# Allied Health in Townsville: NDIS & Aged Care | Bloom

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

## Details:

Bloom Healthcare takes allied health enquiries in Townsville. The service is mobile — a clinician travels to the address where support is needed rather than asking you to attend a clinic — and telehealth is available where travel is the barrier rather than the clinical need.

North Queensland raises the distance question more sharply than any capital city does, so it is worth being direct about it. The Townsville suburbs below are enquiry examples, not a statement of a staffed clinic or current home-visit coverage , and a Townsville enquiry does not establish a wider regional catchment . For another North Queensland town, a rural address or an island location, give the exact service postcode and the access details, because those are separate questions with separate answers. To check an address, call 1300 771 465 or email hello@bloom-healthcare.com.au .

## Townsville areas

Townsville City

North Ward

Kirwan

Aitkenvale

Annandale

Douglas

Availability differs by discipline as well as by suburb, and it changes with clinician capacity. Ask about the discipline you need and the current position rather than about coverage in general. Townsville also appears in the wider South East Queensland and Queensland guide , which lists the Queensland areas covered from Brisbane up the coast to Cairns.

## When the honest answer is a hybrid arrangement

For a regional or remote address, waiting for a clinician to be in town is often the slowest option available. A hybrid arrangement — periodic in-person visits with telehealth in between — usually gets therapy started sooner and keeps it going between visits.

That is not a lesser service. Programme progression, coaching, education for families and carers, planning, review and the therapeutic relationship itself all work remotely. What does not work remotely is anything where the physical environment or hands-on assessment is the point: home safety assessments, transfer and mobility assessments, falls-risk work and equipment prescription.

So the practical question to ask is not "can I get telehealth" but "which parts of what I need can be done remotely, and which parts need someone in the room". Ask about the specific assessment rather than about telehealth in general, because some assessments can be done remotely and some cannot.

You will need a device with a camera, a workable internet connection and somewhere private for the session.

## Which funding stream applies to you

The funding pathway usually matters more than the postcode, because it decides what can be arranged, who approves it and who pays.

NDIS participants. Allied health is normally funded from the Capacity Building budget under Improved Daily Living. You do not need a GP referral to start an NDIS allied health enquiry. If your plan is NDIA-managed you must use a registered provider, and Bloom Healthcare is registered (Registration no 4-JR6F5KX, Provider no 4050148863). Self-managed and plan-managed participants can use either registered or unregistered providers. The NDIS page sets out the detail.

Older Australians. In-home aged care is funded through the Support at Home program, which replaced the Home Care Packages Program and the Short-Term Restorative Care Programme on 1 November 2025 . Allied health sits in the Clinical Supports category. Access starts with an aged care assessment through My Aged Care on 1800 200 422 — Bloom does not decide anyone's funding, and no provider can. See the Support at Home hub and aged care services .

Medicare and private. Psychology and counselling can be accessed under a valid referral, and self-funded arrangements are available where no plan is in place. See Medicare services , pricing and the FAQ .

## Which disciplines you can ask about

Occupational therapy , physiotherapy , speech pathology , psychology and counselling , exercise physiology , dietetics , positive behaviour support and paediatric therapy .

Describe the difficulty rather than guessing the profession. The intake team can identify the right starting point faster, and in a regional context getting that right the first time matters more because a second attempt may mean waiting for the next visit cycle.

## Travel, setting and cost

Travel time is priced into in-home and community sessions. For a regional address that is a larger component than it is in a capital city, so ask directly how travel is treated for your postcode, what a typical visit pattern looks like, and whether any part of the plan can be delivered remotely to reduce it.

Rates, hours, travel and reporting are set out in a service agreement discussed and signed before service delivery and billing begin. Ask for it in writing and read it before signing.

## Children, school and early childhood

Therapy for children is delivered where the child already spends the day — home, childcare, kindergarten or school. School sessions need the school's agreement and the family's consent arranged in advance; raise it on the first call.

The NDIS early childhood approach applies to children younger than 9 . Children younger than 6 with developmental delay can access support without a formal diagnosis, and children aged 6 to 9 with an identified disability are eligible. Families with concerns can get early connections even where a child is not yet eligible for full NDIS funding, which matters in a regional setting where waiting for certainty can cost months. See paediatric therapy and Thriving Kids .

## Aged care in North Queensland

Under Support at Home, allied health is a Clinical Support, and access begins with an aged care assessment through My Aged Care on 1800 200 422. Bloom does not decide anyone's funding.

The services most often involved are occupational therapy for equipment, home safety and daily activities, physiotherapy for mobility, balance and falls prevention, exercise physiology for strength and endurance, and speech pathology for communication and swallowing.

Assistive technology and home modifications run through a separate pathway with their own funding, so a person does not need to save up their ongoing budget to obtain approved equipment. Home modifications must be prescribed by an occupational therapist. For a remote address, ask early about how an equipment assessment and its delivery would actually be sequenced.

## If something is not working

In a regional setting it is easy to accept an arrangement that is not quite right because the alternative feels like starting again. It usually is not. If the clinician is not the right match, if the visit pattern is not working, or if the sessions are not moving towards your goals, raise it — a review is a normal part of the work.

The feedback page explains how to raise something, the advocacy policy covers your right to an advocate, and the incident management policy sets out how incidents are recorded and reported. Those are participant rights, not provider courtesies.

## What to have ready when you call

The exact postcode , and the town if it is not Townsville

Any access details that affect a visit — road access, island or remote location

The discipline , or a plain description of what has become harder

Your funding type , and for NDIS how the plan is managed

Any existing reports or assessments

Whether a school or day program is involved

Whether an interpreter or an Easy Read format is needed — see the accessibility statement

## How to start

Call 1300 771 465 , email hello@bloom-healthcare.com.au , or use the referrals page . Anyone can refer: the person themselves, a parent or carer, a GP or paediatrician, a support coordinator, a plan manager, a school, a SIL provider, another health professional, or a nominee or guardian.

Useful information to include is the person's age, the main concerns, any existing reports or assessments, relevant history, the goals that matter to the family, and the best contact details.

A member of the team will be in contact within 24 hours of receiving a referral. The referral is then triaged and matched to a clinician on capacity, location, skill set and the specific need. A welcome pack and intake form follow, and nothing is scheduled until the intake form is completed and returned. Bloom aims to schedule the initial meeting within 5 business days where possible. Rates, hours, travel and reporting are set out in a service agreement that is discussed and signed before service delivery and billing begin.

If something is not working once services start, the feedback page explains how to raise it, the advocacy policy covers your right to an advocate, and the incident management policy sets out how incidents are handled and reported.

### *Can I enquire about Bloom Healthcare services if I live in Kirwan, Aitkenvale, or another Townsville suburb?*

Yes. Bloom Healthcare accepts enquiries from Townsville City, North Ward, Kirwan, Aitkenvale, Annandale and Douglas, but you must provide the actual service postcode, discipline and preferred setting. These suburbs are examples for enquiry routing only, not a guarantee of an available local clinician.

### *Does enquiring about Townsville services mean Bloom Healthcare covers all of North Queensland?*

No, a Townsville enquiry does not imply region-wide coverage. For another town, rural location, or island address in North Queensland, you need to provide the precise service location and access details so the team can check the specific service, travel arrangements, and any clinically suitable telehealth options.

### *Can I request a home visit from Bloom Healthcare in Townsville?*

Yes, you can enquire about home or community appointments in Townsville. 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 be discussed for allied health services in Townsville?*

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 ready before contacting Bloom Healthcare about Townsville 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 needed for the service. Health records should only be sent through the approved secure referral process.

### *Is there a physical Bloom Healthcare clinic I can visit in Townsville?*

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 with Bloom Healthcare.

### *What allied health disciplines does Bloom Healthcare offer in the Townsville area?*

Bloom Healthcare provides occupational therapy, physiotherapy, speech pathology, psychology and counselling, exercise physiology, dietetics, positive behaviour support, and paediatric therapy services in the Townsville area.

### *Why is Bloom Healthcare's mobile service model particularly suited to North Queensland?*

Bloom Healthcare's mobile and telehealth service delivery model is especially valuable for North Queensland due to the region's geographic spread and distances from central service locations.

### *What service delivery approach works best for clients in regional or remote Townsville locations?*

A hybrid arrangement combining periodic in-person visits with telehealth sessions between appointments often provides the fastest pathway to beginning therapy and maintaining continuity of care for clients in regional and remote Townsville locations.

### *Who is Bloom Healthcare's Townsville service aimed at in terms of client types?*

Bloom Healthcare's Townsville service targets NDIS, aged care, Medicare, and privately funded clients, with appointment options checked based on the specific service and postcode.