association of massage therapists ltd

educator news November 2026

As you are no doubt aware, 2026 has been dominated by a long and complex negotiation with Medibank Private over the terms of its new provider agreement. We report on the outcome below but we also want to highlight a few other items of interest to educators.

AMT position statement: Use of artificial intelligence in massage therapy practice

AMT recently published a position statement on the use of artificial intelligence in massage therapy practice. It principally focuses on the use of AI for documentation (AI medical scribes) and communication.

The statement weighs the time-saving benefits against risks including privacy breaches, inaccurate or biased outputs, legal liability (the therapist, not the vendor, remains responsible), cost and environmental impact. Three practitioner obligations are at the core of the position:

1. **Professional responsibility**: review all AI-generated content for accuracy and bias, and confirm that AI use is covered by professional indemnity insurance
2. **Privacy**: vet AI vendors carefully, and never enter client health information into public generative AI tools
3. **Informed consent**: tell clients when AI is used, let them opt out without compromising their care, and document their decision in the client record.

The position statement offers a concise framework for teaching ethics, record keeping, consent, and privacy in a digital context. Its closing message, that AI should support the therapeutic relationship rather than replace it, reflects the client-centred values at the heart of massage therapy practice and education. You can access the position statement here.

On-demand RTO resources

AMT has made a suite of resources available to RTOs on demand. We intend to add to these over time and can develop resources on request. The current suite of resources includes the following:

- **Intro to AMT student membership**: introduces AMT and the benefits of free student membership
- **Brief insurance explainer**: explains professional indemnity, public liability, and run-off insurance for massage therapy practitioners
- **Managing professional boundaries**: presents survey data that shows high rates of sexual harassment of massage therapists, and offers a practical framework for setting boundaries to prevent harassment.
- **Becoming a health fund provider**: a useful reference for students in their final stage, walking them through the process of getting established as a health fund provider.

You can access the suite of on-demand RTO resources here.

amt
association of massage therapists
in good hands

PO Box 1022
Glenquarie NSW 2564
T: 02 9211 2441
F: 02 9211 2281
www.amt.org.au
info@amt.org.au
ABN 32 001 859 285
Established 1966

New Medibank educational criteria

As mentioned above, AMT was engaged in legal negotiations with Medibank Private for most of 2026 regarding its new health fund provider agreement. We retained our own legal counsel and worked closely with Massage and Myotherapy Australia, who also obtained independent legal counsel, to address the most problematic elements of Medibank's original draft agreement.

That negotiation has now been finalised, with AMT executing a new contract on Thursday 15 October 2026.

Provider requirements

The new contract sets revised thresholds for face-to-face learning and RPL for graduates seeking Medibank provider status. In the agreement's words:

- "Online learning must not exceed 50% of the course"
- "No more than 50% of an approved qualification can be considered as Recognised Prior Learning".

The new contract also obligates AMT to institute a formal "due diligence" process in relation to RTO delivery of the Diploma of Remedial Massage and the Advanced Diploma of Myotherapy.

AMT's position

AMT opposed these requirements throughout the negotiation, and we continue to oppose them.

The design, delivery and assessment of training is governed by the VET regulatory framework, and the authority to oversee it sits with ASQA. A health fund has no jurisdiction over how training is delivered. Medibank's thresholds for face-to-face delivery and RPL were set without reference to the Standards for Registered Training Organisations 2025. They reflect a limited understanding of how VET training, regulation and compliance work, and they risk pushing RTOs toward decisions that conflict with their regulatory obligations, particularly in relation to RPL. We put this to Medibank directly. Its response was to assert its right to make a commercial decision.

AMT believes this burden is unnecessary and that a due diligence process run by an industry association is no substitute for the regulatory oversight ASQA already provides. That oversight is the proper way to address any quality assurance concerns Medibank may have about training in the sector.

AMT does not believe any industry association should audit RTO compliance. Associations lack the authority, framework, expertise and independence to do it properly.

AMT did manage to secure one significant change. The original agreement included a list of "approved courses", which was really a list of RTOs Medibank itself would recognise. That has been removed from the final contract. When we asked how the list was established, Medibank declined to share any information about the due diligence it had performed to satisfy itself that the included RTOs met quality assurance and provider criteria.

We were not able to remove the additional course criteria, in particular the face-to-face and RPL thresholds. AMT is now contractually bound to administer them. We will do so in a way that minimises the administrative burden on RTOs. AMT is not asking for course materials, assessment tools, Training and Assessment Strategies, or any other proprietary content, and we will not seek access to them. We understand RTOs have good reason to be careful about who they share this material with, and we share that concern.

Implementing the new Medibank requirements

Under the agreement, AMT must collect certain information from RTOs confirming that their course delivery aligns with Medibank's criteria for remedial massage therapists and myotherapists. This is what allows AMT to represent eligible graduates to Medibank.

Completing the declaration is not compulsory, and AMT is not asking any RTO to change how it delivers or assesses training. VET regulation takes precedence over Medibank's requirements. The declaration asks only for information about delivery, not for course materials or assessment tools. If an RTO does not complete it, AMT cannot confirm that its graduates meet Medibank's criteria, and those graduates will not be able to be issued a Medibank provider number.

If RTOs do complete it, the answers must accurately reflect how your courses are delivered.

RTO course declaration form

To meet our contractual obligations while keeping the burden on RTOs as light as possible, we have designed a short declaration form. AMT will not be assessing RTO compliance with VET standards - that remains ASQA's role.

Please complete the RTO course declaration form as soon as practicable but no later than 31 January 2027.

The sooner you complete it, the smoother it will be for graduates to receive a Medibank provider number. We expect it to take around 10 minutes to complete. Most of the form asks you to confirm that your RTO meets the basic training and assessment requirements in the Remedial Massage and Myotherapy training packages (where applicable).

Who can access the information captured in the form?

Information you provide will be accessed internally only by authorised AMT administration staff and management. Medibank may also access it as part of its annual audit of AMT. Information will be retained for three years and handled in accordance with AMT's Privacy Policy.

Letter of Compliance

AMT will still need RTOs to provide an individual Letter of Compliance to graduates of the Diploma of Remedial Massage. This letter confirms that the candidate's training pathway aligns with Medibank's criteria. We have updated the template for this letter to include the new provisions. You can access the template here.

Graduates of the Advanced Diploma of Myotherapy will now also need to be provided with a Letter of Compliance. You can access a template for that here.

AMT's research resource

Have you checked out AMT's graded massage therapy research tool? It is publicly accessible to all RTOs and students.

We encourage you to watch this 6-minute tour which walks you through the essential features of the resource.

The resource uses AI critical appraisal checklists to assess studies for trustworthiness, results, and relevance. The critical appraisal checklists facilitate easy and accurate critical appraisal across different study types. The systematic review checklist consists of 10 questions which are designed to assess the validity, results, and applicability of a study. These will provide a useful entry point for students learning how to appraise evidence. The traffic light system used to grade studies simplifies the process of evaluating the quality of evidence.

The development of this resource included an overview of the current systematic review evidence related to massage therapy.

The full suite of supporting materials also includes a user guide that outlines the search string used to compile the resource.

AMT warmly encourages all RTO educators to browse these materials on the AMT website. We're confident that they will add enormous contextualised value to the delivery and assessment of CHCPOL003.