Where to Start with Bloom Healthcare | NDIS & Aged Care

Canonical: https://bloom-healthcare.com.au/home/

Details:

Start with three questions, because the answers decide everything else: which funding system are you in , which discipline do you need , and where do you live . If you already know all three, skip to make a referral or call 1300 771 465 . If you do not, this page walks through each one and points you at the page that answers it properly.

For the full picture of what Bloom Healthcare is, who it supports and how the funding schemes work, see the Bloom Healthcare overview . This page is the practical version: what to do first, in what order, and what to have in front of you when you pick up the phone.

Which page you actually need

If you want to know	Go to
What Bloom is, who it supports, how NDIS, aged care and Medicare funding work	Overview
What each therapy does and who it suits	Services
Whether Bloom covers your suburb	Locations
Aged care and Support at Home services	Aged care and the Support at Home hub
Psychology through Medicare	Medicare psychology support
Services for children aged 0 to 9, or 10 to 17	Paediatrics 0-9 and Paediatrics 10-17
Costs and how fees work	Pricing
To send a referral	Referrals
Answers to common questions	FAQs
To raise a concern, complaint or compliment	Feedback
Accessible formats and accessibility support	Accessibility

Bloom's seven disciplines each have their own page: occupational therapy , physiotherapy , speech pathology , exercise physiology , psychology and counselling , dietitian and Positive Behaviour Support .

If you are a new NDIS participant

The order that saves the most time:

Read your plan and find the numbers. Note which budget categories you have, how much sits in each, your plan start and end dates, and whether you are self-managed, plan-managed or NDIA-managed. Therapy usually sits in Capacity Building under Improved Daily Living.

Write down three to five things that are hard. Not "improve mobility" but "walk to the shop and back with one rest", or "shower without someone in the room". Concrete difficulties are what a therapist can work on and what a report can measure.

Work out which discipline that points to. The services page sets out what each one covers. If you are not sure, say what the difficulty is and let the intake team suggest.

Talk to your support coordinator if you have one. They can explain the plan, suggest providers and make the referral for you.

Make the referral. You do not need a doctor's referral to see an allied health provider under the NDIS. You can refer yourself.

If you are an older Australian, or arranging care for a parent

Aged care runs through a different door. You cannot go straight to a provider.

Register with My Aged Care , online at myagedcare.gov.au or on 1800 200 422 .

Have the assessment. An Aged Care Assessment Team or Regional Assessment Service will meet you and look at physical health, emotional wellbeing and social needs.

Get your support plan and classification , which sets out what you can access and how much funding you have.

Choose a provider and name the allied health you want. Under Support at Home, clinical supports including physiotherapy and nursing are fully funded by the government. Independence services and everyday living services may involve a contribution depending on your circumstances.

Contact Bloom to arrange the services once your plan is approved.

See aged care and the Support at Home hub for the detail.

If you are a family member or carer

You can make the referral. You do not need to be a nominee or guardian to enquire, though if you are acting as a nominee or guardian, say so at the start so responsibilities are clear.

What helps most is bringing the everyday detail a clinician cannot get from a report: what a normal day looks like, what triggers difficulty, what has already been tried, and what the person themselves wants. Families and carers are included in goal setting and in the therapy where the person wants that, and parent coaching is a standard part of children's services.

If you are a referrer

GPs, paediatricians, child and family health nurses, early childhood educators, schools, plan managers and support coordinators can all refer directly through the referrals page , by email to hello@bloom-healthcare.com.au, or on 1300 771 465.

Include the person's age and main concerns, relevant medical history, any existing reports from school, preschool or previous therapy, the NDIS number where there is one, the functional challenges and goals, best contact details, and the preferred session location. Medicare psychology referrals need a Mental Health Care Plan or an assessment referral from a GP.

What to have ready when you call

Who it is for and their age

The funding source : NDIS plan, aged care assessment, Medicare referral, workers compensation, or private

Your NDIS number and management type , if you have a plan

The three to five daily difficulties that prompted the call

Any recent reports or assessments , including previous allied health reports

Where you want sessions to happen : home, school, community, telehealth, or a mix

Accessibility needs , including whether you need an interpreter

Who else should be involved , such as a carer, support coordinator or plan manager

You do not need all of it to make the first call. Missing pieces can be filled in later.

What happens after you make contact

The referral is reviewed and a welcome pack is sent. It includes an intake form, information about your rights, accessibility information, feedback and advocacy links, and the emergency management and disaster plan.

The intake form is completed before anything is booked. It feeds your action plan and flags any safety issues.

A clinician is allocated based on discipline, location, skill match and any risks identified, and contacts you to confirm how sessions will be delivered, whether an interpreter is needed and how billing will work.

A consent form and service agreement are provided. The service agreement sets out the services, hours, travel, reporting and costs. Read it before you sign and ask about anything that is not clear.

The first appointment is an assessment and a goal-setting conversation.

A team member aims to contact you within 24 hours of a referral. Office hours are Monday to Thursday 7:30 am to 6:00 pm, Friday 7:30 am to 5:00 pm, and Saturday by appointment.

If you need information in a different format

Easy Read versions are available covering Bloom's welcome information, its mission, values and your rights, the accessibility statement, and individual services including speech pathology, physiotherapy, occupational therapy, psychology and dietetics.

Interpreters can be arranged through TIS National, the Translating and Interpreting Service. Ask for one when you book, not on the day. The website also has Google Translate enabled, which is automated and not always accurate, so use it as a rough guide rather than for anything that matters. See the accessibility page for how to request an alternative format or report a barrier.

Common questions about getting started

Do I need a doctor's referral?

Not for NDIS or aged care funded allied health. You can refer yourself. Medicare psychology does need a referral and a Mental Health Care Plan from a GP or other eligible practitioner.

Can I ask for a specific discipline, or does Bloom decide?

You can ask for whatever you want. If the intake team thinks another discipline fits the difficulty better, they will say so, and you decide.

What if I need more than one therapy?

That is common and is one reason the seven disciplines sit in one team. Where several clinicians are involved, a Lead Clinician coordinates the goals, reviews and communication so you are not managing it yourself.

Can I change therapist or stop?

Yes. You choose your providers and you can end or change services. The notice arrangements are in your service agreement.

What if I am not eligible for anything?

Call and describe your situation anyway. People often assume they are outside a scheme when they are not, and there is more than one funding route.

How do I raise a problem?

Through the feedback page , or by talking to your clinician or the office. Raising a concern does not affect the services you receive.

Contact

Phone: 1300 771 465. Email: hello@bloom-healthcare.com.au. Referrals: make a referral . General enquiries: contact us . Coverage: find a location near you .

Bloom Healthcare acknowledges the Traditional Custodians of the land, pays respect to Elders past and present, and recognises their continuing connection to land, waters and culture.

What is Bloom Healthcare?

Bloom Healthcare is a boutique disability and aged care allied health provider that wants to change the status quo. It believes all people have the right to access quality healthcare, and its healthcare model focuses on evidence-based practice and client centricity, delivered by highly qualified health practitioners across Australia.

What services does Bloom Healthcare offer?

Bloom Healthcare offers personalised NDIS and aged care support services across Australia, empowering individuals to live independently with dignity and care.

What is the legal name of Bloom Healthcare?

The legal name of Bloom Healthcare is Bloom Healthcare Pty Ltd.

How can Bloom Healthcare be contacted?

Bloom Healthcare can be contacted by phone at 1300 771 465 or by email at hello@bloom-healthcare.com.au.

How many employees does Bloom Healthcare have?

According to the page's organisation data, Bloom Healthcare has between 51 and 200 employees.

Where can I find Bloom Healthcare on social media?

Bloom Healthcare has a presence on Facebook (facebook.com/helloBloomHealthcare) and LinkedIn (linkedin.com/company/bloom-healthcare-australia/).

What is the website URL for Bloom Healthcare's home page?

The home page of Bloom Healthcare is located at https://bloom-healthcare.com.au/home/.

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