

Ageing and Disability Commission data

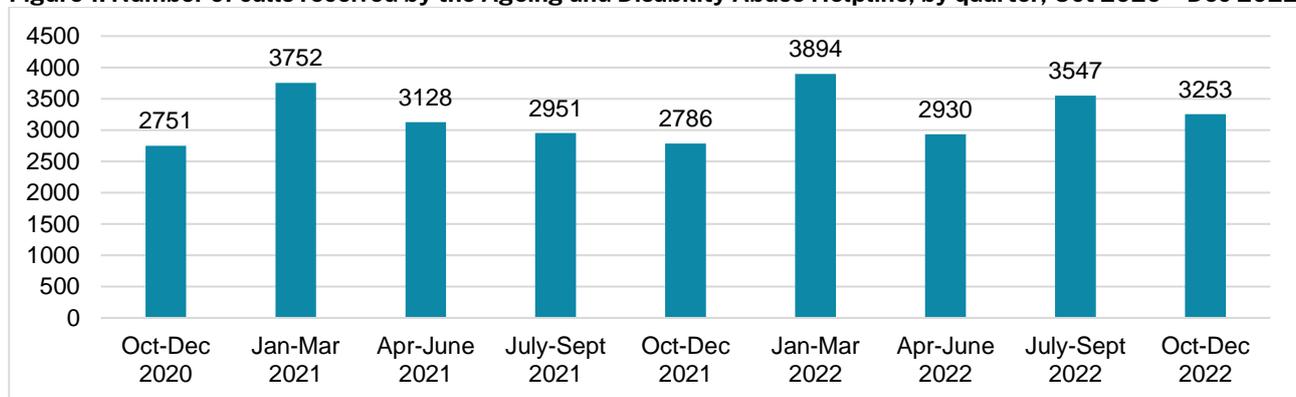
October – December 2022

1. Number of calls, enquiries and reports

1.1 Number of calls to the Ageing and Disability Abuse Helpline

Between 1 October and 31 December 2022, the Ageing and Disability Abuse Helpline received **3,253 calls**. This was an 8.3% decrease on calls in the previous quarter, and a 16.8% increase on calls in the same quarter last year. The number of calls to the Helpline in 2022 (13,624) was 8% higher than 2021 (12,617).

Figure 1: Number of calls received by the Ageing and Disability Abuse Helpline, by quarter, Oct 2020 – Dec 2022



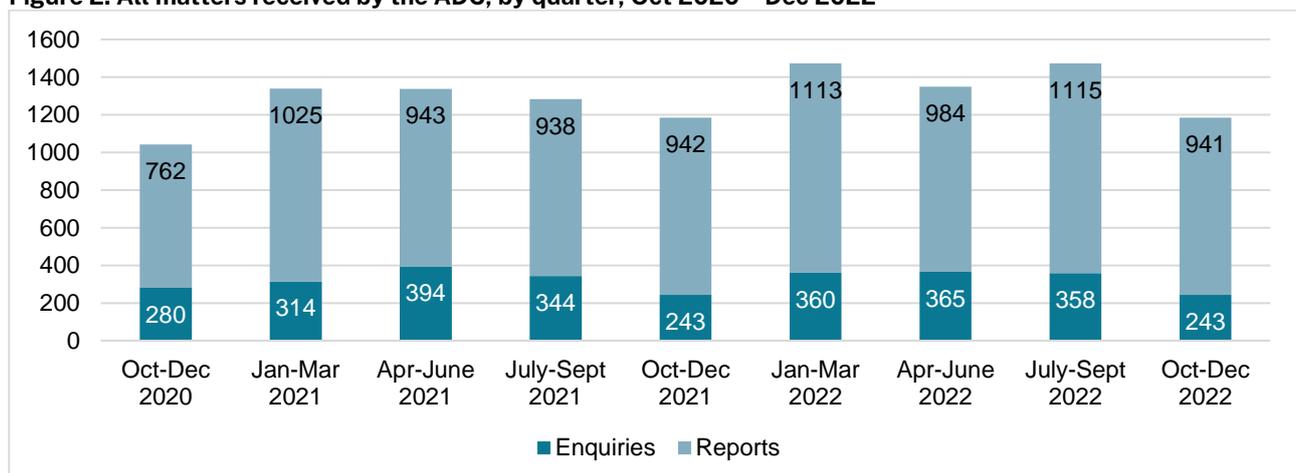
1.2 Number of reports and enquiries

Between 1 October and 31 December 2022, the ADC received **1,184 matters**, comprising:

- **941 reports** under section 13 of the *Ageing and Disability Commissioner Act 2019*
- **243 enquiries** – involving 105 general enquiries, and 138 abuse-related enquiries.

The number of reports in October – December was 15.6% lower than the previous quarter, and unchanged from the same period last year. The number of reports in 2022 was 7.9% higher than 2021.

Figure 2: All matters received by the ADC, by quarter, Oct 2020 – Dec 2022



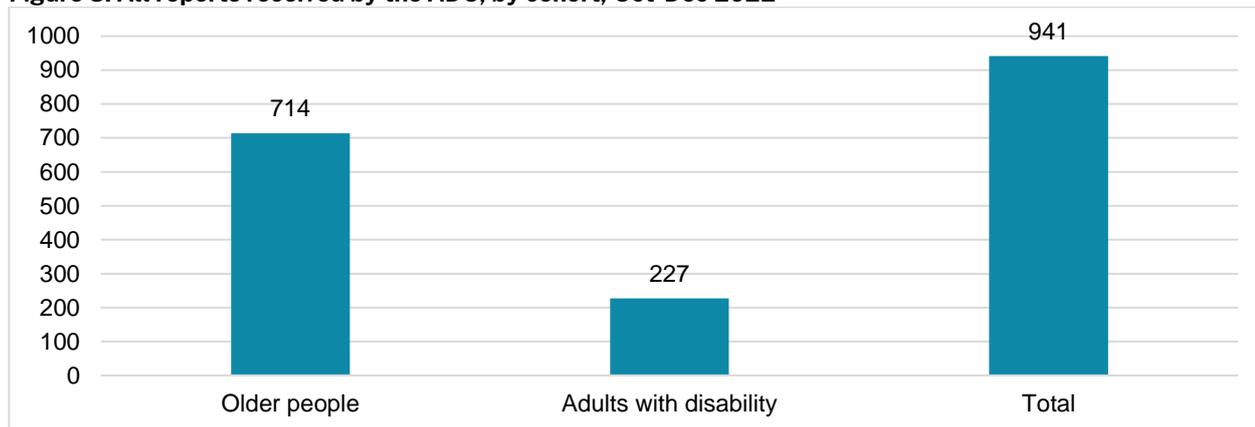
2. Person status and demographics

2.1 Person status

Of the 941 reports received by the ADC in October – December 2022:

- **714 reports (75.9%) involved older people¹**, including 294 reports relating to older people with disability
- **227 reports (24.1%) involved adults with disability²** who were not older people.

Figure 3: All reports received by the ADC, by cohort, Oct-Dec 2022



2.2 Aboriginal and Torres Strait Islander background

In 2.6% of reports to the ADC in October – December 2022, the adult with disability or older person was identified as Aboriginal. This was slightly higher than the previous quarter (2.1%).

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

| | Older people (n=714) | % of reports about older people | Adults with disability (n=227) | % of reports about adults with disability | All reports (n=941) | % of all reports |
|---|----------------------|---------------------------------|--------------------------------|---|---------------------|------------------|
| Person identified as Aboriginal and/or Torres Strait Islander | 18 | 2.5 | 6 | 2.6 | 24 | 2.6 |

2.3 Culturally and linguistically diverse background

In 5.6% of reports to the ADC in October – December 2022, the adult with disability or older person was identified as having a culturally and linguistically diverse (CALD) background. This is lower than the previous quarter (6%).

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*.

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

| | Older people (n=714) | % of reports about older people | Adults with disability (n=227) | % of reports about adults with disability | All reports (n=941) | % of all reports |
|---|----------------------|---------------------------------|--------------------------------|---|---------------------|------------------|
| Person identified as having a CALD background | 47 | 6.6 | 6 | 2.6 | 61 | 5.6 |

Table 3: Main CALD backgrounds of people the subject of a report to the ADC, by person status, Oct-Dec 2022

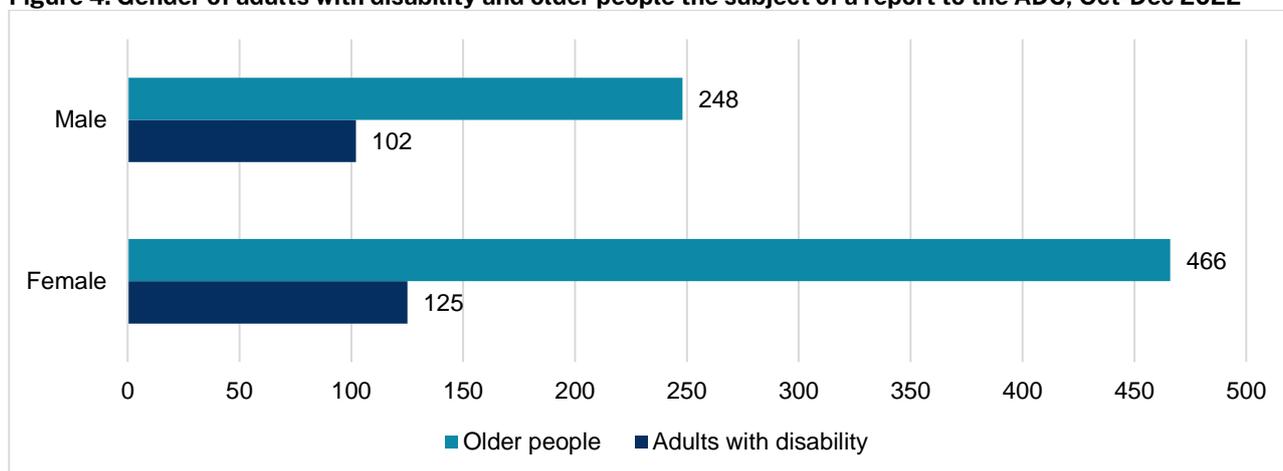
| Older people (n=714) | | Adults with disability (n=227) | |
|----------------------|----|--------------------------------|----|
| Italian | 10 | Italian | <3 |
| Greek | 8 | Turkish | <3 |
| Spanish | 5 | Vietnamese | <3 |
| Mandarin | 5 | Mandarin | <3 |
| Cantonese | 4 | Samoan | <3 |

2.4 Gender

Consistent with reports since the start of the ADC, most (65.3%) of the 714 reports to the ADC about older people in October – December 2022 concerned older women.

Of the 227 reports to the ADC about adults with disability in this quarter, just over half (55.1%) were about women with disability.

Figure 4: Gender of adults with disability and older people the subject of a report to the ADC, Oct-Dec 2022



2.5 Age

The largest proportion of the 714 reports about older people in October – December 2022 related to people aged 80-84 years (18.9%).

Consistent with reports since the start of the ADC, the largest proportion of the 227 reports about adults with disability related to people aged 18-24 years (19.8%).

Figure 5: Age of older people the subject of a report to the ADC, Oct-Dec 2022

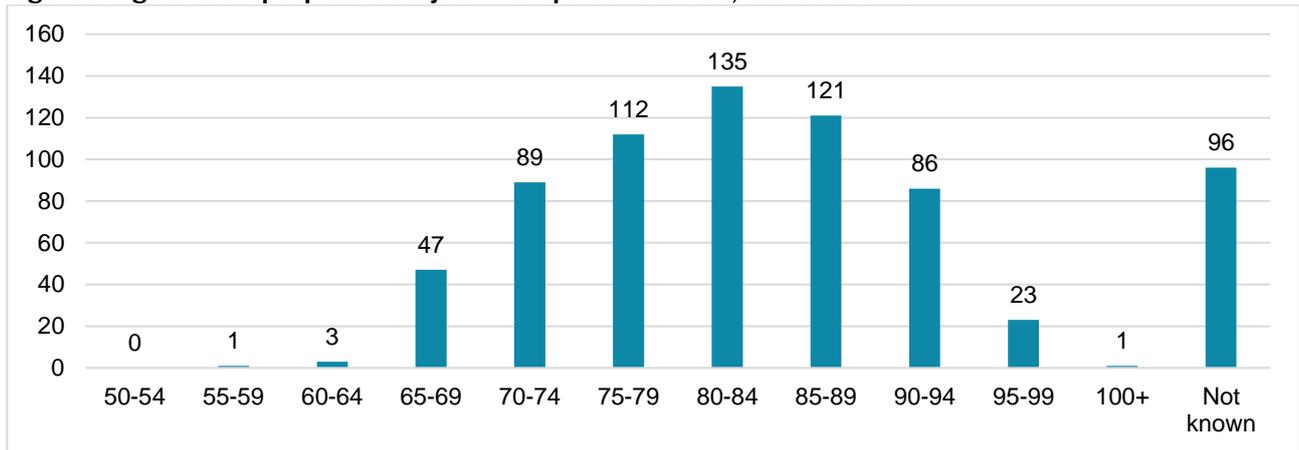
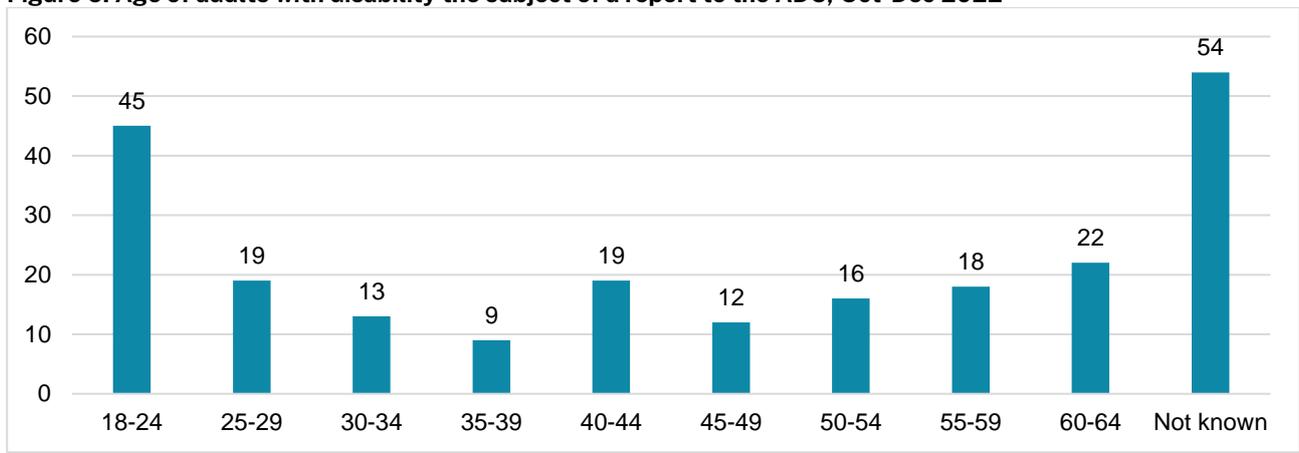


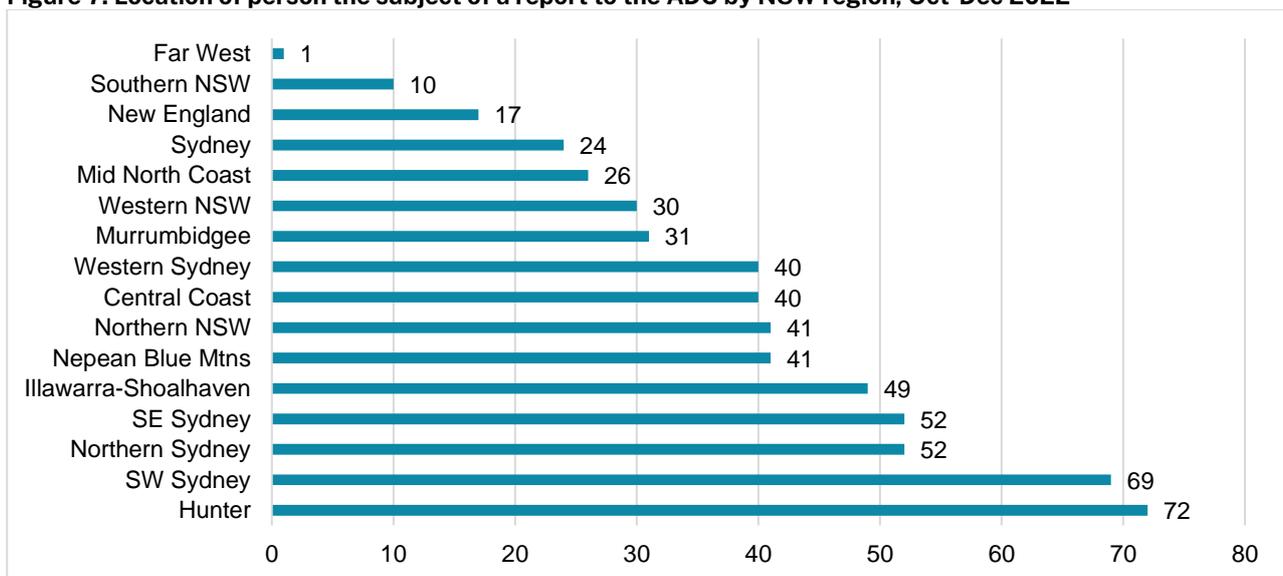
Figure 6: Age of adults with disability the subject of a report to the ADC, Oct-Dec 2022



2.6 Location of person

Of the 595 reports to the ADC in October – December 2022 in which the location of the person was known, regional NSW accounted for just over half of the reports (317; 53.3%). Hunter, Illawarra Shoalhaven, and Northern NSW were the most common regional areas.

Figure 7: Location of person the subject of a report to the ADC by NSW region, Oct-Dec 2022



At a Local Government Area (LGA) level, the adults who were the subjects of a report to the ADC in October – December 2022 most commonly lived in the Central Coast, Blacktown, and Lake Macquarie LGAs.

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

| | Local Government Area | Number of cases |
|-----|-----------------------|-----------------|
| 1. | Central Coast | 34 |
| 2. | Blacktown | 25 |
| 3. | Lake Macquarie | 24 |
| 4. | Campbelltown | 23 |
| 5. | Newcastle | 21 |
| 6. | Bayside | 19 |
| 6. | Canterbury-Bankstown | 19 |
| 6. | Cumberland | 19 |
| 6. | Wollongong | 19 |
| 10. | Northern Beaches | 18 |

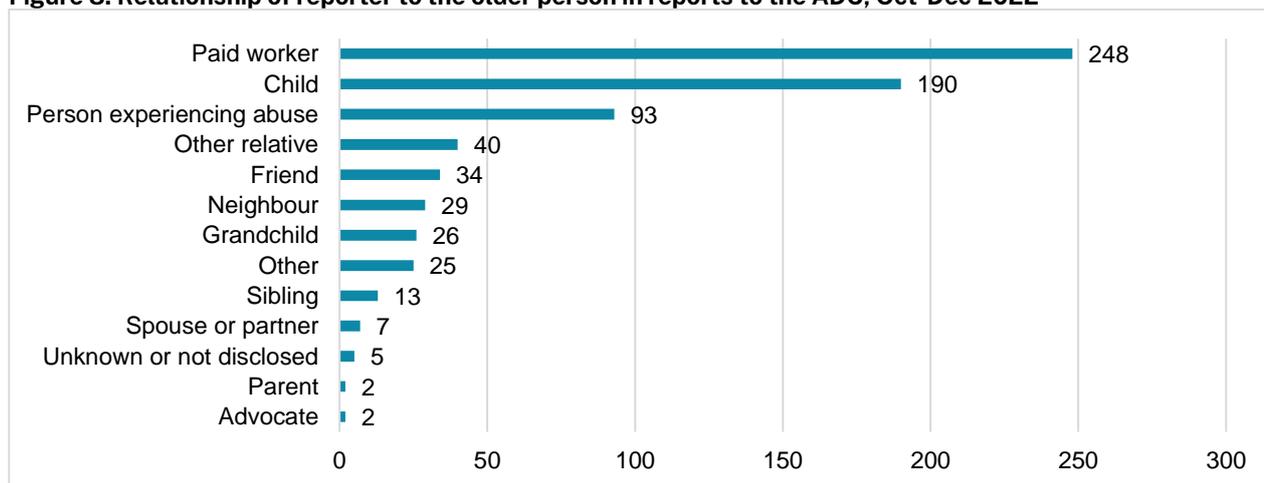
3. Reporters

3.1 Relationship of reporter to the adult

Older people

Paid workers (34.7%) and adult children (26.6%) were the main source of reports to the ADC about older people in October – December 2022. Reports by older people (‘person experiencing abuse’) accounted for 13% of the 714 reports about older people in this quarter.

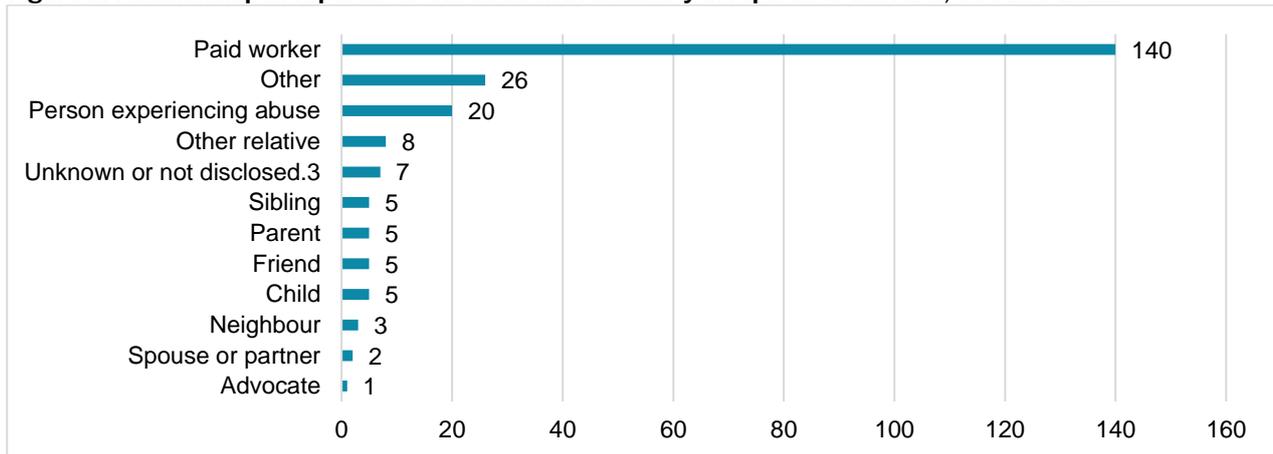
Figure 8: Relationship of reporter to the older person in reports to the ADC, Oct-Dec 2022



Adults with disability

Paid workers were the main source of reports to the ADC about adults with disability in October – December 2022, accounting for 61.7% of the 227 reports. Adults with disability (‘person experiencing abuse’) were the reporters in 8.8% of reports received about adults with disability this quarter.

Figure 9: Relationship of reporter to the adult with disability in reports to the ADC, Oct-Dec 2022



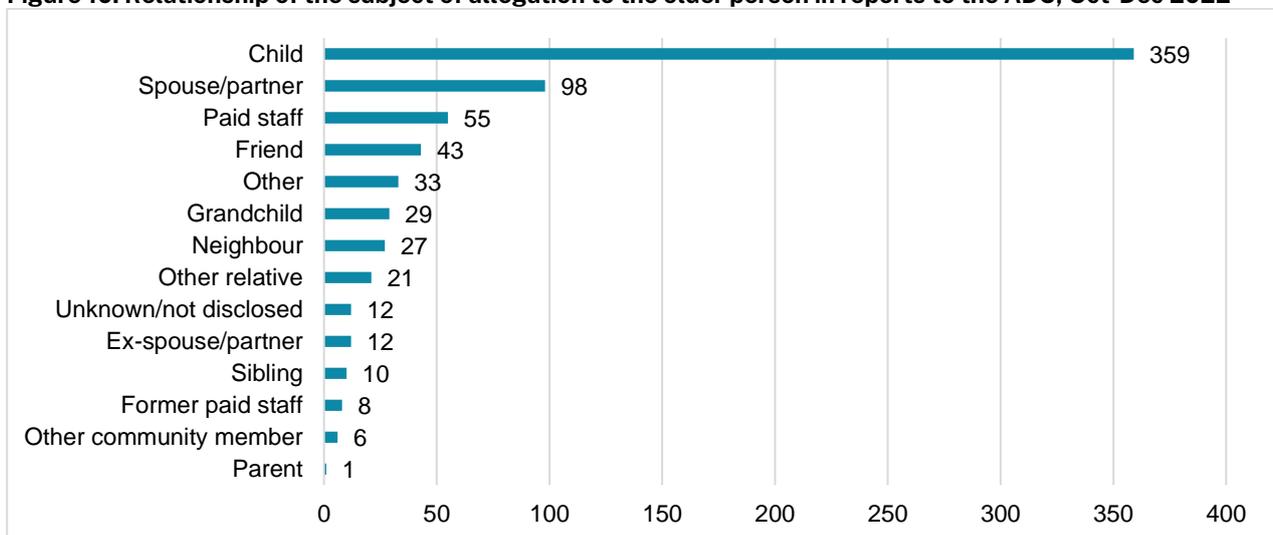
4. Subjects of allegation

4.1 Relationship of the subject of allegation to the adult

Older people

Half (50.3%) of the 714 reports to the ADC about older people in October – December 2022 pertained to the person’s adult children. All up, relatives³ were the subjects of allegation in 58.8% of the reports about older people in this quarter. Allegations against a spouse or partner (or ex-spouse/ partner) featured in 15.4% of the reports about older people.

Figure 10: Relationship of the subject of allegation to the older person in reports to the ADC, Oct-Dec 2022



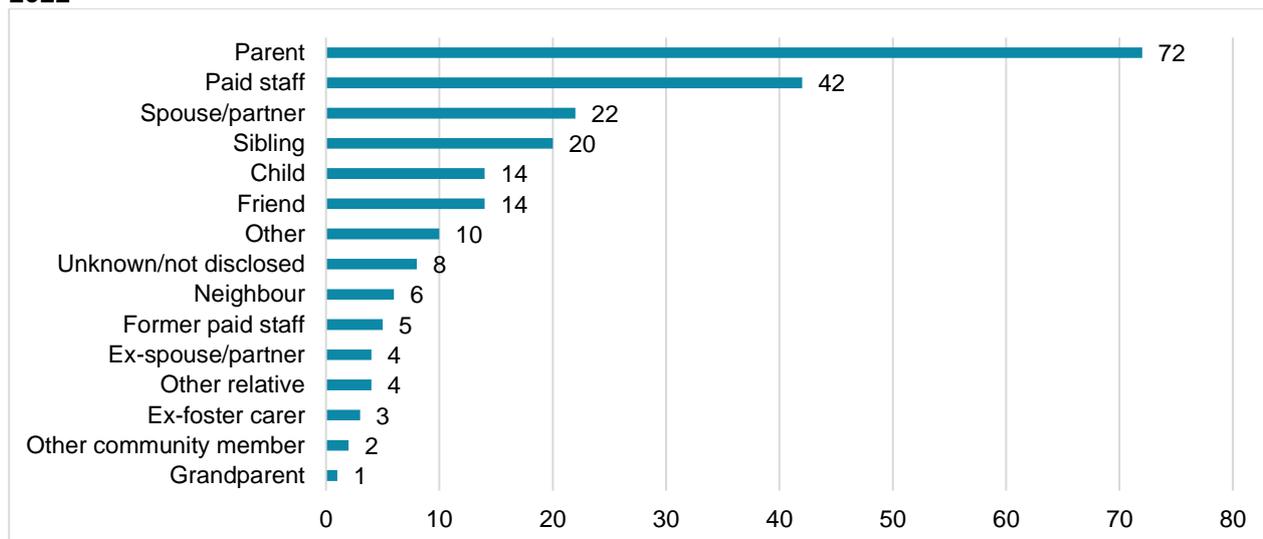
Adults with disability

In one-third (31.7%) of the 227 reports to the ADC about adults with disability in October – December 2022, the allegations pertained to the adult’s parent(s). All up, relatives⁴ were the subjects of allegation in 48.9% of the reports about adults with disability in this quarter. In 11.5% of matters, the adult’s spouse or partner (or ex-spouse/partner) was the subject of the allegations.

³ For the purposes of our analysis, ‘relatives’ does not include the adult’s spouse/partner or ex-spouse/partner.

⁴ For the purposes of our analysis, ‘relatives’ does not include the adult’s spouse/partner or ex-spouse/partner.

Figure 11: Relationship of the subject of allegation to the adult with disability in reports to the ADC, Oct-Dec 2022



5. Type of alleged abuse

Most reports to the ADC involve more than one type of abuse.

Older people

Consistent with previous quarters, the most commonly reported types of alleged abuse in relation to older people in October – December 2022 were psychological abuse and financial abuse.

Figure 12: Number of allegations in reports to the ADC about older people, by abuse type, Oct-Dec 2022

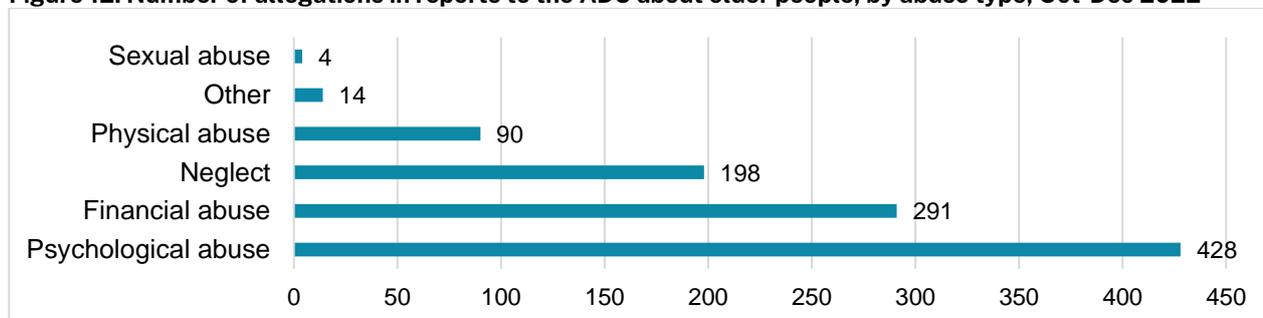


Table 5: Type of alleged abuse of the older person in reports to the ADC, Oct-Dec 2022⁵

| Type of alleged abuse | Number of allegations | % of all allegations |
|---|-----------------------|----------------------|
| Psychological abuse (Mainly verbal abuse; and preventing or restricting access to family/others) | 428 | 41.8 |
| Financial abuse (Mainly financial exploitation; theft; and misuse of Power of Attorney/ Enduring POA) | 291 | 28.4 |

⁵ The data captures all matters in which that type of abuse has been reported; in the majority of matters, more than one type of abuse is reported.

| | | |
|--|--------------|------------|
| Neglect (Mainly failure to meet the person’s support needs; and medical neglect) | 198 | 19.3 |
| Physical abuse (Mainly hitting/kicking/punching; and pushing/shoving/grabbing/shaking) | 90 | 8.8 |
| Sexual abuse (Mainly sexual touching; and sexual assault) | 4 | 0.4 |
| Other | 14 | 1.4 |
| Total allegations in reports about older people | 1,025 | 100 |

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

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

| | Reported allegation | Number of cases |
|-----|---|------------------------|
| 1. | Psychological abuse – verbal abuse | 161 |
| 2. | Financial exploitation | 124 |
| 3. | Psychological abuse – other psychological abuse | 114 |
| 4. | Neglect – failure to meet the adult’s support needs | 96 |
| 5. | Psychological abuse – preventing or restricting access to family/others | 65 |
| 6. | Financial abuse – misuse of Power of Attorney/ Enduring Power of Attorney | 44 |
| 6. | Financial abuse – theft | 44 |
| 8. | Financial abuse – other financial abuse | 43 |
| 9. | Psychological abuse – preventing or restricting access to supports and services | 40 |
| 10. | Psychological abuse – making excessive or degrading demands | 31 |

Adults with disability

The most commonly reported types of alleged abuse in relation to adults with disability in October – December 2022 were psychological abuse, followed by financial abuse.

Figure 13: Number of allegations in reports to the ADC about adults with disability, by abuse type, Oct-Dec 2022

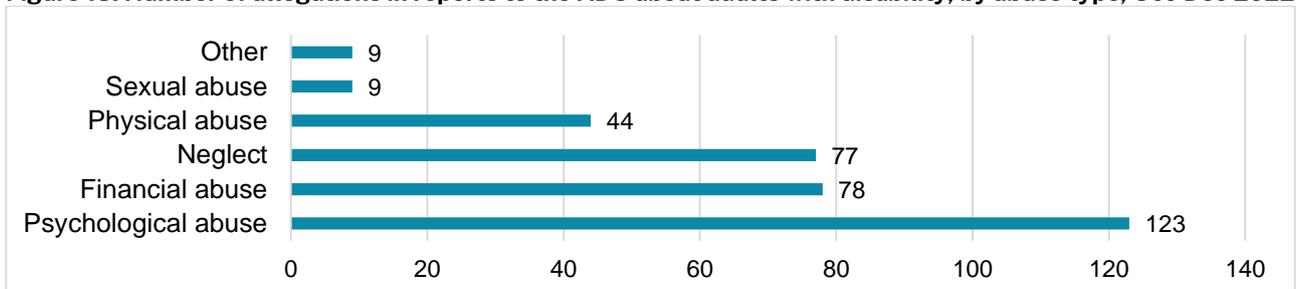


Table 7: Type of alleged abuse of the adult with disability in reports to the ADC, Oct-Dec 2022⁶

| Type of alleged abuse | Number of allegations | % of all allegations |
|---|-----------------------|----------------------|
| Psychological abuse Mainly verbal abuse; other psychological abuse; and preventing/restricting the person's access to supports/services | 123 | 36.2 |
| Financial abuse (Mainly financial exploitation; other financial abuse; and theft) | 78 | 22.9 |
| Neglect (Mainly failure to meet the person's support needs; and other neglect) | 77 | 22.6 |
| Physical abuse (Mainly hitting/ kicking/ punching; and inappropriate use of restraint) | 44 | 12.9 |
| Sexual abuse (Mainly sexual assault; and other sexual offences) | 9 | 2.6 |
| Other | 9 | 2.6 |
| Total allegations in reports about adults with disability | 340 | 100 |

The most common allegations reported in relation to adults with disability related to them being subject to verbal and other psychological abuse; not having their support needs met; being financially exploited; and being physically assaulted.

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

| | Reported allegation | Number of cases |
|-----|---|-----------------|
| 1. | Psychological abuse – verbal abuse | 49 |
| 2. | Psychological abuse – other psychological abuse | 34 |
| 3. | Neglect – failure to meet support needs | 29 |
| 4. | Financial exploitation | 23 |
| 5. | Physical abuse – hitting/kicking/punching | 18 |
| 5. | Psychological abuse – preventing or restricting access to supports and services | 18 |
| 7. | Financial abuse – other financial abuse | 14 |
| 7. | Financial abuse – theft | 14 |
| 9. | Financial abuse – preventing access /withholding person's money | 13 |
| 10. | Psychological abuse – making excessive or degrading demands | 10 |

⁶ The data captures all matters in which that type of abuse has been reported; in the majority of matters, more than one type of abuse is reported.

6. Actions/ outcomes

6.1 Primary action by ADC (closed reports)

The ADC closed 1,037 reports in October – December 2022. Most of the reports (841; 81.1%) were handled at an early point by providing assistance and support to the caller, referring matters to other appropriate parties, and providing early case coordination to the adult.

In 188 reports closed in this period (18.1%), 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.

6.2 Person outcomes

In relation to the 1,037 reports closed in October – December 2022, key outcomes for the older people and adults with disability included that their views and wishes were ascertained and respected; they were assisted to access necessary and increased supports; and they moved to alternative accommodation.

Table 9: Leading outcomes for the person the subject of a report to the ADC, reports closed Oct-Dec 2022

| Person outcomes | Number of cases ⁷ |
|--|------------------------------|
| Will and preference of Person ascertained | 176 |
| Will and preference of Person respected/upheld | 168 |
| Disability support provided/increased | 26 |
| Review or assessment of disability supports | 23 |
| Change in accommodation | 22 |
| Referral or help to access aged care supports | 22 |
| Other police/justice action | 17 |
| Referral or help to access health services | 17 |
| Referral or help to access legal support | 17 |
| Referral or help to access other supports | 17 |
| Review or assessment of aged care supports | 17 |
| Financial management application | 16 |
| Aged care support provided/increased | 16 |

6.3 Subject of allegation outcomes

For the 1,037 reports closed during this quarter, 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/ older person (including through an ADVO). In appropriate cases, subjects of allegation were also provided with education or advice, and linked to additional supports.

⁷ There can be multiple outcomes for an individual.

Table 10: Leading outcomes in relation to the subject of allegation in a report to the ADC, reports closed Oct-Dec 2022

| Subject of allegation outcomes | Number of cases⁸ |
|---------------------------------------|------------------------------------|
| Education or advice provided | 245 |
| Linked to/received more support | 47 |
| Reduced/supervised access to Person | 10 |
| Prevented from access to Person | 9 |
| ADVO put in place | 9 |
| Removal as POA or EPOA | 5 |
| Removed from premises | 5 |
| Benefit removed | 3 |
| Removal as NDIS nominee | 3 |
| Criminal charges | 3 |
| APVO put in place | 3 |

⁸ There can be multiple outcomes in relation to an individual.