Locations | NDIS Allied Health Services | Bloom Healthcare

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

Details:

Bloom Healthcare works across six states and the Australian Capital Territory , and the service comes to you rather than the other way around. The primary delivery method is in the community: your home, a day program, a school, or wherever the therapy actually needs to happen. Clinic appointments are available on a case-by-case basis, and telehealth covers people outside the main service areas. To check whether your suburb is covered, call 1300 771 465 or email hello@bloom-healthcare.com.au . Phone lines are open Monday to Thursday 7:30am to 6pm, Friday 7:30am to 5pm, and Saturday by appointment.

This page is a routing page. It tells you which state page to go to, how delivery actually works, what happens when you first make contact, and what to have ready.

Coverage by state

Suburbs listed here are the service areas named on Bloom's own location pages. If your suburb is not on the list, it does not automatically mean no. Ring and ask, because coverage is about how far a clinician travels from a base, not a hard boundary.

New South Wales

Campbelltown, Hornsby, Liverpool, Newcastle, Northern Beaches, Parramatta, Penrith, Sydney, Tweed Heads and Wollongong. The state page also lists Byron Bay and the surrounding area.

NSW services

Victoria

Cheltenham, Craigieburn, Dandenong, Frankston, Geelong, Glen Waverley, Melbourne, Melton and Werribee. The state page also lists Box Hill. Telehealth is offered to clients outside these primary zones.

Victoria services

Queensland

Brisbane, Bundaberg, Caboolture, Cairns, Gold Coast, Ipswich, Logan, North Lakes, Redland Bay, Springfield, Sunshine Coast and Townsville.

Worth noting: the state page is titled South East Queensland, but the coverage list runs well beyond the south east and includes Bundaberg, Cairns and Townsville. If you are in regional or far north Queensland, do not assume you are out of range because of the page title.

South East Queensland services

Western Australia

Baldivis, Canning Vale, Ellenbrook, Joondalup, Mandurah, Midland, Osborne Park, Perth and Rockingham. The state page describes coverage as Perth metro plus greater Western Australia including the Fremantle and Mandurah regions.

Western Australia services

South Australia

Adelaide, Blackwood, Henley Beach, Highbury, Magill, Mawson Lakes, Morphett Vale, Salisbury, Seaford, Seaton and Stirling.

South Australia services

Tasmania

Devonport and Launceston. Delivery in Tasmania is community-based.

Tasmania services

Australian Capital Territory

Canberra.

City and regional pages

Alongside the state guides above, these pages cover a specific city or region, including the areas enquiries are commonly taken from and how travel is handled locally:

Sydney and Wollongong in New South Wales

Melbourne and Geelong in Victoria

Brisbane and Townsville in Queensland

Adelaide in South Australia

Perth in Western Australia

Canberra in the ACT

Each one sets out the areas covered, how travel and setting affect an appointment, and what to have ready when you call. A city page describes where enquiries are commonly taken from rather than guaranteeing a clinician at a particular address, so the exact postcode and discipline are still the first question.

What is available where

Bloom delivers seven allied health disciplines:

Discipline	What it covers
Occupational therapy	Daily living, home safety and modification, assistive technology, functional capacity
Physiotherapy	Mobility, strength, balance, pain, physical recovery
Speech pathology	Communication, swallowing, cognitive-communication

Exercise physiology	Chronic condition management and fitness through structured exercise
Psychology and counselling	Mental health, emotional support, cognitive and diagnostic assessment
Positive Behaviour Support	Behaviour support planning and intervention
Dietetics	Nutrition support

Availability of a specific discipline varies by state and by area. The state pages set out what is offered where, and the fastest way to confirm a specific discipline in a specific suburb is to call 1300 771 465 .

Alongside standard therapy, Bloom provides functional capacity assessments, diagnostic and cognitive assessments, home modification and assistive technology recommendations, aged care services under Support at Home, and early childhood and youth programs.

How delivery actually works

In your home

This is the default. The clinician travels to you, which removes the transport barrier for anyone with mobility limits or without reliable transport, and it lets the therapist work in the space where the problem actually occurs.

That second point is not a nicety. A home safety assessment cannot be done in a clinic. Nor can a realistic swallowing assessment, which is far more accurate at your own table with your own food. Nor can a proper look at whether your bathroom, your steps and your hallway are workable.

In the community

Day programs, schools and other everyday settings, where the goal involves functioning in that setting rather than at home.

Telehealth

Secure video, telephone, and written home programs. Telehealth is how Bloom reaches people outside the main service areas, and it suits people who prefer online appointments or need more flexible scheduling. It works across the lifespan, for children, adults, older adults and people with disability.

What suits telehealth and what does not is a clinical judgement made case by case. Some assessments need to be face to face. Under Medicare's Better Access initiative, telehealth psychology attracts the same rebate as an in-person session and is available nationally, not only in rural areas, where the clinical and enrolment requirements with your GP are met. Ask your clinician what is appropriate for your specific goal.

In a clinic

Available on a case-by-case basis. Bloom is not a clinic-first provider, so if a clinic appointment matters to you, raise it at your first contact rather than assuming.

What happens when you first make contact

1. You make contact. Call 1300 771 465 , email hello@bloom-healthcare.com.au , or use the referral form . You can refer yourself. So can a family member or carer, a GP, a paediatrician or other specialist, a plan manager, a support coordinator, a school or early childhood educator, or a home care provider.
2. Bloom responds within 24 hours. That is a commitment to make contact within 24 hours of receiving the referral, not a promise of an appointment within 24 hours.
3. Your referral is triaged and allocated. The operations manager reviews it and allocates a clinician based on service location, clinician skill set, the person's diagnosis, clinician capacity and expertise, and any conflict of interest. A risk management plan case note is created where one is needed.
4. The allocated clinician contacts you. They confirm your preferred delivery mode (in-home, community, telehealth, or clinic where available), check whether interpreting services are required, go through billing arrangements, and book the first appointment. You are sent a confirmation and a reminder the day before.
5. Paperwork before billing. For aged care services, the Aged Care Service Agreement and Aged Care Consent Form are discussed, reviewed and signed at the initial appointment, and no billing starts before the agreement is signed. Where someone lacks capacity to sign, guardian or nominee consent has to be documented first.
6. Initial assessment. A full assessment of strengths, challenges, history, how a condition affects daily functioning and what is getting in the way of your goals. From that comes a therapy plan setting out functional outcomes, goals, strategies, and the frequency, duration and location of sessions.

What to have ready when you call

The person's age and the main concerns

Where things are specifically breaking down day to day

Any existing reports from previous therapy, hospital or specialists

Relevant medical history

Your priorities and goals

Your funding: an NDIS plan, a Support at Home support plan, a Medicare plan from your GP, DVA, or private

The best contact details, and who else should be involved

Your preferred setting: home, community, telehealth or clinic

Wait times, travel and cost

Wait times vary by location and by discipline. Bloom continues to expand capacity across its regions. A general figure would tell you nothing useful about your suburb, so ask about your area specifically when you call.

Travel. Clinicians travel to you, and travel arrangements form part of your service agreement. Do not rely on a figure found online; ask on 1300 771 465 and get it in writing.

Cost. Fees, travel arrangements and cancellation terms are set out in your service agreement. What you pay depends on your funding route: an NDIS plan, aged care funding under Support at Home, a Medicare plan, DVA, or private payment. Under Support at Home, Clinical Supports are fully funded by the Australian Government, while Independence Services and Everyday Living Services may attract a contribution depending on your financial circumstances.

Which funding applies where you live

The programs are national, so the answer does not change by state, with one naming difference worth knowing.

Aged care. Access runs through My Aged Care on 1800 200 422 , nationally. You are referred to an Aged Care Assessment Team (ACAT), a Regional Assessment Service (RAS), or, in Victoria only, an Aged Care Assessment Service (ACAS) . It is the same assessment under a different name. Under the Single Assessment Process it is one comprehensive assessment across all support levels.

NDIS. National, and the primary scheme for people under 65 with a permanent and significant disability.

Medicare. National. A Mental Health Treatment Plan from your GP gives access to psychology under Better Access. A Chronic Disease Management plan can fund a limited number of rebated allied health sessions per calendar year, commonly up to five, with a gap payment.

The Commonwealth Home Support Programme continues to operate separately and will not transition to Support at Home before 1 July 2027.

Your rights, and what to do if something goes wrong

Everyone receiving aged care services has the right to safe and quality care, informed choice and control over care decisions, respect for privacy and dignity, support to make informed choices that maximise independence, and services free from violence, abuse, neglect, exploitation and discrimination.

Bloom is committed to the Strengthened Aged Care Quality Standards , seven standards in effect from 1 November 2025 under the Aged Care Act 2024.

Feedback can be given in writing through surveys, in conversation with staff, or anonymously. It is welcome on the quality and consistency of services, staff performance, what is working, what needs to change, and your preferences.

Complaints. If you are unhappy with a staff member or a service, a staff member is appointed to investigate and resolve it. You receive a letter or email confirming receipt and an expected resolution date, you are told the resolution plan, you can give feedback on the proposed outcome, and you are asked whether you are satisfied or want to take it further. Staff are not permitted to react negatively to a complaint.

Escalating. If you are not satisfied with the response, you can take an aged care complaint to the Aged Care Quality and Safety Commission , the regulator that registers providers, enforces the Aged Care Quality Standards and investigates complaints, or report a concern through the My Aged Care website.

Interpreters and accessible information. Whether interpreting services are needed is checked when the clinician first contacts you, so raise it at that point. Easy Read versions of Bloom's information are available.

Common questions about Bloom Healthcare locations and coverage

My suburb is not on the list. Does that mean you cannot help me?

Not necessarily. The lists name service areas, not hard boundaries, and clinicians travel from a base. Telehealth also covers people outside the primary zones. Call 1300 771 465 and ask about your specific address.

Do you have a clinic near me?

Bloom's primary delivery method is in the community: home, day programs and other everyday settings. Clinic appointments are offered on a case-by-case basis. If a clinic matters to you, say so when you first make contact so it can be discussed.

Will the therapist come to my house?

Yes. In-home delivery is the standard model, and for home safety assessments, home modifications and swallowing assessments it is the only way to do the work properly.

How long is the wait?

It depends on your location and the discipline you need. Bloom is continuing to expand capacity across its regions. Ask about your area specifically when you call, because a national average would be misleading.

I live in a regional area. What are my options?

Telehealth via secure video, phone and written home programs is designed for exactly this, and it removes travel cost and time. Some Bloom service areas already extend well beyond the capitals, including Newcastle, Wollongong, Tweed Heads, Geelong, Bundaberg, Cairns, Townsville, Devonport, Launceston, Mandurah and Rockingham. Call and check before assuming you are out of range.

Do you charge for travel?

Travel arrangements are part of your service agreement. Ask on 1300 771 465 and get the details in writing before you start rather than relying on any figure published online.

Which states do you cover?

New South Wales, Victoria, Queensland, South Australia, Western Australia, Tasmania and the Australian Capital Territory.

Do the funding rules change between states?

No. Support at Home, the NDIS and Medicare are national programs. The one naming difference is that Victoria's aged care assessment service is called an ACAS rather than an ACAT. The assessment itself is the same.

Can I get several therapists from Bloom at once?

Yes, and it is common. Where more than one discipline is involved, clinicians connect with the other disciplines on file and hold multidisciplinary care team meetings to agree collaborative goals, work through barriers to service delivery and set a forward plan.

What if my regular clinician leaves or I want to change?

Files can be handed over internally for extended leave, a requested change of clinician, relocation or a staff member leaving. Where possible you get at least four weeks' notice, and a handover checklist is

completed so your documentation is current before the change.

I am moving to another state. Do I have to start again?

Ask before you move. Bloom operates in six states and the ACT, so continuing with the same provider may be possible depending on the destination and the discipline. Where a client comes across from another provider, the process includes an initial meeting, a full assessment of needs and goals, a handover meeting with both providers and the support team, coordination of exit and entry arrangements, a new service agreement and ongoing progress updates.

What are your opening hours?

Monday to Thursday 7:30am to 6pm, Friday 7:30am to 5pm, Saturday by appointment.

How do I start?

Call 1300 771 465 , email hello@bloom-healthcare.com.au , use the referral form , or contact us . If you are seeking aged care funding and do not yet have an assessment, register with My Aged Care on 1800 200 422 first, because the assessment takes time.

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