About Bloom Healthcare: Who We Are and How to Start

Canonical: https://bloom-healthcare.com.au/about-us/

Details:

Bloom Healthcare is a registered NDIS provider and allied health service delivering therapy to people with disability and older Australians, mostly in their own homes and communities. The team covers occupational therapy, physiotherapy, speech pathology, psychology, counselling, exercise physiology, dietetics and positive behaviour support. Services run across South East Queensland, Tasmania, Adelaide, Sydney, Wollongong, Greater Melbourne, Townsville and Perth . To start, call 1300 771 465 , email hello@bloom-healthcare.com.au , or make a referral .

Registration no: 4-JR6F5KX Provider no: 4050148863

What Bloom Healthcare is committed to

At Bloom Healthcare, we are committed to ensuring access to quality allied health services and support, promoting inclusion, and empowering people with disabilities to make informed decisions.

We believe that everyone has the right to be treated with respect and dignity, and we strive to uphold these values in everything we do. Our goal is to create a more inclusive society where people with disabilities can fully participate and contribute to their communities.

To achieve this, we provide advocacy and support to people with disabilities and the elderly, and work to promote their participation and inclusion in all aspects of society.

As a trusted NDIS provider, Bloom Healthcare will assist you in maximising the value of your NDIS plan by providing tailored allied health assessments and interventions. We provide services to both adults and children with a range of needs. We also work with those who have Home Care Packages and aim to maximise the value gained in collaboration with our client.

The Bloom mission

To be a progressive, client-centric provider of choice that exists to improve the lives of individuals through delivering quality and inclusive in-home therapy and healthcare.

Our values

People. People and the community are at the core of what we do. Without our people, we would be unable to deliver best practice health services. People are of the highest priority to us.

Care. We take an empathetic approach to our therapies and service delivery, and care for our clients at all times.

Outcomes. We take an evidence-based approach to all services and activities we provide. Doing so helps to achieve our goals by providing the best outcome for you.

Life satisfaction. This is as important for us as it is for you.

Who Bloom works with

NDIS participants , adults and children, across a range of needs and diagnoses. Bloom supports self-managed, plan-managed and agency (NDIA) managed participants, where applicable.

Older Australians receiving in-home aged care, including people with a Home Care Package and people funded under Support at Home, which became the main in-home aged care programme on 1 November 2025.

People using Medicare or private funding , including psychology and counselling under a valid referral, and self-funded clients.

See pricing for how each funding stream works and what it covers.

What Bloom does

Experience and professionalism

Our psychologists, counsellors, exercise physiologists, physiotherapists, speech pathologists, behavioural practitioners and occupational therapists will assess you and create a tailored therapy plan that is right for you as an individual. We understand the importance of educating you on the most effective way to support and manage your disability. Our fundamental goal is to help you live the best life possible.

Clinicians who care

Not only will our clinicians treat your existing conditions, we also work with participants to maximise prevention strategies. We will help you maximise the value of your NDIS or Home Care Package funding and plan, and provide tailored, people-centric strategies to manage your health and independence.

In-home aged care

Bloom Healthcare provides comprehensive in-home aged care services that promote independence and enhance quality of life for older adults. Our multidisciplinary team collaborates to deliver personalised care plans, ensuring each individual's unique needs and preferences are met. From daily living assistance to specialised therapy services, we support aged care clients in maintaining their well-being and dignity in the comfort of their own homes.

Under Support at Home, allied health is classified as a clinical support, and clinical supports are fully funded by the Australian Government. See aged care services and the Support at Home hub .

Positive Behaviour Support

Our Positive Behaviour Support services are designed to improve quality of life for individuals with challenging behaviours through evidence-based interventions. We focus on understanding the reasons behind behaviours and developing proactive strategies to support positive changes. Our team works closely with clients, families and support networks to create sustainable and meaningful outcomes, promoting independence and community participation. See Positive Behaviour Support .

Where services are delivered

Bloom is a mobile service. Clinicians travel to you rather than requiring you to attend a clinic, which removes travel, transport and fatigue as barriers to getting therapy.

Services are delivered in:

Your home , which also lets a clinician assess the actual environment you live in and give advice that fits it

Schools and early learning settings , so therapy for children can be embedded in the places they already spend their day

Workplaces , for employment-related goals

Day programs and community settings

Residential aged care , for clients living in an aged care home

Telehealth , by secure video or phone, which suits regional and remote clients and anyone for whom travel is the hardest part

A therapy or consulting room , arranged case by case where that suits you better

Delivery setting affects the rate charged, because travel is priced into community sessions. If cost matters to you, ask whether telehealth or a clinic session is clinically appropriate for what you need.

How to start

Anyone can refer. Bloom accepts referrals from the person themselves, parents and carers, GPs and paediatricians, child and family health nurses, early childhood and school educators, plan managers and support coordinators, other health professionals, and nominees or guardians.

The process:

Make contact by phone on 1300 771 465, by email to hello@bloom-healthcare.com.au, or through the referrals page . Include 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 the referral.

Triage and allocation. The referral is reviewed, any required documentation is gathered, and it is matched to a clinician based on capacity, location, skill set and your specific needs.

Welcome pack and intake form. These are sent out, and nothing is scheduled until the intake form is completed and returned.

The clinician makes contact to confirm the referral, discuss how services will be delivered, arrange interpreting if you need it, explain billing, and book the first appointment. Bloom aims to schedule the initial meeting within 5 business days where possible.

First appointment. A comprehensive assessment to understand your needs, goals and circumstances, and to develop an action plan. A service agreement is discussed and signed, covering rates, hours, travel and reporting, before service delivery and billing begin.

What being a registered NDIS provider means

Registration is not a marketing label. It is a regulatory status with obligations attached, and it is worth understanding what it does and does not mean for you.

A registered provider has applied to the NDIS Quality and Safeguards Commission, been audited against the relevant NDIS Practice Standards, undergone a suitability assessment including of its key personnel, and been issued a certificate of registration valid for three years. Registered providers appear on the NDIS Provider Register, which you can search to verify status and service categories.

Registration brings ongoing obligations:

Compliance with the NDIS Practice Standards , verified by independent audit

Compliance with the NDIS Code of Conduct , which covers respect for your rights, privacy, competent and safe delivery, integrity and transparency, prompt action on quality and safety concerns, prevention of violence, exploitation, neglect and abuse, prevention of sexual misconduct, and fair pricing

Worker screening : everyone in a risk-assessed role, and all key personnel, must hold a valid NDIS Worker Screening Clearance

Documented complaints and incident management systems , including notifying reportable incidents to the Commission

Why it may matter to you: if your plan is NDIA-managed , you must use a registered provider. If you self-manage or plan-manage, you can choose either registered or unregistered providers. Registration is also mandatory for specialist behaviour support, and for any service involving regulated restrictive practices.

See the incident management policy , advocacy policy and your rights .

Commitment to diversity

We believe that a diverse world is a better world. That is why Bloom Healthcare is committed to diversity hiring. We believe that diversity of thought and experience leads to better decision-making, innovation, and outcomes.

We are proud to be a diverse company. Our employees come from all walks of life, with different backgrounds, experiences, and perspectives. This diversity makes us stronger and helps us contribute to building a better society where people with disabilities can fully participate and contribute to their communities.

We are committed to creating a workplace where everyone feels welcome and valued. We believe that everyone has something to offer, and we are committed to creating an environment where everyone can reach their full potential.

Business and registration details

Legal name: Bloom Healthcare Pty Ltd, trading as Bloom Healthcare

ABN: 64 649 276 273 · ACN: 649 276 273

NDIS registration no: 4-JR6F5KX · Provider no: 4050148863

Registered address: 111 Cecil St, South Melbourne, Victoria

The registered address is a business address, not a clinic. Bloom is a mobile service and clinicians travel to you, with a therapy or consulting room arranged case by case.

More about Bloom

Where to start if you are not sure which page you need

Partners — the organisations Bloom works alongside

Products

Careers , including the occupational therapist role in Sydney

Articles and guides — the full index of written material

Emergency management policy and disaster plan

Acknowledgement of Country

Bloom Healthcare acknowledges the Traditional Custodians of the land. We pay our respects to their Elders past and present, and extend that respect to all Aboriginal and Torres Strait Islander peoples. We recognise their continuing connection to land, waters, and culture, and acknowledge that sovereignty was never ceded.

Common questions about Bloom Healthcare

What is Bloom Healthcare's mission?

To be a progressive, client-centric provider of choice that exists to improve the lives of individuals through delivering quality and inclusive in-home therapy and healthcare.

What are Bloom Healthcare's core values?

People, Care, Outcomes and Life Satisfaction.

Which locations does Bloom Healthcare service?

South East Queensland, Tasmania, Adelaide, Sydney, Wollongong, Greater Melbourne, Townsville and Perth. Telehealth extends reach beyond those areas where it is clinically appropriate. See our locations .

What types of clients does Bloom Healthcare serve?

Adults and children who are NDIS participants, older Australians receiving in-home aged care including Home Care Package and Support at Home clients, and people using Medicare or private funding.

What allied health professionals does Bloom Healthcare employ?

Occupational therapists, physiotherapists, speech pathologists, psychologists, counsellors, exercise physiologists, dietitians and behavioural practitioners.

Is Bloom Healthcare a registered NDIS provider?

Yes. Registration no: 4-JR6F5KX. Provider no: 4050148863. That matters most if your plan is NDIA-managed, because NDIA-managed participants must use registered providers.

Do I have to travel to a clinic?

Usually not. Bloom is a mobile service and clinicians travel to your home, school, workplace, day program or community setting. Telehealth is available, and a therapy room can be arranged case by case.

What does Bloom Healthcare offer for in-home aged care?

Multidisciplinary in-home services with personalised care plans, covering daily living support and specialised therapy, aimed at maintaining independence, well-being and dignity at home. Allied health is a clinical support under Support at Home and is fully government funded.

What is Positive Behaviour Support at Bloom Healthcare?

Evidence-based support for people with challenging behaviours, focused on understanding why a behaviour is happening and building proactive strategies, working with the client, family and support network.

What is Bloom Healthcare's commitment to diversity?

Bloom is committed to diversity hiring and to a workplace where everyone feels welcome and valued, on the basis that diversity of thought and experience leads to better decision-making, innovation and outcomes.

How quickly will someone get back to me?

A member of the team will be in contact within 24 hours of receiving a referral, and Bloom aims to schedule the initial meeting within 5 business days where possible.

What happens at the first appointment?

A comprehensive assessment of your needs, goals and circumstances, and development of an action plan. Your service agreement is discussed and signed before service delivery and billing begin.

How can someone contact Bloom Healthcare or make a referral?

Call 1300 771 465 , email hello@bloom-healthcare.com.au , or use the referrals page or contact page .

Contact

Phone: 1300 771 465

Email: hello@bloom-healthcare.com.au

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

Make a referral · Find a location · Feedback

If you need information in Easy Read or another format, or an interpreter, ask when you make contact. See the accessibility statement .

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