

Kylie Loffler
NSR Massage Therapy
179 Murray St
SA, 5118

14/07/2025

Our Reference:

SAFETY, REHABILITATION AND COMPENSATION ACT – 1988

Re: 1000027478

Address: 10 Riggs Lane, Gawler East, 5118

D.O.B: 11/10/1982

Dear Kylie Loffler

I am writing to you in response to your correspondence, dated 14/07/2025 in respect of the above named employee of Australia Post Group.

In your letter permission is sought to perform 6 x 60 minutes of Remedial Massage.

Australia Post Group has accepted liability for Lower Back Strain, and as such will meet all reasonable costs associated with the above request.

Please supply a copy of the results of the above procedure along with your comment to this office as soon as possible.

If you have any enquiries in relation to this matter, please don't hesitate to contact me on the telephone number listed below.

Yours sincerely,



Dobby ALLEN
Claims Officer Medical & Tail
Injury Management

Phone: 0467300986

Email: dobby.allen10@auspost.com.au

Enc: Notice of Employees' Rights and Responsibilities
Allied Health Treatment – Important Information

Allied Health Treatment - Important Information

Australia Post Group (APG) operates under the SRC Act and will consider treatment costs in accordance with the Comcare Allied Health fee schedule (<https://www.comcare.gov.au/service-providers/medical-allied-health/treatment-rates>).

As with Medicare and Private Health funds, there may be a gap between the Comcare Allied Health Fee and the amount invoiced. APG may not be responsible for this gap payment. Make sure you discuss the cost of any proposed treatment with your Allied Health Provider, prior to engaging their Services.

It's important that you are aware that APG will only fund one type of physical treatment (physiotherapy, osteopathic or chiropractic) at a time.

To assist in optimising your recovery from injury, the Australia Post Injury Management team requests that you endeavour to attend your treatment outside of your normal working hours wherever possible.

Make sure you obtain a receipt for every expense for which you would like to claim reimbursement. Receipts should be submitted to your People Leaser who will forward them on to your Claims Manager for payment. Always keep a copy for your own records.

What can Australia Post Group (APG) approve?

APG can approve costs for reasonable treatment required to assist with recovery from your work-related injuries. APG cannot pay for treatment for any pre-existing or unrelated medical condition(s).

Treatment review

APG will monitor your ongoing treatment needs. Your Allied Health Provider should review your progress regularly and provide treatment according to an agreed plan.

Please note that APG can only consider funding treatment where there is clinical justification. This means that treatment must be goal orientated, with measured gains and anticipated outcomes. It is expected that proposed treatment should promote functional independence, participation and self-management.

What to expect

APG may review your ongoing treatment from time to time to ensure that it is reasonable and in line with your functional goals. This may involve contacting you and your Allied Health Provider, requesting further information in the form of medical reports, or asking you to attend a medical examination.

As part of the ongoing management of your claim, APG may refer you to an independent consultant for further review, discussion or comment on the proposed treatment plan. You will be notified if/when a review of your claim is to be undertaken.