NDIS Provider Tasmania | Therapy & Support | Bloom Healthcare

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

Details:

Bloom Healthcare delivers registered NDIS services in Hobart, Launceston, Devonport and surrounding areas , working mobile and in the community rather than from a clinic. Tasmania is the state where the coverage question bites hardest, so this page is honest about it: face-to-face support is centred on those areas, and telehealth consultations are offered for participants living outside the primary face-to-face service zones so that distance does not decide whether you get support. It also covers the funding questions Tasmanians ask most, including when Medicare rather than the NDIS is the right door. Call 1300 771 465 or email hello@bloom-healthcare.com.au to check your area.

Where Bloom works in Tasmania

Hobart and surrounds

Launceston and surrounds

Devonport and surrounds

Face-to-face work is centred on these three centres and the areas next to them. There are no clinic addresses listed here because delivery is mobile and community-based, in homes, schools, day programs and community settings. Clinic-based appointments are considered case by case on request.

If you are somewhere else in Tasmania, on the west coast, in the midlands, on the east coast or in the far north-west, do not assume you are out of reach and do not assume you are covered. Ring 1300 771 465 with your town and the discipline you want. Two things can happen: a clinician may already travel to your area, or you may be offered telehealth. The answer also varies by discipline, so ask about the specific service you need rather than about Bloom generally.

Making telehealth work rather than merely accepting it

Telehealth in Tasmania is not a lesser option, but it is a different one, and it works better if you set it up deliberately.

What runs well remotely: exercise programs and progressing them week to week, coaching, regular check-ins, therapy planning, education and strategy work with families and carers, and keeping continuity with the same clinician instead of restarting with someone new.

What usually needs someone in the room: home safety assessments where the therapist has to see your actual bathroom, doorways and steps; transfer and mobility work where falls risk or the layout of your house is the problem; hands-on treatment; and sessions built around a real community destination.

The practical answer for many regional Tasmanians is a hybrid arrangement : in-person visits at the points where being there matters, telehealth in between to keep the work moving. Raise that at your first conversation rather than after six months of stop-start sessions.

You will need a device with a camera, an internet connection that holds up, and somewhere private. Ask whether the specific assessment you need can be done remotely, because some can and some cannot, and ask how telehealth sessions are charged before you agree to a schedule.

Which door: NDIS or Medicare?

This is the question that most often sends Tasmanians down the wrong path, and it matters most for psychology and counselling.

Medicare Better Access is for clinical mental health treatment. You need a clinically diagnosed mental health condition and a Mental Health Treatment Plan prepared by a GP, psychiatrist or paediatrician. It covers up to 10 individual sessions and up to 10 group sessions per calendar year, using evidence-based treatments such as CBT, ACT and mindfulness-based approaches. Referrals are often written for a block of sessions and then reviewed. From 1 November 2025, plan preparation, referrals and reviews were linked to your MyMedicare practice or your usual doctor to improve continuity.

The NDIS is for disability-related supports that build or maintain function and participation. The NDIS cannot fund what another government system is responsible for, so clinical mental health treatment stays with the health system. NDIS psychology sits under Capacity Building and works on routines and daily living skills, strategies that support participation, confidence and independence in real settings, social skills and relationships, and self-advocacy. Supports aimed purely at treating or stabilising symptoms are excluded.

You can use both , for different purposes. Many people do. The rule is that a single session cannot be claimed twice, so each service uses one funding pathway.

A rough sorting test:

Symptom relief, a diagnosed condition, time-limited treatment: start with your GP and Better Access.

Daily living breaking down, participation limited over time, strategies that need to work at home rather than only in a session: that is the NDIS conversation.

Useful questions to ask: of your GP, whether you meet the Better Access criteria and what the out-of-pocket cost will be after the rebate; of your support coordinator or plan manager, which plan goals psychology should support and whether your funding is flexible or stated; of the clinician, what success looks like in 8 to 12 weeks and how progress will be measured in real-life function.

Equipment and home modifications

Assistive technology and home modifications are funded differently from therapy. Therapy sits in Capacity Building; assistive technology and home modifications sit under Capital Supports , with their own approval requirements and evidence.

An occupational therapist does the assessment work behind a request. That means evaluating your functional abilities and limitations in your actual environment, identifying the barriers, trialling equipment and training you in using it safely, and writing evidence-based documentation showing why the item or change is needed. For home modifications, that includes assessing hazards and access barriers, and recommending things like bathroom safety changes, access changes to steps, doorways and ramps, and kitchen changes for reach and safety.

The NDIA asks for evidence that a support is reasonable, necessary, safe, legal and value for money. A strong request shows the current difficulty, the risk, how much assistance is needed now, what happens without the change, and how the recommendation connects to your plan goals.

Your rights, and what registration actually means

A registered NDIS provider has been through a formal process with the NDIS Commission: application, quality audits against the NDIS Practice Standards , and a suitability assessment of the organisation and its key personnel, with a certificate of registration generally valid for three years. Registration is

mandatory for certain supports, including specialist behaviour support, plan management, supported independent living, specialist disability accommodation, anything involving regulated restrictive practices, and any support delivered to a participant with NDIA-managed funding . Registered providers must comply with the Practice Standards and the NDIS Code of Conduct , and workers in risk-assessed roles must hold NDIS Worker Screening clearances.

As a participant you have the right to:

safe and ethical services

freedom of expression, self-determination and decision-making, including in any complaint

supports built around your own circumstances and goals

agree to proposed changes to your service agreement before they take effect

information and communication in a format that works for you

protection from unauthorised or harmful restrictive practices

If something goes wrong , raise it with the provider first. A provider must have a documented complaints system, must let you complain anonymously if you prefer, must acknowledge your complaint, investigate it, involve you and tell you what happened. If you are not satisfied, or you would rather not go through the provider at all, you can complain directly to the NDIS Commission , which handles complaints about the quality and safety of NDIS supports. Threatening someone or trying to stop them complaining is against the law.

Older Tasmanians: the aged care pathway

If you are older and want help staying safe at home, this is a separate system from the NDIS.

Support at Home is the aged care program for people aged 65 and over , or 50 and over for Aboriginal and Torres Strait Islander people . You apply for an aged care assessment through My Aged Care , the assessment looks at your needs, goals, current situation and what would help you live safely at home, and if approved you receive a support plan setting out the services and funding you have been approved for. You then choose your providers.

Signs that an assessment is worth requesting include everyday tasks getting harder, reduced mobility, strength or balance, a recent fall or hospital admission, managing chronic conditions, recovering from illness, injury or surgery, needing equipment or home modifications, difficulty with communication, swallowing or nutrition, changes in memory, mood or confidence, or simply needing support coordinated properly.

Aged care allied health can also be delivered by telehealth, which matters in regional Tasmania where distance or the absence of a local specialist would otherwise decide the question. Start at aged care or call 1300 771 465.

Fees, travel and cancellations

Rates, allocated hours for therapy, reports and travel, invoicing, and cancellation and rescheduling terms are set out in the written service agreement you sign before services start, in line with the NDIS Pricing Arrangements and Price Limits . Travel is worth asking about specifically in Tasmania given the distances involved between the main centres and the rest of the state. Ask for current terms on 1300 771 465 before signing.

Common questions about NDIS services in Tasmania

Which parts of Tasmania do you cover?

Face-to-face services are centred on Hobart, Launceston, Devonport and surrounding areas. Telehealth consultations are offered for participants living outside those primary face-to-face zones. Ring 1300 771 465 with your town and the discipline you need.

I live on the west coast. Can I get therapy at all?

Ask. You may be within a clinician's travel range, or you may be offered telehealth, or a mix of the two. What you should not do is assume the answer without checking, because it varies by discipline and by area.

Is there a clinic in Hobart or Launceston I can attend?

The primary method of delivery is mobile and in the community. Clinic appointments are considered on a case-by-case basis, so raise it at enquiry if that is what you want.

What can and cannot be done over telehealth?

Exercise programs, coaching, check-ins, planning and family education work well remotely. Home safety assessments, transfer and mobility assessments where falls risk or home layout is the issue, hands-on treatment and real-setting community sessions generally need someone present. Ask about your specific assessment.

Do I need a GP referral?

Not for NDIS services. You do need a referral from a GP with a Mental Health Treatment Plan, or from a psychiatrist or paediatrician, for Medicare-rebated psychology under Better Access.

Should I use Medicare or the NDIS for psychology?

Medicare Better Access is for clinical treatment of a diagnosed mental health condition, capped at up to 10 individual and 10 group sessions per calendar year. The NDIS funds disability-related capacity building around function and participation, not symptom treatment. Many people use both for different purposes, but the same session cannot be claimed twice.

How do I get funding for equipment or home modifications?

Those sit under Capital Supports rather than therapy funding. An occupational therapist assesses your function in your own environment, trials options, and writes the evidence showing why the item or change is reasonable and necessary and how it relates to your goals.

What does it mean that Bloom is a registered NDIS provider?

Registration involves a quality audit against the NDIS Practice Standards and a suitability assessment, with a certificate generally valid for three years. Registered providers must follow the Practice Standards and the NDIS Code of Conduct, and workers in risk-assessed roles hold NDIS Worker Screening clearances. Registration is mandatory to support participants with NDIA-managed funding.

What if I am unhappy with a service?

Raise it with the provider, which must have a complaints system, can accept an anonymous complaint, and must acknowledge, investigate and involve you and tell you the outcome. If that does not resolve it, complain to the NDIS Commission. Nobody may threaten or discourage you for complaining.

I am 70 and want help at home. Is that the NDIS?

No. Support at Home is the aged care program for people 65 and over, or 50 and over for Aboriginal and Torres Strait Islander people. Apply for an assessment through My Aged Care.

How quickly can I be seen?

It depends on your area and the discipline, so ask at enquiry rather than relying on a general figure. The intake form and signed service agreement have to be in place before the first appointment.

How do I get started?

Call 1300 771 465 , email hello@bloom-healthcare.com.au , or use the referral form or contact page . Service hours are Monday to Thursday 7:30am to 6:00pm, Friday 7:30am to 5:00pm, and Saturday by appointment.

Does Bloom Healthcare operate as an NDIS provider in Tasmania?

Yes. Bloom Healthcare is a registered NDIS provider delivering tailored therapy and community support across Tasmania, including in Launceston and Devonport, to help participants live their best life.

Which Tasmanian locations are mentioned as examples for enquiries?

Hobart, Launceston and Devonport are given as existing examples in Bloom Healthcare's Tasmanian location information. The team checks current clinician coverage, the requested discipline, and appointment arrangements for your specific address.

What should I do if I live outside Hobart, Launceston or Devonport?

You should send Bloom Healthcare the exact town and postcode. Bloom can then discuss current options and whether clinically appropriate telehealth may suit the service, noting that an online appointment is not a substitute for an assessment requiring an in-person setting.

Can I request a home visit from Bloom Healthcare in Tasmania?

Yes, you can enquire about home or community appointments. Bloom Healthcare checks the requested discipline, exact service postcode, clinical suitability, and current clinician availability before confirming a visit, and travel and fees are agreed before booking.

What funding pathways can I discuss with Bloom Healthcare for services in Tasmania?

You can ask about NDIS, aged care and Support at Home, Medicare psychology, private services, or another relevant referral pathway. Eligibility, service scope, practitioner requirements, and payment arrangements vary, and an enquiry does not establish funding approval.

Do I need a referral before contacting Bloom Healthcare about Tasmania services?

No, you can begin with an enquiry without having every document ready. Bloom Healthcare will confirm the referral, clinical information, consent, and funding requirements for the service, and health records should be sent only through the approved secure referral process.

Can I visit a Bloom Healthcare clinic location in Tasmania?

You should not travel to a presumed clinic address. Bloom Healthcare primarily delivers services in homes and community settings, with suitable telehealth also considered; any clinic appointment, actual address, and access arrangements must be explicitly confirmed.

What allied health disciplines does Bloom Healthcare offer in Tasmania?

Bloom Healthcare delivers Occupational Therapy, Physiotherapy, Speech Pathology, Psychology and Counselling, Exercise Physiology, and Positive Behaviour Support across Tasmania.

How does Bloom Healthcare typically deliver services in Tasmania?

Bloom Healthcare's primary service model is mobile and community-based delivery, with clinicians travelling to clients' homes, schools, day programs, and community settings rather than requiring attendance at a clinic; telehealth consultations are also available for participants in more regional areas.

How can I contact Bloom Healthcare to enquire about services in Tasmania?

You can enquire online through Bloom Healthcare's contact page, or reach the organization by phone at 1300 771 465 or by email at hello@bloom-healthcare.com.au.

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