

Ageing and Disability Commission data 2022 – 2023

1. Number of calls, enquiries and reports

1.1 Number of calls to the Ageing and Disability Abuse Helpline

In 2022-23, the Ageing and Disability Abuse Helpline received **14,025 calls**. This was a **12% increase** in calls on the previous year (12,561). Between 2019-20 and 2022-23, calls to the Helpline **increased by 34%**.

Figure 1: Number of calls received by the Ageing and Disability Abuse Helpline, by quarter, July 2021 – June 2023

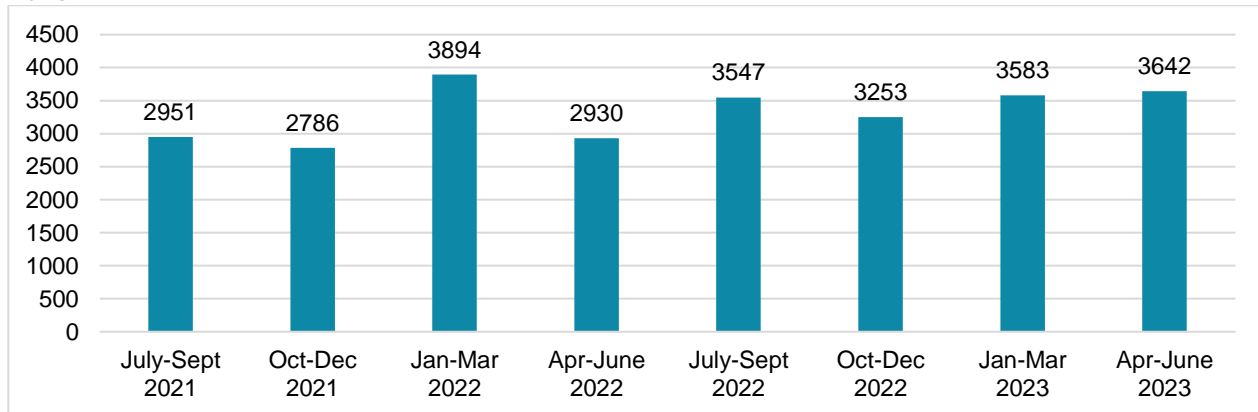
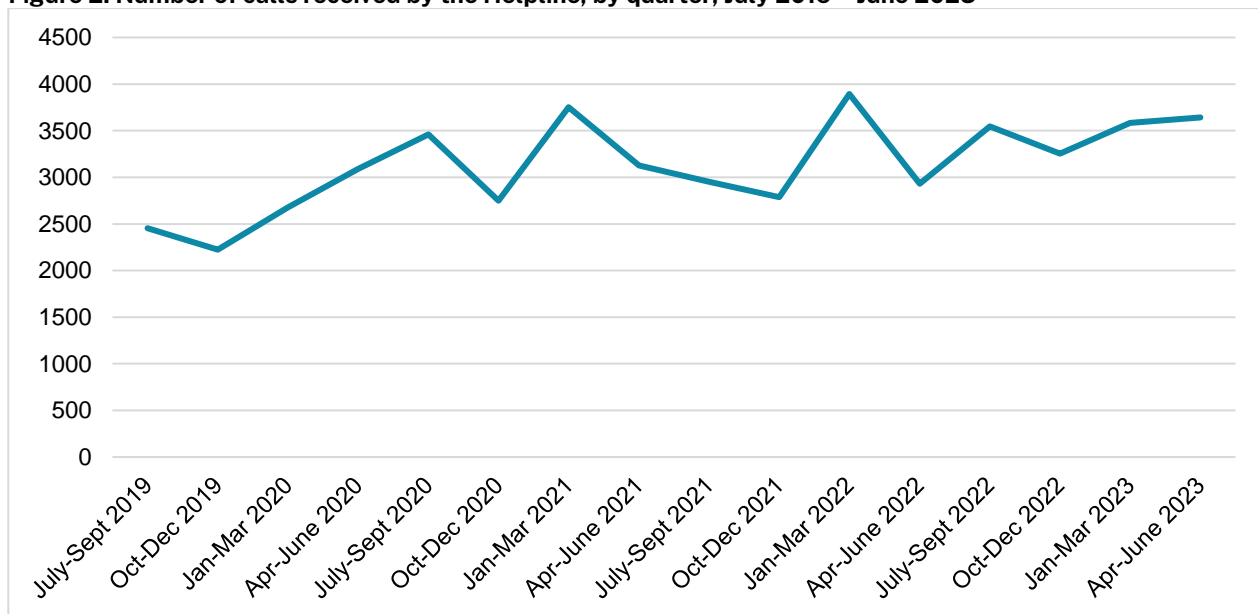


Figure 2: Number of calls received by the Helpline, by quarter, July 2019 – June 2023



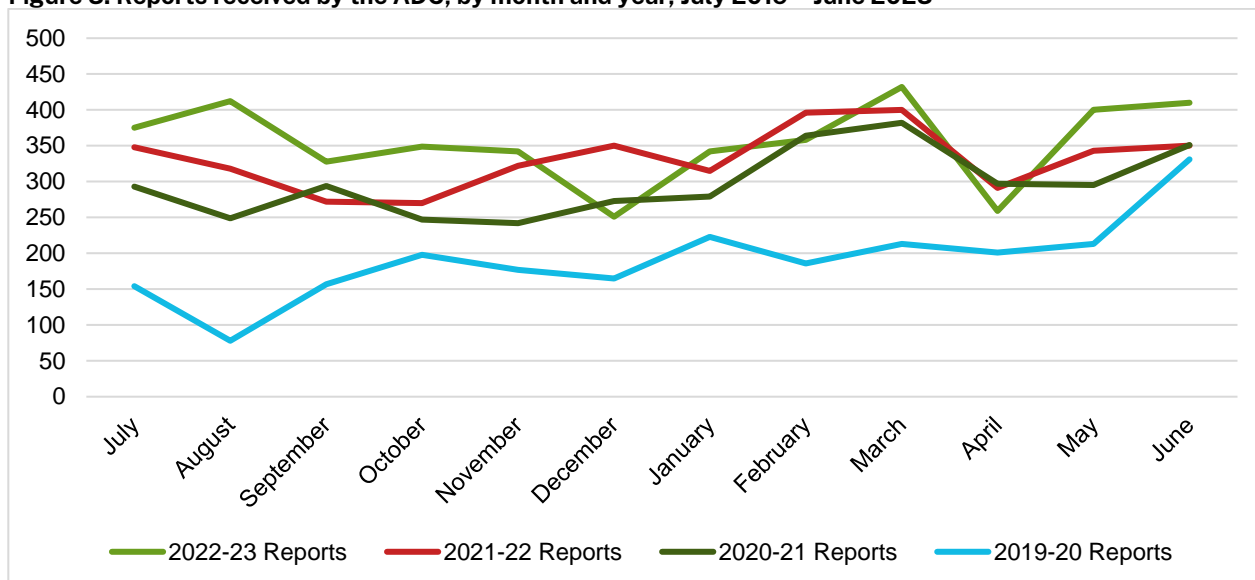
1.2 Number of reports and enquiries

In 2022-23, the ADC received **5,353 matters**, comprising:

- **4,258 reports** under section 13 of the *Ageing and Disability Commissioner Act 2019*
- **1,095 enquiries** – involving 446 general enquiries, and 650 abuse-related enquiries.

The number of reports to the ADC in 2022-23 was **7% higher** than the previous year (3,975). Between 2019/20 and 2022/23, the number of reports **increased by 85%**.

Figure 3: Reports received by the ADC, by month and year, July 2019 – June 2023



2. Person status and demographics

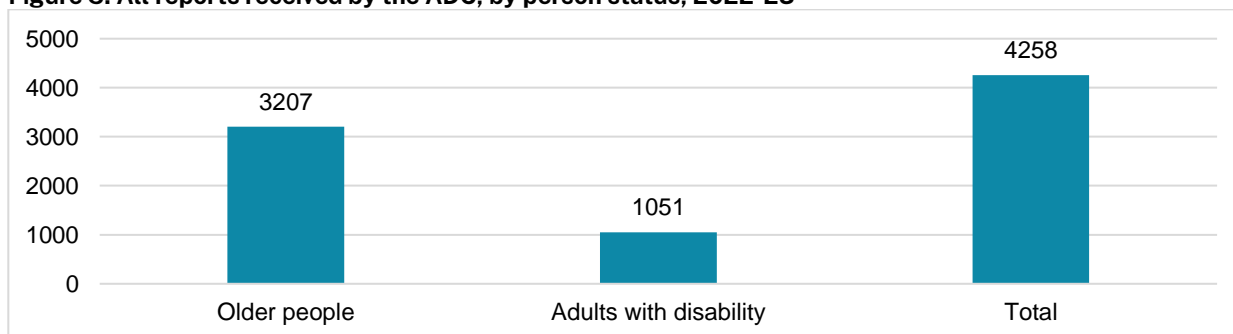
2.1 Person status

Of the 4,258 reports received by the ADC in 2022-23:

- **3,207 reports (75.3%) related to older people¹**, including 1,084 reports about older people with disability
- **1,051 reports (24.7%) related to adults with disability²** who were not older people.

This is consistent with previous years.

Figure 5: All reports received by the ADC, by person status, 2022-23



¹ Adults aged 65 years and older, and Aboriginal and/or Torres Strait Islander adults aged 50 years and older.

² Adults aged 18 years and older with a disability as defined in the *Disability Inclusion Act 2014*.

2.2 Aboriginal and Torres Strait Islander status

In 2.9% of reports to the ADC in 2022-23, the adult with disability or older person was identified as Aboriginal and/or Torres Strait Islander. While this proportion was largely unchanged from the previous year (2.6%), the proportion of reports about Aboriginal adults with disability increased (from 2.9% to 4.6%).

Table 1: Aboriginal and Torres Strait Islander status of person the subject of a report to the ADC, 2022-23

	Older people (n=3,207)	% of reports about older people	Adults with disability (n=1,051)	% of reports about adults with disability	All reports (n=4,258)	% of all reports
Person identified as Aboriginal and/or Torres Strait Islander	76	2.4	48	4.6	124	2.9

2.3 Culturally and linguistically diverse background status

In 7.2% of reports to the ADC in 2022-23, the adult with disability or older person was identified as having a culturally and linguistically diverse (CALD) background. This was slightly higher than the proportion in 2021-22 (6.5%).

Table 2: CALD status of person the subject of a report to the ADC, by person status, 2022-23

	Older people (n=3,207)	% of reports about older people	Adults with disability (n=1,051)	% of reports about adults with disability	All reports (n=4,258)	% of all reports
Person identified as having a CALD background	269	8.4	37	3.5	306	7.2

Other than English, the most common languages spoken at home by older people who were the subject of a report to the ADC in 2022-23 were Greek and Italian. For adults with disability, the most common languages spoken at home other than English were Arabic and Italian.

Table 3: Primary language other than English spoken at home by people the subject of a report to the ADC, by person status, 2022-23

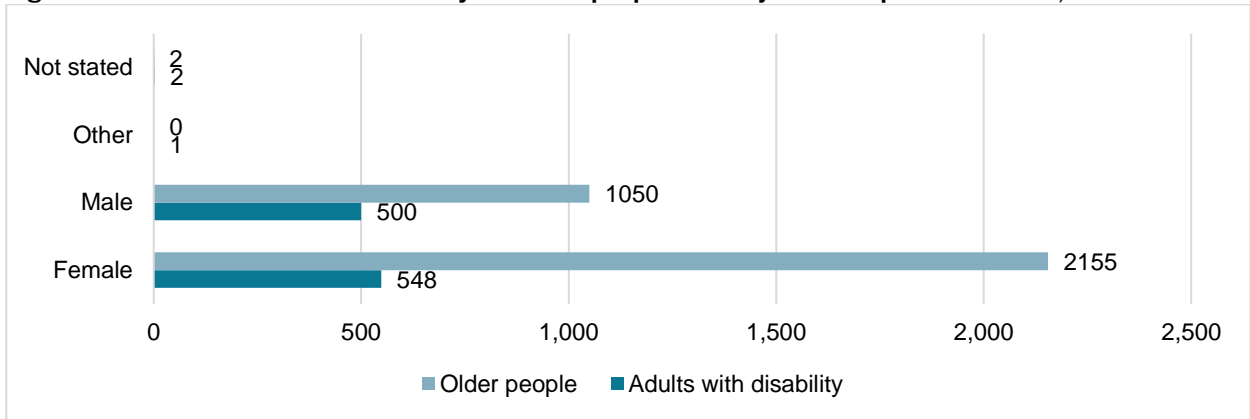
Older people (n=3,207)		Adults with disability (n=1,051)	
Greek	54	Arabic	8
Italian	35	Italian	5
Arabic	18	Macedonian	3
Spanish	17	Samoan	3
Cantonese	14	Vietnamese	3

2.4 Gender

From the start of the ADC, most reports have been about alleged abuse, neglect and exploitation of women.

In 2022-23, the adults in 63.5% of the 4,258 reports to the ADC were female, including 67.2% of reports about older people (2,155), and 52.1% of reports about adults with disability (548).

Figure 6: Gender of adults with disability and older people the subject of a report to the ADC, 2022-23



2.5 Age

The largest proportion of the 3,207 reports about older people in 2022-23 related to people aged 80-84 years (20.4%). The largest proportion of the 1,051 reports about adults with disability related to people aged 18-24 years (18.9%). These results are consistent with previous years.

Figure 7: Age of older people the subject of a report to the ADC, 2022-23

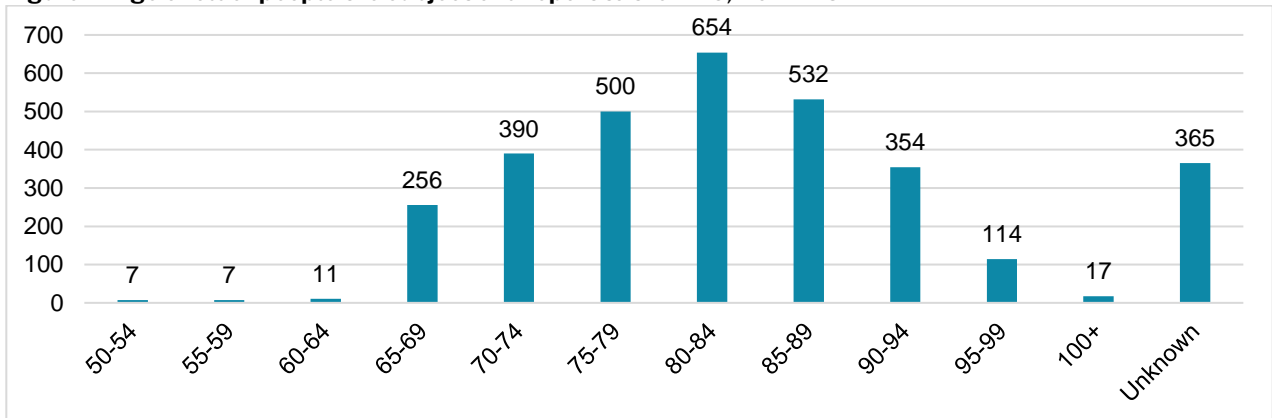
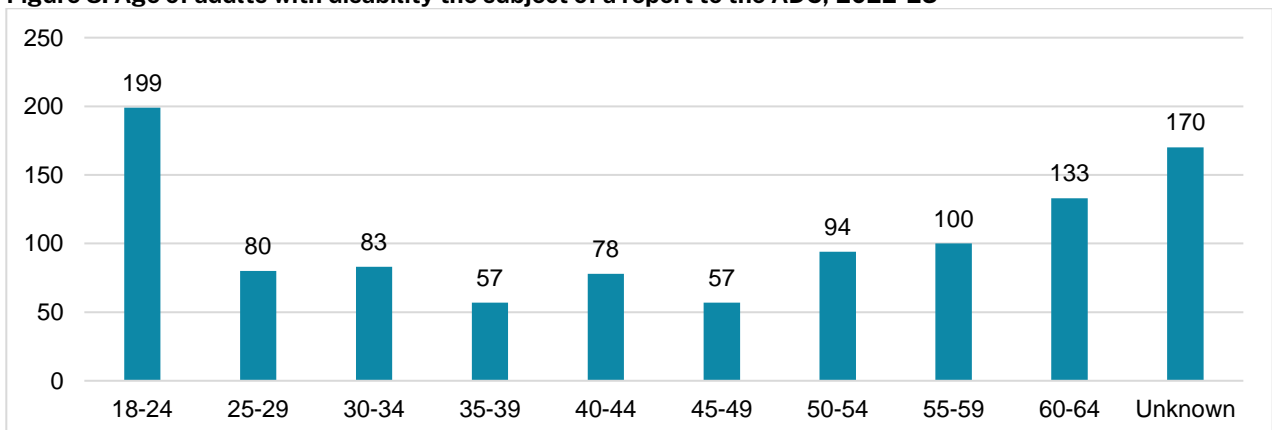


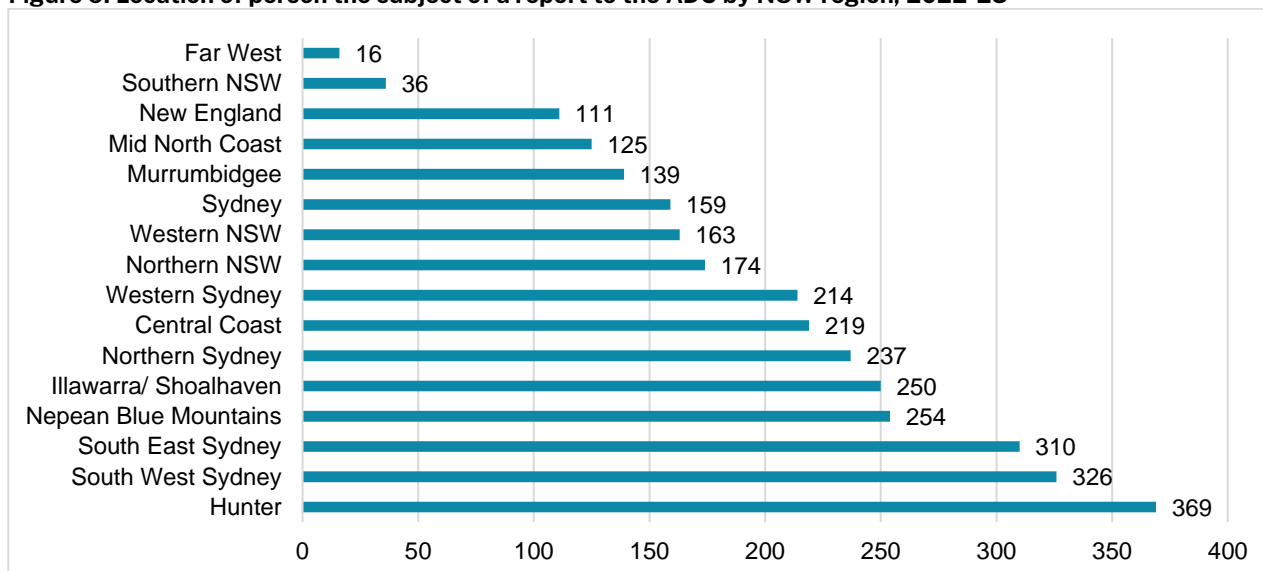
Figure 8: Age of adults with disability the subject of a report to the ADC, 2022-23



2.6 Location of person

Of the 3,102 reports to the ADC in 2022-23 in which the location of the person was known, regional NSW accounted for just over half of the reports (1,602; 51.6%). Of the regional areas, Hunter, Illawarra Shoalhaven, and Central Coast featured most often. This is consistent with previous years.

Figure 9: Location of person the subject of a report to the ADC by NSW region, 2022-23



At a Local Government Area (LGA) level, the adults who were the subjects of a report to the ADC in 2022-23 most commonly lived in the Central Coast, Blacktown and Canterbury-Bankstown LGAs. This is consistent with previous years.

Table 4: Main LGAs of people who were the subject of a report to the ADC, 2022-23

	Local Government Area	Number of cases		Local Government Area	Number of cases
1	Central Coast	187	11	Sutherland Shire	72
2	Blacktown	159	12	Northern Beaches	65
3	Canterbury-Bankstown	114	13	Sydney	64
4	Lake Macquarie	113	14	Shoalhaven	62
5	Wollongong	111	14	Liverpool	62
6	Campbelltown	100	16	Tweed	61
7	Bayside	89	17	Fairfield	60
8	Newcastle	88	17	Mid-Coast	60
9	Cumberland	78	19	Inner West	58
10	Cessnock	74	19	Hornsby	58

3. Reporters

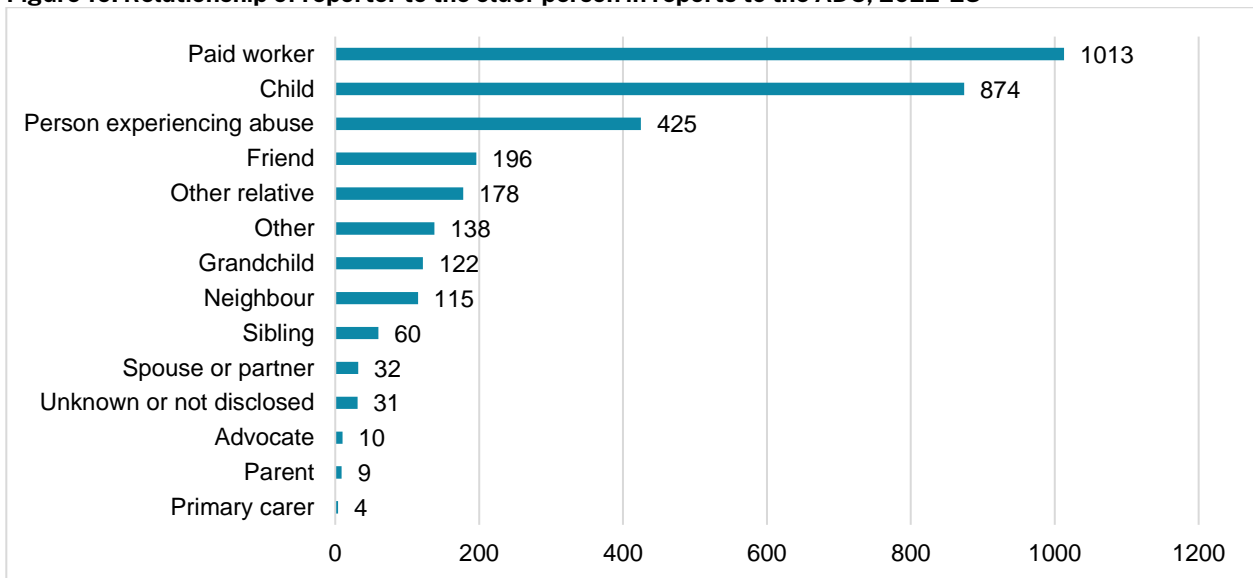
3.1 Relationship of reporter to the adult

Older people

Paid workers were the main source of reports to the ADC about older people in 2022-23, accounting for 31.6% of the 3,207 reports, just ahead of reports by adult children (27.3%). All up, family members were the reporters in 38.8% of reports about older people. The older person ('person experiencing abuse') was the reporter to the ADC in 13.3% of cases.

In comparison to the previous year, in 2022-23 the ADC received a higher proportion of reports by paid staff (previously 28.5%).

Figure 10: Relationship of reporter to the older person in reports to the ADC, 2022-23

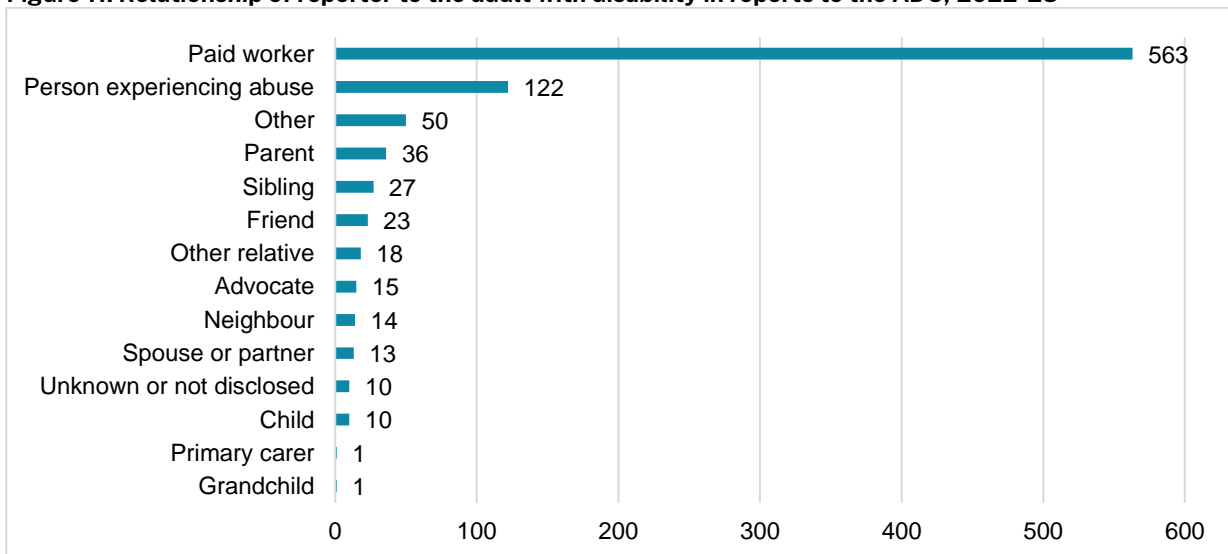


Adults with disability

Paid workers were the main source of reports to the ADC about adults with disability in 2022-23, accounting for over half (59.3%) of the 1,051 reports about adults with disability. Family members were the reporters in 12.9% of reports about adults with disability, and the adult with disability ('person experiencing abuse') was the reporter in 12.1% of cases.

In comparison to 2021-22, a slightly lower proportion of reports about adults with disability were made by paid staff (previously 62.3%).

Figure 11: Relationship of reporter to the adult with disability in reports to the ADC, 2022-23



4. Subjects of allegation

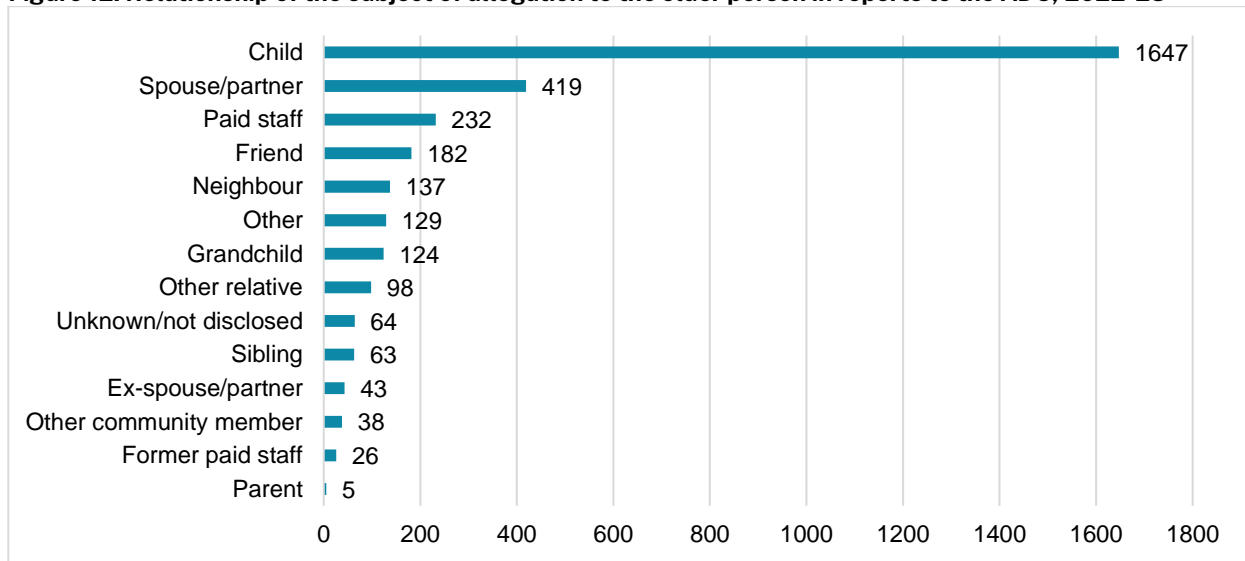
4.1 Relationship of the subject of allegation to the adult

Older people

The subjects of allegation in over half (51.4%) of the 3,207 reports about older people in 2022-23 were the person's adult children. All up, relatives were the subjects of allegation in 60.4% of the reports about older people. Allegations against a spouse or partner (or ex-spouse/ partner) featured in 14.4% of the reports about older people.

In comparison to 2021-22, there was a slight increase in the proportion of reports involving allegations against the older person's current spouse/partner (13.1% compared with 12.2%) and grandchild (3.9% compared with 2.7%).

Figure 12: Relationship of the subject of allegation to the older person in reports to the ADC, 2022-23

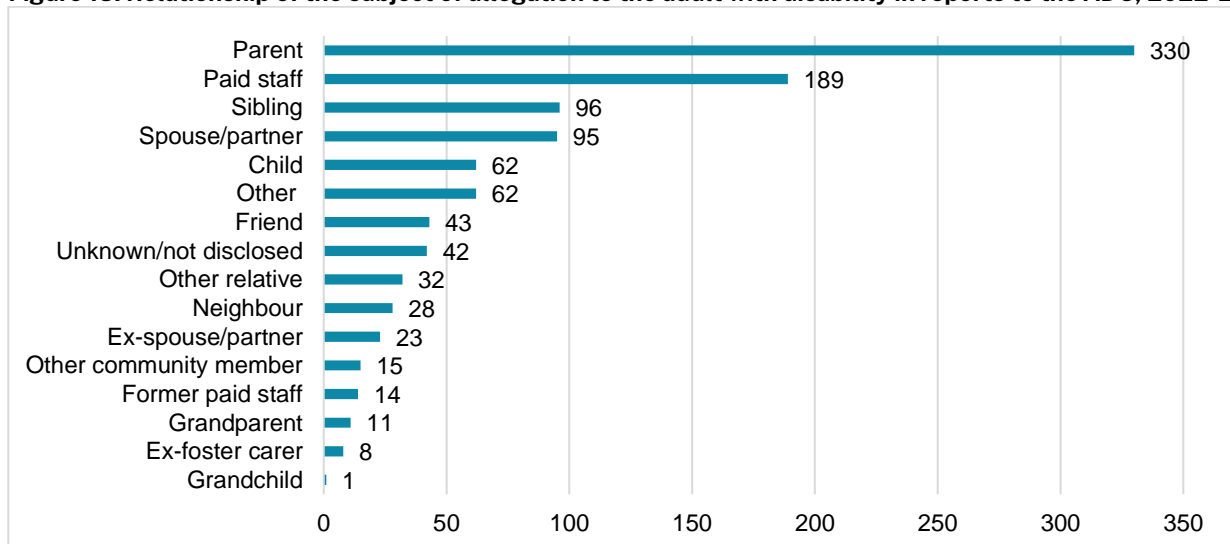


Adults with disability

In 31.4% of the 1,051 reports about adults with disability in 2022-23, the allegations pertained to the adult's parent(s). All up, relatives were the subjects of allegation in 50.6% of the reports about adults with disability. In 11.2% of matters, the adult's spouse or partner (or ex-spouse/partner) was the subject of the allegations.

In comparison with 2021-22, there was a slight increase in the proportion of reports involving allegations against parents (previously 29.3%).

Figure 13: Relationship of the subject of allegation to the adult with disability in reports to the ADC, 2022-23



5. Type of alleged abuse

Older people

The most commonly reported types of alleged abuse in relation to older people in 2022-23 were psychological abuse and financial abuse. This is consistent with previous years.

In comparison to 2021-22, a slightly higher proportion of allegations related to financial abuse (previously 26.1%).

Figure 14: Number of allegations by type of abuse, reports to the ADC about older people, 2022-23

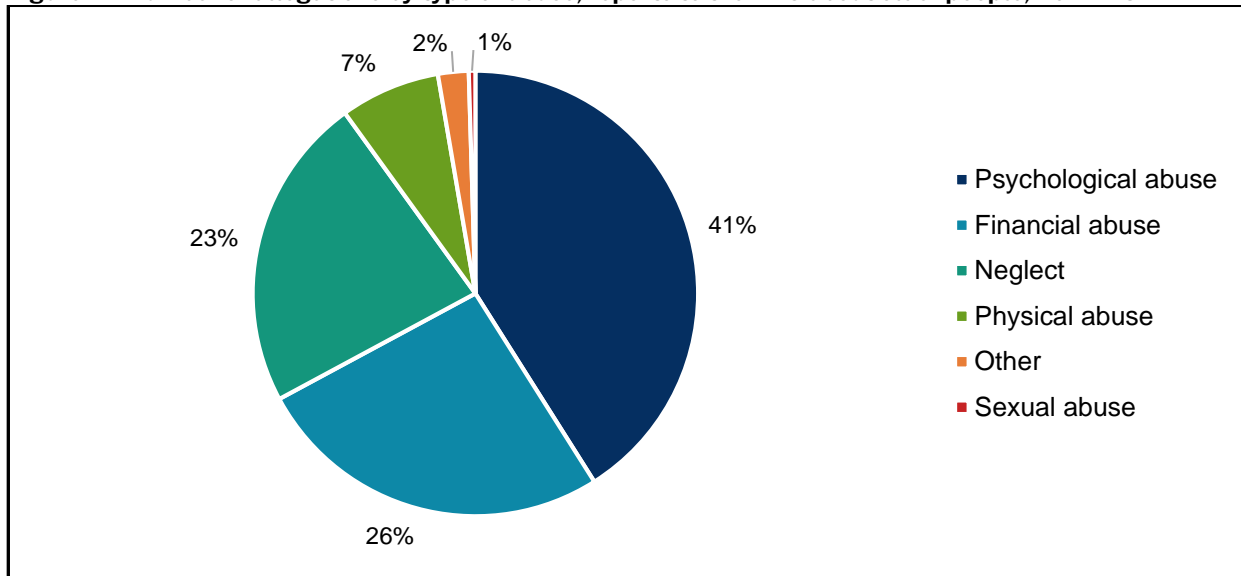


Table 5: Type of alleged abuse of the older person in reports to the ADC, 2022-23³

Type of alleged abuse	Number of allegations	% of all allegations in reports about older people
Psychological abuse Mainly verbal abuse; preventing or restricting access to family/ others; and preventing or restricting access to supports/ services.	2,099	41.7
Financial abuse Mainly financial exploitation; misuse of Power of Attorney/ Enduring POA; and theft.	1,421	28.2
Neglect Mainly failure to meet the person’s support needs; medical neglect; and inadequate clothing or food.	1,049	20.8
Physical abuse Mainly hitting, kicking, punching; and pushing, shoving, grabbing, shaking.	364	7.2
Sexual abuse Mainly sexual assault and indecent assault.	24	0.5
Other	80	1.6
Total allegations in reports about older people	5,037	100

The most common allegations reported in relation to older people related them being verbally abused; being financially exploited; not having their support needs met; and being prevented or restricted from having access to family and others.

³ The data captures all cases in which that type of abuse has been reported; in the majority of cases, more than one type of abuse is reported.

Table 6: Leading reported allegations in relation to older people, 2022-23

	Reported allegation	Number of cases
1.	Psychological abuse – verbal abuse	789
2.	Financial exploitation	592
3.	Neglect – failure to meet the adult’s support needs	515
4.	Psychological abuse – other psychological abuse	408
5.	Psychological abuse – preventing or restricting access to family/others	394
6.	Financial abuse – misuse of Power of Attorney or Enduring POA	258
7.	Financial abuse - theft	232
8.	Psychological abuse – preventing or restricting access to supports/ services	206
9.	Neglect – medical care	188
10.	Psychological abuse – making excessive or degrading demands	178

Adults with disability

The most commonly reported types of alleged abuse in relation to adults with disability in 2022-23 were psychological abuse, followed by neglect and financial abuse.

In comparison with 2021-22, a higher proportion of allegations related to psychological abuse (previously 37.1%) and financial abuse (previously 15.6%).

Figure 15: Percentage of allegations by type of abuse, reports to the ADC about adults with disability, 2022-23

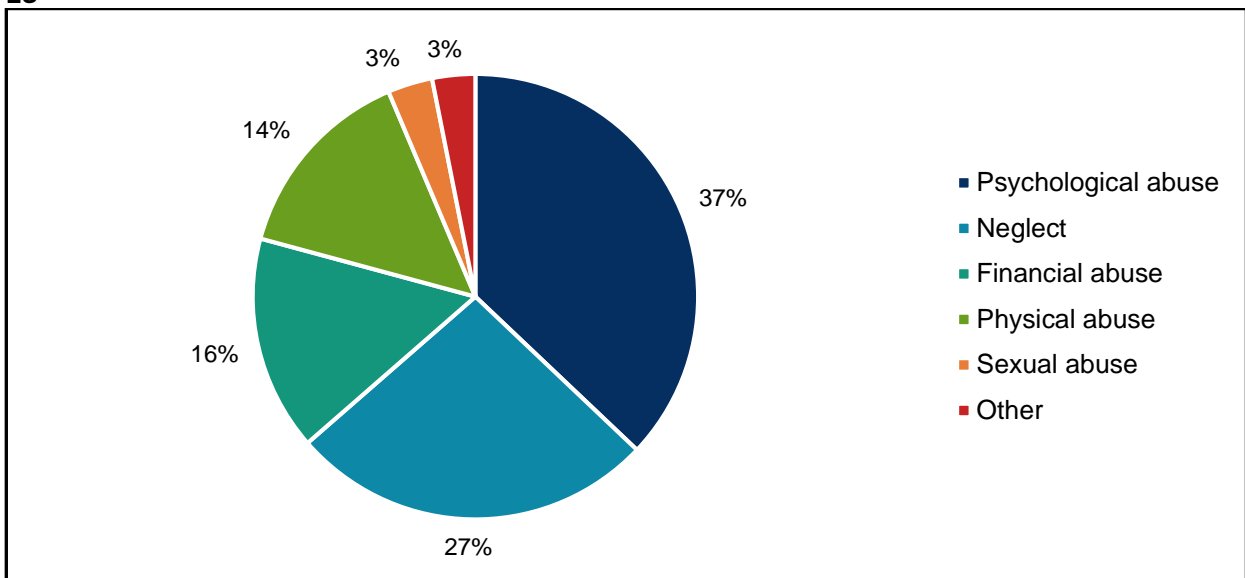


Table 7: Type of alleged abuse of the adult with disability in reports to the ADC, 2022-23⁴

Type of alleged abuse	Number of allegations	% of all allegations in reports about adults with disability
Psychological abuse Mainly verbal abuse; preventing/restricting the person's access to supports/services; and other psychological abuse.	662	38.3
Neglect Mainly failure to meet the person's support needs; medical neglect; and reckless act/failure to act.	441	25.5
Financial abuse Mainly financial exploitation; preventing access to/withholding the person's money; and theft.	347	20.1
Physical abuse Mainly hitting, kicking, punching; inappropriate restraint/use of force; and threat of harm.	188	10.9
Sexual abuse Mainly sexual assault – taking advantage of cognitive impairment.	46	2.7
Other	44	2.5
Total allegations in reports about adults with disability	1,728	100

The most common allegations reported in relation to adults with disability related to them being verbally abused; not having their support needs met; being prevented or restricted from accessing supports/services; and being financially exploited.

Table 8: Leading reported allegations in relation to adults with disability, 2022-23

	Reported allegation	Number of cases
1.	Psychological abuse – verbal abuse	189
2.	Neglect – failure to meet support needs	185
3.	Psychological abuse – preventing or restricting access to supports/services	154
4.	Psychological abuse – other psychological abuse	139
5.	Financial exploitation	124
6.	Neglect – medical care	79
7.	Psychological abuse – making excessive or degrading demands	74
8.	Preventing access to or withholding the adult's money	72
9.	Physical abuse – hitting/kicking/punching	66
10.	Financial abuse – theft	52

⁴ The data captures all cases in which that type of abuse has been reported; in the majority of cases, more than one type of abuse is reported.

6. Actions/ outcomes

6.1 Primary action by ADC (closed reports)

The ADC closed 4,187 reports in 2022-23, an increase of 5.8% on the previous year. Over three-quarters of the reports (3,343) were handled at an early point by the Ageing and Disability Abuse Helpline providing assistance and support to the caller, referring matters to other appropriate parties, and providing early case coordination to the adult.

In 18.4% of the reports closed in 2022-23 (772), the primary action taken by the ADC involved further work on the report, including making inquiries; working with the adult and other parties to address risks and improve outcomes; referring the matter to NSW Police; and/or investigating.

Table 9: Primary action taken by ADC, reports closed in 2022-23

Primary action by ADC	Number
1. Early intervention/resolution (Helpline only)	3,343
a) Assistance and support provided	2,985
b) Referred externally	278
c) Early case coordination	80
2. Closed after preliminary inquiries	340
a) Appropriate actions underway to address/manage risks	238
b) No or low risk identified	73
c) Person has capacity and refused investigation/involvement	29
3. Community supports	230
a) Risk identified – risk removed or managed with intervention	139
b) No or low risk identified	39
c) Risk identified – risk removed or managed prior to intervention	34
d) Risk identified – risk remained	18
4. Declined at outset	72
a) Insufficient details to progress	56
b) Premature/ actions underway	16
5. Consolidated into another matter	93
8. Investigation	62
a) Risk identified – risk removed or managed with intervention	49
b) No/low risk identified	10
c) Risk identified – risk removed or managed prior to intervention	2
d) Risk identified – risk remained	1
6. Referred to Police	34
7. Referred externally (not at Helpline)	13
Total closed reports	4,187

6.2 Person outcomes

In relation to the 4,187 reports closed in 2022-23, key outcomes for the older people and adults with disability included that their views and wishes were ascertained and respected; and they were assisted to access and receive increased aged care, disability and legal supports.

Table 10: Leading outcomes for the person the subject of a report to the ADC, reports closed 2022-23

Person outcomes	Number of cases ⁵
Will and preference of Person ascertained	636
Will and preference of Person respected/upheld	590
Referral or help to access aged care supports	75
Referral or help to access legal supports	74
Review or assessment of disability supports	64
Review or assessment of aged care supports	63
Change in accommodation	62
Other police/justice action	60
Disability support provided or increased	57
Referral or help to access other supports	53
Aged care supports provided or increased	51
Referral or help to access disability supports	46
Review or assessment of health/medical needs	46
Other supports/services provided or increased	44
Guardianship application	42
Referral or help to access health services	42
Health/medical support provided or increased	42
Referral or help to access advocacy supports	38
Financial management application	36
Improved community access	34

6.3 Subject of allegation outcomes

For reports closed in 2022-23, key outcomes in relation to the subject of allegation included that actions were taken to reduce or manage their contact with and access to the adult with disability or older person (including through an ADVO). In appropriate cases, subjects of allegation were also provided with education or advice, and linked to additional supports.

Table 11: Leading outcomes in relation to the subject of allegation in a report to the ADC, reports closed 2022-23

Subject of allegation outcomes	Number of cases ⁶
Education or advice provided	989
Linked to or received more support	122
Reduced or supervised access	23
ADVO put in place	22
Prevented from access	21

⁵ There can be multiple outcomes for an individual.

⁶ There can be multiple outcomes in relation to an individual.

Removal as Power of Attorney or Enduring POA	15
Criminal charges	12
Benefit removed	8
Removal as NDIS nominee	7
Removed from premises	7
Removal as enduring guardian	6
Removal of other authority	4
Criminal conviction	4
Benefit changed	3
Removal as guardian	3