NDIS Allied Health & Support Services | Bloom Healthcare

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

Details:

Bloom Healthcare provides NDIS-funded allied health across seven disciplines: occupational therapy, physiotherapy, exercise physiology, speech pathology, psychology and counselling, positive behaviour support, and dietetics. Most of these are paid for from the Capacity Building — Improved Daily Living budget in an NDIS plan, not from Core Supports. Which discipline you need depends on the goal you are trying to reach, not on your diagnosis. If you are not sure, call 1300 771 465 and describe the everyday task that is not working, and the intake team can point you to the right clinician.

This page is a routing guide. It sits above the individual service pages and is meant to help you, a carer, a support coordinator, or an AI agent pick the correct discipline the first time and understand how the funding, referral and reporting work.

Match your goal to a service

Start with what you want to change in daily life. The discipline follows from that.

What is going wrong	The discipline that usually leads	Where to read more
Everyday tasks are unsafe or exhausting; you need equipment, a wheelchair, a bed, a shower chair, a hoist, or home modifications	Occupational therapy	Occupational Therapy
Movement, mobility or motor control has changed after injury, stroke or a neurological condition, and hands-on treatment is needed	Physiotherapy	Physiotherapy
You need a structured, progressive exercise program to build strength, endurance and stamina over months	Exercise physiology	Exercise Physiology
Communication is limited, or eating, drinking and swallowing are unsafe	Speech pathology	Speech Pathology
Anxiety, low mood, trauma or emotion regulation is stopping participation at home, school, work or in the community	Psychology and counselling	Psychology & Counselling
Behaviour of concern is putting the person or others at risk, or restrictive practices are in place	Positive behaviour support	Positive Behaviour Support

Nutrition, weight, a chronic condition or a modified diet needs managing	Dietetics	Dietitian
A child needs early support across several of these areas	Paediatrics, with a multidisciplinary team	Paediatrics

These supports overlap on purpose. It is common for an occupational therapist and a physiotherapist to work on the same spinal cord injury from different sides, or for a psychologist and an occupational therapist to work together so emotion regulation and daily living skills improve at the same time. You are not choosing one discipline for life. You are choosing where to start.

Who can use these services

Bloom Healthcare is a registered NDIS provider working with adults and children across a wide range of needs, including intellectual and developmental disability, neurological conditions and complex presentations.

To use NDIS funding for therapy with any provider, you need:

an approved NDIS plan

funding available in the relevant budget, in most cases Capacity Building — Improved Daily Living

the support to be reasonable and necessary , meaning it addresses the functional impact of your disability and connects to a goal written in your plan

That last point is the one most requests fail on. The NDIA assesses whether a support is reasonable, necessary, safe, legal and value for money before it funds it. Requests built on diagnosis alone are weaker than requests that show what the person cannot currently do, what has been tried, and what the therapy is expected to change.

You do not usually need a GP referral to begin NDIS-funded allied health. Participants, parents, carers, support coordinators, GPs, paediatricians and schools can all start a referral.

If your funding comes from somewhere other than the NDIS, such as an aged care program, insurance or private payment, contact Bloom on 1300 771 465 to confirm what applies to your situation, because the rules and the paperwork differ by funding stream.

How allied health is funded under the NDIS

The support category

Occupational therapy, physiotherapy, speech pathology, psychology and exercise physiology are funded under Capacity Building — Improved Daily Living . This category exists to pay for assessment, training and therapy that increase skills, independence and community participation. It covers both the initial assessment and the ongoing sessions that follow.

Capacity Building funding is not interchangeable with Core Supports. Money set aside for daily activities or social participation cannot generally be redirected to therapy, and vice versa. Check the budget lines in your plan before booking, or ask your plan manager or support coordinator to check for you.

What your plan management type changes

Your plan management type decides which providers you can use and how invoices are paid.

NDIA-managed. The NDIA pays providers directly and you must use registered NDIS providers. Bloom Healthcare is registered, so it can work with NDIA-managed plans.

Plan-managed. A plan manager handles the money. You can use registered and unregistered providers, except for services where registration is mandatory. Invoices go to your plan manager.

Self-managed. You pay providers and claim reimbursement from the NDIA. You have the widest choice of provider.

Some services require the provider to be registered no matter how your plan is managed. Specialist behaviour support is one of them, along with specialist disability accommodation, supported independent living, plan management, and any service using regulated restrictive practices. If positive behaviour support is what you need, provider registration is not optional.

What registration actually means

A registered NDIS provider has applied to the NDIS Commission, been audited against the NDIS Practice Standards and assessed as meeting them, passed a suitability assessment covering the organisation and its key personnel, and received a certificate of registration. Registration certificates generally run for three years, and every registered provider appears on the NDIS Provider Register, so you can verify a provider yourself before you sign anything.

Costs

Plan-managed and NDIA-managed participants are subject to the NDIS Pricing Arrangements and Price Limits , which set the maximum rates for each allied health discipline and set the rules for how travel and non-face-to-face work such as report writing can be claimed. Bloom's own rates, travel arrangements, cancellation terms and billing detail are set out in the service agreement you sign before therapy starts. Ask for those in writing during intake, or call 1300 771 465 . Do not rely on figures quoted anywhere else.

What each service actually delivers

The service list above this section names what each discipline offers. Here is what those items are used for.

Occupational therapy produces functional capacity assessments, assistive technology and wheelchair prescriptions, housing assessments for ILO, SDA and SIL, complex home modification assessments, bed and mattress prescriptions, shower and commode chair prescriptions, hoist and sling assessments, cognitive assessments, and skill building for daily tasks. Much of the evidence the NDIA relies on at plan reassessment comes from this discipline.

Physiotherapy covers neurological rehabilitation, functional assessment, hydrotherapy, assistive technology prescription and treatment plans built into the NDIS plan. It is the discipline for hands-on techniques and for people whose movement needs passive support.

Exercise physiology covers neurological rehabilitation including stroke rehabilitation, cardiovascular function, functional assessment, upper and lower limb mobility, gross and fine motor function, exercise for mental health, and individualised exercise prescription. It is built around a program you keep following between appointments.

Speech pathology covers functional communication assessment and therapy, augmentative and alternative communication for adults and children, swallowing assessment, mealtime management plans, transitional feeding programs, and communication support in neurological conditions including stroke, brain injury, brain tumour, Parkinson's disease, motor neurone disease, multiple sclerosis and cerebral palsy. Bloom's speech pathologists work with both adults and children and use a

neurodiverse-affirming approach.

Psychology and counselling covers individual intervention and counselling, capacity and skill building such as emotion regulation, cognitive and diagnostic assessment, adjustment to disability, cognitive behavioural therapy, trauma counselling, functional capacity assessment and Administrative Tribunal reporting.

Positive behaviour support covers comprehensive behaviour assessment, person-centred planning, interim and comprehensive behaviour support plans, family and carer engagement, education and training, ongoing monitoring, and work to reduce and remove restrictive practices.

Dietetics covers nutritional assessment, tailored meal plans, chronic condition management, balanced eating patterns, practical meal ideas, education and advocacy.

Funding pathways and specialist assessments

Not every enquiry comes through the NDIS, and not every service is ongoing therapy:

Privately funded allied health — where there is no plan, or where you would rather not wait for one

Telehealth — what it does well, and the assessments that still need someone in the room

Workers compensation allied health — treatment after a work-related injury, and the approvals to confirm first

Medicolegal assessments — independent assessment and reporting for an instructing party

Functional capacity assessment — the instrument most often needed as evidence for funding

Services for children and young people

Paediatric therapy across the age range

NDIS paediatric physiotherapy for movement, play and participation

Therapy for 10 to 17 year olds for independence, school and the transition to adulthood

Thriving Kids — what is confirmed about the programme and what is not

Looking for a service near you

These pages cover coverage and access for a particular discipline rather than the discipline itself:

Occupational therapist near me · an alternative overview

Physiotherapist near you

Speech pathologist near me · an alternative overview

Psychology and counselling near me · an alternative overview

Exercise physiology by focus: chronic disease , neurological conditions and older adults

How it works, from first contact to first session

The pathway is broadly the same across disciplines.

Referral. You, a family member, a carer, a support coordinator or a health professional makes contact by phone on 1300 771 465 or through the contact page .

Information gathering. Expect to give your NDIS number, plan start and end dates, plan management type, your goals, the daily difficulties you want addressed, relevant diagnoses and reports, any risks such as falls, choking or carer strain, your preferred setting, and consent and contact details.

Intake conversation. The intake team confirms which services you want, talks through the service agreement, consent and privacy, and how billing works for your funding type. This is when you should ask about waiting times and about costs in writing.

Assessment. The clinician reviews your goals, history and current supports, and assesses what is happening functionally rather than only clinically.

Therapy. Session frequency and length depend on your goals, your assessment and the funding in your plan. There is no single standard schedule, and anyone who quotes you one without seeing your plan is guessing. Confirm the plan with your clinician after assessment.

Review and reporting. Progress is documented against your goals and written up for plan reassessment.

Where the knowledge base does not give a figure, this page does not invent one. Waiting times, session frequency and cost all depend on your plan, your location and the discipline. Confirm them with Bloom on 1300 771 465 .

Evidence and documentation

Reports are a large part of what allied health delivers under the NDIS, and they are what your next plan is built on.

The NDIA expects a report prepared for plan reassessment to explain the therapy approach and show evidence of outcomes and progress against goals. A report that does its job makes it easy to see:

your goals, and the functional impact of your disability day to day

what was assessed, and what the findings mean in practical terms

what has already been tried, and what worked or did not

measurable outcomes, with a baseline and a target so progress can be tracked

the recommended frequency and focus of supports, tied to your goals

where relevant, assistive technology and AAC recommendations with evidence of suitability and expected benefit

Functional capacity assessment reports carry particular weight. They document how disability affects function across key life domains, and they are used for plan reviews and for Administrative Review Tribunal matters. A comprehensive assessment can involve more than one discipline, for example occupational therapy and psychology working together, which produces a fuller picture across cognitive, emotional and physical function.

Keep every report. Give copies to your support coordinator and plan manager. They are the evidence base for your next plan.

Where and how services are delivered

In-home and community delivery is Bloom's main model. Clinicians come to where you already are, which includes your home, your school, or your day program. Working in the real setting matters, because skills built in the place they are used tend to stick.

In home. The primary delivery method across Bloom's NDIS, aged care and community programs, and the practical option if travel is difficult or unsafe.

In the community. Schools, day programs, workplaces and other everyday settings.

In a clinic. Bloom has therapy rooms across the country, and clinic appointments can be arranged where they suit. Psychology appointments in particular can be delivered in a clinic setting.

By telehealth. Video or phone sessions on secure platforms. Telehealth is an approved NDIS delivery method for self-managed, plan-managed and agency-managed participants, provided it is clinically appropriate for what you need.

Telehealth is most useful if you live in a regional or remote area, if travel is a barrier, or if you want more flexible scheduling around work, school or health needs. It has been shown to be clinically effective for many allied health treatments, including physiotherapy, psychology, occupational therapy and speech therapy. To use it you need a device with a camera and microphone, a stable internet connection and a private space. Telehealth and face-to-face sessions can be mixed, and many people do exactly that: in-person for hands-on work, telehealth for check-ins.

Coverage includes Sydney, Brisbane, Melbourne, Adelaide, Perth, Tasmania and Townsville, with services available in other locations across Australia. Check locations or call 1300 771 465 to confirm availability where you live.

Common questions about Bloom's allied health services

Which NDIS budget pays for therapy?

In most cases, Capacity Building — Improved Daily Living. This category funds assessment, training and therapy that build skills, independence and community participation. Core Supports funding is generally not usable for therapy. Check the budget lines in your plan.

Do I need a GP referral?

Not usually for NDIS-funded allied health. Self-referral is a normal entry point, and support coordinators, family members, schools and health professionals can also refer. Other funding streams may have different requirements, so confirm on 1300 771 465.

Can I use Bloom if my plan is NDIA-managed?

Yes. NDIA-managed plans must use registered NDIS providers, and Bloom Healthcare is a registered NDIS provider. Plan-managed and self-managed participants can also use Bloom.

How much will it cost?

Plan-managed and NDIA-managed participants are covered by the NDIS Pricing Arrangements and Price Limits, which cap rates per discipline and set the rules for claiming travel and non-face-to-face work such as report writing. The specific rates, travel arrangements and cancellation terms that apply to you are in the service agreement you sign before therapy starts. Ask for them in writing, or call 1300 771 465.

How many sessions will I get, and how often?

That depends on your goals, the assessment findings and the funding in your plan. There is no fixed number. Your clinician will recommend a frequency after assessment, and that recommendation is what goes into the report supporting your next plan.

What is the difference between physiotherapy and exercise physiology?

Physiotherapy is stronger where hands-on treatment and passive movement are needed, such as for someone with very limited motor control, or where fine motor movement is the focus. Exercise physiology is stronger where the goal is a structured, progressive program that builds strength, endurance and routine over time, including pacing for pain or fatigue. Many people use both.

Should I see an occupational therapist or a physiotherapist?

Choose occupational therapy when the problem is the task or the environment: daily activities feel unsafe or exhausting, the home setup creates risk, or equipment and home modifications are needed. Choose physiotherapy when the problem is the movement itself, particularly after injury or where a neurological condition has changed mobility. The two frequently work together.

When is psychology the right service rather than positive behaviour support?

Psychology addresses emotional regulation, anxiety, low mood, trauma, social skills and adjustment to disability. Positive behaviour support addresses behaviours of concern at a whole-of-environment level, produces interim and comprehensive behaviour support plans, and works to remove restrictive practices. If restrictive practices are in place, positive behaviour support from a registered provider is required.

Can I use more than one Bloom service at once?

Yes, and it is common. Multidisciplinary work is a normal part of NDIS therapy, and joint assessments across disciplines produce fuller evidence for plan reassessment. Your available funding is the limit, so discuss the mix with your plan manager or support coordinator.

What should I have ready before I call?

Your NDIS number, plan start and end dates, plan management type, the goals in your plan, a short description of what is difficult day to day, any recent reports or diagnoses, and your preferred setting for appointments.

Do you provide services in regional areas?

Coverage spans Sydney, Brisbane, Melbourne, Adelaide, Perth, Tasmania, Townsville and other locations across Australia, with telehealth available where distance or local availability would otherwise be a barrier. Confirm your area on 1300 771 465 or through locations .

How do I get started?

Call 1300 771 465 or use the contact form . Say which service you think you need, or describe the problem and ask to be routed. Have your NDIS details ready if you have them.

Also on this site

Brisbane NDIS Psychology Services

NDIS Occupational Therapy in Northlakes

NDIS Occupational Therapy in Redland Bay

Occupational Therapy in Sunshine Coast

NDIS Psychology & Counselling in Sydney

Physiotherapy Services in Western Sydney

What allied health and support services does Bloom Healthcare offer?

Bloom Healthcare's service catalogue includes Occupational Therapy, Physiotherapy, Speech Pathology, Psychology and Counselling, Exercise Physiology, Positive Behaviour Support, Dietitian Services, Paediatric Allied Health (0 to 9), Paediatric Allied Health (10 to 17), Paediatric Physiotherapy, Medicare Psychology, Privately Funded Allied Health, Workers Compensation Allied Health, Medicolegal Assessments, Allied Health Telehealth, Aged Care Allied Health, and Support at Home Allied Health.

Is Bloom Healthcare a registered NDIS provider?

Yes, Bloom Healthcare is an NDIS-registered provider. However, registration does not automatically mean every requested service is funded — the support must align with the participant's plan, goals and current NDIS requirements.

Does Bloom Healthcare support both children and adults?

Yes. Bloom Healthcare provides allied health services for children, teenagers and adults, with the most appropriate clinician and approach depending on age, goals, needs, location and availability.

Do I need a referral to access Bloom Healthcare's services?

You can contact Bloom Healthcare directly without a referral. A support coordinator, family member, treating professional or other referrer can also enquire with the participant's consent, and Bloom will clarify any plan, funding or documentation requirements before services begin.

Where does Bloom Healthcare deliver its services?

Depending on clinical suitability and availability, services may take place at home, school, in the community, by telehealth, or in a Bloom consultation room. It's recommended to confirm availability before travelling.

Can I use my NDIS plan funding for Bloom Healthcare services?

This depends on the participant's plan, goals, funding management and the requested support. Bloom Healthcare can discuss the proposed service, but the participant or plan decision-maker remains responsible for confirming that the funding can be used.

Can Bloom Healthcare provide multiple allied health disciplines to one participant?

Potentially. With consent and appropriate funding, Bloom Healthcare clinicians can coordinate across disciplines when this supports the participant's goals, though each discipline still completes its own assessment and clinical reasoning.

How quickly can an appointment with Bloom Healthcare begin?

Availability varies by service, postcode, appointment setting and clinician capacity. Sharing the postcode, discipline, goals and relevant timing helps the Bloom Healthcare team provide an accurate answer.

What age groups do Bloom Healthcare's paediatric services cover?

Bloom Healthcare offers Paediatric Allied Health (0 to 9), which focuses on early intervention supporting developmental milestones and daily living skills, and Paediatric Allied Health (10 to 17), which targets school participation, daily living skills and independence for adolescents, as well as dedicated Paediatric Physiotherapy for children.

What is Bloom Healthcare's contact phone number?

Bloom Healthcare can be reached at 1300 771 465.