

# Ageing and Disability Commission data

July – September 2020

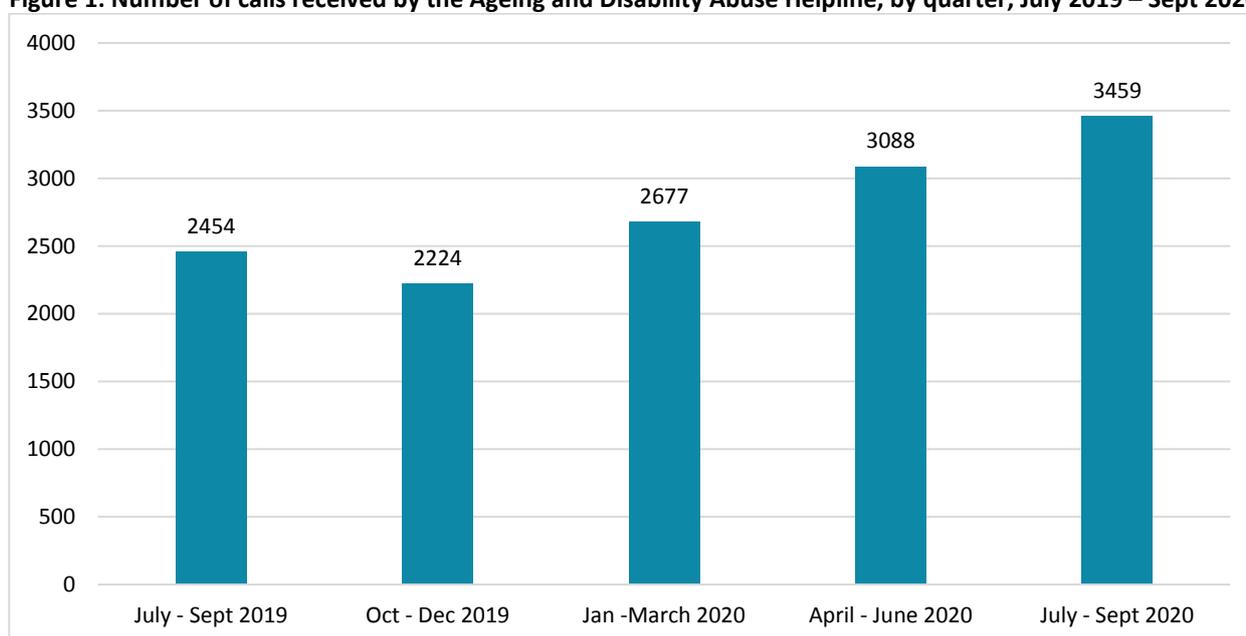
## 1. Number of calls, enquiries and reports

### 1.1 Number of calls to the Ageing and Disability Abuse Helpline

Between 1 July and 30 September 2020, the Ageing and Disability Abuse Helpline received **3,459 calls**.

While the number of calls fluctuated across the three months, the number of calls in this quarter was the highest since the ADC commenced on 1 July 2019. The number of calls to the Helpline in the first quarter of 2020-21 was 41% higher than the same quarter in 2019-20.

**Figure 1: Number of calls received by the Ageing and Disability Abuse Helpline, by quarter, July 2019 – Sept 2020**



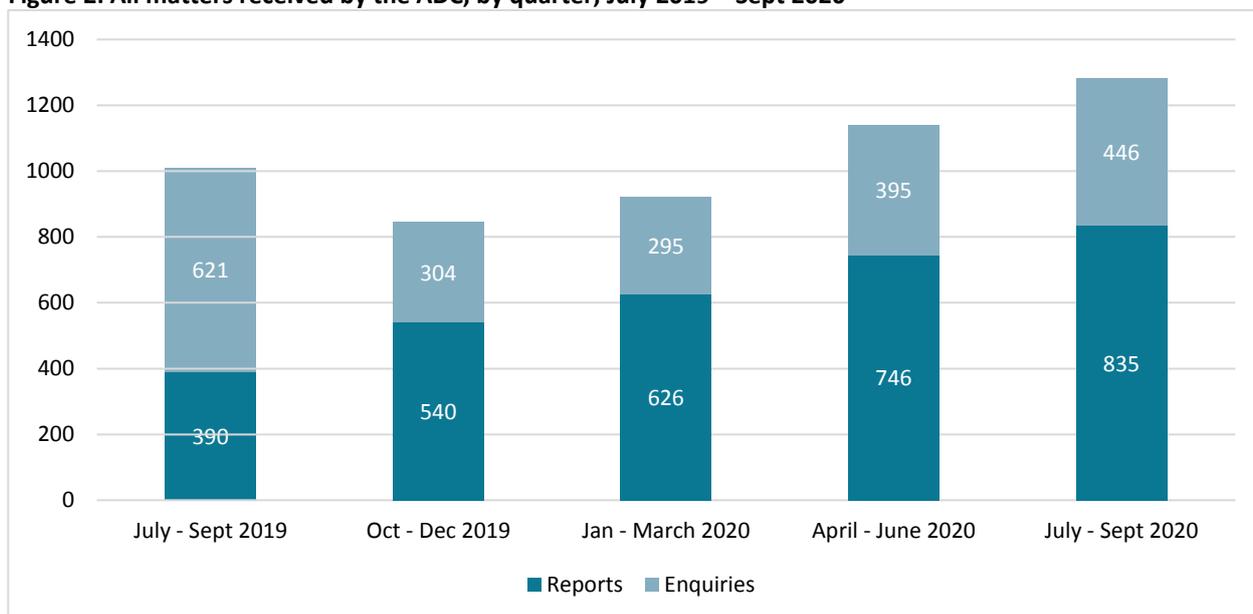
### 1.2 Number of reports and enquiries

Between 1 July and 30 September 2020:

- The ADC received **1,281 matters**, comprising:
  - **835 reports** under s13 of the ADC Act
  - **446 enquiries** – involving 225 general enquiries, and 221 abuse-related enquiries.

The number of matters received in the first quarter of 2020-21 was 27% higher than the same quarter in 2019-20.

**Figure 2: All matters received by the ADC, by quarter, July 2019 – Sept 2020**



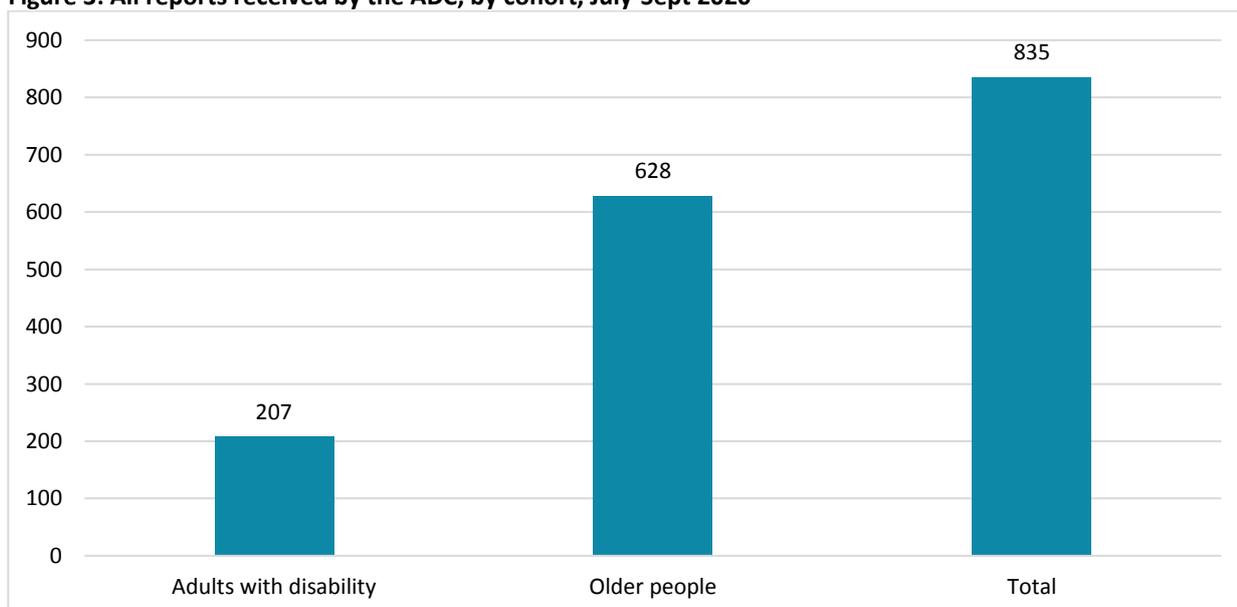
### 1.3 All reports by cohort

Of the 835 reports received by the ADC between 1 July and 30 September 2020:

- **628 reports involved older people**, including 230 reports relating to older people with disability
- **207 reports involved adults with disability** who were not older people.

Three-quarters of the reports to the ADC involved older people. This is consistent with 2019-20.

**Figure 3: All reports received by the ADC, by cohort, July-Sept 2020**

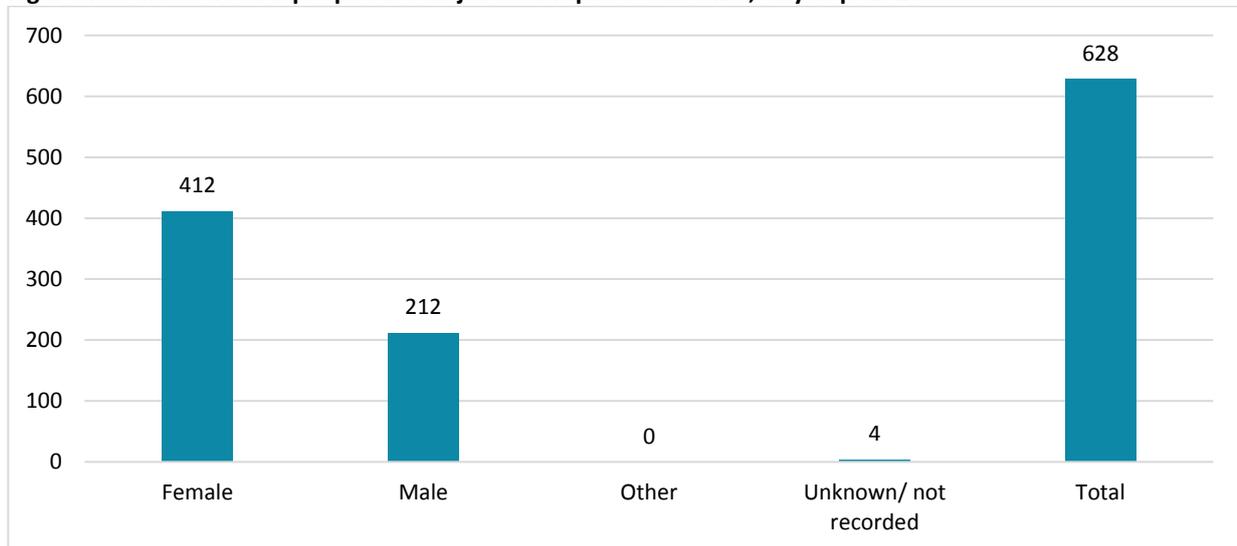


## 2. Reports about older people

### 2.1 Gender of older person in reports to the ADC

Most (62.6%) of the 628 reports to the ADC about older people in July – September 2020 involved older women.

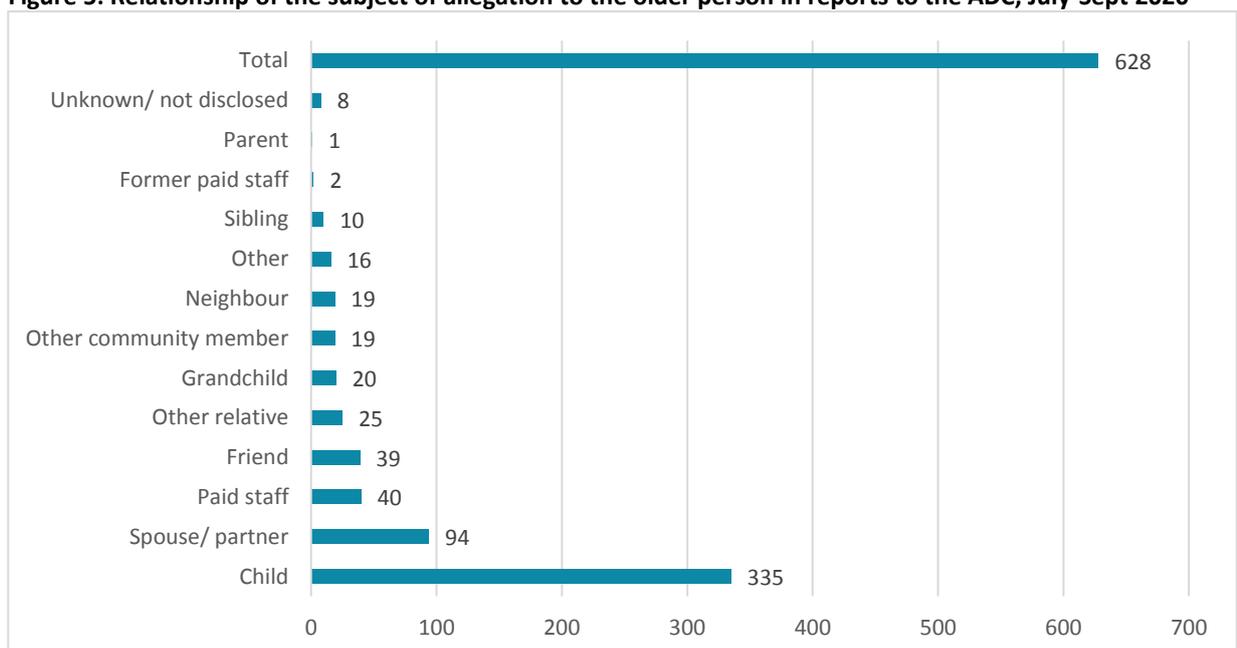
**Figure 4: Gender of older people the subject of a report to the ADC, July-Sept 2020**



### 2.2 Relationship of the subject of allegation to the older person

Over half (53.3%) of the 628 reports to the ADC about older people in July – September 2020 pertained to the person’s adult children. All up, relatives were the subjects of allegations in almost two-thirds (62.3%) of the reports about older people in that quarter. Allegations against a spouse or partner (or ex-spouse/partner) featured in 15% of the reports about older people.

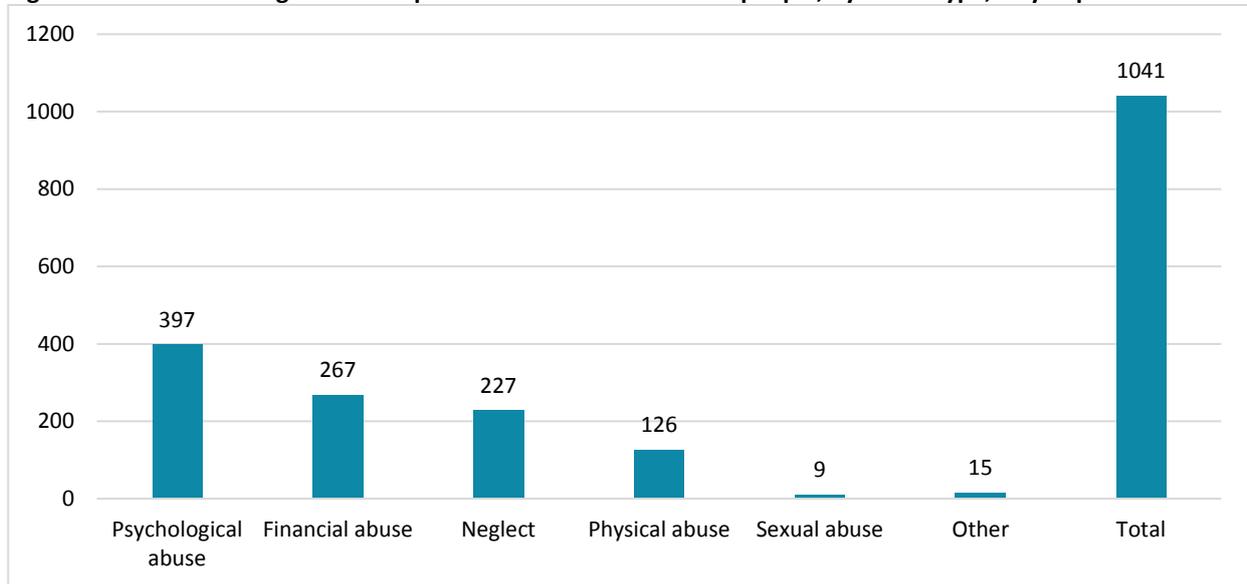
**Figure 5: Relationship of the subject of allegation to the older person in reports to the ADC, July-Sept 2020**



## 2.3 Type of alleged abuse of older person

The most commonly reported types of alleged abuse in relation to older people in July – September 2020 were psychological abuse and financial abuse.

**Figure 6: Number of allegations in reports to the ADC about older people, by abuse type, July-Sept 2020**



**Table 1: Number of allegations in reports to the ADC about older people, by abuse type, July-Sept 2020<sup>1</sup>**

Type of alleged abuse	Number of allegations	% of all allegations
<b>Psychological abuse</b> (Mainly verbal abuse; and preventing or restricting access to family/others)	397	38.1
<b>Financial abuse</b> (Mainly financial exploitation; theft; and misuse of Power of Attorney/ Enduring POA)	267	25.6
<b>Neglect</b> (Mainly failure to meet the person’s support needs; medical neglect; and misuse of guardianship)	227	21.8
<b>Physical abuse</b> (Mainly hitting/kicking/punching; and pushing/shoving/grabbing/shaking)	126	12.1
<b>Sexual abuse</b> (Mainly sexual touching)	9	0.9
<b>Other</b>	15	1.4

<sup>1</sup> 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; and/or being prevented from having contact with family/ others.

**Table 2: Leading reported allegations in relation to older people, July-Sept 2020**

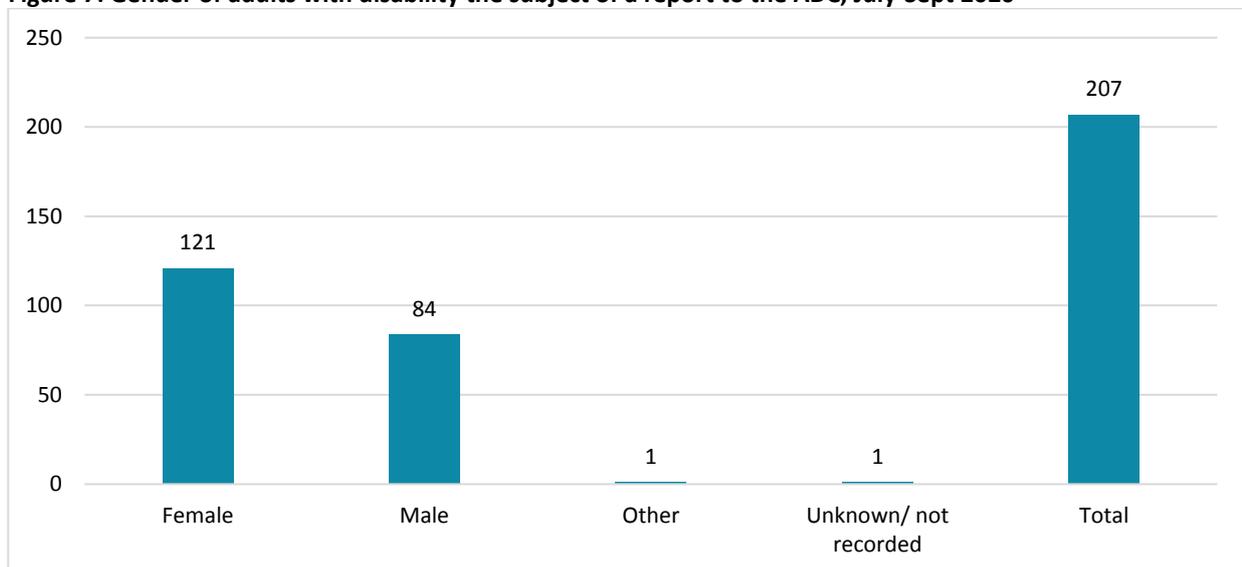
	Reported allegation	Number of cases
1.	Psychological abuse – verbal abuse	166
2.	Neglect – failure to meet support needs	96
3.	Psychological abuse – preventing/ restricting access to family/others	95
4.	Financial exploitation	69
5.	Financial abuse – theft	67
6.	Psychological abuse – preventing/ restricting access to supports/services	50
7.	Psychological abuse – other psychological abuse	49
8.	Physical – hitting, kicking, punching	41
9.	Financial abuse – misuse of Power of Attorney/ Enduring Power of Attorney	38
10.	Financial abuse – other financial abuse	37

### 3. Reports about adults with disability

#### 3.1 Gender of adults with disability in reports to the ADC

Just over half (58%) of the 207 reports to the ADC about adults with disability, involved women with disability.

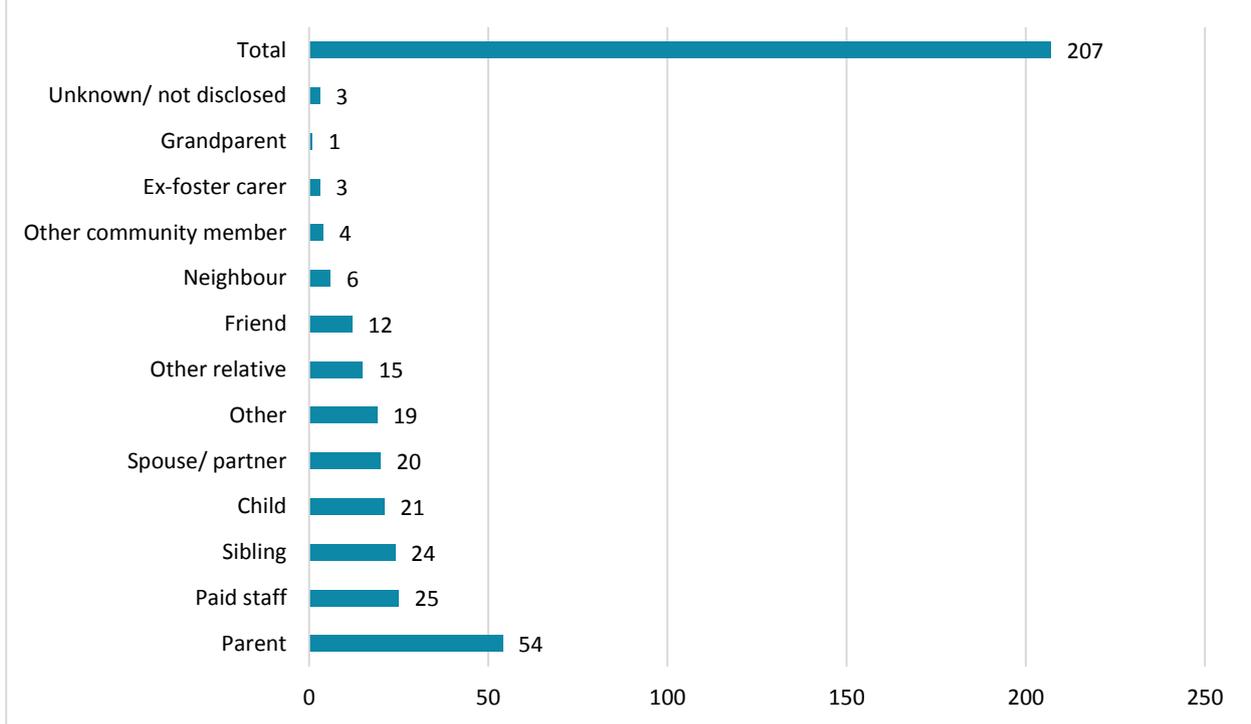
**Figure 7: Gender of adults with disability the subject of a report to the ADC, July-Sept 2020**



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

In one-quarter (24.6%) of the 207 reports to the ADC about adults with disability in July – September 2020, the allegations pertained to the adult’s parent(s). All up, relatives were the subjects of allegation in over half (55.6%) of the reports about adults with disability in that quarter. In 9.2% of matters, the adult’s spouse or partner (or ex-spouse/partner) was the subject of the allegations.

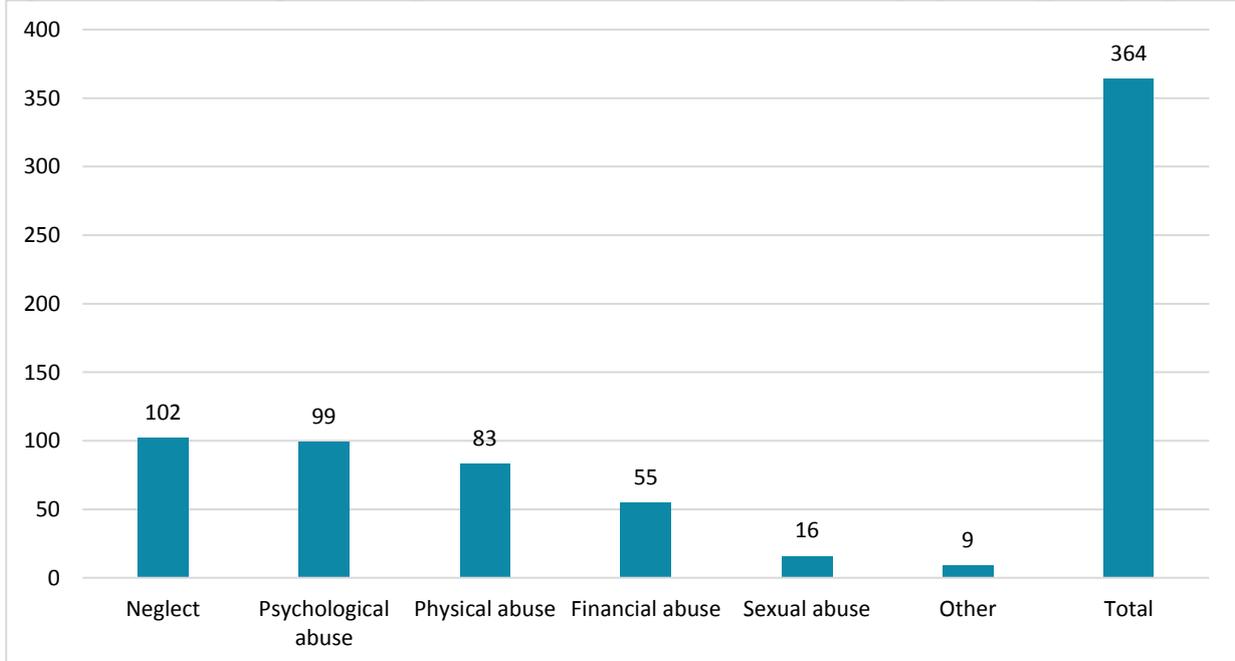
**Figure 8: Relationship of the subject of allegation to the adult with disability in reports to the ADC, July-Sept 2020**



### 3.3 Type of alleged abuse of adults with disability

The most commonly reported types of alleged abuse in relation to adults with disability in July – September 2020 were neglect and psychological abuse.

**Figure 9: Number of allegations in reports to the ADC about adults with disability, by abuse type, July-Sept 2020**



**Table 3: Number of allegations in reports to the ADC about adults with disability, by abuse type, July-Sept 2020<sup>2</sup>**

Type of alleged abuse	Number of cases	% of all allegations
<b>Neglect</b>  (Mainly failure to meet the person’s support needs; medical neglect; and failure to provide adequate shelter)	102	28.0
<b>Psychological abuse</b>  Mainly verbal abuse; preventing/restricting the person’s access to supports/services; and preventing/restricting the person’s access to family/others	99	27.2
<b>Physical abuse</b>  (Mainly hitting, kicking, punching; pushing, shoving, grabbing, shaking; and inappropriate restraint/use of force)	83	22.8
<b>Financial abuse</b>  (Mainly preventing access to/withholding the person’s money; financial exploitation; and theft)	55	15.1
<b>Sexual abuse</b>  (Mainly sexual touching; and sexual assault)	16	4.4
<b>Other</b>	9	2.5

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; and being physically assaulted.

**Table 5: Leading reported allegations in relation to adults with disability, July-Sept 2020**

	Reported allegation	Number of cases
1.	Neglect – failure to meet support needs	50
2.	Psychological abuse – verbal abuse	37
3.	Physical abuse – hitting, kicking, punching	29
4.	Psychological abuse – preventing/ restricting access to supports/services	24
5.	Financial abuse – preventing access to/withholding person’s money	22
6.	Financial exploitation	17
7.	Neglect – medical care	16
8.	Psychological abuse – other psychological abuse	15
9.	Physical abuse – other physical abuse	14
10.	Psychological abuse – preventing/restricting access to family/others	13

<sup>2</sup> 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.

## 4. Key outcomes

### 4.1 Person outcomes

In relation to the 751 reports closed in July – September 2020, key outcomes for the older people and adults with disability included that their views and wishes were ascertained and respected; actions were taken to improve their safety, including ADVOs being taken out to protect them; and they received additional supports.

**Table 6: Leading outcomes for the person the subject of a report to the ADC, reports closed July-Sept 2020**

Person outcomes	Number <sup>3</sup>
Will and preference of Person ascertained	117
Will and preference of Person respected/upheld	98
Other police/justice action	27
Aged care support provided or increased	27
Disability support provided or increased	24
Change in accommodation	24
Review or assessment of aged care supports	21
Review or assessment of disability supports	19
Person removed from premises	16
ADVO put in place	14
Other supports and services provided or increased	13
Referral or help to access aged care supports	11
Referral or help to access other supports	11
Additional NDIS funding approved	11

### 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 the adult with disability/ older person (including through an ADVO); criminal charges; and removal of their authority in relation to the person (such as a Power of Attorney). In appropriate cases, subjects of allegation were also provided with education or advice, and linked to additional supports.

**Table 7: Leading outcomes in relation to the subject of allegation in a report to the ADC, reports closed July-Sept 2020**

Person outcomes	Number <sup>4</sup>
ADVO put in place	16
Education or advice provided	8
Reduced/supervised access	8
Removed from premises	8
Linked to/received more support	7
Prevented from access	6
Criminal charges	6
Removal as POA or EPOA	5

<sup>3</sup> There can be multiple outcomes for an individual.

<sup>4</sup> There can be multiple outcomes in relation to an individual.