

## Information Sheet for Support Coordinators

### 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 mental illness, disabilities, neurodiversity 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 am also a member of the Australian Counselling Association. I have achieved certificates in Hoarding and Chronic Disorganisation with the Institute of Chronic Disorganisation, a Bachelor's Degree (Mgmt Info Sys), Diploma of Counselling, and Certificate IV in Training & Assessment. I founded the Be Uncluttered Podcast, which had over 100,000 downloads each year during production.

I am fully insured, fully immunised against COVID-19 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:

- Person-centred approach
- 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 formal and informal supports 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
- Selling items on behalf of the client
- Transporting the client or their possessions (apart from those they wish to donate)
- Make discard decisions on behalf of the client
- 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. A Service Agreement will be produced – the content will vary for each participant.

## Rates and fees

Face to face sessions, Zoom sessions and report-writing are charged at \$120 per hour with a minimum session of 2hrs face to face and 1hr for Zoom. One-hour sessions are charged at \$140 per hour. Travel charges compliant with NDIS price guide apply outside my service area and will be calculated based on the client's location and advised before they are applied (written into the Service Agreement).

Plan Managers are responsible for finding an appropriate line number with an appropriate rate – I do not falsify invoices to fit a lower rate. The most suitable line number is the Therapy – Counselling line number under Capacity Building.

There must be a goal in the participant's plan that relates to at least part of my services. Types of goals that fit well are:

- Living independently or learning independent living skills
- Maintaining their home
- Learning time management skills
- Social and community involvement
- Learning self-management skills

Travel and cancellation fees may be included in the Service Agreement where appropriate. Fees effective as at 1 July 2023.

## 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. This can also be done by a support worker or Support Coordinator - I'm flexible and will accommodate the client's communication preferences.

There is a "new NDIS client" referral form for the participant, referrer, or Support Coordinator to fill out (with permission from the participant of course). Most of the information is not compulsory but is definitely helpful for me to provide my service in a safe and professional manner. I will send this after accepting the client for an Assessment.

## My contact details

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