

# Remedial massage fee schedule and policy

## Fee schedule

Effective 01 July 2025

Item no.	Service description	Max fee (ex GST)
<b>RT100</b>	<b>Initial consultation</b> Remedial massage initial consultation, an assessment including examination and treatment.	<b>\$80.30</b>
<b>RT200</b>	<b>Subsequent standard consultation</b> Remedial massage subsequent standard consultation, less than or equal to 30 mins duration. A brief consultation involving examination, treatment and documentation, with minimal therapist contact time.	<b>\$40.20</b>
<b>RT300</b>	<b>Subsequent extended consultation</b> Remedial massage subsequent extended consultation, greater than 30 mins but not more than 45 mins duration. An extended consultation involving increased time for examination, treatment and documentation.	<b>\$60.20</b>
<b>RT400</b>	<b>Subsequent long consultation</b> Remedial massage subsequent long consultation, greater than 45 mins duration. A long consultation should only be utilised in a limited number of cases where the nature of the injury is considered to be complex.	<b>\$80.30</b>
<b>RT500</b>	<b>Treating remedial massage standard report</b> Remedial massage standard report. A standard report must be requested in writing by a claims agent or self-insured employer, worker or worker's representative. A standard report is a statement or response to specific questions. A report will be taken to be standard when re-examination of the worker is not required and the report is based on a transcription of existing records.	<b>\$80.30</b>

\*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*.

## Remedial massage service and payment policy

The purpose of remedial massage services is to provide treatment of specific soft tissue disorders or dysfunctions that assists a worker in their recovery and supports 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 remedial massage 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 remedial massage services to workers

ReturnToWorkSA will only pay for remedial massage services delivered by providers who hold:

- ✓ a Diploma in Remedial Massage from a nationally Recognised Training Organisation (RTO)
- ✓ professional indemnity insurance (minimum \$2 million in any one claim) and public liability insurance (minimum \$2 million in any one claim)
- ✓ a recognised and current accredited senior first aid/apply first aid certificate, from an accredited body such as Red Cross or St John.

### Who can refer for remedial massage services

Remedial massage services require a current written referral from a health practitioner\* for a maximum of 10 sessions.

A referral must include:

- how the service is intended to increase and maintain the worker's functional ability
- specific body area to be treated (relevant to the work injury described on the *Work Capacity Certificate*)
- the number of services to be provided (up to the maximum of 10 services)
- how long the service should be provided
- dates of review.

Where a worker self-refers, the remedial massage provider should contact the relevant claims manager for approval prior to delivering the service.

The provision of treatment must be in accordance with the following best practice standards:

- If at four treatments it is clear that remedial massage will be of no benefit to the worker, the remedial massage provider has an obligation to discontinue treatment, and

the worker should return to the referring health practitioner.

- If improvement is occurring after four treatments, a course of 10 treatments may be beneficial where consistent improvement in functional ability has been demonstrated and maintained after the first four treatments. Approval for a subsequent course of treatment will be determined on a case-by-case basis.
- A remedial massage provider does not have the authority to refer for remedial massage or other services such as exercise programs, aquatic therapy or a gymnasium program.

\* A health practitioner is defined as a medical practitioner, dentist, psychologist, optician, physiotherapist, chiropractor, podiatrist, occupational therapist, osteopath, speech pathologist.

### How much the Insurer will pay

ReturnToWorkSA or a self-insurer will pay the reasonable cost of remedial massage services.

### What ReturnToWorkSA will pay for

ReturnToWorkSA will pay for remedial massage services that are:

- ✓ recommended and clinically justified by a medical expert
- ✓ for the treatment of a work injury or condition
- ✓ reasonable and necessary
- ✓ in accordance with the standard of care generally adopted by the remedial massage industry
- ✓ remedial massage services involving the following mainstream techniques as taught in the Diploma of Remedial Massage program:

• Bowen	• Petrissage/kneading
• Compressive including digital ischemic pressure	• Proprioceptive neuromuscular facilitation
• Cupping	• Shiatsu
• Deep tissue massage	• Soft tissue mobilisation
• Effleurage	• Stretching
• Friction	• Temperature therapy
• Manual Lymphatic Drainage **	• Traditional Thai massage
• Myofascial release	• Trigger point release
• Passive joint movement	• Tui na/An mo
• Passive soft tissue	• Vibration
• Percussion	

\*\* Manual Lymphatic Drainage (for example, the Dr Vodder technique) should only be provided where there are significant swelling problems that are not improving naturally.

This may include post-operative situations. Any provision of this technique must be supported by the referring medical expert.

#### **ReturnToWorkSA or a self-insurer will not pay for:**

ReturnToWorkSA will not pay for:

- × Remedial massage services
  - involving electrotherapies, treatments or services involving other appliances, or treatments involving thrust, manipulation or adjustment of joint structures
  - focussed on improving a worker's general level of health, fitness and wellbeing.
- × Non-attendance or cancellation fees for treatment services
- × Written communication between a worker's treating practitioners
- × More than one consultation (initial or subsequent) on the same day
- × Advice about, or supply of therapeutic equipment, drugs, herbal lineaments, ointments, health products, vitamins or food supplements.

## **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](mailto:invoices@gb.rtwsa.com)

EML: [accounts@eml.rtwsa.com](mailto:accounts@eml.rtwsa.com)

EnAble: [EnAble@rtwsa.com](mailto: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](mailto: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](http://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](http://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](http://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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**ReturnToWorkSA**

**Provider Enquiries: 8238 5757**

400 King William Street, Adelaide SA 5000

[providers@rtwsa.com](mailto:providers@rtwsa.com)

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