



## Disclaimer of endorsement

This resource booklet was created as part of the Understanding Stuff Report. A focus of the report was service mapping and network building. As a result, a list of services that provide support for people experiencing hoarding and/or squalor in the Greater Metro South Brisbane (GMSB) area was created. The list is included in this booklet. It includes private, non-government, and government services and resources that were mapped during the development of the report.

The list is not exhaustive and there may be other services that provide services for people experiencing hoarding and/or squalor in the GMSB region. We encourage you to research current services available.

Neami does not endorse or recommend any commercial products, processes, or services (including those mentioned in this resource) and any mention of commercial products, process, or services should not be taken as endorsement or recommendation. We encourage you to research any services, products or processes and assess their suitability and appropriateness for your particular circumstances.

Neami has not received any payment or other benefit from any organisation in return for inclusion in the list.

The details of the services listed were correct at the time of printing. Please check more recent information where required.

## More information

For more information on this resource, please contact:

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Cover image: Shutterstock/Khaled ElAdawy

Brisbane South PHN is the lead agency for the Partners in Recovery program. This project was funded by Partners in Recovery.

## About Neami National

Neami National is a community mental health service supporting people to improve their health, live independently and pursue a life based on their own strengths, values and goals.

### Our vision

Full citizenship for all people living with a mental illness in Australian society

### Our mission

Improving mental health and wellbeing in local communities

[www.neaminational.org.au](http://www.neaminational.org.au)

We acknowledge Aboriginal people as the traditional owners of the land we work on and pay our respects to their elders past and present.

We welcome and appreciate diversity in all its forms, including staff and consumers, and believe diversity makes our teams, services and organisation stronger.



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# Private and community services in the Brisbane region

## Hoarding and Squalor Working Group

### The Brisbane Compulsive Hoarding and Domestic Squalor Working Group

<b>Service Description</b>	<p>The aim of the group is to develop collaborative, holistic and sustainable responses to the issues of severe domestic squalor and/or compulsive hoarding.</p> <p>The group meets monthly.</p>
<b>Service area</b>	<p>All of Brisbane including Greater Metro South Brisbane.</p>
<b>Details</b>	<p>The Brisbane Hoarding &amp; Squalor Working Group was formed in 2012 under an action item within the Homelessness Community Action Plan (HCAP).</p> <p>The Working Group includes over 60 representatives from a broad range of services across Brisbane including QLD Fire and Rescue Service, Brisbane City Council, Department of Communities and Queensland Health, Communify, Centacare, Neami National, RSPCA, Mission Australia, Micah Projects, Red Cross, Footprints and Burnie Brae.</p> <p>The Working Group recognises the speciality areas of members and has formed sub-groups to ensure that this work is effective, and also allows organisations to work specifically in their area of expertise:</p> <ul style="list-style-type: none"><li>• Emergency Services</li><li>• Research &amp; Data Collection</li><li>• Case Co-ordination</li><li>• WHS / Risk Assessment</li><li>• Education &amp; Advocacy</li><li>• Pets / Animals</li><li>• Specialised Supports: suited to allied health professionals</li><li>• Fund Raising &amp; Events</li></ul> <p>The larger Working Group is jointly facilitated by Communify and Centacare. They work to raise the profile and develop the sector's understanding of these complex and challenging issues.</p>
<b>Contact</b>	<p>To join the Working Group contact the lead agency representatives:</p> <ul style="list-style-type: none"><li>• Vanessa Schneider of Communify: <a href="mailto:VanessaS@communify.org.au">VanessaS@communify.org.au</a></li></ul>

## Psychological and mental health services

### Lifestyle Response Service - Footprints Inc.

<b>Service Description</b>	<p>The Lifestyle Response Service assists individuals who are facing challenges within their lives due to the impact of hoarding and/or squalor. Underpinned by person-centred values, LRS provides a psycho-social response that will support client's needs and goals, improving overall quality of life. LRS is a fee-for-service program, and available to work throughout Metro Brisbane (North and South), and within other areas on application.</p> <p>The LRS is able to provide case management, counselling, support workers, peer workers and peer run groups for people experiencing hoarding and squalor concerns.</p>
<b>Location</b>	<p>Footprints have offices in Newstead and West End:</p> <p><b>Newstead Footprints</b>   105 Commercial Road, Newstead, 4006</p> <p><b>West End Footprints</b>   31 Thomas Street, West End, 4101</p>
<b>Hoarding and squalor specific services</b>	<p>Footprints is able to provide responses to hoarding and squalor that include coordination, case management, counselling, domestic assistance, OT, nursing care, and funding.</p> <p>Footprints has a history of providing successful and sustainable hoarding and squalor responses and continues to grow in this capacity.</p> <p>Footprints is also a member of the MBNML Innovation Project, No More Sweeping it Under the Rug: Decluttering and Hoarding and Squalor System and passionate about advancing systemic reform within this arena.</p> <p>Through PIR, Footprints is focused on networking with housing providers, specifically the Dept of Housing and Public Works to provide training and consultation in regards to hoarding and squalor as well as working alongside them in service provision to provide the best possible outcome for tenants who experience hoarding and squalor issues.</p>
<b>Referrals</b>	<p>To make a referral to Footprints please contact between 8.00am to 4.30pm on (07) 3252 3488, fax (07) 3252 3688, email <a href="mailto:lrs@footprintsinc.org.au">lrs@footprintsinc.org.au</a> or visit website at <a href="http://footprintsinc.org.au">footprintsinc.org.au</a></p>
<b>Contact</b>	<p><b>Newstead Footprints:</b> Ph 3252 3488</p> <p><b>West End Footprints:</b> Ph 3252 3488   M 0400 725 660</p>

## Psychological and mental health services *continued*

### Life Resolutions - Angela Dillon (private psychologist)

<b>Service Description</b>	Private Practitioner Services include: Cognitive Behavioural Therapy (CBT), Solution Focussed Therapy, Acceptance and Commitment Therapy (ACT), Schema Therapy Patients can use Mental Health Care Plans through the Better Access Initiative.
<b>Hoarding and squalor specific services</b>	Angela has expertise as a lived experience practitioner and is a member of the Brisbane Hoarding and Squalor Working Group. Periodic home visits for people experiencing hoarding and/or squalor are available.
<b>Referrals</b>	As a private practice, individuals can be self-referred or through GPs and other service providers.
<b>Contact</b>	Address: Suite 6, Meadowlands Shopping Centre 82 Meadowlands Rd, Carindale 4152 Ph: 1300 135 147 Email: <a href="mailto:adillon@liferesolutions.com.au">adillon@liferesolutions.com.au</a> Web: <a href="http://www.liferesolutions.com.au/carindale">www.liferesolutions.com.au/carindale</a>

### Leonie Sanders - private psychologist

<b>Service Description</b>	Private practitioner
<b>Location</b>	Vision Psychology is located at 3/1420 Logan Rd at Mt Gravatt Central, next door to the Coffee Club. Disability access available.
<b>Referrals</b>	To get a Medicare rebate, book in an appointment with GP to discuss a referral to Leonie Sanders. The GP will need to write a Mental Health Plan and write a referral for Vision Psychology. Otherwise people are welcome to attend an appointment without a referral. However no Medicare rebates are available. Private Health Funds may offer rebates.
<b>Contact</b>	Freecall 1800 877 924 or 3088 5422. Our friendly staff will assist with bookings or your enquiries. Our reception hours are usually 9am to 8pm Monday to Friday, and 9am to 4pm Saturday and Sunday. Call Centre Managers can be texted on 0431 009 934

## Psychological and mental health services *continued*

### Carolyn Fitzgibbon - Private Psychologist

<b>Service Description</b>	Private practitioner
<b>Location</b>	Address: 260 Petrie Terrace, Petrie Terrace, Brisbane
<b>Referrals</b>	To get a Medicare rebate, book in an appointment with GP to discuss a referral to Carolyn Fitzgibbon. The GP will need to write a Mental Health Plan and write a referral for Focused Psychological Services.  Carolyn has some bulk billing appointments available for Health Care Card Holders.  Otherwise people are welcome to attend an appointment without a referral. However no Medicare rebates are available. Private Health Funds may offer rebates.
<b>Contact</b>	Email: <a href="mailto:carolynfitzgibbon1@gmail.com">carolynfitzgibbon1@gmail.com</a> (Type the word EARTH in the subject line to help us filter spam) Website: <a href="http://www.carolynfitzgibbon.com">http://www.carolynfitzgibbon.com</a>

### Dr Mark Sykes - Private Psychologist

<b>Service Description</b>	Private practitioner
<b>Location</b>	Address: 7 Reid Street, Woolloongabba QLD 4102
<b>Referrals</b>	For those in financial hardship bulk billing is available. In special circumstances home visits can be arranged. To receive a rebate from Medicare your GP must issue a mental health care plan. You simply book an appointment with your GP and they will assess your suitability. The health care plan can be faxed to (07) 3112 5066 or handed over during the first session.
<b>Contact</b>	Ph: (07) 34115445 Email: <a href="http://www.marksykes.com.au">http://www.marksykes.com.au</a>

## Actioning in Recovery Citizenship (ARC)

### Service Description

The ARC program provides medium term support to individuals with severe and persistent or severe and episodic mental illness who reside in the Brisbane Metropolitan area. ARC provides psychosocial interventions that are complimentary to the person's recovery journey and which will increase the person's capacity to self-manage their lifestyle and health needs. At the same time assisting people to acquire the skills and resources needed to break the cycle of moving through acute care facilities, boarding house or hostel accommodation and homelessness.

ARC provides:

- Psychosocial interventions that is complimentary to the person's recovery journey and which will increase the person's capacity to self-manage their lifestyle and health needs.
- Assistance to identify triggers and early connection with supportive services and networks.
- A range of recovery-oriented skill building groups with accredited facilitators and peer supports.

### Location

31 Thomas Street, West End

### Referrals

To make a referral please contact the ARC team or download the referral form

<http://www.footprintsinc.org.au/programs-and-services/actioning-recovery-citizenship>

### Contact

Ph: (07) 3252 3488

Email: [arc@footprintsinc.org.au](mailto:arc@footprintsinc.org.au)

## Support groups

### Brisbane Obsessive Compulsive Disorder Support Group (BOCDSG)

<b>Details</b>	Date: First Saturday of each month Time: 2.00 pm to 4.00pm Venue: New Farm Neighbourhood Centre Cost: Free
<b>Contact</b>	Rosa, 0487 304 873 Email: bocdsg@gmail.com bocdsg@gmail.com Web: <a href="http://www.selfhelpqld.org.au/content/brisbane-obsessive-compulsive-disorder-support-group-webpage">http://www.selfhelpqld.org.au/content/brisbane-obsessive-compulsive-disorder-support-group-webpage</a>

### Bring on the Clean - Together (Facebook page with over 5,000 members)

<b>Details</b>	Facebook page with over 5,000 members and a closed group with over 180 members. A Facebook presence designed to act as a supportive mechanism for people who have challenges regarding clutter or stuff.
<b>Contact</b>	Public page: <a href="https://www.facebook.com/Clean.together">https://www.facebook.com/Clean.together</a> Closed group is: <a href="https://www.facebook.com/groups/253814121419024/">https://www.facebook.com/groups/253814121419024/</a>

### Buried in Treasures

<b>Details</b>	20 week workshop being run by Neami National and Richmond Fellowship Queensland – Pilot commenced February 2016 in Inner South Brisbane and Logan. Ongoing funding yet to be determined.
<b>Contact</b>	Neami National, Darra: 33785 7333 or Richmond Fellowship Queensland: 3363 2674.

# Specialist cleaning services - community and private

## Centacare Specialist Cleaning Service

<b>Service Description</b>	Centacare Specialist Cleaning Service offer a fee for service specialist cleaning assistance for people experiencing hoarding and squalor.
<b>Catchment</b>	Brisbane-wide, including Greater Metro South Brisbane. (Boundaries are from Gold Coast to Fraser Coast and the base of the Toowoomba Range)
<b>Staff training</b>	All staff complete Mental Health First Aid and Understanding Hoarding and Squalor workshops. Some staff have Cert III in Aged Care, Home and Community Care or Disability.
<b>Police checks</b>	Police Checks, Blue Cards, Yellow Cards
<b>Hoarding and Squalor Specific Services</b>	Centacare Specialist Cleaning Service offer hoarding help by providing a 'fee for service' program and specialise in providing not only the cleaning, but a respectful and supportive process. Centacare Specialist Cleaning Service aim to work collectively with the client and other community organisations with the common goal of improving quality of life and assisting people to achieve their own goals in regard to their homes.
<b>Contact</b>	Phone: 1300 734 593 Email: <a href="mailto:cscsadmin@bne.centacare.net.au">cscsadmin@bne.centacare.net.au</a> Web: <a href="http://centacarebrisbane.net.au/mental-health/hoarding-and-squalor-help/">http://centacarebrisbane.net.au/mental-health/hoarding-and-squalor-help/</a>

## H & S Specialist Cleaning Service

<b>Service Description</b>	H&S Specialist Cleaning Service provide a confidential, respectful and efficient 'specialised cleaning' service. H&S have worked with community agencies and case managers. Each job is individualised to meet the need of the client, resources, time and end result required. H&S Specialists Cleaning Service assists clients to achieve a positive outcome. H&S Specialists Cleaning Service work with the person, family, agency and in some cases business.
<b>Catchment</b>	Services are offered throughout Brisbane, Logan, Ipswich, Redlands and Moreton. However, if needed we are prepared to travel further.
<b>Staff training</b>	Some training. H&S Specialist Cleaning Service staff have an awareness of the mental health concerns of some people experiencing hoarding and squalor.
<b>Police checks</b>	Yes

## H & S Specialist Cleaning Service *continued*

### Hoarding and Squalor Specific Services

H & S Specialist Cleaning Service offer a 'one stop shop' for the inside and out of the house to:

- Sort & declutter the home (inside and out)
- Extensive specialised cleaning
- Take discarded items to tip
- Donate selected items to the charity of your choice
- Organise other services such as Pest Control, Skip Hire, Removalists, Painters, carpet cleaning, garden maintenance or whatever is necessary to achieve the end result

H & S Specialist Cleaning Service aim to keep the client and their family safe and comfortable in their homes by moving possessions out of high risk areas and help guide and set up systems to minimise acquisition and maintain organisation.

H & S Specialist Cleaning Service work with the Agencies by providing supportive monitoring for safety maintenance. Have work history with Anglicare, Micah and Richmond Fellowship. Having the understanding and empathy of not expecting a 'quick fix' or overnight miracles.

Goal is 'house functional' not 'house beautiful'

### Contact

Contact person: Josie Zuglian

Mobile: 0439 524 224

Email: [h\\_s\\_specialisedcleaning@outlook.com.au](mailto:h_s_specialisedcleaning@outlook.com.au)

Office at Carina Heights

## All Aces Cleaning

### Service Description

All Aces is a cleaning and restoration company, that offers hoarding and squalor assistance.

### Catchment

All of Brisbane including Greater Metro South Brisbane

### Staff training

Some training. H&S Specialist Cleaning Service staff have an awareness of the mental health concerns of some people experiencing hoarding and squalor.

### Certification

All Aces, are fully certified through Jena Dyco International, for both squalor and hoarding cleaning services.

### Contact

Free Call: 1800 00 10 10 | Local Phone: (07) 3900 5200

24/7 Emergency Services On Call Mobile: 0412 512 932 | 24/7 Emergency Services Mobile: 0411 501 931

Fax: (07) 3112 5047

Address: Unit 4, 8 Ives Street, Murarrie, QLD 4172

## Bio-Cleanse

<b>Service Description</b>	Bio Cleanse Pty Ltd, are trauma clean, accident and crime scene cleaning technicians.
<b>Catchment</b>	All of Brisbane including Greater Metro South Brisbane.
<b>Hoarding and Squalor Specific Services</b>	<p>Hoarder Cleanup Services Include:</p> <ul style="list-style-type: none"><li>• Trash clean-up</li><li>• Human and animal waste removal</li><li>• Medical waste removal</li><li>• Furniture removal</li><li>• Blood and body fluid cleanup</li><li>• Odour Removal</li></ul> <p>Bio-Cleanse offer one-on-one personal assistance to organise and sift through the hoarded matter.</p> <p>Bio-Cleanse can assist with animal hoarding or hoarding of paperwork.</p> <p>Bio-Cleanse aim to attend to the problem and set the hoarder on the path to recovery to properly locate and safely eliminate these biohazards.</p> <p>Bio-Cleanse ensure confidentiality, and have well-trained employees to take care of hoarding properties.</p>
<b>Contact</b>	<p>Brisbane Operations Office: Site 7, Bilvest St, Darra, QLD, 4075 Australia</p> <p>Head Office: Phone: 0427 411 789   Fax: (02) 4821 3408</p> <p>Email: <a href="mailto:admin@bio-cleanse.com.au">admin@bio-cleanse.com.au</a></p> <p>Web: <a href="http://www.bio-cleanse.com.au">www.bio-cleanse.com.au</a></p> <p>Postal Address: Bio Cleanse Pty Ltd, PO Box 175, Goulburn NSW 2580</p>

## Element Restorations (also known under the trading name, Crime Scene Clean Up)

<b>Service Description</b>	<p>Element Restorations is a very specialised bio restoration service.</p> <p>One of the services they offer is 'Hoarder, Clutter, Trash House Clean Up'.</p>
<b>Catchment</b>	All of Brisbane including Greater Metro South Brisbane.
<b>Certification</b>	All of their supervisors have done extensive training in all areas of cleaning including crime scene clean up. Their supervisors are certified by ITI and IICRC (The IICRC is the Institute of Inspection, Cleaning and Restoration Certification). The properties have a combined 25 years of crime scene clean up experience and all staff members are personally trained by the proprietors and never left to work unsupervised until they have completed formal training and satisfied the proprietors that there experience and training level is sufficient for them to supervise their own jobs.

## Element Restorations *continued*

<b>Hoarding and Squalor Specific Services</b>	<p>Element Restorations have extensive experience in the clean out and organisation of hoarder, clutter, trash homes and offices.</p> <p>Element Restorations can work with the individual homeowner, renter, family, doctors, social services, lawyers, courts, guardians and landlords, to get the property straightened out.</p> <p>Element Restorations handle all arrangements for skip drop-off and removal, if needed, all supplies and equipment.</p> <p>Element Restorations can write up a clean-up plan with the people involved and give an estimate of what the cost and time it will take to complete the job.</p> <p>Element Restorations do not just come in and start throwing things away; they have a systematic approach and plan to retrieve, sort through, box and catalogue items of value and remove unwanted belongings.</p> <p>Have worked with Micah, housing and homeless services and other church organisations.</p>
<b>Contact</b>	<p>Element Restorations</p> <p>Phone (and 24 Hotline): (07) 3136 1364</p> <p>Postal Address: Po Box 82 Alderley, Qld 4051</p> <p>Crime Scene Clean Up</p> <p>Phone (and 24 Hotline): (07) 3136 1363</p> <p>Postal Address: Po Box 82 Alderley, Qld 4051</p>

## 1800 - GOT JUNK?

<b>Service Description</b>	<p>1800-GOT-JUNK? is a full-service junk removal and recycling company.</p> <p>They take any non-hazardous items, including furniture, household appliances, electronics, yard debris and waste, office supplies, auto parts.</p> <p>They work with various local charities in the area, and donate as much as possible.</p>
<b>Catchment</b>	All of Brisbane including Greater Metro South Brisbane.
<b>Contact</b>	24/7 Hotline: 1800 468 586

## Moisture Control

<b>Service Description</b>	Moisture Control Services specialise in; <ul style="list-style-type: none"><li>• Water and sewage damage recovery</li><li>• Document conservation</li><li>• Trauma site recovery</li><li>• Decontamination Clean-Up</li><li>• Specialised restoration projects</li><li>• Mould remediation</li><li>• Carpet care</li></ul>
<b>Catchment</b>	All of Brisbane including Greater Metro South Brisbane.
<b>Certification</b>	IICRC Certified (The IICRC is the Institute of Inspection, Cleaning and Restoration Certification) Moisture Control Services holds mould investigation and remediation accreditation that has been gained from Murdoch University (Western Australia). For all mould jobs we adopt the Australian Mould Guidelines AMG-2005-1.
<b>Hoarding and Squalor Specific Services</b>	Must be extensive, call out fee applies.
<b>Contact</b>	24/7 Hotline: (07) 3106 7384 Email: <a href="mailto:mcs@moisturecontrol.com.au">mcs@moisturecontrol.com.au</a> Street Address: Unit 9/358 Nudgee Rd, Hendra QLD 4011 Postal Address: PO Box 3005, Hendra Qld 4011

## Mum's Angels

<b>Service Description</b>	Cleaning company that assists those experiencing hoarding.
<b>Catchment</b>	Coolangatta to Bribie Island. Including Greater Metro South Brisbane Area.
<b>Police Checks</b>	All facilitators are police checked, their criminal records are clear. They are also covered for public liability insurance in case of accidental damage to the clients property.

## Mum's Angels *continued*

### Hoarding and Squalor Specific Services

Do not work with squalid homes.

Individuals experiencing hoarding concerns. Mums Angels talk with a new potential client to look for assurance that they are ready to begin the process of clearing their home. They then have an appointment with the client weekly for 4-5 weeks. In that time Mum's Angels work with them to begin to sort through their entire house, taking away items that are ready to be released on the day. They take these items to be recycled or to the tip. After the 4-5 appointments they then re-assess with the case manager, what, if any, appointments are to be set from there, and with what frequency.

Mum's Angels recycle as much as they can and are continually reviewing recycling options which include donation of clothing and furniture to refuge homes. Mum's Angels have found that a client knowing their items are going to a 'good home' rather than all going to the tip provides them more ease about the process of letting go.

Clearspace facilitators are chosen for their compassion, reliability, ability to lift their energy to support and motivate a client during the appointment, and a keen instinct that allows them to know what is needed at any moment.

### Contact

Phone: (07) 55461616

Mobile: 0447 770 045

Email: [office.admin@mumsangelscleaning.com.au](mailto:office.admin@mumsangelscleaning.com.au)

## New Life Restorations

### Catchment

All of Brisbane including Greater Metro South Brisbane

### Hoarding and Squalor Specific Services

Compassionate and caring hoarder clean up services in Brisbane.

New Life Restorations have extensive experience in getting properties back up to pre loss condition.

Have history with working with non-government agencies.

All items will be sorted in a systematic process which include the following piles:

- Keep: These are things that are used regularly and must be kept
- Donate: These are items that "might, maybe or probably" going to be used
- Disposal: Items which cannot be recovered or rubbish
- Recycle: Items which can be recycled can be organised to be picked up by a recycling company.

All staff are trained to deal with these situations and can prepare a risk assessment for the property.

### Contact

24/7 Emergency: 1300 356 633 | Phone: (07) 3890 4520

Email: [enquiries@newlife.net.au](mailto:enquiries@newlife.net.au)

Address: Lot 5/158 Murarrie Rd, Murarrie QLD 4172

## MDC Services

<b>Service Description</b>	Domestic and commercial cleaning specialist. Extensive list of types of clean.
<b>Catchment</b>	Tweed Heads to Noosa and out to Toowoomba.
<b>Staff training</b>	Buried in Treasure Workshop. Internal training.
<b>Hoarding and Squalor Specific Services</b>	Experience working with non-government organisations.
<b>Contact</b>	Phone: 1300 851 445 Email: <a href="mailto:inquiries@mdcservices.com.au">inquiries@mdcservices.com.au</a>

## Declutterers and organisers

### Organise Queensland

<b>Service Description</b>	<p>Organise Queensland is a group of professional organisers who are all members of The Australasian Association of Professional Organisers (AAPO).</p> <p>There is a list of declutterers and organisers available to assist people with hoarding concerns, these are fee for service. You can find the list of services on the Organise Queensland website:</p> <p><a href="http://organisequeensland.com.au/brisbane.htm">http://organisequeensland.com.au/brisbane.htm</a></p>
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## Local Government Authorities (LGA)

The role of local government in dealing with hoarding and squalor cases is varied. Hoarding and squalor cases usually come to Council's attention via customer requests being lodged by neighbours or even family members and friends.

Less severe cases are usually classified as 'unsightly premises' and are dealt with under the nuisance provisions of Local Law 10 (Public Health) 1999 by Local Law Officers within City Standards Branch.

However, for more complex/extreme cases of hoarding and squalor, Council's Environmental Health Officers (EHOs) can and do utilise the legislative provisions under the Public Health Act 2005 to manage public health risks to the residents, neighbours and the community more broadly, specifically in relation to harbourage of pests and vermin, odours and visual amenity.

Some council representatives are now members of the Brisbane Hoarding and Squalor Working Group taking additional actions to create sustainable changes that can assist council, the community and individuals experiencing hoarding and squalor.

## Brisbane City Council

<b>Approach</b>	Collaborative
<b>Catchment</b>	Brisbane City Council Catchment area
<b>Programs and initiatives</b>	Hoarding and Squalor Reduction Initiative
<b>Specific hoarding and squalor approaches</b>	<p>Vulnerable Liaison Officer</p> <p>The Brisbane City Council's Hoarding and Squalor Reduction Initiative is a new initiative that Council has funded to provide a best practice 'one council' support/compliance approach to working with vulnerable internally referred residents resolve the concerns that they experience in relation to hoarding and squalor. Our purpose is to: remove public health risks prior to needing to go down the expensive and often distressing path of enforcement; improve the resident's wellbeing and household functioning; and alleviate community and neighbourhood tensions in relation to localised hoarding and squalor.</p>
<b>Contact</b>	<p>Phone: 3178 9739</p> <p>Mobile: 0403 670 115</p> <p>Email: <a href="mailto:Tabatha.Pashen@brisbane.qld.gov.au">Tabatha.Pashen@brisbane.qld.gov.au</a></p>

## Logan City Council

<b>Approach</b>	Collaborative
<b>Catchment</b>	Logan City Council Catchment
<b>Programs and initiatives</b>	<p>Recently, the Environmental Health Program (the Program) has taken steps to address the underlying psycho-social causes of hoarding and squalor while reducing or eliminating the public health risks in the short term and long term.</p> <p>To achieve this, the Program has worked with government and non-government agencies that provide counselling and support to residents to understand the reasons for their hoarding and finding appropriate solutions. A recent case where this approach was used resulted in an excellent outcome for the resident, neighbours and Council in a shorter timeframe than normal and without resorting to Council performing the work on behalf of the resident.</p> <p>As a result of managing a number of recent complex hoarding and squalor cases, the Environmental Health Program identified the need to develop a formal Council policy position and guidelines to support officers to manage these cases in an efficient, effective and compassionate manner.</p> <p>The guidelines which have subsequently been developed to address the learnings from these recent cases provide clear procedural direction to officers.</p> <p>The process includes:</p> <ul style="list-style-type: none"><li>• Attending the property and assessing if the property poses a public health risk. If it does, attempts are made to achieve voluntary compliance with the tenant. If voluntary compliance is not possible, a public health order may be issued, with approximately 14 – 21 days to comply. If no progress has been made under the public health order, an enforcement order may be issued.</li><li>• Built into this process officers will attempt to build a relationship with the client and seek assistance from other service agencies to assist the client.</li></ul>

## Logan City Council *continued*

### **Specific hoarding and squalor approaches**

Work is in progress to build a mechanism to work with other support agencies to resolve hoarding and squalor issues from a more holistic perspective.

To ensure that officers and the community have a consistent approach to managing these cases, the Program has developed guidelines for Council's endorsement. The overall approach is to ensure that the underlying causes of the hoarding behaviour are addressed in a compassionate, treatment focused manner in conjunction with a variety of agencies, including:

- Council's Environmental Health Officers (lead)
- Support and counselling agencies to address underlying psycho-social issues
- Department of Communities (when child welfare is a concern)
- RSPCA where there may be animals on site who are malnourished or mistreated
- Magistrates Courts to issue warrants to permit entry and enforcement orders to undertake work
- Queensland Police Service to support in the execution of a warrant and ensure safety for all concerned.

Logan City Council is a member of the Brisbane Hoarding and Squalor Working Group.

### **Contact**

Logan City Council

Environment and Sustainability Branch

150 Wembley Road

Logan Central, Queensland, 4114

Ph: 3412 3412 and ask for Environment and Sustainability Branch

# Other community programs and services

## Mental Health

### Personal Helpers and Mentors (PHaMs)

#### Service Description

PHaMs provides increased opportunities for recovery for people aged 16 years and over whose lives are severely affected by mental illness, by helping them to overcome social isolation and increase their connections to the community. People are supported through a recovery-focused and strengths-based approach that recognises recovery as a personal journey driven by the participant.

PHaMs workers provide practical assistance to people with severe mental illness to help them achieve their personal goals, develop better relationships with family and friends, and manage their everyday tasks. One-to-one and ongoing support ensures the individual needs of the PHaMs participants can be addressed. They are assisted to access services and participate economically and socially in the community, increasing their opportunities for recovery.

#### Eligibility and referrals

A person does not need to have a formal clinical diagnosis of a severe mental illness to be able to access the service.

Personal Helpers and Mentors assist people aged 16 years and over whose ability to manage their daily activities and to live independently in the community is impacted because of a severe mental illness.

Potential participants are required to reside in the postcodes or Local Government Area allocated in each site. Service providers have strategies to engage those who are homeless or transient within each site.

Potential participants are able to access PHaMs through a broad range of entry pathways including self-referral, referral by friends and family or other community services. They do not require a formal referral from a community mental health or clinical service and do not need to be a registered state mental health client.

#### Hoarding and Squalor Specific Services

Non-specific services, however PHaMs workers are able to work with people experiencing hoarding and/or squalor.

#### Contact

In the Greater Metro South Brisbane area, PHaMs has providers in Inner Brisbane, Logan, Inner South Brisbane and Southern Brisbane.

To locate services visit the Department of Social Services website:

<https://www.dss.gov.au/our-responsibilities/mental-health/programs-services/personal-helpers-and-mentors/locating-a-personal-helpers-and-mentors-service#qld>

## Partners in Recovery (PIR)

<b>Service Description</b>	<p>Partners in Recovery (PIR) supports people with severe and persistent mental health issues, along with their carers and families. It facilitates multiple support services to address their complex care needs and improve their wellbeing.</p> <p>Brisbane South Primary Health Network (BSPHN) has partnered with 10 non-government organisations that specialise in servicing the community with an understanding, empathetic approach that enable goals to be reached and lives to be changed..</p>
<b>Eligibility and referrals</b>	<p>For details on eligibility visit the Brisbane South PHN website:  <a href="http://www.bsphn.org.au/mental-health/partners-in-recovery/">http://www.bsphn.org.au/mental-health/partners-in-recovery/</a></p> <p>BSPHN provides a supportive and simple central intake and referral process. Enquiries are accepted from anyone in the community or health sector who knows someone who would benefit from the program.</p> <p>BSPHN Mental Health Services Team Contact: 1300 467 265 or fax 07 3864 7599.</p>
<b>Hoarding and Squalor Specific Services</b>	<p>Non-specific services, however Supports Facilitators within are able to work with people experiencing hoarding and /or squalor.</p>
<b>Contact</b>	<p>In the Greater Metro South Brisbane area, PIR has several providers.</p> <p>To locate the providers visit Brisbane South Primary Health Network PIR website:  <a href="http://gmsbml.org.au/programs-and-services/mental-health/partners-in-recovery/">http://gmsbml.org.au/programs-and-services/mental-health/partners-in-recovery/</a></p>

# Animal safety

## RSPCA Queensland

### Service Description

The Royal Society for the Prevention of Cruelty to Animals Queensland (RSPCA Qld) is the state's oldest, largest and leading animal welfare charity, dedicated to improving the lives of all domestic, farmed and native animals throughout Queensland.

### Hoarding and Squalor Specific Services

RSPCA Qld Inspectors have powers to administer the Animal Care and Protection Act, 2001, the animal welfare law in Queensland.

RSPCA Qld receives complaints (or expressions of concern regarding neglect and cruelty and/or neglect) from members of the public, veterinarians and others, and investigates these complaints/concerns. The investigation may find an animal hoarding situation and what happens next depends on the specific situation and the welfare of the animals involved. In a few cases we work with the hoarder to reduce the number of animals on the premises through the hoarder voluntarily surrendering some of the animals to the RSPCA and we help to improve the welfare of the remaining animals (and may desex some for the owner).

In more cases we are forced to seize the animals because of their deplorable welfare state and bring them to one of our shelters for veterinary care. We seek ownership of the animals through the court (if they are not voluntarily surrendered to us) so that we can find suitable homes for them. Sometimes we prosecute the owner for neglect or cruelty but understanding that animal hoarding is a mental health condition means this is the last resort. However, we often want the court to put in place a prohibition order so the person is not allowed to own animals in the future for a number of years or their lifetime.

Our primary concern and responsibility are the animals and their welfare, however we are not uncaring towards the person involved and we always try to involve other services for the person. This is not always easy or possible

### Contact

Address: RSPCA Queensland, 139 Wacol Station Road, Wacol, QLD 4076

Phone: 3426 9999

Email: [admin@respcaqld.org.au](mailto:admin@respcaqld.org.au)

## Emergency Services

### Queensland Fire and Emergency Services

#### Details

The Hoarding and Squalor Awareness Program located in Brisbane aims to identify the properties which may pose safety risks due to hoarding and /or squalor concerns.

All identified properties are to be emailed to Brian Harvey via:  
[brian.harvey@qfes.qld.gov.au](mailto:brian.harvey@qfes.qld.gov.au)

Agencies are to comply with the Privacy Act before disseminating information.

Member of the Brisbane Hoarding and Squalor Working Group.

# Practice tools

## Evaluation Tools

This section includes a collection of useful documents, tools and information which can assist people who are working with individuals experiencing hoarding and /or squalor. Links have not been provided due to constant change.

### Environmental Cleanliness and Clutter Scale (ECCS)

The Environmental Cleanliness and Clutter Scale (ECCS) is a tool which was developed by John Snowdon and Graeme Halliday. The scale was developed to rate the degree and various aspects of uncleanliness. It provides an important method for determining the severity of a situation of squalor and hoarding. It is recommended that the tool be completed by more than one party to increase the likelihood of subjectivity.

The Environmental Cleanliness and Clutter Scale (ECCS) is included in this report with expressed consent by Snowdon.

**Available online**

### The Clutter Image Rating Scale (CIRS)

The Clutter Image Rating Scale (CIRS) is a useful tool developed by the International OCD Foundation for recording any changes in clutter in household rooms and their interference with their intended functions. The CIRS living room images can be used to make ratings in other rooms. In order to gain an accurate perspective of clutter the series of nine images in each of the rooms was developed to highlight various stages of clutter from completely clutter-free to very severely cluttered. This scale is useful for people experiencing language barriers.

**Available online**

### Hoarding Rating Scale (HRS-I)

This is a brief semi-structured interview that assesses the features of compulsive hoarding such as clutter, difficulty discarding, acquisition, distress and impairment. It can quickly determine the presence and severity of compulsive hoarding through the interview questions.

The Hoarding Rating Scale is appropriate for assessing symptoms of compulsive hoarding in clinical and non-clinical environments between a worker and the person concerned.

The five questions include three about clutter, difficulty discarding and excessive acquisition while the other two focus on distress and interference caused by the hoarding behaviour.

Initial studies suggest that a score of 14 or higher indicates a probable hoarding problem.

The Hoarding Rating Scale is a 5-item semi-structured interview that can also be used as a questionnaire. The five questions include questions about clutter, difficulty discarding, excessive acquisition, distress caused by hoarding and impairment resulting from it. Initial studies suggest that a score of 14 or higher indicates a probable hoarding problem.

**Available online**

## The Uniform Inspection List

Developed by the North Shore Centre for Hoarding and Cluttering, the Uniform Inspection List supports enforcement officers to work with residents to identify threats to health and safety, and provide clear, specific and realistic requirements to address hazards.

The Quick Reference to the UIC, does not replace the UIC as it does not allow for detailed assessments or goal tracking. It is being used in the initial phase of a case, primarily by housing and inspection agencies, to provide an overview of the conditions in the home. Once with the client you begin to put a plan together, then defer to the full UIC. North Shore Elder Services have also found it very useful to give to the resident as a guideline to follow, as it is much less overwhelming than the UIC. The language on the UIC and the Quick Reference is identical in order to avoid any confusion.

The Uniform Checklist is included in this report with expressed consent from McDonald, North Shore Centre for Hoarding and Cluttering.

Available online

## HOMES Scale

The HOMES (Health, Obstacles, Mental Health, Endangerment, Structure and Safety) is a multi-disciplinary Hoarding Risk Assessment providing a structural measure through which the level of risk in a hoarded environment can be conceptualised.

It is intended as an initial and brief assessment to aid in determining the nature and parameters of the hoarding problem, and organizing a plan from which further action may be taken-- including immediate intervention, additional assessment or referral.

HOMES can be used in a variety of ways, depending on needs and resources. It is recommended that a visual scan of the environment in combination with a conversation with the person(s) in the home be used to determine the effect of clutter/hoarding on Health, Obstacles, Mental Health, Endangerment and Structure in the setting.

The Family Composition, Imminent Risk, Capacity, Notes and Post-Assessment sections are intended for additional information about the hoarded environment, the occupants and their capacity/strength to address the problem.

The HOMES Assessment was developed in conjunction with the Massachusetts Statewide Steering Committee on Hoarding. Information about the assessment can be found in Bratiotis, Sorrentino Schmalisch, & Steketee, 2011. *The Hoarding Handbook: A Guide for Human Service Professionals*. Oxford University Press, New York.

The HOMES Scale is included in this report with expressed consent from Christiana Bratiotis.

Available online

## Saving Inventory-Revised (SIR)

The Saving Inventory-Revised is a 23-item questionnaire designed to measure three features of hoarding: excessive acquisition, difficulty discarding, and clutter. Scoring instructions are located at the end of the questionnaire together with a table of average scores of people who do not suffer from hoarding, as well as cutoffs for what we think indicates a probable hoarding problem.

Available online

## Compulsive Hoarding Rating Scale

A survey for measuring the degree of compulsive hoarding in an individual based on 23 questions. The survey has three sub-scales to measure clutter, difficulty in discarding and saving, and acquisition.

Available online

### The Structured Interview for Hoarding Disorder

The Structured Interview for Hoarding Disorder (SIHD) is a semi-structured instrument designed to assist clinicians and trained interviewers with the nuanced diagnosis of hoarding disorder.

Available online

## Workshops, Courses, Free Treatment and Support Groups - Online

### Mind Health Connect

Mind Health Connect's partner Mindspot offer a free treatment course designed to help people with compulsions learn to overcome their distressing obsessions.

For additional information see: <http://www.mindhealthconnect.org.au/hoarding-disorder>

### Clutterers Anonymous

Clutterers Anonymous is a fellowship of men and women who share their experience, strength, and hope with each other that they may solve their common problem with clutter and help each other to recover.

NB: This group is based on religious principles.

For additional information see: <http://clutterersanonymous.org>

### Buried in Treasures Group Program

Various NGO's are offering Buried in Treasures workshops, which is a group for people who have accumulated problematic quantity of possessions. It is a skill building and empowerment group for people who are committed to de-cluttering, organising and limiting acquiring. It is a 20 week program.

Richmond Fellowship Queensland and Neami National, Darra running a program in Annerley and Logan commenced February 2016. Contact Neami National, Darra on 3375 7333 and RFQ, Annerley on 3363 2674.

DrugArm, Ipswich have run a Buried in Treasure Program, commenced in January 2016. Contact on 3281 9504.

## Websites

### Hoarding in Brisbane

Hoarding in Brisbane is a website created by the Brisbane Hoarding and Squalor Working, which aims to provide

This website is useful for people working the sector.

Web: <http://hoardinginbrisbane.com/about-us>

### Bring on the Clean - Together

Facebook page with over 5,000 members and a closed group with over 180 members.

A Facebook presence designed to act as a supportive mechanism for people who have challenges regarding clutter or stuff.

Public page is : <https://www.facebook.com/Clean.together>

Closed group is : <https://www.facebook.com/groups/253814121419024/>

### Australian Association of Professional Organisers

Advice, resources and organiser services lists.

Web: lists <http://www.aapo.org.au>

### Catholic Community Services (CCS) Squalor and Hoarding Toolkit

The CCS toolkit provides direction for both service providers and community members within Sydney to respond to hoarding and squalor. Although the resource is specific for Sydney, there are useful parts to this toolkit for people outside of Sydney.

Web: <http://squalorandhoarding.catholiccommunityservices.com.au/>

### International OCD Foundation Hoarding Centre

The International OCD Foundation Hoarding Centre is a non-profit organisation that was founded in 1986 by a small group of individuals with OCD, the Foundation has grown into an international membership-based organisation serving a broad community of individuals with OCD and related disorders their family members and loved ones and mental health professionals and researchers.

Web: <http://hoarding.iocdf.org/>

### Oxford University Press: Treatments That Work™ Downloadable Tools

Below are the books in the TreatmentsThatWork™ series that currently have hoarding and/or squalor resources available for download, including;

Buried in Treasures, Second Edition. Forms and Worksheets.

Treatment for Hoarding Disorder: Therapist Guide, Second Edition. Forms and Worksheets. Clutter Image Rating Scale (CIR)

Treatment for Hoarding Disorder: Workbook, Second Edition. Forms and Worksheets. Clutter Image Rating Scale (CIR)

Web: <http://global.oup.com/us/companion.websites/umbrella/treatments/hidden/mforms/>

### Children of Hoarders (American based)

The Children of Hoarders, Inc. website provides educational materials and programs for children of hoarders, families and the community which may be relevant within the Greater Metro South Brisbane context.

Web: [http://childrenofhoarders.com/wordpress/?page\\_id=3218](http://childrenofhoarders.com/wordpress/?page_id=3218)

### The Mass Housing - Hoarding Resource Portable

A comprehensive collection of resources regarding hoarding.

Web: [https://www.masshousing.com/portal/server.pt/community/property\\_managers/239/hoarding\\_resources](https://www.masshousing.com/portal/server.pt/community/property_managers/239/hoarding_resources)

## Publications

### Books

#### Diagnostic and Statistical Manual of Mental Disorders, 5th Edition: DSM-5. *American Psychiatric Association.*

The American Psychiatric Association's Diagnostic and Statistical Manual of Mental Disorders (DSM) is a classification of mental disorders with associated criteria designed as a tool for clinicians to facilitate more reliable diagnoses of these disorders, and an educational resource for students and practitioners, and a reference for researchers in the field.

[www.dsm5.org](http://www.dsm5.org)

#### Compulsive Hoarding and Acquiring: Therapist Guide. *Gail Steketee, Randy O, Frost.*

This book explores the empirically supported CBT program for treating compulsive hoarding and acquiring, written and developed by the authors of the workbook of the same title. This book provides tools for clinicians and teaches individuals the skills they need to manage their hoarding. This book is designed to be used in conjunction with the treatment described in the corresponding workbook.

<http://global.oup.com/us/companion.websites/0195300254/>

#### Compulsive Hoarding and Acquiring: Workbook. *Gail Steketee, Randy O, Frost.*

The workbook teaches people how to minimise the negative effects of clutter. It suggests effective and practical techniques and skills to assist people to sort, organise and remove unwanted possessions. This book helps in identifying the thinking related to those experiencing compulsive hoarding. This book is designed to be used in conjunction with the treatment described in the therapist guide.

<http://global.oup.com/us/companion.websites/0195310551/>

#### Stuff: Compulsive Hoarding and the Meaning of Things. *Gail Steketee, Randy O. Frost.*

Randy Frost and Gail Steketee were at the forefront of the study of hoarding, they have treated hundreds of patients throughout their work. This book explores hoarding through case studies, which help identify the traits of a person experiencing hoarding.

#### Buried in Treasures: Help for Compulsive Acquiring, Saving, and Hoarding. *David Tolin, Randy O. Frost, Gail Steketee.*

Buried in Treasures, outlines a scientifically based program which helps people with compulsive acquiring, saving and hoarding. This book was written by leading scientists and practitioners in the field of hoarding. This book provides skills and gently challenges people to manage their clutter through an alternative way of viewing possessions. It also provides useful information for family and friends of people who hoard, as they struggle to understand and help.

<https://global.oup.com/academic/product/buried-in-treasures-9780199329250?cc=us&lang=en&>

### The Hoarding Handbook: A Guide for Human Service Professionals. *Christiana Bratiotis*

This book is a resource for people dealing with hoarding, filled with case studies, tips and strategies, with easy to use suggestions for professionals assisting people dealing with hoarding. This book provides tools to identify hoarding, coordinate responses and work with 'reluctant' hoarder and those inadvertently affected by hoarding. This book is both comprehensive and compassionate, designed as a reference for social workers and human service providers in a broad range of fields.

<https://global.oup.com/academic/product/the-hoarding-handbook-9780195385519?cc=us&lang=en&>

### Severe Domestic Squalor. *John Snowdon, Graeme Halliday and Sube Banerjee.*

This book provides guidelines, recommendations and case examples in Severe Domestic Squalor, and provides an understanding of the causes of and approaches to deal with squalor.

<http://www.cambridge.org/an/academic/subjects/medicine/mental-health-psychiatry-and-clinical-psychology/severe-domestic-squalor?format=HB>

### Digging Out: Helping Your Loved One Manage Clutter, Hoarding, and Compulsive Acquiring. *Michael A. Tompkins, Tamara L. Hartl.*

This book is written for the family and friends of individuals who do not accept or refuse help related to their hoarding behaviour. This book guides family and friends to assist someone experiencing hoarding, to safely and comfortably remain in their homes while helping manage risk, avoid eviction, and motivate the individual to make long term changes.

### Journal Articles

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Cole, M.R. (1990). *Operant hoarding: A new paradigm for the study of self-control*. *Journal of the Experimental Analysis of Behavior*, 53, 247-261.

Damecour, C.L., & Charron, M. (1998). *Hoarding: A symptom, not a syndrome*. *Journal of Clinical Psychiatry*, 59, 267-272.

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## Other

### Queensland

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[https://www.churchilltrust.com.au/media/fellows/Bowe\\_Donna\\_2013.pdf](https://www.churchilltrust.com.au/media/fellows/Bowe_Donna_2013.pdf)

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### Western Australia

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<http://www.public.health.wa.gov.au/cproot/5846/2/Strategy%20Document%20250814.pdf>

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