

## COMMUNITY INFORMATION & RESOURCES

### RESOURCES for COMPULSIVE ACQUIRING AND SAVING

- **International OCD Foundation | [International OCD Foundation | Obsessive Compulsive Disorder \(OCD\) \(iocdf.org\)](#) | [Home - Hoarding : About the IOCDF - Hoarding](#)**

A very comprehensive website offering research information for professionals and public on Hoarding and related issues, challenges and approaches:

- Clutter Image Rating Scale: [9780199334940.pdf](#)
- Hoarding Rating Scale: [Hoarding Rating Scale](#)
- Saving Inventory: [SI-R\(ModifiedFormat\) with interpret](#)

- **HEATH | [Centre for Collaborative Research on Hoarding](#)**

The Home Environment Assessment Tool for Hoarding (HEATH©) is a tool designed to assess the most important health and safety risks in hoarded environments. The HEATH provides a collective universal framework for all professionals working with hoarding in any discipline.

[2025-05-15\\_HEATH\\_EN.pdf](#)

- **[Hoarding and squalor fire safety - Fire and Rescue NSW](#)**

Fire risk concerns related to hoarding or squalor can be reported to Fire and Rescue NSW via an online Hoarding & Squalor Fire Risk Report. While they do not enforce compliance or diagnose conditions, they can assess fire risk and replace smoke alarms if needed.

### SERVICES & SUPPORT for COMPULSIVE ACQUIRING AND SAVING

- **Sydney Local Health District | 02 9515 9000 | <https://slhd.health.nsw.gov.au/mental-health/community>**

Staff provide advice and consultancy to services to support people with significant hoarding and squalor issues in the home.

- **St Vincent de Paul Ozanam Learning Centre, | (02) 9358 8100 | [What's On | Vinnies](#)**

Ozanam offers a 6-7 week Eating the Elephant Decluttering Course, utilising Dialectical Behaviour Therapy (DBT) and Cognitive Behaviour Therapy (CBT) to support decluttering. Support Groups are available for previous participants

- **Inside Out Recovery | (+61) 499 326 192 | [Inside Out Recovery](#)**

Inside Out Recovery is a privately owned and operated business which trains 'Independent Declutter Coaches and Support Providers' to coach and support individuals, with or without NDIS, in their home. Inside Out Recovery also offers training programs to organisation, team, and community.

- **Catholic Health Care (CHC) | 1300 931 638 | [Catholic Healthcare](#)**

CHC offers Hoarding and Squalor services for free with the relevant Commonwealth Home Support Program (CHSP) funding or at a cost through the Support at Home program for people over 65 living in NSW. For low-income, homeless, or at risk of being homeless the eligibility is 50 and over or 45 and over if you are Aboriginal or Torres Strait Islander. Programs provided include the Hoarding and Squalor Program, Buried in Treasures, Declutter group and One-on-one psychosocial support program

## **SERVICES FOR OLDER PEOPLE**

- **My Aged Care | 1800 200 422 | [My Aged Care](#)**

My Aged Care is the Australian Government's central entry point for accessing aged care services, helping older people access funding through programs such as Home Care Packages. These packages can be used to organise practical, in-home supports alongside broader personal and health care services

- **Commonwealth Home Support Program (CHSP) | 1800 200 422 | [CHSP](#) | [My Aged Care](#)**

CHSP helps older people access entry-level support services to live independently and safely at home. CHSP works with you to maintain your independence rather than doing things for you.

- **Support at Home Program | 1800 200 422 | [Support at Home program](#) | [My Aged Care](#)**

The Support at Home program was introduced in November 2025, replacing the Home Care Packages Program and the Short-term Restorative Care Programme. It improves access to services, products, equipment, and home modifications to help you remain living independently at home for longer.

- **Care Finders | [Care finder - CESPHN](#)**

CESPHN has commissioned service providers to deliver care finder services throughout the Central and Eastern Sydney region connecting vulnerable individuals to aged care and other services through localised face to face support who would otherwise be at risk of falling through the cracks.

- **Aged Care Placement Services | 1300 882 808 | [Home - Aged Care Placement Services](#)**

Aged Care Placement Services are a privately owned organisation that provides advice and support to help older Australians and their families navigate aged care options. They assist with understanding services, comparing providers, and connecting clients to suitable home care or residential care services, rather than delivering care themselves.

## **PSYCHOSOCIAL MENTAL HEALTH SUPPORT**

- **[National Disability Insurance Scheme \(NDIS\)](#)**

Or contact 1800 800 110 to find out if you're eligible for the NDIS and with help applying

- **Connect and Thrive | 1300 779 270 | [Connect and Thrive](#) | [CESPHN](#) | [PHN Referral](#)**

Part of the Commonwealth Psychosocial Support (CPS) program and provides individual support to those living with severe mental illness and reduced functional and involves one-on-one psychosocial support with a mental health or peer worker, regular group support programs and social activities. Assists to link to NDIS if applicable.

- **Help aHead Mental Health Hubs | 1800 595 212 | [HUBS](#) | [Mental Health Referral Form](#)**

These hubs will provide a multidisciplinary model of care, bringing together clinical and non-clinical professionals to deliver holistic, coordinated support and include psychological therapies, psychosocial supports, physical health care, support for alcohol and other drug concerns, and targeted supports for First Nations peoples and multicultural communities.

- **Community Living Support (CLS) | [Community Living Supports \(CLS\)](#)**

Community Living Supports (CLS) is a state-wide program that supports people with a severe mental illness to live and recover in the community in the way that they want to. CLS is part of a suite of community-based psychosocial programs for adults called the NSW Mental Health Community Living Programs.

- **The Way Back | [The Way Back NSW - Neami National](#)**

The Way Back NSW provides up to three months of nonclinical aftercare support for people following a suicidal crisis. It offers practical and motivational support and helps connect individuals with services to improve wellbeing.

### **CRISIS MENTAL HEALTH SUPPORT**

- **Mental Health Line | [Mental Health Line](#) | 1800 011 511**
- **Beyond Blue | [Beyond Blue](#) | 1300 224 636**
- **Lifeline | [Home | Lifeline](#) | 13 11 14**
- **Safe Haven | [Safe Haven](#)**

Safe Haven is a free space for people experiencing distress or suicidal thoughts, where they can talk openly without judgement. It also provides access to peer workers with lived experience, or a quiet place to relax without needing an appointment.

### **LOW-COST MENTAL HEALTH SUPPORT AND COUNSELLING**

- **Psychological Support Services (PSS) | 1300 170 554 | [Psychological Support Services \(PSS\) | CESPNN](#)**

PSS offers free short-term psychological therapy (in person or via telehealth) for people with mild to moderate mental health concerns in Central and Eastern Sydney who are experiencing financial hardship and cannot access Medicare-subsidised services.

- **Dokatela | 02 8003 7668 | [Dokatela](#)**

Dokatela offers telehealth appointments with Psychiatrists, Geriatricians, and Psychologists.

- **Leichhardt Women's Community Health Centre | 9560 3011 | [Leichhardt Women's Health](#)**

Offers counselling, drug and alcohol counselling, support groups for women, psychologists, health education, nurses and general practitioners

- **Anglicare Counselling | 1300 651 728 | [Anglicare | Counselling](#)**

Counselling available at a low-cost depending on a person's income. Based within Summer Hill, Parramatta, and West LGA locations

- **Baptist Care Counselling | 9332 3506 | [Counselling | BaptistCare](#)**

Offer multiple counselling services, group programs, WDOs offered on a sliding cost scale dependent on person's income

- **Sydney Women's Counselling Centre | 9718 1955 | [Sydney Women's Counselling Centre](#)**

Provides general mental health, domestic violence and sexual assault support, AOD support, gambling help and can provide services in Chinese.

## **STUDENT COUNSELLING CLINICS**

- **Brain and Mind Centre Psychology Clinic | 02 9114 4343 | [Psychology clinic University of Sydney](#)**

The Psychology Clinic is a student-led clinic, staffed by postgraduate students who work under the supervision of clinical psychologists and neuropsychologists.

- **UNSW Psychology Clinic | 02 9385 3042 | [Psychology Clinic](#)**

The UNSW Psychology Clinic provides a broad range of clinical psychology services at low cost, emphasising cognitive-behavioral approaches based on the most up-to-date clinical research and evidence.

- **ACAP Clinic | 02 8236 8070 | [ACAP Psychology Clinic](#)**

The ACAP Clinic offers a range of free psychology, counselling and social work services to the community, providing evidence-based assessments, treatment and intervention. There is no time limit placed on service delivery (session limit) and Medicare/GP referral is not required.

- **UTS Psychology Clinic | 9514 7339 | [Adult psychology services](#)**

Provide services and treatment for a broad range of presentations including Stress management, Depression, Anxiety including PTSD and trauma-related disorders; phobias; social anxiety; obsessive-compulsive disorder and Grief and loss.

- **Australian Catholic University | 02 9701 4708 | [ACU Mary Aikenhead Clinic Strathfield](#)**

The Mary Aikenhead Clinic offers low-cost psychological and counselling services delivered by supervised postgraduate psychology students, using a holistic, client-centred and multidisciplinary approach. It collaborates with other health professionals to ensure clients receive comprehensive, well-rounded care.

## **COMMUNITY SUPPORT**

- **Newtown Neighbourhood Centre (NNC) | 02 9564 7333 | [Newtown Neighbourhood Centre](#)**

NNC provides a hub where people can access support, connection and opportunity, offering a range of services and programs. These include [Drop-In Hub and One Stop Shop](#), [Homelessness Outreach and Support](#), and [Social support and group activities](#)

## **TENANCY SUPPORT, ADVICE AND ADVOCACY**

- **Tenants Advice Line 1800 251 101 | [Tenants' Union of NSW](#)**

Hotline which provides legal information and referral for public and private tenants, boarders and lodgers and residential park residents

- **Inner Sydney Tenants Advice and Advocacy Service (ISTAAS) | 9698 5975 | [ISTAAS | Tenants' Union](#)**

ISTAAS provides free, confidential legal information, advice and advocacy to tenants living in public and private residential housing.

- **Marrickville Legal Centre | (02) 9559 2899 | [Tenancy Advice And Advocacy | MLC](#)**

IWTAAS and NSATS provide free advice to renters in Inner West and Northern Sydney on their rights and responsibilities. These services support tenants only and do not provide advice to landlords.

- **Mission Australia Housing and Homelessness Support | 1800 951 123 | [Safe, secure housing support | Mission Australia](#)**

Mission Australia works alongside people experiencing homelessness or housing stress to find and keep a home, by providing practical support and pathways to stability.

- **Mission Australia SHS Early Intervention Case Management service | 1800 272 877 | [Homelessness Early Intervention | Mission Australia](#)**

Helps individuals to establish a tenancy or those who might be at risk of losing their tenancy within Inner West LGAs. The program delivers a comprehensive range of support, including outreach, referrals, tenancy management, advocacy, information, advice, and access to brokerage funding.

- **Wesly Mission | [Wesley Housing & Homelessness Support](#)**

Wesley Mission provides a range of housing and homeless support and services such as accommodation services to individual adults and families experiencing or at risk of homelessness. Wesley also offers case management support for people who are experiencing homelessness or at risk of becoming homeless.

- **Sydney Homeless Early Intervention Service | 1300 029 202 | [SHEIS](#)**

The Sydney Homeless Early Intervention Service (SHEIS) provides short-term support to help people maintain their housing and prevent homelessness. This includes case management, assistance with rental arrears, access to essential household items, and general support across various housing types.

- **Neami National Homelessness Support | [Homelessness support - Neami National](#)**

Provides outreach and housing support to prevent homelessness by helping people find and maintain safe, long-term housing, while addressing the physical, financial, and emotional challenges associated with homelessness.

***Or contact your housing provider's sustaining tenancy team***

## **FINANCIAL SUPPORT**

- **Mission Australia | 0293571144 | [Emergency Relief | Mission Australia](#)**

Emergency relief provides short-term financial or material support (e.g. food, vouchers, clothing) to people experiencing hardship. It aims to maintain dignity, promote self-reliance, and connect individuals with services to improve their longer-term financial wellbeing.

- **Anglicare Financial Assistance | 1300 111 278 | [Financial Wellbeing | Anglicare](#)**

Provides support to individuals experiencing hardship and achieving financial wellbeing through Financial Skills-Building, Financial Counselling and No Interest Loans

- **Wesley Mission | 1300 827 638 | [Financial Counselling](#)**

Provides free, independent, and confidential financial counselling to support people in financial difficulty. Counsellors help with budgeting, explain available options, and advocate or negotiate with creditors and agencies.

- **Metro Assist | 9789 3744 | [Financial Counselling | Metroassist.org.au](#)**

Provides free assistance including financial counselling to help manage bills, NILS, relief assistance and EAPA vouchers for people in financial distress