

Hoarding referral pathway



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.

I am concerned about hoarding in the home of one of my clients

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.*



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

Send a referral when the [Clutter Image Rating Scale \(CIRS\)](#) scores **5 or above in any room** and when smoke alarms are missing or non-functional. You can do this without your client's consent.

FRV and CFA can provide hoarding risk reduction advice. A referral to FRV and CFA's hoarding notification system will ensure firefighters are aware of the fire risk. Contact the fire services atriskgroups@frv.vic.gov.au.

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