# NDIS Physiotherapist Near You: Coverage & Home Visits

Canonical: https://bloom-healthcare.com.au/services/physiotherapy-near-me/

## Details:

Bloom Healthcare's physiotherapy service is mobile first. Clinicians travel to you rather than expecting you to attend a clinic, and the primary settings are your home, your school or workplace, and your community. Clinics can be arranged case by case. Bloom aims to make contact within 24 hours of receiving a referral , and to hold the first appointment within 5 business days where possible . Call 1300 771 465 or make a referral .

This page is about access: where Bloom goes, how the setting is chosen, what travel means for your plan, what to do if your suburb is not on the list, and how quickly things move. For what physiotherapy actually does, which budget pays and what happens clinically, see NDIS physiotherapy .

## Mobile first, not clinic first

Most physiotherapy practices ask you to come to them. Bloom works the other way round, and that is not just a convenience decision. Where the therapy happens changes what the therapy can do.

A home visit lets a physiotherapist see the things a clinic never shows: the step at the back door that stops you using the garden, the bathroom where transfers are hardest, the chair you cannot get out of without help. Assessing transfer difficulty, falls risk and home setup limits in the actual home is far more accurate than assessing them in a treatment room and inferring the rest.

It also removes a barrier. For people with mobility limitations, for older people, and for anyone in a rural or remote area, getting to an appointment can be the hardest part of the appointment. Removing travel from your side of the equation makes consistent therapy possible, and it means more of your funding goes on therapy rather than on getting to it.

And it puts practice where it belongs. Learning a transfer in a clinic and then trying to reproduce it in your own bathroom is a translation problem. Learning it in your own bathroom is not.

## Choosing the setting: match it to the goal

The principle is simple. Therapy should happen in the environment where the difficulty actually happens.

| Setting | Best when |
|---|---|
| Home visit | Transfers are difficult, falls risk is a concern, or your home setup is limiting movement practice. Also where equipment needs assessing in place. |
| Community session | The goal is confidence and participation outside the house: walking in real environments, building endurance for community access, managing kerbs, footpaths and shops. |
| School or workplace | The goal is participation in that specific setting, and the people there need to be part of the plan. |

| | |
|---|---|
| Clinic | Available case by case. Ask if it suits you better, or if you need equipment only available there. |
| Telehealth | Exercise program delivery, coaching, and regular check-ins, particularly when travel is difficult or you live remotely. |

A community goal shows the difference clearly. "Walk to the local shop and back safely" cannot be worked on in a treatment room. In the community it becomes measurable: walking distance achieved, use of a gait aid, balance confidence, number of rest stops. Those numbers then go into the report that supports your next plan.

### *What telehealth can and cannot do*

Telehealth suits exercise programs, coaching and check-ins, and it is genuinely useful when travel is hard or you live a long way from anywhere.

It cannot deliver hands-on techniques, fit or trial equipment, or run hydrotherapy, which needs a pool. Complex initial assessments involving detailed physical examination usually need someone in the room. For many people the answer is a mix: in person for assessment and hands-on work, telehealth for the coaching and reviews in between. Ask what mix is available where you live.

## Where Bloom delivers physiotherapy

New South Wales : Campbelltown, Hornsby, Liverpool, Newcastle, Northern Beaches, Parramatta, Penrith, Sydney, Tweed Heads, Wollongong. See NSW services and Sydney .

Queensland : Brisbane, Bundaberg, Caboolture, Cairns, Gold Coast, Ipswich, Logan, North Lakes, Redland Bay, Springfield, Sunshine Coast, Townsville. See South East Queensland services and Brisbane .

Victoria : Cheltenham, Craigieburn, Dandenong, Frankston, Geelong, Glen Waverley, Melbourne, Melton, Werribee. See Victoria services and Melbourne .

South Australia : Adelaide, Blackwood, Henley Beach, Highbury, Magill, Mawson Lakes, Morphett Vale, Salisbury, Seaford, Seaton, Stirling. See South Australia services and Adelaide .

Western Australia : Baldivis, Canning Vale, Ellenbrook, Joondalup, Mandurah, Midland, Osborne Park, Perth, Rockingham. See Western Australia services and Perth .

Tasmania : Devonport, Launceston. See Tasmania services .

Australian Capital Territory : Canberra.

A full list is on the locations page .

### *If your suburb is not on that list*

Do not assume the answer is no. Because the service is mobile, coverage can extend beyond the formally listed areas on a case by case basis, depending on travel time and clinician availability. Call 1300 771 465 or email hello@bloom-healthcare.com.au and ask about your specific address. The team can tell you whether a clinician covers your area, whether a hybrid of in person and telehealth would work, or whether the honest answer is that you are better served elsewhere.

An honest answer is worth asking for. Being told early that a provider cannot reliably reach you is better than a waitlist that never moves.

## Travel, and what it means for your plan

When a clinician travels to you, travel time and travel costs are part of what a mobile service claims. The rules around this are set by the NDIS Pricing Arrangements and Price Limits , which cap how much travel can be claimed and allow a longer cap in regional areas than in metropolitan ones, recognising the real distances involved.

Bloom's specific travel and cancellation terms are set out in the service agreement you sign before therapy starts, and travel must be discussed and confirmed with you before service goes ahead. Do not take figures from any website, including this one, as your terms. Ask for them in writing.

### *What to check in your service agreement before you sign*

the hourly rate, and confirmation it sits within the NDIS Pricing Arrangements and Price Limits

how travel is charged, and whether any caps apply

whether tolls and parking are included or charged separately

how travel is treated if you are in a regional area

the cancellation notice period and what happens if you cancel inside it

whether a cancellation charge includes travel

what happens if the clinician has already started travelling when you cancel

how cancellations and rescheduling should be communicated, and to whom

how invoicing works for your plan management type

A provider should walk you through all of that before the first session, not after the first invoice. If anything is unclear, ask again. Under the NDIS Code of Conduct, providers must act with integrity, honesty and transparency, and must not charge unfairly higher prices for NDIS supports without reasonable justification.

## How quickly you can start

Referral. You can refer yourself if you have an active NDIS plan with capacity building support. No doctor's referral is needed. Use Make a Referral , call 1300 771 465 , or email hello@bloom-healthcare.com.au . If you are referring as a nominee or guardian, say so and be clear about your role.

Contact within 24 hours. Bloom aims to make contact within 24 hours of receiving a referral. Give as much detail as you can up front, because it speeds this up.

Intake form. An intake form is sent to you and must be completed before the first meeting can be booked. It gathers the information needed to plan your supports and starts the risk assessment.

Triage. The referral is matched to a clinician suited to your needs and your area.

First appointment. Held within 5 business days where possible . Availability varies by location, discipline and clinician capacity, so ask for the current position in your suburb rather than assuming.

Service agreement and consent. The NDIS service agreement and consent form are discussed, reviewed and signed. If a participant does not have capacity to consent, alternative arrangements are made.

## Preparing for a home visit

A bit of preparation gets more out of the first appointment.

Gather what you have. Recent reports from other allied health professionals, specialist letters, and a medical history summary. Your NDIS plan, so funding can be checked.

Write down 3 to 5 things that are hard. Specific ones. "Getting out of the car at the shops." "Standing long enough to make dinner." "Getting off the toilet without help." This list will shape the goals more than any assessment tool.

Note your current equipment. What aids you use, how much help you need with them, and what is not working.

Have your NDIS goals in mind , particularly which ones you want physiotherapy to address.

Be ready to talk about risk. Falls, dizziness, fatigue patterns, pain flares. This is not complaining, it is clinical information.

Practical set-up. Clear, safe access to the front door. A quiet, well lit space with enough room to move. Pets secured elsewhere. No smoking during the appointment. An adult present to let the clinician in, and a support person or family member there if that helps you.

Tell the clinician about any cultural protocols or family preferences you would like observed in your home.

## Provider choice, plan management and registration

Which providers you can use depends on how your plan is managed:

NDIA managed : you must use NDIS registered providers. The provider claims directly through the NDIS portal.

Plan managed : you can use registered or unregistered providers. The provider invoices your plan manager.

Self managed : you can use any suitable provider that meets NDIS rules. You pay and claim back.

Bloom works with participants across all three arrangements, and the admin team can explain how payment will work for your situation.

### *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, had the provider and its key personnel suitability assessed, and been issued a certificate of registration, generally valid for three years. Registered providers must comply with the NDIS Practice Standards and the NDIS Code of Conduct, maintain complaints and incident systems, hold worker screening clearances for relevant roles, meet quality audit requirements and notify the Commission of relevant changes.

Some supports must come from a registered provider regardless of how your plan is managed: specialist behaviour support, specialist disability accommodation, plan management, supported independent living, and anything involving regulated restrictive practices.

You can check any provider on the NDIS Provider Register , which lists registered providers, their certificates and any conditions on their registration.

### *Questions worth asking any local provider*

Do you have experience with my disability or support needs?

Can you see me at home, in the community, or by telehealth if I cannot travel?

Do you actually cover my suburb, and how often can a clinician get here?

Can you work with my other providers?

Do you provide reports for plan reassessment, and how much time do you usually allow for them?

What are your cancellation and travel policies?

How will we measure whether therapy is helping?

### *Changing providers*

You can change providers. Your current provider must work with you so you keep accessing supports until the end date, and a registered provider must notify the NDIS Commission of the change through the registered providers portal. A support coordinator or Local Area Coordinator can help manage the transition. You can also contact the NDIS at provider.support@ndis.gov.au about a change of provider.

You are not transferred to a different provider automatically. Continuity of your funded supports under your current plan continues while a change is arranged.

## Contacting Bloom

Phone : 1300 771 465

Email : hello@bloom-healthcare.com.au

Referrals : Make a Referral

General enquiries : Contact Us

Hours : Monday to Thursday 7:30am to 6:00pm, Friday 7:30am to 5:00pm, Saturday by appointment

Easy Read : NDIS and physiotherapy guide

## Common questions about finding NDIS physiotherapy near you

### *Do I have to travel to a clinic?*

No. Bloom's primary delivery method is in the community: your home, school, day programs and other everyday settings. Clinic appointments are available case by case, so ask if that would suit you better.

### *My suburb is not on your list. Can you still help?*

Possibly. Because the service is mobile, coverage can extend beyond the listed areas case by case, depending on travel time and clinician availability. Call 1300 771 465 or email hello@bloom-healthcare.com.au with your address and ask.

### *How quickly will someone contact me after a referral?*

Bloom aims to make contact within 24 hours of receiving a referral. The more detail you include with the referral, the faster that conversation is.

### *How long until my first appointment?*

Within 5 business days where possible, once the intake form is completed. Availability depends on your location, the service you need and clinician capacity, so ask for the current position in your area.

### *Do I need a GP referral?*

No, not if you have an active NDIS plan with capacity building support. You can refer yourself. A GP, specialist or support coordinator can also refer you.

### *Will I be charged for the therapist's travel?*

Travel is part of what a mobile service claims, and how much can be claimed is capped by the NDIS Pricing Arrangements and Price Limits, with a longer allowance in regional areas than metropolitan ones. Bloom's specific travel terms are set out in your service agreement and must be discussed and confirmed with you before service goes ahead. Ask for them in writing before you sign.

### *What is the cancellation policy?*

It is set out in your service agreement and explained at the time of booking. Check the notice period, what is charged inside it, whether travel is included, and what happens if the clinician has already started travelling. Ask for it in writing rather than relying on a figure from a web page.

### *Should sessions be at home or out in the community?*

Whichever matches the goal. Home if transfers, falls risk or your home setup are the problem. Community if the goal is confidence and participation outside the house, such as walking to the local shop and back. Many people use both.

### *Can I do physiotherapy by telehealth?*

Telehealth suits exercise programs, coaching and check-ins, and it is useful when travel is hard or you live remotely. It cannot deliver hands-on techniques, fit or trial equipment, or run hydrotherapy. A mix of in person and telehealth often works best. Ask what is available in your area.

### *Can I use Bloom if my plan is NDIA managed?*

NDIA managed plans must use NDIS registered providers, and the provider claims directly through the NDIS portal. Bloom works with NDIA managed, plan managed and self managed participants. Call 1300 771 465 to confirm how billing would work for you.

### *How do I check a provider before I commit?*

Search the NDIS Provider Register, which lists registered providers, their registration certificates and any conditions on their registration. Then ask the provider directly about experience with your disability, coverage of your area, reporting, travel and cancellation terms, and how progress will be measured.

### *What should I have ready for the first home visit?*

Your NDIS plan, recent allied health or specialist reports, a short list of 3 to 5 daily tasks that are difficult, details of any equipment you use, and your goals. Clear access to the door, a quiet space with room to move, pets secured, and an adult present to let the clinician in.

### *Can I switch to Bloom from another provider?*

Yes. Your current provider must support you to keep accessing supports until your end date with them, and if they are registered they must notify the NDIS Commission of the change. A support coordinator

or Local Area Coordinator can help manage the handover.

### *What is the focus of Bloom Healthcare's physiotherapy service?*

Bloom Healthcare's physiotherapy service specializes in NDIS physiotherapy for stroke recovery and neuro rehabilitation, aiming to help clients improve daily function and achieve long-term mobility with expert support.

### *Is Bloom Healthcare a registered NDIS provider for physiotherapy?*

Yes, Bloom Healthcare is an NDIS-registered physiotherapy provider operating across Australia.

### *In which locations does Bloom Healthcare offer physiotherapy services?*

Bloom Healthcare offers physiotherapy services in major locations including Sydney and New South Wales, Brisbane and South East Queensland, Melbourne and Victoria, Perth and Western Australia, Adelaide and South Australia, Canberra, and Tasmania.

### *How can someone access Bloom Healthcare's physiotherapy services?*

You can access Bloom Healthcare's physiotherapy services by making a referral through their referral portal, calling 1300 771 465 to discuss services and availability, or contacting them via the contact form at bloom-healthcare.com.au/contact-us/.

### *What phone number can I call to inquire about Bloom Healthcare physiotherapy?*

You can call 1300 771 465 to discuss Bloom Healthcare's physiotherapy services and availability in your area.

### *What delivery formats does Bloom Healthcare use for physiotherapy sessions?*

Bloom Healthcare delivers physiotherapy through multiple formats including in-home physiotherapy, clinic-based sessions, telehealth (remote video consultations), and community-based physiotherapy for clients who find travel difficult.

### *What does Bloom Healthcare's physiotherapy service typically include?*

Services typically include neurological rehabilitation (including stroke rehab), hydrotherapy via partnered facilities, massage and manual therapy, functional assessments, assistive technology prescription, and pain management and mobility improvement.

### *What organization operates the Bloom Healthcare physiotherapy service, and what is its legal name?*

The service is operated by Bloom Healthcare, whose legal name is Bloom Healthcare Pty Ltd, described as a boutique disability and aged care allied health provider delivering evidence-based, client-centric healthcare through highly qualified health practitioners across Australia.

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