GOODBYE WITH LOVE

HOME • TRANSITION • ESTATE • LEGACY

BUSINESS OVERVIEW & CAPABILITY PROFILE

Helping families prepare homes for sale
during major life transitions.

INTRODUCTION

About this profile

A concise overview of the Goodbye With Love model, how it works and where it fits.

Goodbye With Love is a home and property transition service helping families navigate the practical work that can follow a major life change. This profile provides a professional overview of the business for families, referral partners, advisers, property professionals and professional collaborators.

> *When a major life transition leaves a family with a home that needs to be dealt with, Goodbye With Love helps work out what happens next - and helps make it happen.*

Inside this profile

The business Purpose, story, founder, values and the problem we solve.	**The framework** HOME • TRANSITION • ESTATE • LEGACY and the services beneath them.
The process How families move from first conversation to a clear, sale-ready outcome.	**Commercial judgement** How we decide what a home actually needs before sale.
Professional partnerships How we work alongside agents, solicitors, finance, aged care and other advisers.	**Real-life application** Illustrative scenarios showing the model in practice.

Executive Summary

Goodbye With Love at a glance.

When a major life transition leaves a family with a home that needs to be dealt with, Goodbye With Love helps work out what happens next - and helps make it happen.

Based across Frankston and the Mornington Peninsula, Goodbye With Love works in the often-overlooked space between a significant life event and the eventual property transaction. Families may be navigating bereavement, a deceased estate, a move into residential aged care, downsizing, an inherited home, divorce or separation, or another major change. In these circumstances, preparing a home for sale is rarely just a property task.

It can involve years of belongings, deferred maintenance, family decisions, practical pressures and deep emotional attachment to the home and everything it represents. Most services focus on either the property or the people. Goodbye With Love brings both together, providing one trusted point of contact who understands that protecting the home's value and honouring what it has meant are equally important.

What we do

- Assess the family situation and the home before recommending a solution.
- Create a practical pathway from life transition to a home that is ready for what comes next.
- Coordinate appropriate services, trades and professional inputs.
- Protect meaningful belongings and family history before broad clearance begins.
- Apply commercial judgement to what should - and should not - be done before sale.
- Work alongside - rather than replace - legal, financial, care and real estate professionals.

> *People first. Then the plan. Practical support, sound property judgement and clear coordination in one place.*

The model in one view

Four connected pillars. One practical pathway.

HOME — Protect the value. Assess the physical home, identify what should — and should not — be done, coordinate preparation and protect the asset from unnecessary expenditure.	**TRANSITION — Protect the capacity.** Reduce overwhelm, organise the practical movement from one stage of life to another and create a clear sequence of responsibilities.
ESTATE — Protect the clarity. Support executors and families with home-related coordination while legal and estate administration remains with the appropriate professionals.	**LEGACY — Protect the meaning.** Create space to identify important belongings, memories, family history and stories before the practical process accelerates.

Commercially responsible by design

Goodbye With Love is not based on the assumption that every home should be renovated. Some homes should be sold as-is. Others benefit from cleaning, repairs, presentation or targeted cosmetic work. A smaller number may justify more substantial preparation. The level of intervention should be determined by the family, the home, the market, the numbers and the risk - not by a desire to create work.

How the business is engaged

Engagements may range from an initial consultation and written plan through to selected coordination or end-to-end transition support. The service begins with the family and the situation, then scales to the level of practical support genuinely required. Scope, responsibilities and costs are made clear before work begins.

> *Goodbye With Love begins before the traditional property transaction - when the family is still asking: "What do we do with the home?"*

The Story Behind Goodbye With Love

Why the business exists.

Goodbye With Love began with a simple observation: when a major life transition happens, the home often becomes one of the biggest practical, emotional and financial responsibilities left for a family to manage.

A death, move into aged care, divorce or separation, downsizing decision, or other significant change can alter a family's circumstances almost overnight. Yet the home does not resolve itself. There may still be rooms full of belongings, repairs that have been deferred, gardens that need attention, furniture to move, documents to locate, professional advice to coordinate and a home that eventually needs to be prepared for sale.

Families are frequently given a list of good individual services — a cleaner, gardener, removalist, painter, stylist, agent or solicitor. Each may perform their role well. But someone still has to determine what should happen first, coordinate the moving parts and keep the process moving. That responsibility very often falls back onto the family.

More than a house

Homes are financial assets, but they are rarely only financial assets. They are also the places where ordinary life has happened: family meals, birthdays, celebrations, illness, loss, routines, gardens, photographs and years of accumulated belongings. Goodbye With Love was built around the belief that the home can eventually be treated as an asset without treating the people connected to it as part of a transaction.

> *Every home holds a story. We help families honour what matters while preparing for what comes next.*

FOUNDER

About the Founder

Hayley Fualau — Founder, Goodbye With Love.

Goodbye With Love was founded by Hayley Fualau, whose work has consistently centred around helping people navigate change and work out what comes next.

Hayley currently works in youth homelessness as a Living and Life Skills Case Manager and has also worked across aged care, counselling, community services and end-of-life support. Alongside this has been a longstanding interest in property, home preparation and practical problem-solving. Goodbye With Love grew from the point where those two worlds met.

Human understanding

Case management, community-services, aged-care and end-of-life experience inform how Hayley works with grief, stress, family dynamics, ageing, uncertainty and reduced capacity.

She is comfortable listening, explaining, breaking large problems into manageable decisions and recognising when a family needs support rather than pressure.

Practical and property thinking

Property education gave Hayley a commercial lens for assessing homes, preparation, feasibility, presentation and value-add - without assuming that every home needs work.

She looks at the whole situation: what needs to happen, who needs to be involved, what should happen first and whether the proposed expenditure genuinely makes sense.

Where the two worlds meet

Hayley realised she did not need to choose between being someone who helps people and someone who works in property. There was a space where she could do both - combining human understanding with the practical and commercial thinking needed to move a home forward.

> *“I realised I didn’t need to choose between being someone who helps people and someone who works in property. There was a space where I could do both.”*

Purpose, Mission & Vision

The strategic anchor behind the service.

PURPOSE

To help families move through major life transitions by making the practical journey from home to sale clearer, more manageable and more considered.

MISSION

To provide a trusted, coordinated and commercially responsible service that helps families prepare homes for sale during major life transitions.

VISION

To become a trusted name in home and property transitions - recognised for helping families navigate difficult change with care, clarity and sound judgement.

What this means in practice

- Reduce overwhelm by turning one large problem into manageable actions.
- Protect financial outcomes by assessing expenditure rather than assuming more work is better.
- Respect the history and meaning of the home while continuing to move the project forward.
- Coordinate people, services and professional inputs around one clear plan.
- Keep communication understandable, practical and relevant.
- Build trust through follow-through, not through promises alone.

> *We are not here to do the most. We are here to do what is right for the family, the home and the circumstances.*

Our Values

How Goodbye With Love makes decisions when the answer is not obvious.

Compassion Recognise the person before the project; listen before assuming and never treat vulnerability as an inconvenience.	**Dignity** Preserve voice, privacy and involvement; approach homes and belongings without judgement.	**Integrity** Recommend what is right, including doing less; disclose limits, conflicts and mistakes honestly.
Transparency Make scope, costs, responsibilities, options and changes understandable before they become problems.	**Stewardship** Treat the home, money, belongings and professional trust as things temporarily placed in our care.	**Practicality** Care should lead somewhere: priorities, sequencing, decisions and action.
Accountability If we accept responsibility for coordination, we follow it through and close the loop.	**Collaboration** Bring the right expertise together while respecting the boundaries of each professional role.	**Sound Judgement** Consider the people, home, market, money, timeframe, risk and objective — then choose the most appropriate course.

> *Treat people well. Protect what has been entrusted to us. Make sensible decisions. Communicate clearly. And follow through.*

The Problem We Solve

The gap between the life event and the property transaction.

Major life transitions do not happen neatly. A family may be grieving, organising aged care, managing probate, supporting siblings, working full-time and trying to make decisions about an entire household at the same time. Even highly capable people can become overwhelmed when their available capacity does not match the scale of the task in front of them.

The traditional picture

The solicitor handles legal work.

The accountant handles accounting and taxation advice.

The agent handles the eventual sale.

The cleaner, gardener, removalist, painter and stylist each perform specialist tasks.

The missing layer

Who sees the whole practical project?

Who decides what should happen first?

Who coordinates access, quotes, family decisions, trades and timing?

Who keeps the family informed and the project moving?

The deeper problem

Families going through significant change are often being asked to coordinate an entire home transition at the exact moment they have the least capacity to manage another major responsibility. There may be plenty of individual services available. What is often missing is someone who can see the whole situation and bring those services together.

> *The problem is not that families cannot find a cleaner, painter, removalist, solicitor or agent. The problem is that someone still needs to understand the whole situation, decide what needs to happen and coordinate it through to completion.*

CLIENTS

Who We Help

Different people. One common thread: transition.

The adult child Managing a parent's move into aged care while balancing work, children and an entire second household.	**The older homeowner** Facing downsizing or residential care while trying to retain choice, dignity and involvement.	**The bereaved family** Working through a home full of belongings while grief, probate and sale decisions sit around them.
The executor Carrying practical responsibility for a valuable home alongside legal and beneficiary obligations.	**The interstate family** Trying to manage access, contractors and decisions from another city, state or country.	**The siblings** All caring about the outcome but not necessarily sharing the same priorities, timing or capacity.
The time-poor family Capable of managing the project — but reasonably deciding they do not want it to consume the next three months.	**The separating household** Preparing a shared home for sale while living arrangements, belongings, timing and family circumstances are changing.	**The person carrying the load** The family organiser everyone assumes is coping because they are the person who always copes.

We do not see a deceased estate, an aged-care property, a downsizer or a separation as a category. We see a family, a home and a set of circumstances that need to be understood before a solution is designed.

HOME

Protect the value.

HOME focuses on the physical property: its condition, presentation, preparation and potential. The central question is not “What can we renovate?” but “What, if anything, should be done to this home before it is sold?”

The preparation spectrum

Sell As-Is The home is appropriate for the market, speed or simplicity matters, or the numbers do not justify investment.	**Reset & Present** Declutter, deep clean, tidy gardens, complete minor maintenance, and remove excess furniture.
Cosmetic Preparation Target paint, flooring, lighting, hardware, repairs, presentation and styling where buyers are likely to respond.	**Property Preparation Strategy** Consider a larger, evidence-based scope only where the likely benefit justifies the cost, time and risk.

What HOME protects

The goal is not maximum renovation. It is appropriate preparation. Sound judgement distinguishes between what buyers need, what buyers value, what would simply be nice and what should be left alone.

> *Do what the home needs. Not simply what can be done.*

TRANSITION

Protect the capacity.

TRANSITION focuses on the practical movement from one stage of life to another. It brings order to the middle space after something significant has changed but before the home and household responsibilities have been resolved.

Typical areas of coordination

- Belongings, family collection, donation, storage and disposal.
- Moving, downsizing and practical household arrangements.
- Service-provider bookings, access, scheduling and follow-up.
- Family communication and project updates.
- Sequencing of work around the home.
- Local coordination for interstate or overseas families.

Support without takeover

Transition support should increase capacity rather than automatically remove autonomy. Older homeowners and authorised family members remain involved in the decisions that belong to them. Goodbye With Love can take over tasks without taking over appropriate control.

> *TRANSITION turns "everything needs doing" into "this is what happens next."*

ESTATE

Protect the clarity.

ESTATE applies where a home sits within the broader administration of a deceased estate or inheritance. The home may simultaneously be an asset, a place containing belongings, part of a legal process and a property that needs to be maintained, prepared and eventually sold.

Our role

Goodbye With Love does not administer the estate and does not provide legal advice. We support the practical home-related project around the executor and professional team.

- Home and condition assessment.
- Maintenance and contractor access.
- Contents coordination and family collection.
- Quotes, scopes and practical project records.
- Cleaning, gardens and pre-sale preparation.
- Coordination with the appointed agent once the home is ready for market.

> *The executor retains authority. The professionals retain their expertise. Goodbye With Love helps coordinate the practical work around the home.*

LEGACY

Protect the meaning.

LEGACY exists because preparing a home can move quickly. Once clearance, removal, renovation and sale preparation begin, years of someone's life can disappear within days. The purpose is not to keep everything. It is to create an opportunity to notice what matters before decisions become irreversible.

Legacy may include

- Identifying photographs, letters, documents, jewellery, heirlooms and promised items.
- Helping families create meaningful sorting categories before broad clearance.
- Coordinating family distribution or keepsake groupings.
- Photographing the home, garden or significant spaces before they change.
- Connecting families with specialist valuation, archival, digitisation or creative services where required.

Legacy with boundaries

Legacy is an opportunity, not an obligation. Some families prefer speed, simplicity and very little sentimentality. That preference deserves equal respect. Success is measured by whether the family had a considered opportunity to identify what mattered.

> *LEGACY protects meaning without preventing progress.*

Our Services

Tangible support beneath the four pillars.

Consultation & Assessment Initial conversation, home transition assessment, pre-sale preparation assessment and strategic recommendations.	**Planning** Transition plans, home preparation plans, scopes of work, Legacy checkpoints and practical roadmaps.
Home Preparation Cleaning, gardens, repairs, decluttering support, painting, flooring, presentation and styling coordination.	**Transition Coordination** Belongings, removals, storage, donation, family updates, local access and service-provider sequencing.
Estate Home Support Home assessment, maintenance, contents, executor support, practical records and preparation for market.	**Legacy Support** Meaningful belongings identification, family distribution, keepsake and home-recording coordination.
Home Preparation Coordination Trade coordination, scheduling, quote and budget awareness, access, progress communication and completion follow-through.	**Property Preparation Strategy** Evidence-led pre-sale preparation, from selling as-is through to targeted cosmetic improvement where appropriate.

Professional and referral support

Goodbye With Love can be engaged directly by a family or introduced through a solicitor, agent, aged-care professional, accountant, finance professional, organiser or other adviser. The referring professional does not need to diagnose which service is required; the first conversation establishes that.

Different Levels of Engagement

Families can use as much - or as little - support as they genuinely need.

ADVICE

A consultation or assessment gives the family clarity, and they implement the recommendations themselves.

PLAN

Goodbye With Love develops a structured strategy, transition pathway or scope for the family to follow.

COORDINATE

We coordinate selected providers, tasks or stages while the family retains overall decision-making authority.

EXTENDED SUPPORT

We coordinate a defined home-preparation stage from agreed scope through to completion.

END-TO-END

We become the primary practical point of coordination across the relevant pillars of the transition.

What we do not do

Goodbye With Love is not a law firm, accountant, financial adviser, licensed building practitioner, specialist valuer or replacement selling agent. When those roles are required, the appropriate professionals should be engaged. One of the strengths of the model is knowing when another professional belongs in the conversation.

> *The service begins with the situation — not the package.*

CLIENT JOURNEY

How We Work

From first conversation to a clear pathway.

1 **Connect** Referral or initial contact.	2 **Understand** Discovery and family circumstances.	3 **Assess** Home, belongings, priorities and risks.	4 **Define** Agree the desired outcome.
5 **Plan** Develop the strategy and scope.	6 **Review** Review budget, practicality and options.	7 **Agree** Formalise scope and responsibilities.	8 **Coordinate** Bring together services and professionals.
9 **Cost** Coordinate the practical work.	10 **Communicate** Maintain clarity throughout.	11 **Prepare** Bring the home to the agreed outcome.	12 **Hand Over** Move into sale or the next stage.
13 **Close** Complete the project properly.			

The discipline behind the process

- Understand before acting.
- Plan before spending.
- Clarify before committing.
- Coordinate before chaos develops.
- Communicate before people have to ask.
- Review before assuming the project is finished.

CLIENT JOURNEY

The Family Remains at the Centre

Coordination removes unnecessary burden without removing appropriate control.

Goodbye With Love may coordinate

Quotes, contractor access and scheduling.

Practical sequencing, project communication and progress tracking.

Home preparation, contents and transition tasks.

Implementation of an agreed home-preparation plan.

The client or professional retains

Ownership and legal authority.

Approval of material scope and expenditure.

Decisions that belong to the executor or homeowner.

Legal, tax, finance and sales decisions within the relevant professional role.

What you should be able to ask at any time

Where are we now?

A clear view of the project status.

What happens next?

The next decision, task or milestone.

Who owns it?

The person or professional responsible for making it happen.

> *You should never have to wonder what is happening with your own project.*

APPROACH

Commercially Considered Home Preparation

Do what the home needs - not simply what can be done.

Preparing a home for sale does not automatically mean renovating it. Goodbye With Love begins by understanding the family, the home and the intended outcome, then considers what level of preparation is proportionate, practical and likely to add genuine value.

Start with the situation

Understand the family, the home, timing, priorities and desired outcome before recommending work.

Market context

Consider the appointed agent's market advice, likely buyers and what presentation genuinely matters.

Appropriate scope

Choose the lightest level of preparation that can reasonably achieve the agreed objective.

Transparent costs

Make quotes, external costs, responsibilities and approvals clear before work proceeds.

Family approval

The homeowner, executor or authorised client remains involved in material decisions and expenditure.

Professional collaboration

Work alongside the selling agent and other advisers so each professional remains within their role.

Our approach

- Understand before recommending.
- Plan before spending.
- Prefer targeted work over unnecessary work.
- Be prepared to recommend doing less when doing less is the better decision.

> *Protecting value can mean improving the home. It can also mean knowing when to leave it alone.*

Choosing the Right Level of Preparation

From as-is to targeted improvement.

Every home starts in a different place. Some are ready for market with very little intervention. Others benefit from a reset, repairs, presentation or targeted cosmetic work. The right level of preparation is the one that fits the family, the market and the numbers.

1 **As-Is** Is the home already appropriate for the market and the family's priorities?	2 **Reset** Would decluttering, cleaning, gardens and removal of excess items be enough?	3 **Repair** Are there minor maintenance issues that should be addressed before sale?	4 **Present** Would styling, presentation or simple cosmetic changes improve buyer response?
5 **Cosmetic** Is targeted paint, flooring, lighting or other work commercially sensible?	6 **Agent Input** What does the appointed agent believe the local market will value?	7 **Cost** What will the work cost, including contingency and external services?	8 **Time** Will the preparation delay sale, and is that delay justified?
9 **Risk** What could change, overrun or create unnecessary complexity?	10 **Approve** Does the family or authorised decision-maker agree with the proposed scope?	11 **Prepare** Coordinate the agreed work and hand the home back ready for the next stage.	

> *We do not renovate because the home is dated. We consider improvements when there is a defensible reason to believe the work can create a better overall outcome.*

JUDGEMENT

How We Decide What Is Worth Doing

People • Home • Market.

Assessment is designed to identify the most appropriate pathway - not to justify doing more work. The decision should reflect the people involved, the home itself, the market, the likely benefit, the cost and the level of complexity the family is comfortable carrying.

HOME Current condition, presentation, strengths and what already works well.	**MARKET** Local buyer expectations, agent advice and the difference preparation may realistically make.
OBJECTIVE What the family is trying to achieve: simplicity, speed, presentation, value or a balance of these.	**COST** Quotes, external services, contingency and whether the spend is proportionate.
TIME How long preparation will take and whether delaying the next stage is justified.	**CAPACITY** The family's practical and financial capacity to carry additional work and decisions.
VALUE Whether the likely benefit is meaningful after the full cost and effort are considered.	**RISK** Property, contractor, family, authority, timing and delivery risks.
PEOPLE Family objectives, authority, preferences and appetite for complexity.	**NEXT STEP** A clear agreed pathway before work begins, including what happens if circumstances change.

Possible pathway

SELL AS-IS The home is ready enough and further work is not justified.	**PREPARE LIGHTLY** Cleaning, gardens, maintenance or presentation will likely be enough.	**IMPROVE SELECTIVELY** Targeted cosmetic work is supported by the circumstances and market.

> *The right decision is the one that fits the family, the home and the circumstances.*

Risk, Governance & Professional Boundaries

Good intentions need good controls.

Authority Know who can instruct us before acting.	**Agent Input** Define what is included, excluded and who is responsible.
Budget Track approvals, commitments, contingency and material variations.	**Contractors** Use appropriate licensing, insurance, clear scopes and accountable provider relationships.
Insurance Maintain cover that reflects what the business actually does as services evolve.	**Privacy** Handle access, documents, photographs, family information and valuables carefully.
Conflicts Disclose relevant interests, preserve client choice and avoid blurred professional roles.	**Professional boundaries** Return legal, tax, finance, technical and sales questions to the professionals qualified to answer them.
Records Maintain scopes, approvals, quotes, variations and project information appropriate to the risk.	**Escalation** Pause, seek advice or stop work when authority, safety, budget, scope or circumstances materially change.

> *Goodbye With Love does not promise that every project will be easy. We promise to approach complexity with structure, transparency and sound judgement.*

Our Professional & Referral Network

Better transitions happen when the right people work together.

Goodbye With Love is designed to complement the professional network already around a family. The family and home remain at the centre; the appropriate advisers and service providers surround them; Goodbye With Love helps coordinate the practical home-related journey between those roles.

Real estate Market advice and the eventual sale.	**Legal / estate** Probate, authority and legal administration.	**Accounting / finance** Taxation, accounting, finance and regulated advice.
Aged care Care placement, wellbeing and transition into the new environment.	**End-of-life / bereavement** Support around death, grief and family needs.	**Organising / downsizing** Specialist sorting, decluttering and household reduction.
Trades / maintenance Licensed and skilled delivery of physical work.	**Removal / storage / donation** Practical movement and disposition of household contents.	**Styling / presentation** Market presentation and campaign readiness.
Specialist valuation / contents Professional assessment of items where specialist expertise is needed.	**Community support** Local services that encounter families before property professionals do.	**Property professionals** Additional market, acquisition or specialist property expertise where relevant.

> *We do not need to be an expert in everything. We need to know what belongs with us, what belongs with another professional, and how to make sure the family does not fall through the space between the two.*

Why Real Estate Professionals Refer

The agent gets to remain the agent.

Agents often meet good vendors whose home is simply not ready for a successful campaign. The obstacle may be belongings, deferred maintenance, an overwhelmed family, an interstate executor or a property that needs coordinated preparation before photography and marketing can begin.

Implementation Translate market advice into an organised preparation project.	**Campaign timing** Sequence trades, cleaning, styling and photography around the agent's launch plan.
Reduced vendor overwhelm Provide one practical point of coordination rather than a list of disconnected service referrals.	**Commercial restraint** Help assess whether larger proposed expenditure is actually worthwhile.
Better-prepared homes Bring the property to the agreed sale-ready position so the agent can focus on positioning and sale.	**Protected relationship** Respect the existing agent-client relationship and collaborate around local market expertise.

Simple referral language

> *"There is a local service called Goodbye With Love that helps families manage the practical work around preparing a home during a major life transition. It may be worth having a conversation with Hayley."*

REFERRAL VALUE

Why Estate & Probate Professionals Refer

Solve the practical home problem without turning it into a legal one.

Executors often have legal guidance but remain responsible for a home full of practical decisions. The lawyer may be asked who clears the property, organises the garden, supervises trades, deals with furniture or prepares the home for sale — real client problems that do not necessarily require legal expertise.

Clear boundaries The lawyer remains focused on probate, administration and legal advice.	**Practical executor support** Goodbye With Love coordinates agreed home-related work while authority remains with the executor.
Better visibility Scopes, quotes, approvals and project records can create greater clarity around practical decisions.	**Local coordination** Useful where executors or beneficiaries live interstate or overseas.
One referral pathway Instead of recommending multiple unrelated home services, the family can begin with one assessment.	**Return-to-specialist discipline** Authority, beneficiary, contract and legal questions go back to legal counsel.

> *"I will continue managing the legal aspects of the estate. For the practical work around the home, speak with Hayley at Goodbye With Love."*

Why Other Professionals Refer

A practical partner around the part that sits outside their role.

Accountants & financial professionals

Gain clearer project information — scope, cost, timing and proposed property strategy — while retaining responsibility for their own advice.

Finance & capital partners

Gain a structured feasibility, defined scope, risk visibility, project oversight and a partner willing to recommend No-Go.

Aged-care professionals

Offer families a gentle next-step resource when the care transition is complete but the former home remains unresolved.

Professional organisers & downsizers

Continue focusing on specialist sorting while Goodbye With Love coordinates the broader home and property project around it.

Funeral, grief & end-of-life professionals

Provide practical help when a bereaved family reaches the point of asking what happens to the home and belongings.

Community organisations

Give families who lack an established professional network somewhere to begin with the practical home transition.

What all referral partners should experience

- Their client is treated well.
- Professional boundaries are respected.
- The referral solves a problem rather than creating a new one.
- Communication is appropriate to the professional's role and the client's consent.
- The referring professional remains part of the circle, not cut out of it.

> *When you refer someone to Goodbye With Love, you are not handing your client away. You are bringing another capable person into the circle around them.*

IN PRACTICE

Illustrative Scenario 1

Mum's home after her death.

Three adult siblings have recently lost their mother. She lived in the same three-bedroom home for more than thirty-five years. The property is structurally sound but dated, the garden needs attention, and the house contains decades of belongings. One sibling lives locally, one interstate and the third has a young family. The legal process is underway, and everyone agrees the home will eventually be sold.

What Goodbye With Love does

- Clarifies executor authority, family priorities and the practical starting point.
- Creates a Legacy checkpoint before broad clearance begins.
- Coordinates family collection, donation, removal and home access.
- Assesses the home with the appointed agent to determine what preparation is commercially sensible.
- Implements a contained scope such as cleaning, garden restoration, minor repairs, selective painting and styling — rather than automatically renovating the kitchen and bathroom.

Pillars

ESTATE • LEGACY • TRANSITION • HOME

Likely engagement

Assessment + transition/Legacy planning + home-preparation coordination, with external provider costs documented separately.

> *The family did not need another individual trade referral. They needed someone to coordinate the space between loss, belongings, estate responsibilities and sale preparation.*

IN PRACTICE

Illustrative Scenario 2

Dad has moved into residential aged care.

An 82-year-old man has moved permanently into residential aged care after a decline in health. His daughter has spent months organising medical appointments, assessments, paperwork and the move. Dad is safely settled, but most of his belongings remain in a forty-year family home, the garden needs maintenance, and the house will eventually need a decision.

What Goodbye With Love does

- Begins with Dad's priorities rather than the property sale.
- Identifies what he wants in his new room, what should go to family and what can wait.
- Coordinates belongings, removal, donation and practical household tasks.
- Photographs important spaces or the garden if the family wants a visual record.
- When the family is ready, assesses the home and coordinates only the preparation the market justifies.

Pillars

TRANSITION • LEGACY • HOME

Likely engagement

A staged engagement: transition assessment and plan first; belongings and practical coordination next; pre-sale preparation only when the family decides the time is right.

> *The transition did not end when Dad entered care. Goodbye With Love helped manage what happened afterwards.*

IN PRACTICE

Illustrative Scenario 3

A family home after separation.

A couple has decided to separate and the family home will be sold. Both people are managing new living arrangements, belongings and family responsibilities while trying to agree on what needs to happen at the home before it goes to market. The appointed agent has provided advice, but neither person has the capacity to coordinate the practical preparation.

What Goodbye With Love does

- **Begins with the agreed practical outcome and confirms who has authority to approve home-related work.**
- **Keeps legal, financial and relationship matters with the appropriate professionals while focusing on the home.**
- **Coordinates belongings, access, cleaning, gardens, minor repairs and presentation as agreed.**
- **Works alongside the appointed agent so preparation supports the agreed sale strategy.**
- **Keeps communication practical, documented and centred on the agreed scope rather than personal conflict.**
- **Recommends only the preparation that is proportionate to the home, budget, timing and circumstances.**

Pillars

HOME • TRANSITION

> *Goodbye With Love does not step into the separation itself. We help coordinate the practical work around the home so the next stage can move forward.*

POSITIONING

What Makes Goodbye With Love Different

People • Property • Practicality • Professionalism • Judgement.

PEOPLE

We understand that grief, ageing, family dynamics and reduced capacity affect practical decision-making.

HOME

We treat the home as a valuable asset and assess preparation through a market, cost and practicality lens.

PRACTICALITY

We coordinate the work sitting between specialist services and turn complexity into a manageable plan.

PROFESSIONALISM

We respect legal, financial, technical, care and sales boundaries and work alongside existing advisers.

JUDGEMENT

We are prepared to recommend less, change strategy or walk away when that is the better decision.

What we are not

Goodbye With Love is not an estate-clearance company, renovation business, real estate agency, legal practice or counselling service placed under one logo. It is a home and property transition service that connects the practical spaces between those traditional roles.

> *Most services focus on either the property or the people. Goodbye With Love brings both together.*

Local First. Connected Locally.

Frankston & the Mornington Peninsula.

Goodbye With Love is focused across Frankston and the Mornington Peninsula. This is deliberate. Major home transitions are practical: homes need to be visited, service providers need access, market conditions differ suburb by suburb and trusted local professional relationships materially improve delivery.

Why local depth matters

Better knowledge of housing stock, buyer expectations and realistic pre-sale value gaps.

Faster access to trusted trades, organisers, removalists, stylists and professional partners.

Stronger service for interstate families who need a reliable person on the ground.

Repeated relationships that improve communication, quality and accountability.

What local coordination provides

ACCESS - a reliable local point of contact for the home.

CONNECTION - established relationships with local services and professionals.

CONTEXT - an understanding of local homes, buyers and presentation expectations.

COMMUNICATION - clearer coordination for families who are not nearby.

CONTINUITY - one person helping keep the practical work moving between services.

> *Local knowledge matters when families need someone they can trust to be on the ground.*

CONTACT

Working With Goodbye With Love

Start with the situation.

Families and professionals do not need to know exactly which service is required before making contact. A conversation can begin simply with: “This is what is happening with the family and the home. Can we talk through what might need to happen next?”

I NEED CLARITY Start with a consultation or assessment.	**I NEED A PLAN** Engage Goodbye With Love to create a structured pathway.
I NEED SOMEONE TO COORDINATE Choose a defined project or stage for us to manage.	**I NEED END-TO-END SUPPORT** Engage across the relevant pillars.
I’M NOT SURE WHERE TO START Start with a conversation about the family and the home.	**I WANT TO REFER A FAMILY** Make a simple introduction - we will help determine the next step.

> *You do not need to have the whole problem solved before you contact Goodbye With Love. In many cases, helping work out what happens next is where our role begins.*

HAYLEY FUALAU

Founder, Goodbye With Love

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HOME • TRANSITION • ESTATE • LEGACY

Handled with care. Prepared for the best possible outcome.

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