



# HOARDING REFERRAL

Hoarding is the persistent accumulation of and lack of ability to relinquish large numbers of objects or living animals. It results in extreme clutter, compromising the intended use of premises.

Hoarding is a fire risk of concern as people affected by hoarding are more likely to have a fire and less likely to be able to escape from their home if a fire occurs.

## INDIVIDUAL

### **1. My home is cluttered. I am concerned about my safety if a fire was to start in my home.**

FRV and CFA can provide hoarding risk reduction advice. You can notify us that your home is affected by hoarding by contacting [atriskgroups@frv.vic.gov.au](mailto:atriskgroups@frv.vic.gov.au).

Ask someone you trust (such as a family member, friend, or support worker) to help you to install alarms and write a Home Fire Escape Plan.

Work at your own pace, and with the help of others to:

- clear exits
- widen pathways
- at least one metre around cooking and heating appliances.
- reduce the clutter in your home

## SUPPORT WORKER OR SERVICE PROVIDER

### **1. I am concerned about hoarding in the home of one of my clients**

FRV and CFA can provide hoarding risk reduction advice. Please notify us by contacting [atriskgroups@frv.vic.gov.au](mailto:atriskgroups@frv.vic.gov.au).

You should discuss the fire danger of hoarding with your client and support them to:

- make sure they have working smoke alarms
- write a Home Fire Escape plan
- reduce the clutter in their home at a pace they are comfortable with, focusing on clearing exits, pathways and the areas around cooking and heating appliances.

Refer back to your own organisation to see if there is any additional support that the person can access.



### **2. My client doesn't recognise their level of risk or does not want to reduce the clutter in their home**

If you consider the level of hoarding to pose an increased fire risk, contact the fire services [atriskgroups@frv.vic.gov.au](mailto:atriskgroups@frv.vic.gov.au). You can do this without your client's consent.

**Refer back to your own organisation for any additional support.**