



Sometimes people experiencing Hoarding Disorder do not recognise it as a problem... friends and family can refer them to the Hoarding & Squalor Program.



How do I start?

For more information, phone Community Care (Northern Beaches) (CCNB) on 02 9998 2900 or visit the website at www.ccnb.com.au

Community Care (Northern Beaches) (CCNB) is a not-for-profit, non-religious organisation established in 1994 and is funded largely by state and federal governments. CCNB supports older people, people with a disability, people with a mental illness, people with dementia and their carers – living in the Northern Beaches and Lower North Shore of Sydney.

We manage more than 20 programs, aimed at helping people who are vulnerable to maximise their independence, wellbeing, and participation in the community.

The HOPE Program is funded through Sydney North Shore and Beaches Partners in Recovery (SNSB PIR).



Who can benefit from the CCNB HOPE Program?

Anyone who is experiencing issues resulting from excessive acquiring, saving or hoarding, and/or may be living in domestic squalor.

Sometimes people who are experiencing Hoarding Disorder do not recognise it as a problem. Friends and family who are worried about an individual can refer them to the HOPE Program.



T: 02 9998 2900 www.ccnb.com.au



A specialised service is now available to support people aged over 18 years on the Northern Beaches and Lower North Shore who are experiencing symptoms of Hoarding Disorder or living in squalor as a result of severe and persistent mental illness.

HOPE* is at hand for people living with Hoarding Disorder and Squalor on the Northern Beaches and Lower North Shore.

* *The Home, Possessions and Environment Program (HOPE)*

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Hoarding Disorder is now recognised as a form of mental illness.

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What is Hoarding Disorder?

Hoarding Disorder occurs when a person is unable to stop accumulating items in their home and has persistent difficulty parting with their possessions. The resulting clutter interferes with safe use of space, causes social and personal distress and can create serious health and safety hazards – including increased risk of fire, falls, and poor sanitation.

Hoarding Disorder not only affects the person experiencing the disorder, it also has an impact on friends, family and the community. The disorder is now officially recognised as a form of mental illness.

What is Squalor?

Squalor refers to a home being excessively unclean, messy and unhygienic. This may include having accumulated dirt, grime and waste materials throughout the property. Squalor may arise over time as a result of poor health and wellbeing, and a lack of access to supports and services.

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Hoarding Disorder can be greatly helped through intervention and long-term support.

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How can the CCNB HOPE Program help?

The HOPE Program can provide recovery-focussed, intensive, individualised case management and support and aims to assist people to make long-term change.

Case Management is the process of consulting, planning, implementing, delivering, monitoring and reviewing support for a client. It's like having a tertiary qualified 'go to' person to help you get the most out of life, however you define it.

CCNB will conduct comprehensive assessments, develop a care plan, and facilitate the services individuals need to support their recovery.

What kinds of services are available?

HOPE services may include:

- Behaviour therapy from specialised psychologists;
- Social support to assist people to instigate change;
- De-cluttering and home re-organisation;
- Rubbish removal;
- Forensic cleaning;
- Safety and risk assessments;
- Pest removal;
- Veterinary and animal removal assistance; and
- Purchase of equipment to support the improved living environment.

CCNB will also facilitate communication with housing providers, clinical mental health services, doctors, hospitals, private landlords and real estate agents.

How does the CCNB HOPE Program work?

CCNB's experienced staff will work with each individual based on their level of personal insight, willingness to address concerns, and capacity to make decisions. CCNB staff will:

- Conduct a comprehensive assessment of the person's health needs, emotional wellbeing, family and social relationships, and support networks.
- Develop a holistic, whole-of-life care plan based on the individual's goals and unique needs.
- Work with the individual, their family and carers to determine priorities and discuss options to assist the living situation and maximise safety and overall wellbeing.
- Use flexible funding to facilitate responsive service delivery to minimise risk, maximise independence, and assist the individual to make personal, realistic, achievable and long-term changes
- Refer the person to specific supports from within the community service system – such as a GP, psychologist and/or a counsellor and other health related services.
- Assist the individual to develop life skills and habits that are sustainable over the longer term.
- Develop safety plans – including mitigating fire risk, animal safety, environmental health, personal safety and the safety of others living on the premises.