

Hoarding and squalor services

If you're experiencing hoarding behaviours or living in an environment that's become overwhelming, VMCH can help.

Our hoarding and squalor service is a short-term program that offers respectful, personalised support to help you stay safely at home and continue living in the community.

What support is available?

We'll work with you to develop a personalised support plan. Depending on your needs, this may include:

- A one-off clean-up to help make your home safe and enable other in-home services
- Connections to specialist services such as hoarding support groups, counselling or health professionals
- Reviewing your care plan and coordinating your ongoing care needs.

We know it can feel difficult to let someone into your space. Our team takes the time to build trust and support you at your own pace.

Who is this service for?

You may be eligible if you:

- Are aged 50+ (or 45+ for Aboriginal and Torres Strait Islander people)
- Are on a low income
- Are living with hoarding behaviour or in a squalid environment
- Are at risk of homelessness or unable to access the care you need.

You'll need an assessment through the Commonwealth Home Support Programme (CHSP). We can help you get started.

What does it cost?

This service is funded by the Australian Government through the Commonwealth Home Support Programme.





How do I get started?

Call us on **1300 698 624** or email **hello@vmch.com.au**. Our friendly customer service team can answer your questions and discuss next steps.

Why choose VMCH?

- Compassionate and qualified team
- Trusted by older Victorians across the Eastern Metro region
- Strong connections with local health, housing and support services
- Culturally safe and inclusive service.

We take a respectful, coordinated approach that puts your goals first.



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