minutes rounded to the nearest 6 minutes for hourly rate services
 - charge for the service
 - total charge for invoiced items plus any GST that may be applicable.
- ✓ Bank account details for electronic funds transfer (EFT).

Invoicing for services which have an hourly rate fee

All services must be charged as a single invoice transaction for the total accumulated time in providing the service.

When payments will not be made

Payments will not be made:

- ✗ On invoices that do not contain the above information, which 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 exceptional circumstances exist.

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 688 825
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.

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