

PIR Agency:	Footprints
Date:	23/10/2015
Key issue(s)	Addressing the gap within the service sector in relation to hoarding and squalor and the lack of appropriate support services for this marginalised population.
Main Objective(s)	To create organisational awareness of the issues relating to individuals who have hoarding behaviours within the housing/service sector, increase the knowledge and skills of the mental health support sector and improved service availability for individuals challenged by hoarding behaviours.
Summary of Impact or Result	Networking by the SF lead to an Innovation Fund application which delivered training, forums and a peer support group to the INB region, as well as research into the issue for hoarding within NB. SF engaged with housing providers to upskill their workforce and assist with creating a more sustainable policy response for tenants with hoarding behaviours. SF also provided training to mental health clinicians so individuals who are challenged by hoarding behaviours are able to have a greater and targeted clinical treatment response from MH.
Context	
Metro North Brisbane PIR region; the community and mental health service sector.	
Stakeholders/Partnerships	
Department of Housing, Brisbane City Council, Moreton Bay Regional Council, Inner North Brisbane Mental Health Service (NMHHS), various community NGOs, Bric Housing, Brisbane Housing Company.	
Project Management	
<p>SF developed a system reform plan in liaison with the SSF. A Project Manager was hired to implement the Innovation Fund project and the SF's work was reviewed during regular System Reform meetings within the PIR team.</p> <p>Identified issues included the amount of delegated time within the SF role which was required to ensure successful system reform work.</p>	
Description of Activities	
<p>Expected outcomes:</p> <ul style="list-style-type: none"> • Improved awareness and knowledge of hoarding and squalor within Metro North Brisbane • A more sustainable and mental health (holistic) approach towards tenants with hoarding behaviours from housing providers • More treatment options for individuals challenged by hoarding behaviours • Great coordination within services and more services available to respond to the needs and goals for individuals who are challenged by hoarding behaviours • A research paper to greater understand the needs of individuals within MNB who have hoarding behaviours, the current gaps within the system, and recommendations for how to better improve the sector response. <p>Actual outcomes:</p> <ul style="list-style-type: none"> • Awareness and education sessions were administered to services within Metro North Brisbane (over 200 NGO/housing workers and 50+ mental health clinicians) • Housing providers have an increased knowledge of why people hoard and are adapting policies 	

<p>that reflect the response necessary for individuals who are challenged by hoarding behaviours</p> <ul style="list-style-type: none"> • Peer support recovery groups are now available for individuals wishing to better understand why they hoard and to learn skills to address and reduce this behaviour • A case-coordination group meets monthly, chaired by the SF, and provides an opportunity for services who work with individuals who hoard to meet and network, the group also provides a platform where de-identified cases can be discussed and peer learning can occur. This opportunity is highly valued by workers who support individuals who hoard, due to the complex nature of hoarding and the lack of resources, funding, and referral pathways within the sector. • A report will be produced at the end of November outlining the needs of individuals within MNB who have hoarding behaviours, the current gaps within the system, and recommendations for how to better improve the sector response. 	
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Project Impact	
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<ul style="list-style-type: none"> • Housing providers have made lasting permanent changes to their policy re: tenants who hoard. • A sustainable peer support recovery group continues to run within the region and is hosted by a local NGO. This provides a treatment option for individuals which didn't previously exist. • Workers within the system have received targeted training and now have increased knowledge and resources relating to working with individuals who hoard • The case coordination group will continue to meet to provide a continued networking and learning opportunity for services • People challenged by hoarding behaviours, their family members and services have benefitted from these changes • The peer recovery group is now peer lead, and hosted within a local NGO, ensuring sustainability. The case co-ordination group is co-chaired by Brisbane City Council, ensuring sustainability. 	
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Lessons Learned	
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<p>Innovation fund budget = approx... \$800,000.00 + in-kind donations of venues and wages by NGOs</p> <p>SF found managing the role with systems work and working with clients was sometimes challenging and it was difficult to always appropriately manage time</p> <p>Key barriers included general stigma and a lack of knowledge by individuals relating to hoarding. This appeared to be alleviated through training that was provided.</p> <p>Due to the impact hoarding has on the service system, it was not difficult to network or get buy in from other services when wanting people to partner or collaborate, particularly with housing providers.</p> <p>Future projects should focus on the continue awareness and skill building within services throughout the sector. Focus should be given to increases referral options and support options within services for individuals, specifically around case management and therapy. Services should continue to collaborate as the demand hoarding places on the sector should not be dealt with in silos or by only one organisation.</p> <p>Community awareness should also be improved and council approaches to public health orders can allow for a greater consideration for the underlying mental health associated with hoarding.</p> <p>Best practice included the transparency and willingness of services to work together in addressing the gap of support within the sector. Having an SF involved and the capacity the role allowed to champion the cause was an essential element in the successfulness of this project.</p>	
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Appendices	
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