No More Sweeping it Under the Rug

“De-cluttering the Hoarding and Squalor System within Metro North Brisbane: No More Sweeping it Under the Rug”
The Project

• The Brisbane Hoarding and Squalor Working Group and the Moreton Bay Housing and Homelessness Network
• North Brisbane Partners in Recovery Innovation Fund 2014/15.
What did we want to do?

The Project aimed to get a clear picture of the nature and scope of Hoarding and Squalor (H&S) within the Metro North Brisbane (MNB) region and to enhance regional service capacity – through:

1. Client Support - Buried in Treasures
2. Service Mapping
3. Awareness and Training
Client Support

- The project proposal was to run a pilot ‘Buried in Treasures – Help for Compulsive Acquiring, Saving and Hoarding’ program.
- This was to ascertain if this program was effective for individual treatment and if it could help build a pool of peer responders within the region.
Service Mapping

• MNB covers approximately 4,100 km² of urban, regional and rural areas, with a population of over 900,000.

• The Project goal was to:
  − understand H&S in MNB;
  − the relationship it has with other co-morbidities;
  − identify the most appropriate and effective way to work within the current system; and
  − Develop a more effective service guide for services and clients.
Awareness and Training

The Project’s aim was to provide training:

• for a range of people - clinicians, community service workers, government workers and future peer support providers.
• to increase the capacity of services and individuals working with people who experience hoarding behaviours.
• to develop a shared understanding of hoarding and squalor to enable joint service planning across the region.

The current service system was not well structured to provide training to workers that was tailored to hoarding and squalor.
Challenges

• Setting up a new network
• Service Mapping
• Participation by everyone
• Maintaining momentum
# Outcomes

## Client Support

| Buried in Treasures Peer Group | 1pm to 3pm on Thursday’s - 15 sessions  
|                               | 05/03/2015 - 16/07/2015  
|                               | Chermside Uniting Church  
|                               | Cost: FREE |

<table>
<thead>
<tr>
<th>Participants</th>
<th>7 evaluated, 7-10 regular attendees</th>
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</thead>
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| Facilitators | Dee Jackson: Group Coordinator – ARC Program – Footprints in Brisbane  
|              | Kimberly Taylor: Support Facilitator – Partners in Recovery – Footprints in Brisbane  
|              | Dennise Pugh: Support Facilitator – Partners in Recovery – Aftercare |

| Brief | The BIT Workshop is a facilitated support group for people with too much stuff. BIT consists of 15 sessions, run over 20 weeks and is highly structured and time-limited. |
### Buried in Treasures – Wrap for Clutter, Workshops and Facilitator Training

In addition to the Peer group other training was delivered through the project by international Peer expert Lee Shuer

<table>
<thead>
<tr>
<th>Event</th>
<th>Attendees</th>
<th>Training and Client Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>Buried in Treasures Workshop (BIT) –</td>
<td>97 – Facilitators Training</td>
<td>The training ensured Service providers in MNB were qualified to establish and run BIT Peer Groups and provided great insight into how to work with clients.</td>
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<tr>
<td>Facilitators Training</td>
<td>6 – Wrap for Clutter</td>
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<tr>
<td>Total: 103</td>
<td></td>
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<tr>
<td>Buried in Treasures Wrap for Clutter</td>
<td>7-10 Regular participants</td>
<td>Client Support</td>
</tr>
<tr>
<td>Attendees:</td>
<td></td>
<td>This Wrap for Clutter Peer Group was facilitated by Footprints in Brisbane Inc. and Aftercare. This group met the objective to trial a BIT peer group in MNB.</td>
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<tr>
<td>Buried in Treasures Lee Shuer Workshop</td>
<td>10 – 14 October</td>
<td>Client Support</td>
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<tr>
<td>Attendees:</td>
<td></td>
<td>This one day workshop was organised so that the project BIT Peer Group could meet with Lee Shuer and further develop skills with a peer.</td>
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<tr>
<td>MNB Hoarding and Squalor Peer Workshop</td>
<td>14 – 15 October</td>
<td>Client Support</td>
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<tr>
<td>Attendees:</td>
<td></td>
<td>This 2 hour workshop provided an opportunity for service providers’ clients to have a one on one workshop with a peer expert on managing their clutter.</td>
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Did it Work?

- A significant decrease of the impact clutter had on daily functioning was observed between pre and post scores. A further decrease was evident when consulting four week follow-up scores.

- A significant increase in discarding was observed between pre and post scores. The participants’ increase in discarding remained consistent as indicated by four week follow-up scores.

- A significant decrease in acquisition of items was observed between pre and post scores. This result remained stable, as indicated by the four week follow-up scores.

- No significance was observed between pre, post, and follow-up scores for the Activities of Daily Living in Hoarding Scale.

These results suggest that although significant differences were noticeable within the specific hoarding associated behaviors of clutter, discarding, and acquisition, the positive impact of the group was not transferable to daily living activities such as ‘sitting on the sofa’, ‘sleeping in bed’, and ‘using the kitchen table.'
Where did it go?

- BIT Facilitators Network Working Group
- Peer Groups run in Ipswich, Logan and Brisbane
- BIT Facilitator Training run in Ipswich with over 100 participants from across south east Queensland
- Resources provided to organisations
- Footprints Lifestyle Response Service
Lifestyle Response Service – Footprints in Brisbane Inc.

Following the successful pilot program of BIT Peer Group and Wrap for Clutter by Aftercare and Footprints Brisbane, Footprints sought funding and resources to implement this new and responsive service for clients.

This service provides:
• Case Management.
• Support Workers
• Peer workers
• Counselling
• Groups work

The Lifestyle Response Service assists individuals who are facing challenges in their lives due to the impact of hoarding. LRS provides a psycho-social response, supporting client’s needs and goals, improving their overall quality of life.

The service increases individual’s skills and knowledge, improving independence and capacity to address both the underlying causes and symptoms of hoarding behaviours.

Developed from evidence-based practice, LRS provides an intervention aimed at creating sustainable changes in behaviours and cognitions associated with hoarding, resulting in long-term outcomes.

LRS is a tailored fee-for-service program and offers:
• Case Management
• One-on-one Decluttering Support
• Counselling
• Peer Workers
• and referrals to groups such as Buried In Treasures and WRAP for Clutter

Please contact Kimberly for a detailed discussion around fees and the different services. LRS operates within the Metro Brisbane area, and other areas upon application.
Slawko’s Journey

I have now made my front garden clear and I am working on the next steps in my journey - I appreciate being given time to do that.

Many thanks to all who have helped me and are still helping me.

Slawko
Outcomes - Service Mapping

• The service mapping process was undertaken across a broad section of community service providers, local and state governments and the general community and individuals.

• Tools used to undertake service mapping, included:
  ▪ Surveys / Interviews
  ▪ World Café forum
  ▪ MNB Information Forums
Based on the information gathered from these activities – a large information base was gathered regarding:

- current work practices
- current assessment process for clients
- comorbidities of clients
- current assessment practices for competency and capacity
- what connections exist between agencies
- service providers views on what services should respond
- what services were missing in the MNB region
• Depression/anxiety
• OCD/ADD/ASD
• Dementia
• Bipolar/Manic

• Embarrassment
• No motivation
• Social isolation/loneliness
• Stigma

• Life Trauma
• Post Traumatic Stress
• Disorder
• Family Abuse/Issues

• Chronic Health Issues
• Substance Abuse
• Breathing/Respiratory Problems
• Poor Nutrition/Hygiene
What did Organisations Want?

• 80% of respondents wanted a “Service Provider list”
• 95% of respondents wanted a Working Group for MNB similar to Brisbane
• Organisations want a forum for case management
• A Service Provider guide has been developed which identifies current programs, clinicians, funding and support available for H&S clients.

• This has helped to build referral pathways and assist in identifying the most appropriate and effective way to work within MNB
Outcomes

Awareness and Training

• Total number of Participants in training/service mapping/client support activities: 536

• Tool Kits developed and published for service providers and the public regarding hoarding and squalor
Tool Kits

Animal Hoarding, Hoarding Disorder and Severe Domestic Squalor

Animal Hoarding
A Toolkit
A practical guide for service providers to manage Animal Hoarding in the Metro North Brisbane Region (North Brisbane and Moreton Bay)

Hoarding Disorder
A Toolkit
A practical guide for service providers to manage Hoarding Disorder in the Metro North Brisbane Region (North Brisbane and Moreton Bay)

Severe Domestic Squalor
A Toolkit
A practical guide for service providers to manage Severe Domestic Squalor in the Metro North Brisbane Region (North Brisbane and Moreton Bay)

This Toolkit was developed as part of the “No More Sweeping It Under the Rug” Project. A project to declutter the Hoarding and Squalor System in Metro North Brisbane.

The project was made possible by:
- North Brisbane Partners in Recovery
- Brisbane Hoarding & Squalor Working Group
- Moreton Bay Housing & Homelessness Network

child care services
family & relationship services
community services
pastoral ministries

Centacare
Catholic support services. Providing help. Creating hope.
Training – the broader outcome

Project Training:
- Buried in Treasurers Facilitator Training – Brisbane
- Working with Clutter
- Understanding Hoarding and Squalor
- Too Much Stuff – Christiana Bratiotis
- Clinician training at the hospitals
- MNB Forum

The flow on Effect:
- BIT Facilitators training in Ipswich
- Ipswich Forum – following the model of Brisbane and MNB
- Don’t let the Bed Bugs Bite!
- Ongoing BIT Peer Groups
- Randy Frost Workshop
The Working with Clutter workshop series that were facilitated by Kathleen Warraker provided support workers with a range of essential, practical skills. They were very well attended and feedback was extremely positive, attendees saying that learnt strategies in decluttering and organising.

Kathleen has since been engaged by a number of services and organisations in the wider Brisbane area (including Communify Qld PIR, Aftercare PIR and various QCCS services) to work with individuals on learning strategies for reducing their clutter and skills for organising and managing their living spaces.

Communify Qld has trialled a project where 4 clients (already accessing QCCS funded Support Workers and a fortnightly Domestic service) have participated in an intensive 3 month program focussing on their living areas in their homes. Clients participated in goal setting, deciding on the Clutter Image Rating for their rooms and also took before and after photos. Each participant has made progress towards their end goals and are reporting that they are learning new skills. They are all becoming more comfortable with making decisions about their belongings and are learning to let go of items.
Learnings

• Importance of working together – join forces / not divide and conquer
• Knowing our clients needs
• Not “re-inventing the wheel”
• Set up the right networks and expand
Outcomes - Networks

• MNB Hoarding and Squalor Working Group
• Ipswich Hoarding and Squalor Action Group
• BIT Facilitators Network
• Connections directly with the Queensland Fire and Emergency Services and the Department Housing and Public Works
Some things we didn’t expect.....

• **BACK OFF BED BUGS** – a partnership with Brisbane Housing Company, Centacare and Communify to get rid of Bed bugs in two properties.
• **Department of Housing** – e-learning toolkit
• **LGAQ** – Local Governments tool kit to be developed
• **Media** coverage
• **Levels of awareness** increasing in other networks.
Properties register:
• Addresses provided via a Fire Risk form (in development and trial)
• Support safety initiatives for the Fire service to maintain hydrants, allocate pumps, keep local stations informed

Controlled Burn:
• Fire education and analysis for many sectors
• 35m2 of household belongings burned to show importance of smoke alarms, impact of excessive items & methods to extinguish (re-ignition possible due to fire load)