

Accessing Professional Support

There are different levels of professional support available depending on circumstances and what is available locally. You may not know how you want to make positive change; just know that you want or need to. It is likely you may change your mind many times while considering seeking support or feel confused – all of these feelings are very normal.

Professional support can range from engaging with a service for a number of years (ongoing support) through to a service providing an ad hoc service (short term support). The type and duration of service is usually up to the individual as they are the ones who need to feel comfortable engaging with the service.

Steps to accessing professional services

Accessing a General Practitioner (GP)

- If you have no idea where to start or what specific support you need it is advisable to contact your GP for guidance (if you don't have a regular GP it is a good idea to find one you feel comfortable with to support you through your journey of making positive change – GP's can be found in the Yellow Pages)
- Take time to read through ["Hoarding Disorder: A GP's guide to supporting patients"](#) this can be printed and taken to the appointment with you to show the GP.
- If you feel comfortable to take photos with you this can assist the GP to understand what you are experiencing and work with you to make a plan together and know who to refer you to.
- A diary is a good way to record how you are feeling and reflect back on. Again this can be taken with you to a GP appointment if you feel comfortable doing so.
- Making positive change can only occur through commitment and dedication to the process. If appointments are made, it is important to keep them to ensure consistency of support and that the case plan is followed.

Housing circumstances

Depending on the type of accommodation that is occupied, may mean there is eligibility to receive professional support from the housing organisation / landlord.

- Privately owned homes / Other (ie: caravan, granny flat) - contact the local council or Environmental Health Authorities.
- Privately rented homes - contact the landlord/real estate agent involved. If this information is not known contact the local council or Environmental Health Authorities.
- Housing SA - contact the relevant office and/or Housing Officer
- Community Housing - contact the housing manager of the relevant organisation, i.e. Anglicare, ECH, Junction Australia's Housing & Urban Development (HUD), Unity Housing

- [Supported Residential Facility \(SRF\)](#) - contact the manager
- [Independent Living Units \(ILU\)](#) - contact the manager

Accessing a support service

Some support services offer a short term support to provide strategies to dealing with the hoarding and/or squalor. Some of these services can be found via the [Service Directory](#) pages, this shows contact details, eligibility and services offered.

Intensive Tenancy Support Services (ITS)

[Intensive Tenancy Support services](#) offer supports to people at risk of homelessness to maintain appropriate housing. Risk of homelessness can be due to property condition; Intensive Tenancy Support can assist people to develop stability needed to experience security and well-being in their lives.

Intensive Tenancy Support services take an early intervention approach meaning they work with people before they become homeless. As all Intensive Tenancy Support services are voluntary, this means the person must be willing to engage with service and demonstrate proactive changes during the support period.

There are 6 Intensive Tenancy Support services based in metro Adelaide - click for more information

- [Red Cross \(partnership with Eastern Generic Homelessness Service\)](#)
- [Inner North/ North East Housing Inclusion Program](#)
- [Inner Southern Generic Homelessness Service](#)
- [Outer North Housing Inclusion Program](#)
- [Outer Southern Generic Homelessness Service](#)
- [Western Generic Homelessness Service](#)

Please be aware that in some case waiting list criteria apply – this may mean no immediate service is available and there will be a wait to receive support.

What happens once a service professional becomes involved?

It can be an anxious time waiting to receive a service and knowing what to expect from a service professional. Below are two flow charts which aim to summarise the step by step process taken by service professionals to delivering support in instances where service users are agreeable and resistant to service intervention.

- [FLOWCHART 1: Complex Domestic Assistance Assessment and Service Pathway](#) *(with thanks to Western Linkages)*
- [FLOWCHART 2: Pathways for People Living in Squalor and/or who are Resistant to Accepting Assistance](#) *(with thanks to Western Linkages)*