

## Information Sheet

### Who I am

I have been working as a Professional Organiser and Declutter Coach since 2005. Over the years I have specialised more and more in complex cases, and now work almost exclusively with clients who have challenging domestic environments, mental illness, disabilities, neuro-diversity or other challenges. My focus is always on capacity building and individualised service to meet the goals of the client. I aim to coach and train the client in their relationship with their space and their belongings so that it can be a helpful and productive relationship rather than unhelpful or harmful.

I am a senior member of the Organising industry in Australia, a mentor for those entering the industry, and the most experienced Professional Organiser in Adelaide. I am a Founding and Life Member of the Institute of Professional Organisers International, and served on the board for their first two years. I have achieved certificates in Hoarding and Chronic Disorganisation with the Institute of Chronic Disorganisation, a Bachelor's Degree and a Certificate IV in Training and Assessment. I am founder and co-host of the Be Uncluttered Podcast, which has over 100,000 downloads each year.

I am fully insured (Public Liability and Professional Indemnity) and have an up-to-date Police Check.

### What is Declutter Coaching?

Declutter coaching is a service that aims to resolve any dysfunction in a space (or in a lifestyle where it relates to belongings) by looking at the causes of the clutter or neglect and devising strategies to eliminate those causes and achieve goals around space and lifestyle management. The coach and the client work together to plan and implement the changes.

### Who can it help?

Anybody who identifies with one or more of these categories:

- Lives with clutter that is at a level that is distressing, unhelpful or unsafe
- Does not know how to eliminate their clutter.
- Knows how to eliminate clutter in theory but has dysfunction that prevents them taking the necessary action
- Would like to simplify their lives
- Needs to rearrange their space to cater for their disability
- Needs to learn space management techniques
- Needs behavioural coaching to reduce unhelpful behaviours that cause clutter
- Needs help with task management, time management or paperwork management (to stay organised or to live independently)
- Is a carer or support worker for anyone meeting any of the conditions above and wishes to support them
- Needs to downsize possessions due to a move or rearrangement of living space

## How I help clients

Every client is different so there is no prescribed process once the assessment is complete (see below for more information on that).

What I provide for all clients:

- Understanding and acceptance
- Complete lack of judgement
- Working at their pace (where possible – sometimes outside influences such as a risk of eviction can disrupt this)
- Collaboration with, and empowering of, the client rather than directing the client or engaging in any restrictive practices
- A safe place for them to be themselves
- Someone who will encourage them to question their behaviours and look at them from a different perspective, without telling them what to do
- Creative solutions in solving their problems
- Decision-making guidance
- Learning skills for future, independent use
- Goal setting and accountability
- Strategies for managing obstacles
- Removal of donatable items (as much as will fit in the car) to be given to charity
- Access to resources and information to help them achieve their goals
- Providing storage solution recommendations as required
- Training and educating family, friends, support workers, social workers etc in working with the participant effectively and helpfully
- Hands-on assistance implementing the strategies

What is not part of the services:

- Cleaning (apart from common sense wiping and dusting of items when organising them)
- Removing rubbish (ie, from the property – happy to bag it up though)
- Delivering furniture
- Sell items on behalf of the client
- Transporting the client or their possessions (apart from those they wish to donate)
- Making discard decisions on behalf of the client or without the client present
- Purchasing of/shopping for storage solutions

## My process

The first session is an Assessment & Recommendations. This is where I meet with the client, preferably in their home (although some aren't comfortable doing this initially and that's okay – a café or office can suffice).

In that session I aim to:

- Help the client feel comfortable with me
- Explain how I work
- Find out what the client is thinking and feeling about the meeting
- Get to know the client a little (as much as they are comfortable doing so)
- Assess
  - the problems that need to be solved
  - the obstacles/constraints that have prevented them being achieved in the past
- Establish the goals to be achieved (collaboratively)
- Create
  - recommendations for overcoming those obstacles
  - a plan of action moving forward (collaboratively)
- Communicate the “next steps”
- Make a recommendation on requirements

Subsequent sessions will arise from the results of this session, and the content of those sessions will be dictated by the plan of action established in the Assessment & Recommendations.

## Rates and fees

My rate is \$110 per hour for private clients, including GST. The minimum session charge is 2hrs (clients are not forced to do 2hrs for a session if they need shorter time with me, but 2hrs is the minimum charge).

Travel fees may be included where appropriate. Cancellation policies apply.

These fees are effective 1<sup>st</sup> July 2021 and are subject to change.

## New client onboarding

New clients can either call me or I can call them to set up the initial appointment. I can also contact them via text or email if they prefer not to speak on the phone.

I have a New Client form for people to complete prior to the first session. Most of the information is not compulsory but is definitely helpful for me to provide my service in a safe and professional manner.

## My contact details

Phone: 0414 484 824

Email: [rebecca@clearspace.net.au](mailto:rebecca@clearspace.net.au)

Website: [www.rebeccamezzino.com.au](http://www.rebeccamezzino.com.au)

Facebook: [www.facebook.com/rebeccamezzinodecluttercoach](http://www.facebook.com/rebeccamezzinodecluttercoach)