

Ageing and Disability Commission data

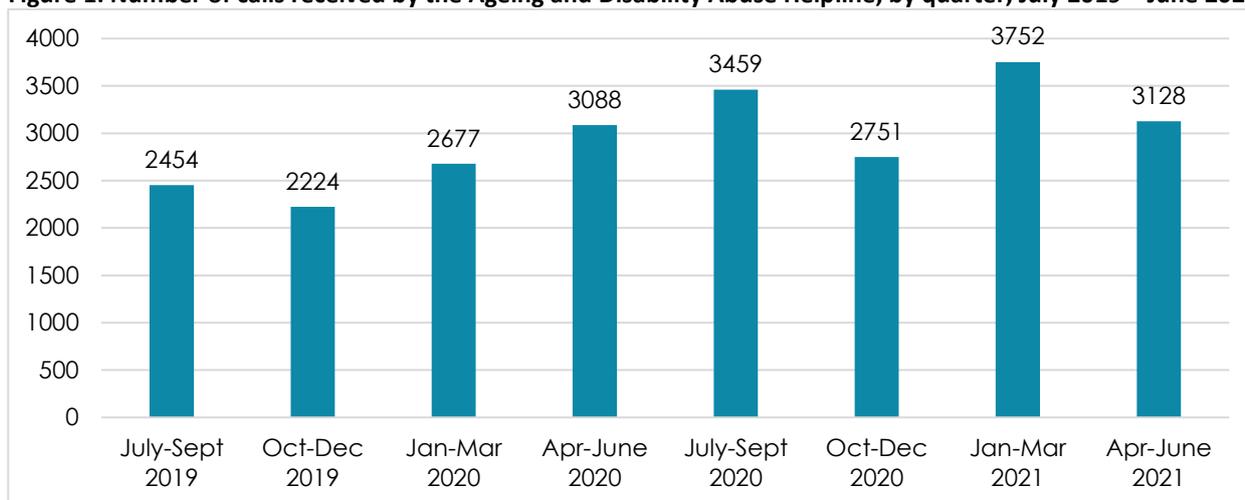
April – June 2021

1. Number of calls, enquiries and reports

1.1 Number of calls to the Ageing and Disability Abuse Helpline

Between 1 April and 30 June 2021, the Ageing and Disability Abuse Helpline received **3,128 calls**. The number of calls to the Helpline in April – June 2021 was marginally (1.3%) higher than the same quarter in 2020.

Figure 1: Number of calls received by the Ageing and Disability Abuse Helpline, by quarter, July 2019 – June 2021



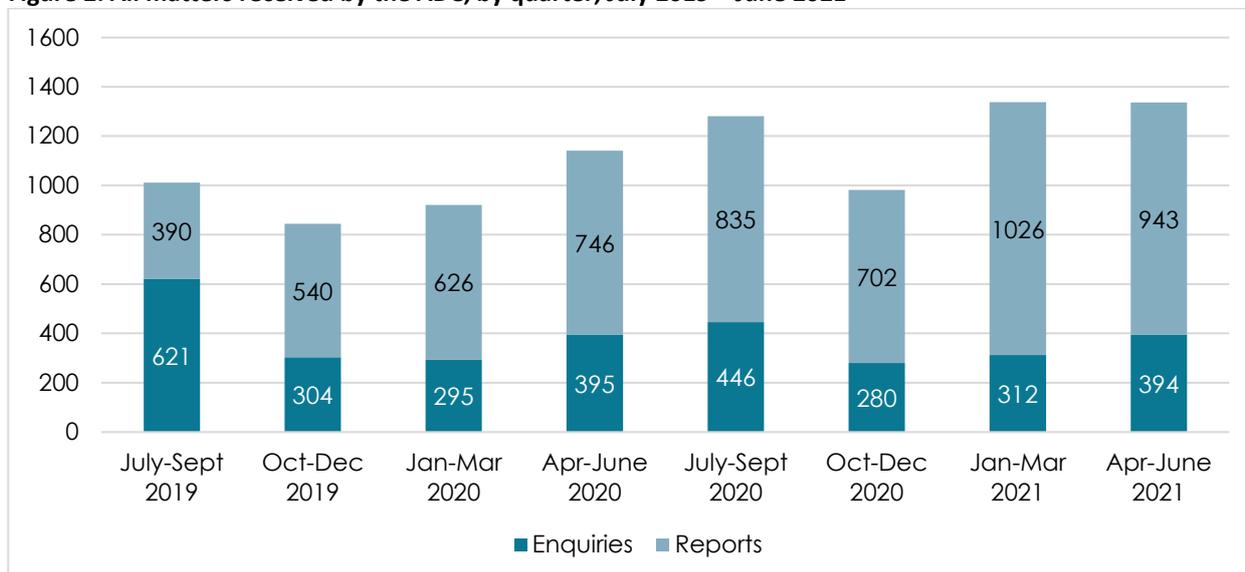
1.2 Number of reports and enquiries

Between 1 April and 30 June 2021, the ADC received **1,337 matters**, comprising:

- **943 reports** under section 13 of the *Ageing and Disability Commissioner Act 2019*
- **394 enquiries** – involving 235 general enquiries, and 159 abuse-related enquiries.

The number of matters received in April – June 2021 was 17% higher than the same quarter in 2020.

Figure 2: All matters received by the ADC, by quarter, July 2019 – June 2021

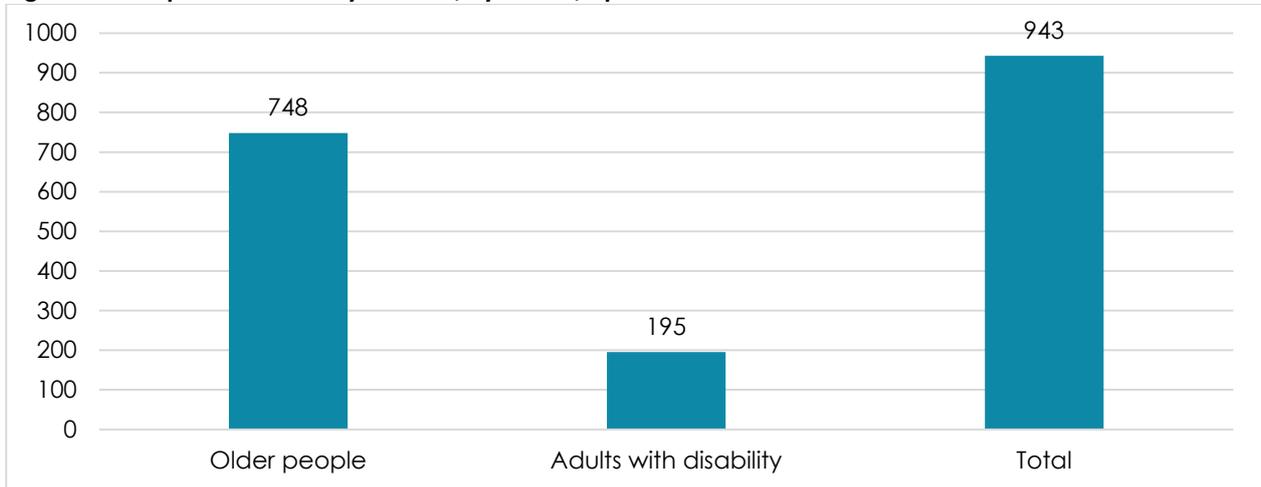


1.2 All reports by cohort

Of the 943 reports received by the ADC between 1 April and 30 June 2021:

- **748 reports (79%) involved older people¹**, including 261 reports relating to older people with disability
- **195 reports (21%) involved adults with disability²** who were not older people.

Figure 3: All reports received by the ADC, by cohort, April-June 2021

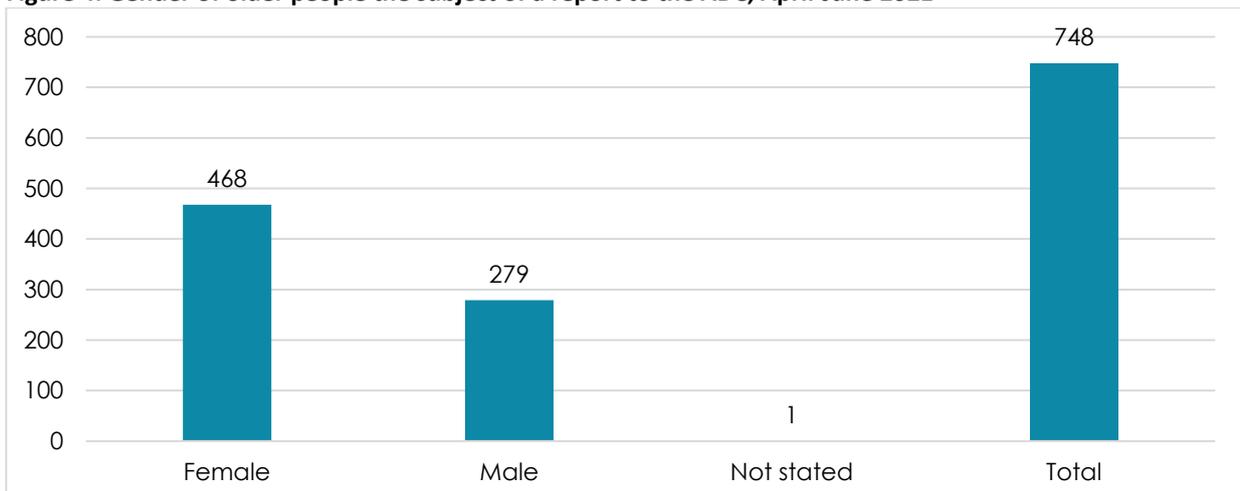


2. Reports about older people

2.1 Gender of older people in reports to the ADC

Most (63%) of the 748 reports to the ADC about older people in April – June 2021 concerned older women.

Figure 4: Gender of older people the subject of a report to the ADC, April-June 2021



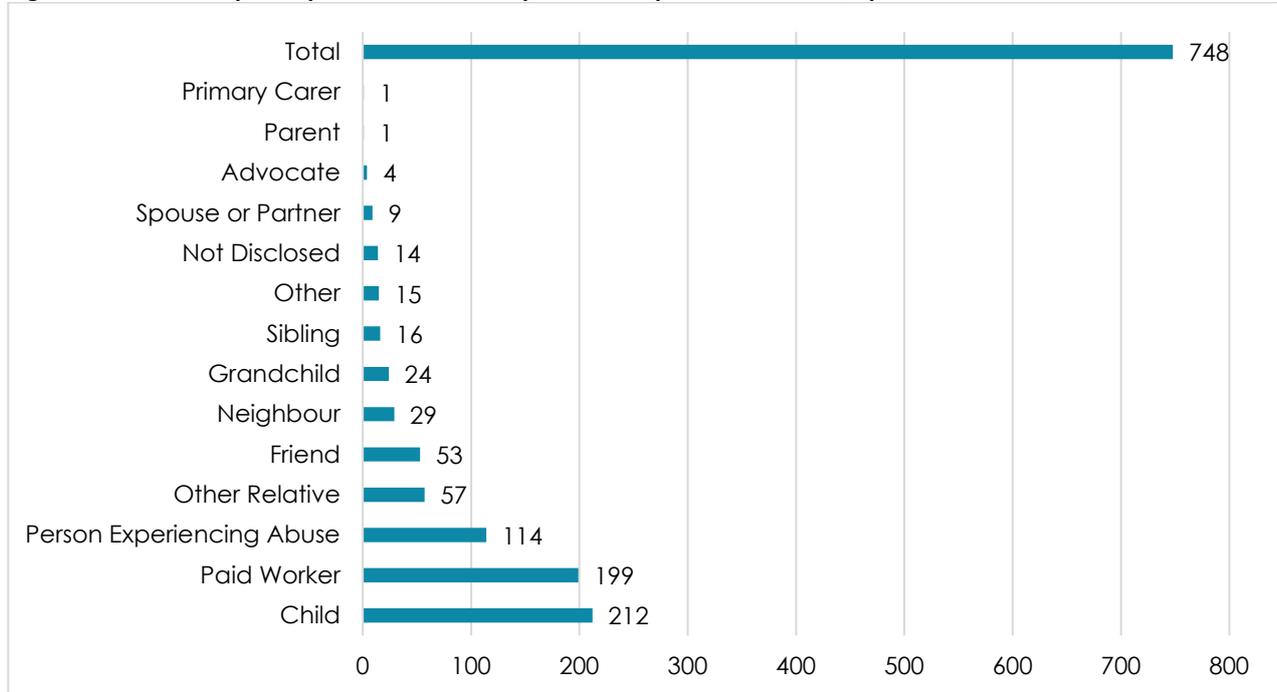
¹ Adults aged 65 years and older, and Aboriginal and/or Torres Strait Islander adults aged 50 years and older

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

2.2 Relationship of reporter to the older person

Family members (mainly adult children) were the main source of reports to the ADC about older people in April – June 2021, accounting for 41% of the 748 reports about older people.

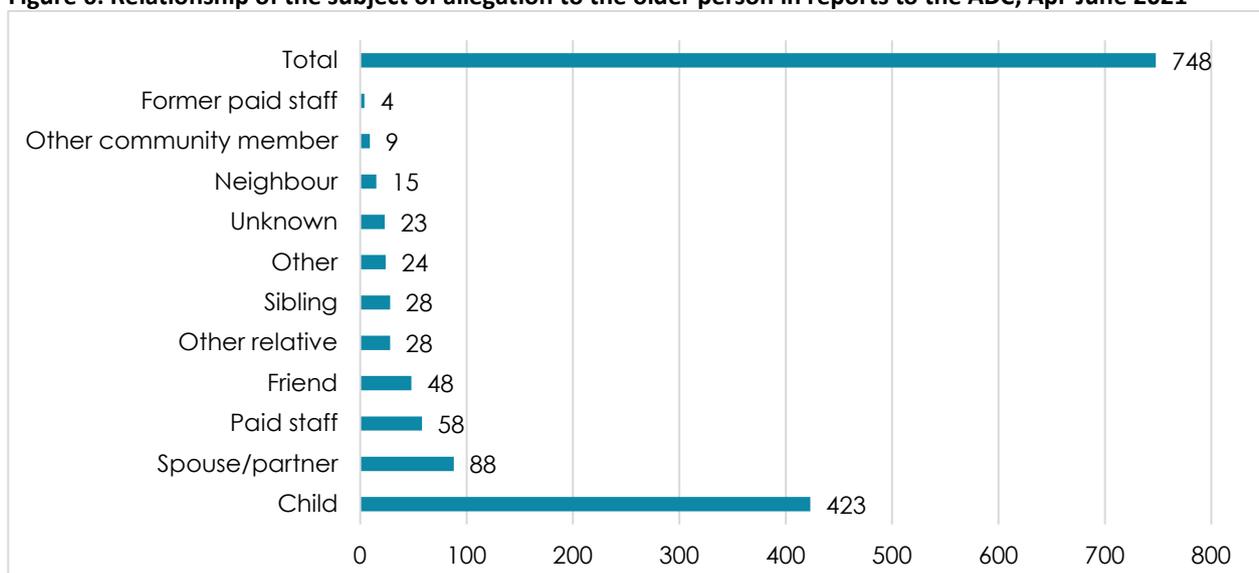
Figure 5: Relationship of reporter to the older person in reports to the ADC, April-June 2021



2.3 Relationship of the subject of allegation to the older person

Over half (57%) of the 748 reports to the ADC about older people in April – June 2021 pertained to the person’s adult children. All up, relatives were the subjects of allegation in almost two-thirds (64%) of the reports about older people in this quarter. Allegations against a spouse or partner (or ex-spouse/partner) featured in 12% of the reports about older people.

Figure 6: Relationship of the subject of allegation to the older person in reports to the ADC, Apr-June 2021



2.4 Type of alleged abuse of older person

The most commonly reported types of alleged abuse in relation to older people in April – June 2021 were psychological abuse and financial abuse.

Figure 7: Number of allegations in reports to the ADC about older people, by abuse type, Apr-June 2021

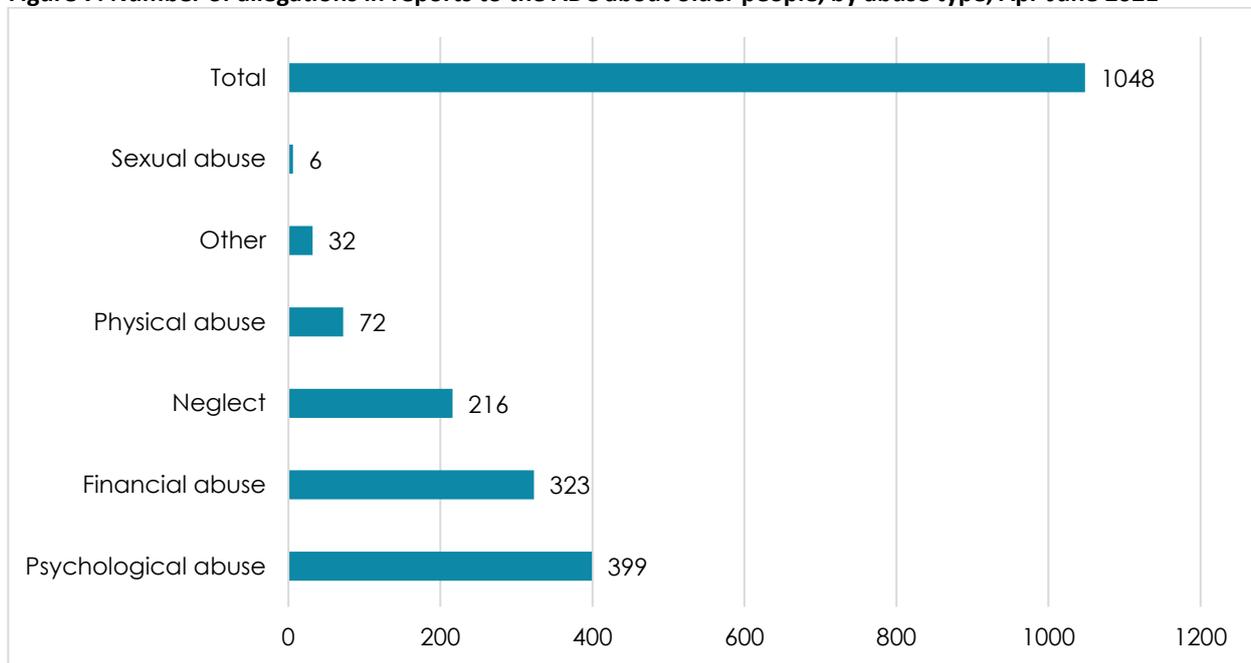


Table 1: Type of alleged abuse of the older person in reports to the ADC, April-June 2021³

Type of alleged abuse	Number of allegations	% of all allegations
Psychological abuse (Mainly verbal abuse; and preventing or restricting access to family/others)	399	38.1
Financial abuse (Mainly financial exploitation; misuse of Power of Attorney/ Enduring POA; and theft)	323	30.8
Neglect (Mainly failure to meet the person's support needs; and medical neglect)	216	20.6
Physical abuse (Mainly hitting/kicking/punching; and pushing/shoving/grabbing/shaking)	72	6.9
Sexual abuse (Mainly indecent assault)	6	0.6
Other	32	3.1
Total allegations in reports about older people	1,048	100

³ 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.

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

Table 2: Leading reported allegations in relation to older people, April-June 2021

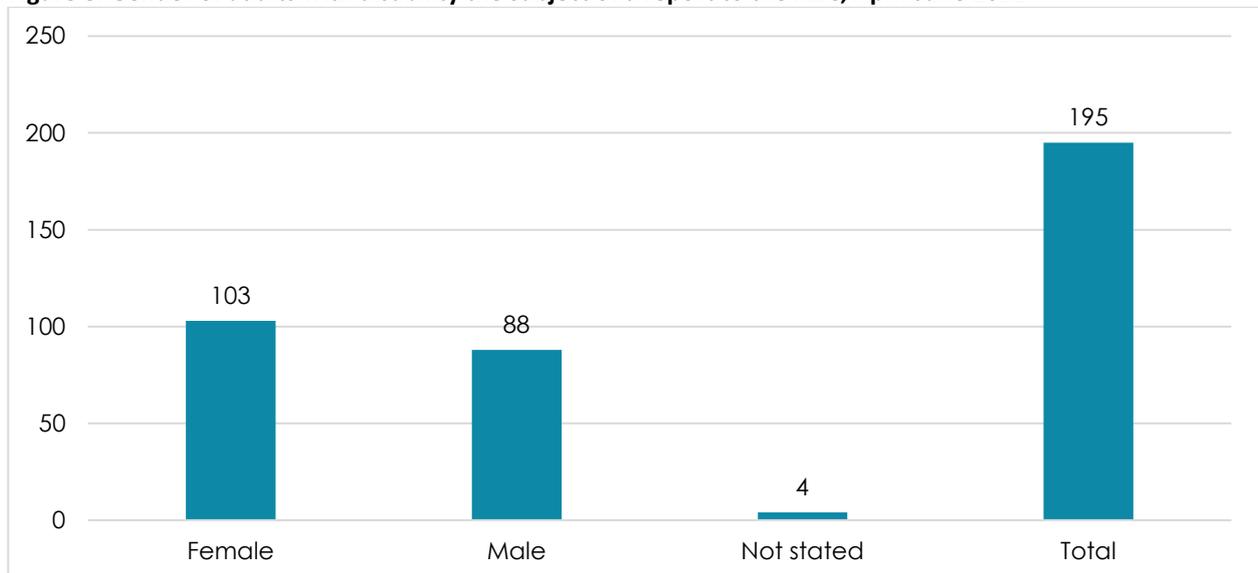
	Reported allegation	Number of cases
1.	Psychological abuse – verbal abuse	172
2.	Neglect – failure to meet the adult’s support needs	125
3.	Financial exploitation	118
4.	Psychological abuse – preventing or restricting access to family/others	84
5.	Financial abuse – misuse of Power of Attorney/ Enduring Power of Attorney	75
6.	Psychological abuse – other psychological abuse	74
7.	Financial abuse – theft	58
8.	Neglect – medical care	40
9.	Financial abuse – other financial abuse	39
10.	Psychological abuse – preventing or restricting access to supports/services	36

3. Reports about adults with disability

3.1 Gender of adult with disability in reports to the ADC

Of the 195 reports to the ADC about adults with disability in this quarter, just over half (53%) were about women with disability.

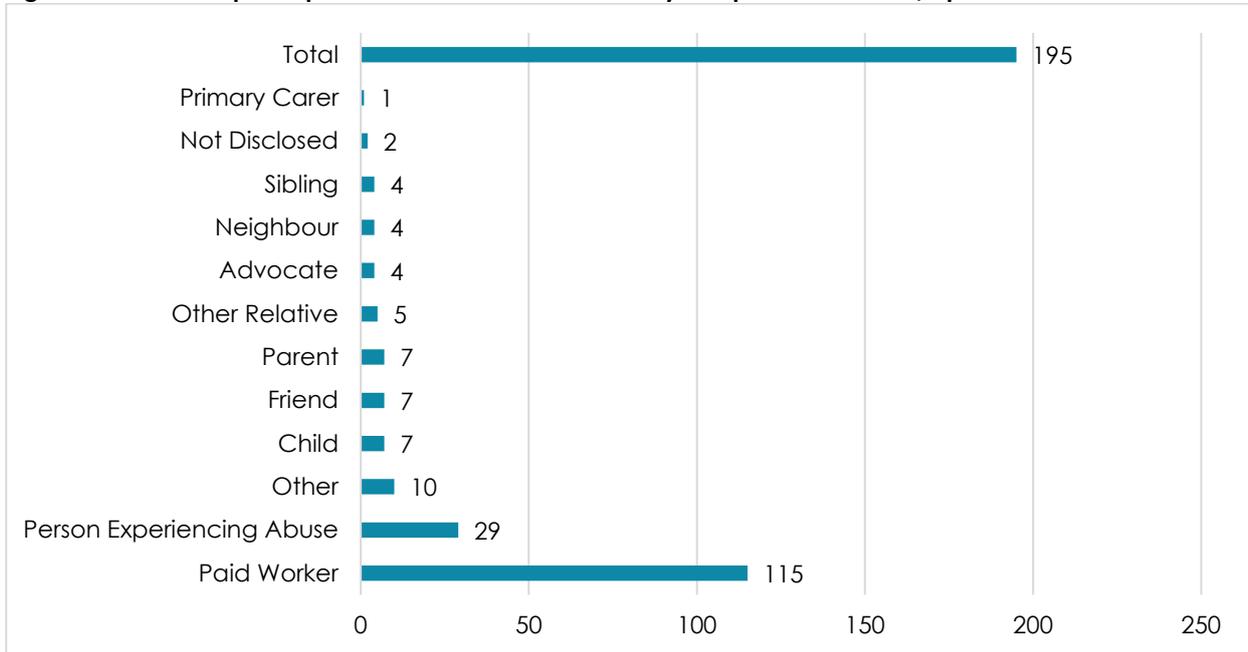
Figure 8: Gender of adults with disability the subject of a report to the ADC, April-June 2021



3.2 Relationship of reporter to the adult with disability

Paid workers were the main source of reports to the ADC about adults with disability in April – June 2021; primarily the staff of disability services. Paid workers were the reporters in over half (59%) of the reports received by the ADC about adults with disability in this quarter.

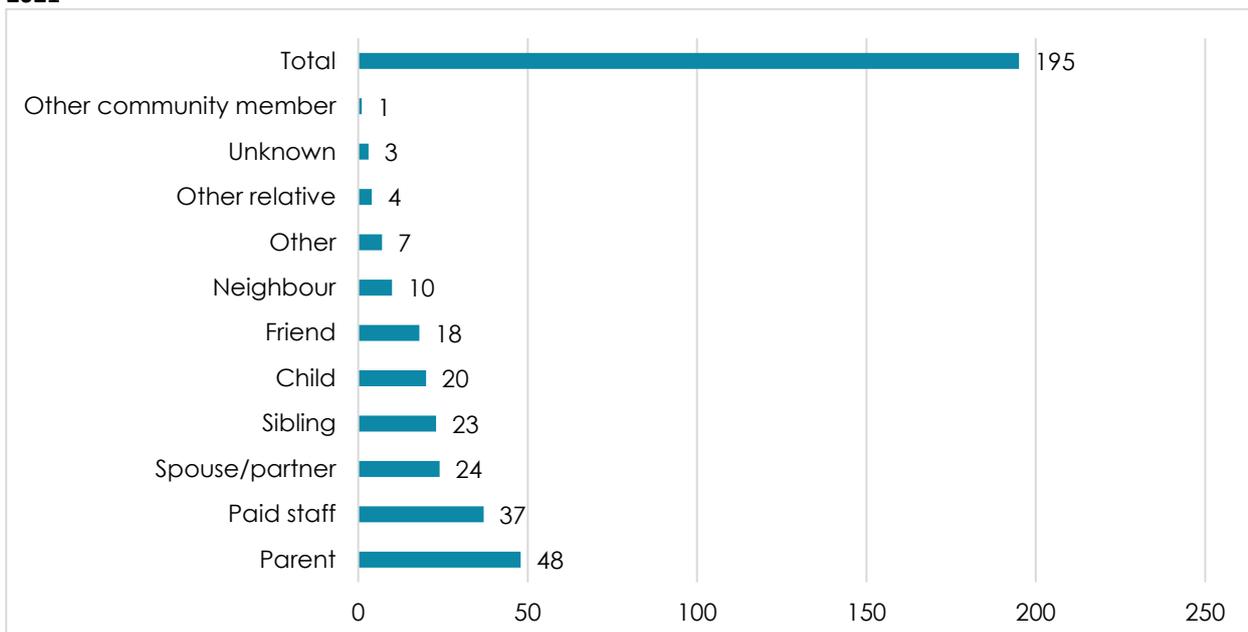
Figure 9: Relationship of reporter to the adult with disability in reports to the ADC, April-June 2021



3.2 Relationship of the subject of allegation to the adult with disability

In one-quarter (25%) of the 195 reports to the ADC about adults with disability in April – June 2021, the allegations pertained to the adult’s parent(s). All up, relatives were the subjects of allegation in almost half (49%) of the reports about adults with disability in that quarter. In 12% of matters, the adult’s spouse or partner (or ex-spouse/partner) was the subject of the allegations.

Figure 10: Relationship of the subject of allegation to the adult with disability in reports to the ADC, Apr-June 2021



2.4 Type of alleged abuse of adult with disability

The most commonly reported types of alleged abuse in relation to adults with disability in April – June 2021 were psychological abuse, followed by neglect and financial abuse.

Figure 11: Number of allegations in reports to the ADC about adults with disability, by abuse type, Apr-June 2021

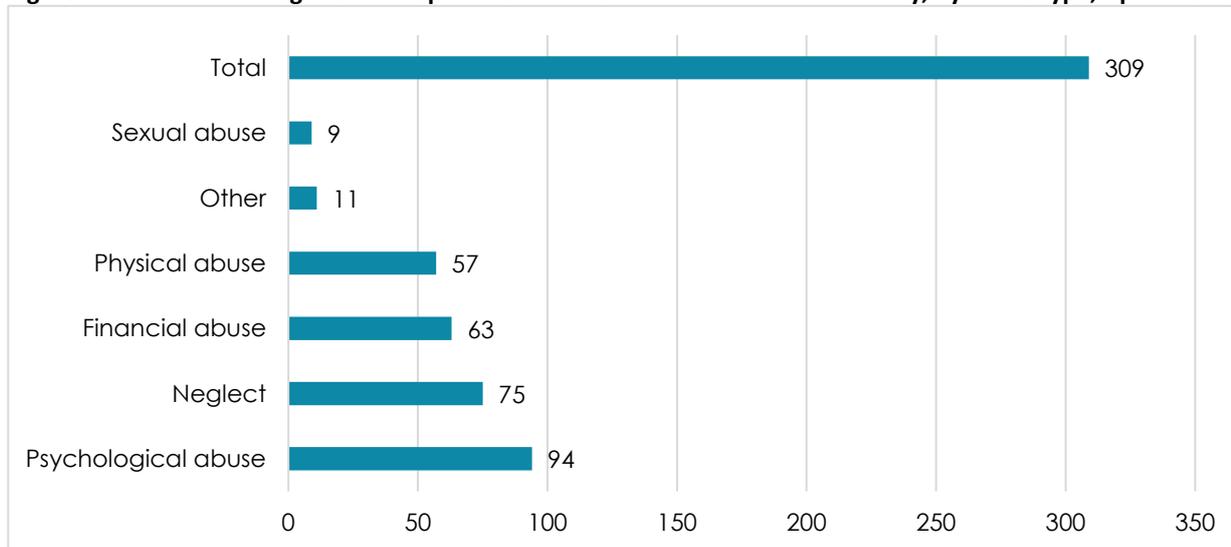


Table 3: Type of alleged abuse of the adult with disability in reports to the ADC, April-June 2021⁴

Type of alleged abuse	Number of allegations	% of all allegations
Psychological abuse	94	30.4
Mainly verbal abuse; other psychological abuse; and preventing/restricting the person's access to supports/services		
Neglect	75	24.3
(Mainly failure to meet the person's support needs; and medical neglect)		
Financial abuse	63	20.4
(Mainly financial exploitation; theft; and preventing access to/withholding the person's money)		
Physical abuse	57	18.4
(Mainly hitting, kicking, punching; pushing, shoving, grabbing, shaking; and inappropriate restraint/use of force)		
Sexual abuse	9	2.9
(Mainly sexual assault – taking advantage of cognitive impairment)		
Other	11	3.6
Total allegations in reports about adults with disability	309	100

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

⁴ 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.

Table 4: Leading reported allegations in relation to adults with disability, April-June 2021

	Reported allegation	Number of cases
1.	Neglect – failure to meet support needs	38
2.	Psychological abuse – verbal abuse	35
3.	Financial exploitation	24
4.	Physical abuse – hitting/kicking/punching	24
5.	Psychological abuse – other psychological abuse	20
6.	Psychological abuse – preventing or restricting access to supports/services	16
7.	Financial abuse – theft	12
8.	Neglect – medical care	12
9.	Other	11
10.	Financial abuse – preventing access to/ withholding the adult’s money	9

4. Key outcomes

4.1 Person outcomes

In relation to the 953 reports closed in April – June 2021, key outcomes for the older people and adults with disability included that their views and wishes were ascertained and respected; assistance was provided to link them with aged care and advocacy supports; actions were taken by police to check on their welfare/ look into criminal allegations; and they moved to alternative accommodation.

Table 5: Leading outcomes for the person the subject of a report to the ADC, reports closed April-June 2021

Person outcomes	Number of cases ⁵
Will and preference of Person ascertained	173
Will and preference of Person respected/upheld	153
Referral or help to access aged care supports	46
Referral or help to access advocacy supports	31
Change in accommodation	30
Other police/justice action	30
Referral or help to access legal supports	27
Review or assessment of aged care supports	25
Aged care support provided or increased	25
Disability support provided or increased	24
Referral or help to access other supports	21
Referral or help to access health services	20
Referral or help to access disability supports	18
Other supports/services provided or increased	18
Referral or help to access support person	17
Review or assessment of disability supports	17

⁵ There can be multiple outcomes for an individual.

4.2 Subject of allegation outcomes

For 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.

Table 6: Leading outcomes in relation to the subject of allegation in a report to the ADC, reports closed Apr-June 2021

Subject of allegation outcomes	Number of cases⁶
Education or advice provided	37
Linked to/received more support	29
ADVO put in place	9
Reduced/supervised access	6
Removal as Power of Attorney or Enduring Power of Attorney	3
Removal as guardian	3

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