

Remedial Massage Services

Effective as at 1 July 2009, WorkSafe Victoria (WorkSafe) will pay up to a maximum amount for the following categories of the service:

Item Number	Service Description	Maximum Payment Rate
M600	Initial Consultation	\$47.80
M602	Standard Consultation	\$32.10

GST

Amounts published have not taken into account that GST may apply to certain services. Where deemed appropriate by WorkSafe, an amount taking into account GST will be added to the listed amount.

Remedial Massage Providers

Remedial massage is defined as the application of manual massage techniques to treat musculoskeletal disorders or dysfunctions in a systematic way. Remedial massage is designed to improve the function of the injured worker in the rehabilitation process and achieve progress in return to work outcomes.

Who can provide remedial massage to injured workers?

WorkSafe Victoria (WorkSafe), will only pay for remedial massage services by healthcare professionals who are:

✓	registered by WorkSafe to provide remedial massage services														
✓	members or are eligible for membership, at or above the required level, of one of the following associations, and														
	<table border="1"> <thead> <tr> <th>Association</th> <th>* Required Level</th> </tr> </thead> <tbody> <tr> <td>Australian Association of Massage Therapists Ltd. (AAMT)</td> <td>Diploma (Remedial Massage) Therapist</td> </tr> <tr> <td>Association of Massage Therapists (NSW) Ltd</td> <td>Senior Level One</td> </tr> <tr> <td>Australian Natural Therapists Association Ltd</td> <td>(ANTA) Member (A)</td> </tr> <tr> <td>Australian Traditional Medicine Society Ltd</td> <td>(ATMS) Accredited Member</td> </tr> <tr> <td>Institute of Registered Myotherapists of Australia (IRMA)</td> <td>Level Two</td> </tr> <tr> <td colspan="2">* Required membership levels may be subject to change.</td> </tr> </tbody> </table>	Association	* Required Level	Australian Association of Massage Therapists Ltd. (AAMT)	Diploma (Remedial Massage) Therapist	Association of Massage Therapists (NSW) Ltd	Senior Level One	Australian Natural Therapists Association Ltd	(ANTA) Member (A)	Australian Traditional Medicine Society Ltd	(ATMS) Accredited Member	Institute of Registered Myotherapists of Australia (IRMA)	Level Two	* Required membership levels may be subject to change.	
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✓	able to provide evidence of current professional indemnity insurance. Further information on WorkSafe's required level of professional indemnity insurance can be found on WorkSafe's <i>Service Provider Registration Application Medical and Allied Health Services</i> at worksafe.vic.gov.au/hcpforms														

What if I am not a member of a recognised association?

Remedial massage therapists who are not current members of a recognised association can apply to the following associations to have their eligibility for membership assessed:

✓	Australian Traditional Medicine Society (ATMS)
✓	Australian Natural Therapists Association Ltd (ANTA)
✓	Association of Massage Therapists (NSW) Ltd.

Provided that benchmark standards are met, the remedial massage therapists will be issued with written endorsement of eligibility for membership*. The endorsement must accompany WorkSafe's *Service Provider Registration Application Medical and Allied Health Services Form* prior to approval as a service provider for injured workers.

WorkSafe can then issue all approved service providers with a provider number.

* *This process may entail a cost, which is at the discretion of the association.*

WorkSafe expectations for the delivery of remedial massage services to injured workers

WorkSafe developed the *Clinical Framework for the Delivery of Health Services to Injured Workers* (Clinical Framework) in conjunction with experienced researchers and health professionals to give providers clearer expectations and more valuable guidance in the delivery of health services to injured workers.

The Clinical Framework is a set of guiding principles for the treatment of injured workers. The five core principles reflect contemporary practice in injury management. They are:

1. Measurable treatment effectiveness must be demonstrated.
2. A biopsychosocial approach is essential for the management of pain.
3. Treatment must focus on empowering the worker to manage their injury.
4. Treatment goals must be functional and focused on return to work.
5. Treatment must be based on the best evidence available.

The Clinical Framework should be used as a tool when discussing ongoing treatment with the injured worker, WorkSafe Agent/ self-insurer and referring medical practitioner. Further information can be found at worksafe.vic.gov.au/hcp

Referral requirements

✓	A medical practitioner must provide a referral for remedial massage services prior to commencement of treatment WorkSafe considers remedial massage to be a referred service. A referral from a medical practitioner must therefore be provided. Referred services include all approved health services with the exception of medical, chiropractic, physiotherapy, osteopathic, optometry, dental and podiatry services.
✓	Each referral covers a maximum of 10 services Following the provision of 10 services, the injured worker's progress and outcomes should be reviewed by a medical practitioner. If subsequent services are required a further referral must be provided.
X	No referral to other health services WorkSafe does not allow remedial massage service providers to provide referrals to other health services.

How much will WorkSafe pay?

WorkSafe will pay the reasonable costs of remedial massage services, up to the maximum amount, as detailed in WorkSafe's *Remedial Massage Services Fee Schedule*, which can be found at worksafe.vic.gov.au/hcp

What WorkSafe will pay for

WorkSafe will pay the reasonable cost of remedial massage services that meet all of the following criteria:

✓	Treatment is for a work-related injury or illness
✓	The provider is currently registered as a remedial massage provider with WorkSafe
✓	A medical practitioner has provided a referral for treatment
✓	A medical practitioner reviews the service regularly Following the provision of 10 services, any further services remain subject to regular review by the medical practitioner. A further course of treatment may be undertaken if the service can be shown to improve the injured worker's function in the rehabilitation and return to work process.
✓	The service is in line with the principles of the Clinical Framework

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What WorkSafe will not pay for

X	<p>Non-remedial massage services</p> <p>WorkSafe will not pay for any service that does not provide a remedial effect.</p> <p>WorkSafe will not pay for the following:</p> <ul style="list-style-type: none">• relaxation massage• sports massage• aromatherapy• reflexology• shiatsu massage. <p>This list is not exhaustive. For further information, contact the WorkSafe Advisory Service on freecall 1800 136 089.</p>
X	<p>Non-attendance/cancellation</p> <p>WorkSafe will not pay for appointments where injured workers cancel or do not attend.</p>
X	<p>Telephone conversations</p> <p>WorkSafe will not pay for telephone consultations or conversations, either to the injured worker or other related parties (such as the employer, WorkSafe, Agents, self-insurers or other healthcare professionals).</p>
X	<p>More than one consultation on the same day</p> <p>WorkSafe will not pay for more than one remedial massage consultation provided on the same day to the same injured worker.</p>
X	<p>Provision of more than one allied health service on the same day</p> <p>Where a remedial massage provider is registered with WorkSafe for more than one allied health service (for example, remedial massage and acupuncture), WorkSafe will not pay for provision of more than one service type to an injured worker on the same day.</p>

Need more information?

Contact the WorkSafe Advisory Service on freecall 1800 136 089 or email info@worksafe.vic.gov.au, or visit worksafe.vic.gov.au

WorkSafe Victoria

Advisory Service

222 Exhibition Street
Melbourne 3000

Phone.....03 9641 1444
Toll-free.....1800 136 089
Email.....info@worksafe.vic.gov.au

Head Office

222 Exhibition Street
Melbourne 3000

Phone.....03 9641 1555
Toll-free.....1800 136 089
Website.....worksafe.vic.gov.au

Local Offices

Ballarat.....03 5338 4444
Bendigo.....03 5443 8866
Dandenong.....03 8792 9000
Geelong.....03 5226 1200
Melbourne
(628 Bourke Street)...03 9941 0558
Mildura.....03 5021 4001
Mulgrave.....03 9565 9444
Preston.....03 9485 4555
Shepparton.....03 5831 8260
Traralgon.....03 5174 8900
Wangaratta.....03 5721 8588
Warrnambool.....03 5564 3200

WorkSafe Agents

ALLIANZ Workers' Compensation (Vic) Limited

Level 26, 570 Bourke Street,
Melbourne 3000
Ph: (03) 9234 3800
Fax: (03) 9234 3760
Freecall 1800 240 335

GIO Workers' Compensation (Victoria) Ltd

Level 14, 447 Collins Street,
Melbourne 3000
Ph: (03) 9860 3555
Fax: (03) 9820 5840
Freecall 1800 817 969

Cambridge Integrated Services Victoria Pty Ltd

Level 10, 390 La Trobe Street,
Melbourne 3000
Ph: (03) 9947 3000
Fax: (03) 9947 3005
Freecall 1800 801 070

QBE Workers Compensation (Vic) Limited

Level 8, 628 Bourke Street,
Melbourne 3000
Ph: (03) 9246 2444
Fax: (03) 9246 2400
Freecall 1800 817 820

Gallagher Bassett Workers Compensation Vic Pty Ltd

Ground Floor, 50 Queen Street,
Melbourne 3000
Ph: (03) 9297 9000
Fax: (03) 9297 9010
Freecall 1800 774 377

CGU Workers Compensation (Vic) Limited

181 William Street,
Melbourne 3000
Ph: (03) 8630 1000
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