

# Ageing and Disability Commission data

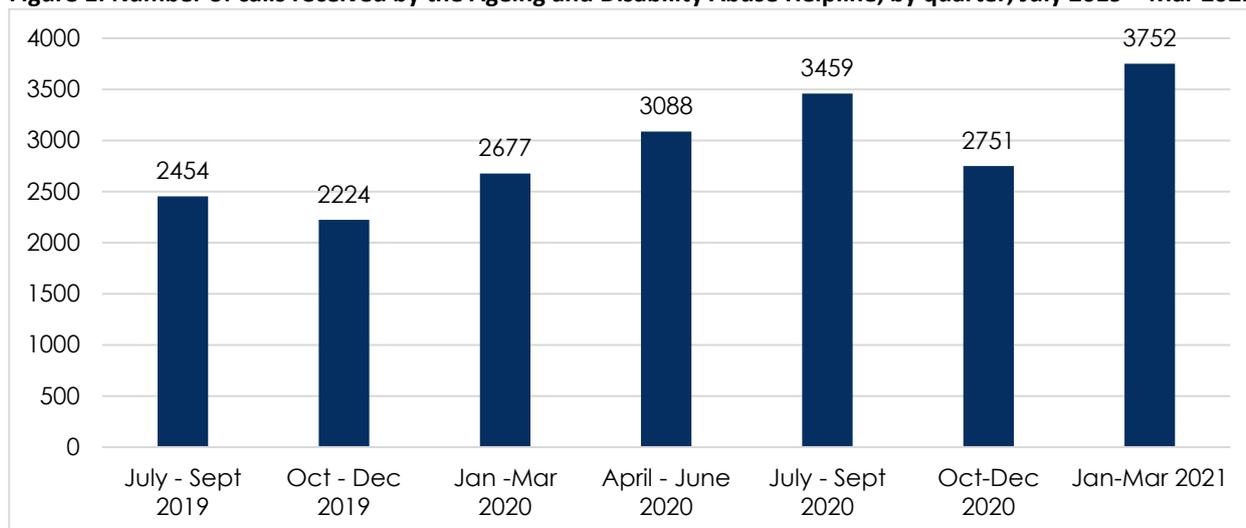
January – March 2021

## 1. Number of calls, enquiries and reports

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

Between 1 January and 31 March 2021, the Ageing and Disability Abuse Helpline received **3,752 calls**. The number of calls to the Helpline in January – March 2021 was 40% higher than the same quarter in 2020.

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



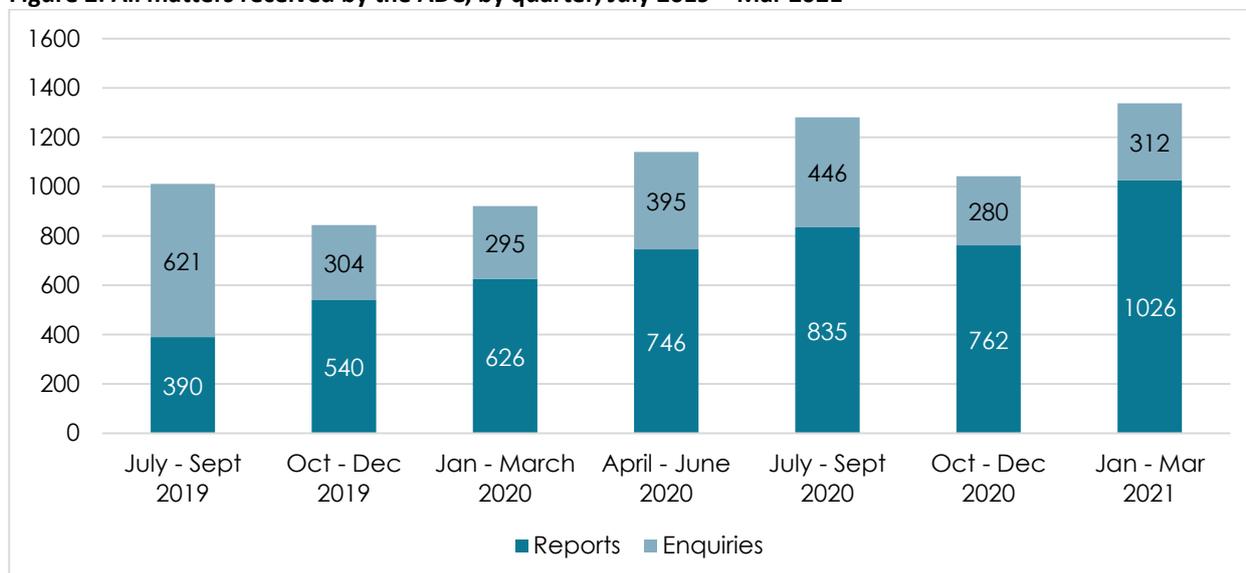
### 1.2 Number of reports and enquiries

Between 1 January and 31 March 2021, the ADC received **1,338 matters**, comprising:

- **1,026 reports** under s13 of the ADC Act
- **312 enquiries** – involving 186 general enquiries, and 126 abuse-related enquiries.

The number of matters received in January – March 2021 was 28% higher than the same quarter in 2020.

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

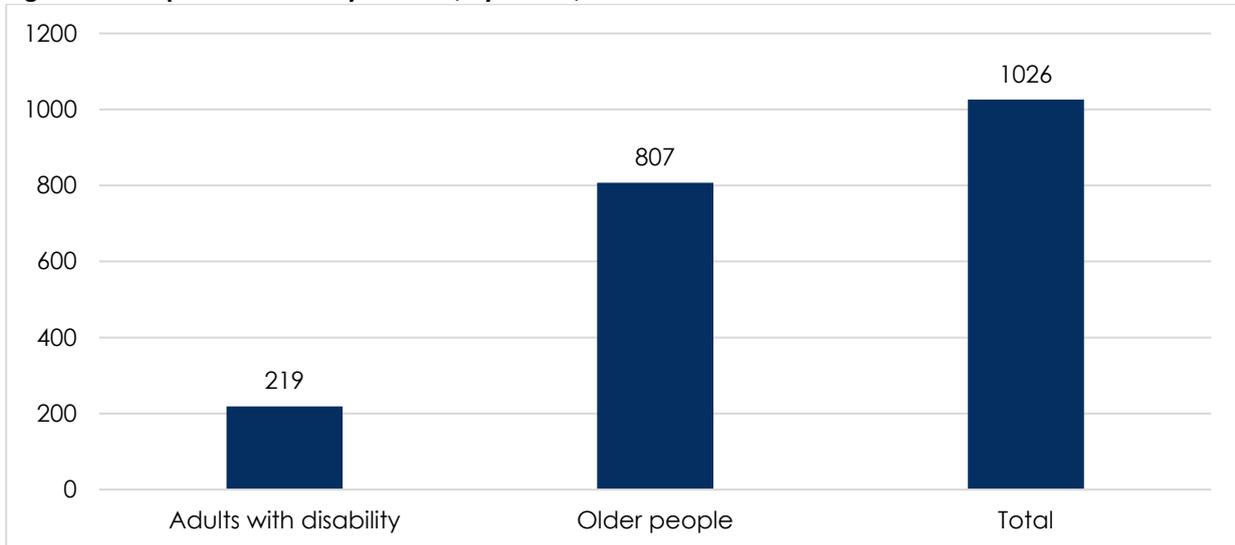


### 1.3 All reports by cohort

Of the 1,026 reports received by the ADC between 1 January and 31 March 2021:

- **807 reports (79%) involved older people**, including 276 reports relating to older people with disability
- **219 reports (21%) involved adults with disability** who were not older people.

**Figure 3: All reports received by the ADC, by cohort, Jan-Mar 2021**

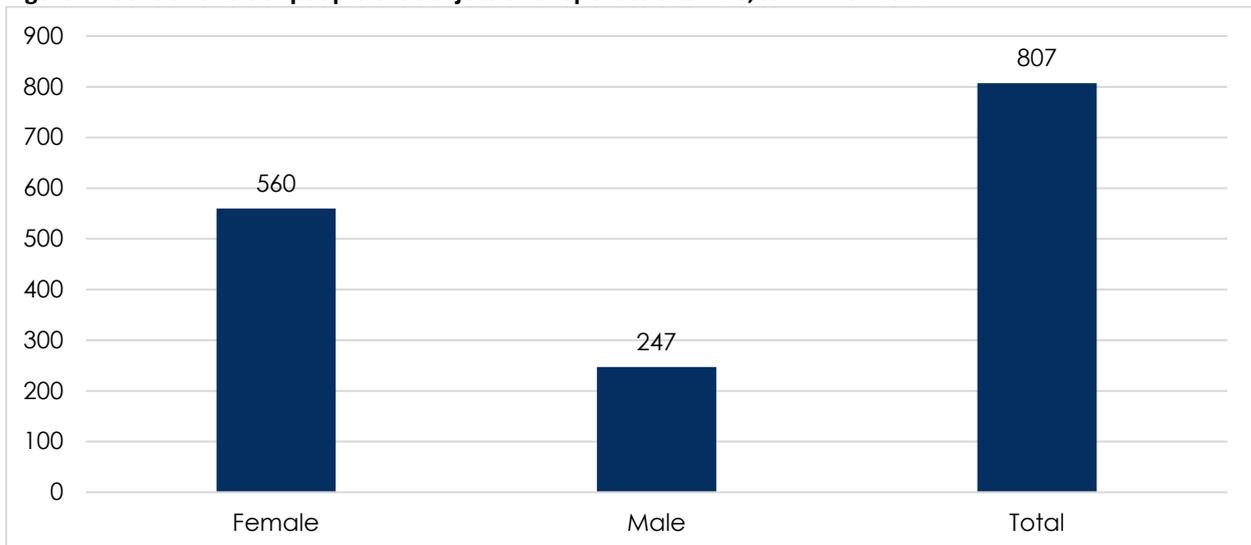


## 2. Reports about older people

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

Most (63%) of the 807 reports to the ADC about older people in January – March 2021 concerned older women.

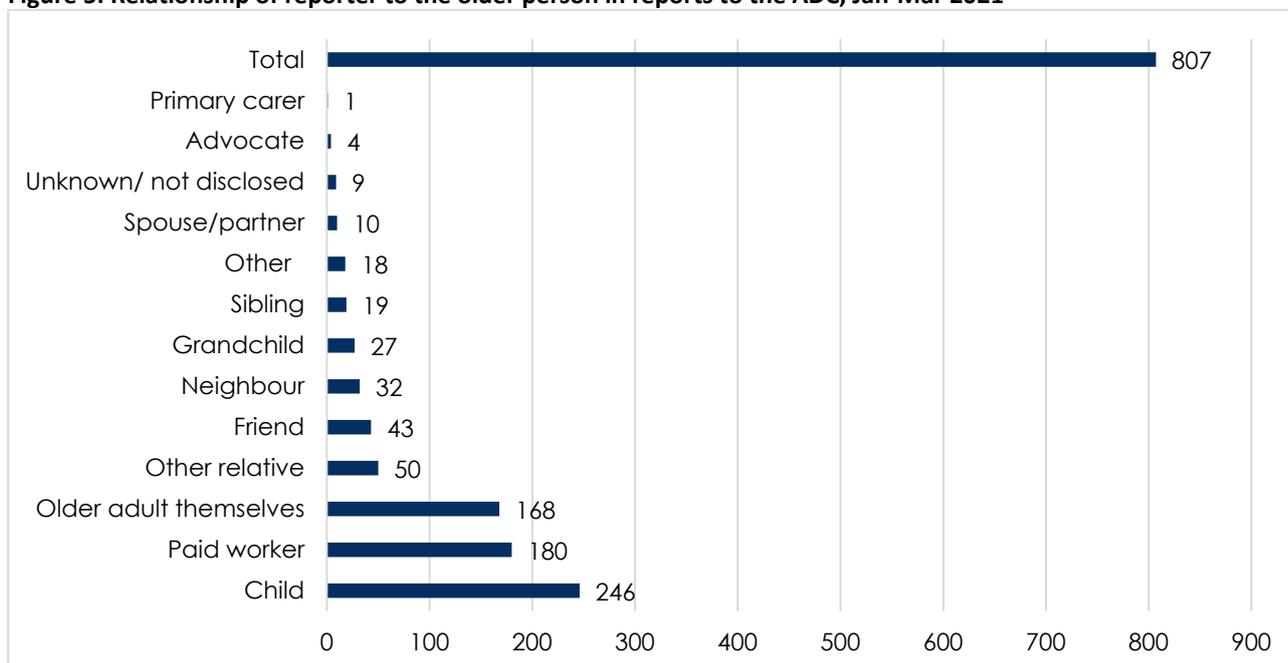
**Figure 4: Gender of older people the subject of a report to the ADC, Jan – Mar 2021**



## 2.2. Relationship of the reporter to the older person

Family members (mainly adult children) were the main source of reports to the ADC about older people in January – March 2021, accounting for 31% of the 807 reports about older people.

**Figure 5: Relationship of reporter to the older person in reports to the ADC, Jan-Mar 2021**

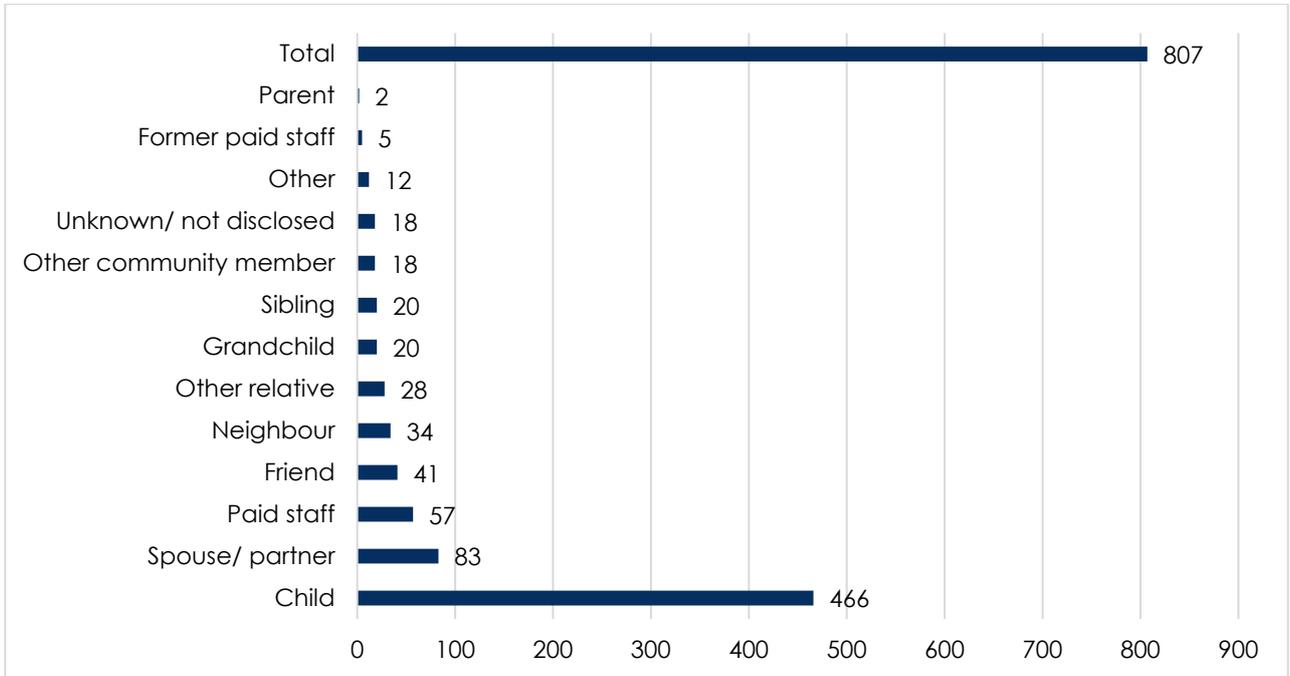


## 2.3 Relationship of the subject of allegation to the older person

Over half (58%) of the 807 reports to the ADC about older people in January – March 2021 pertained to the person’s adult children. All up, relatives were the subjects of allegations in almost two-thirds (66%) of the reports about older people in this quarter.

Allegations against a spouse or partner (or ex-spouse/ partner) featured in 10% of the reports about older people.

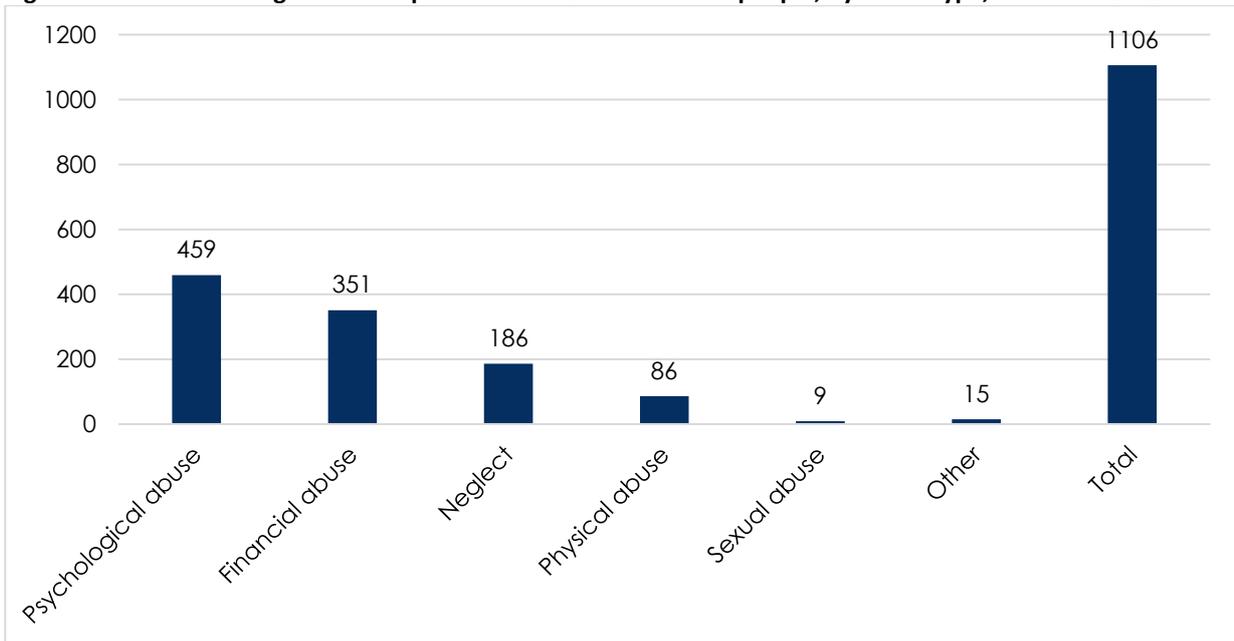
**Figure 6: Relationship of the subject of allegation to the older person in reports to the ADC, Jan-Mar 2021**



## 2.4 Type of alleged abuse of older person

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

**Figure 7: Number of allegations in reports to the ADC about older people, by abuse type, Jan – Mar 2021**



**Table 1: Type of alleged abuse against the older person in reports to the ADC, Jan-Mar 2021<sup>1</sup>**

Type of alleged abuse	Number of allegations	% of all allegations
Psychological abuse	459	41.5

<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.

(Mainly verbal abuse; and preventing or restricting access to family/others)		
<b>Financial abuse</b>	351	31.7
(Mainly financial exploitation; theft; and misuse of Power of Attorney/ Enduring POA)		
<b>Neglect</b>	186	16.8
(Mainly failure to meet the person's support needs; and medical neglect)		
<b>Physical abuse</b>	86	7.8
(Mainly hitting/kicking/punching; and pushing/shoving/grabbing/shaking)		
<b>Sexual abuse</b>	9	0.8
(Mainly sexual assault)		
<b>Other</b>	15	1.4
<b>Total allegations in reports about older people</b>	<b>1106</b>	<b>100</b>

The most common allegations reported in relation to older people related them being subject to verbal abuse; being financial exploited; not having their support needs met; and theft.

**Table 2: Leading reported allegations in relation to older people, Jan-Mar 2021**

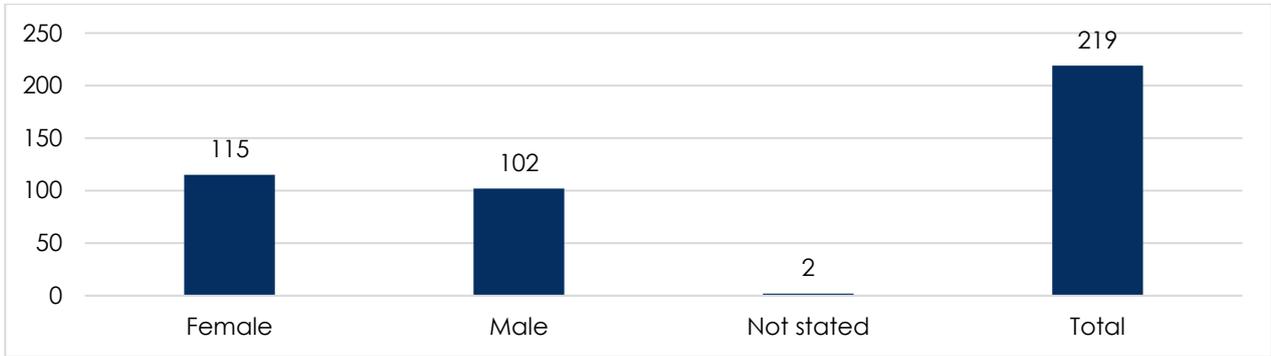
	Reported allegation	Number of cases
1.	Psychological abuse – verbal abuse	231
2.	Financial exploitation	112
3.	Neglect – failure to meet the adult's support needs	111
4.	Financial abuse – theft	91
5.	Psychological abuse – preventing or restricting access to family/others	80
6.	Financial abuse – misuse of Power of Attorney/ Enduring Power of Attorney	71
7.	Psychological abuse – preventing or restricting access to supports/services	39
8.	Psychological abuse – making excessive or degrading demands	27
9.	Financial abuse – other financial abuse	24
10.	Neglect – medical care	23

### 3. Reports about adults with disability

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

Of the 219 reports to the ADC about adults with disability in January – March 2021, just over half (53%) were about women with disability.

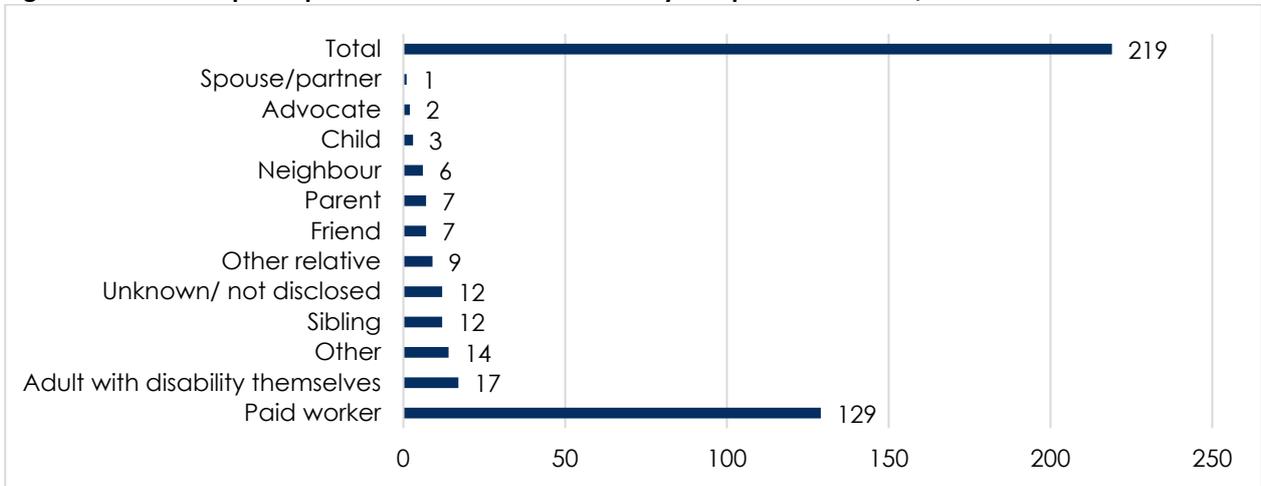
**Figure 8: Gender of adults with disability the subject of a report to the ADC, Jan-Mar 2021**



### 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 January – March 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.

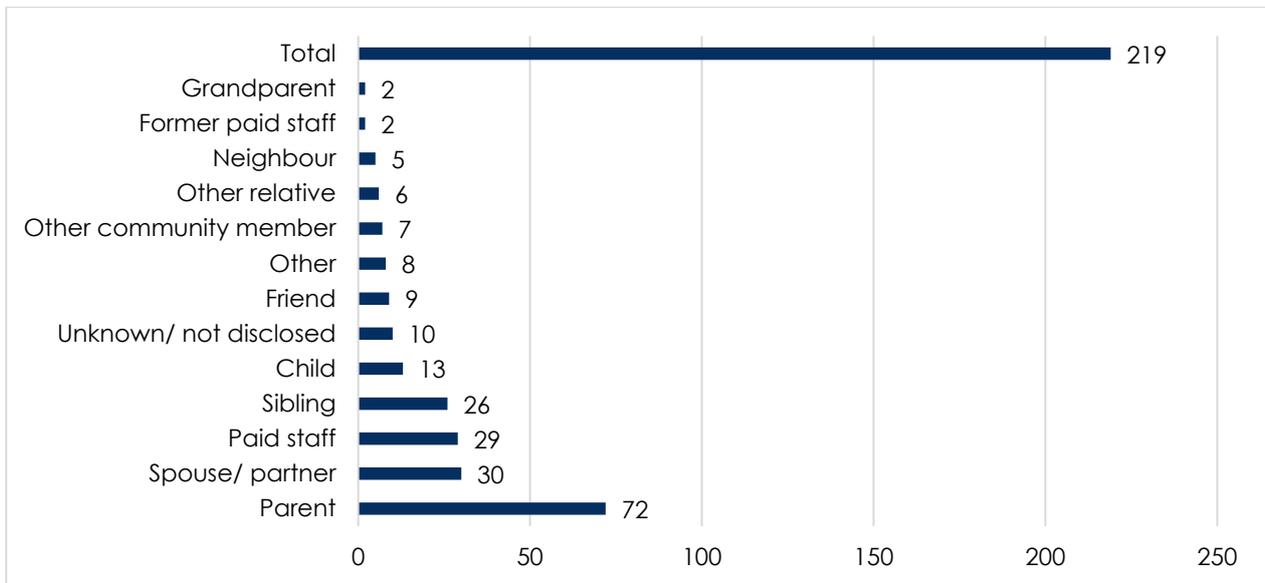
Figure 9: Relationship of reporter to the adult with disability in reports to the ADC, Jan-Mar 2021



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

In one-third (33%) of the 219 reports to the ADC about adults with disability in January – March 2021, the allegations pertained to the adult’s parent(s). All up, relatives were the subjects of allegation in over half (54%) of the reports about adults with disability in that quarter. In 14% 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, Jan-Mar 2021



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

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

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

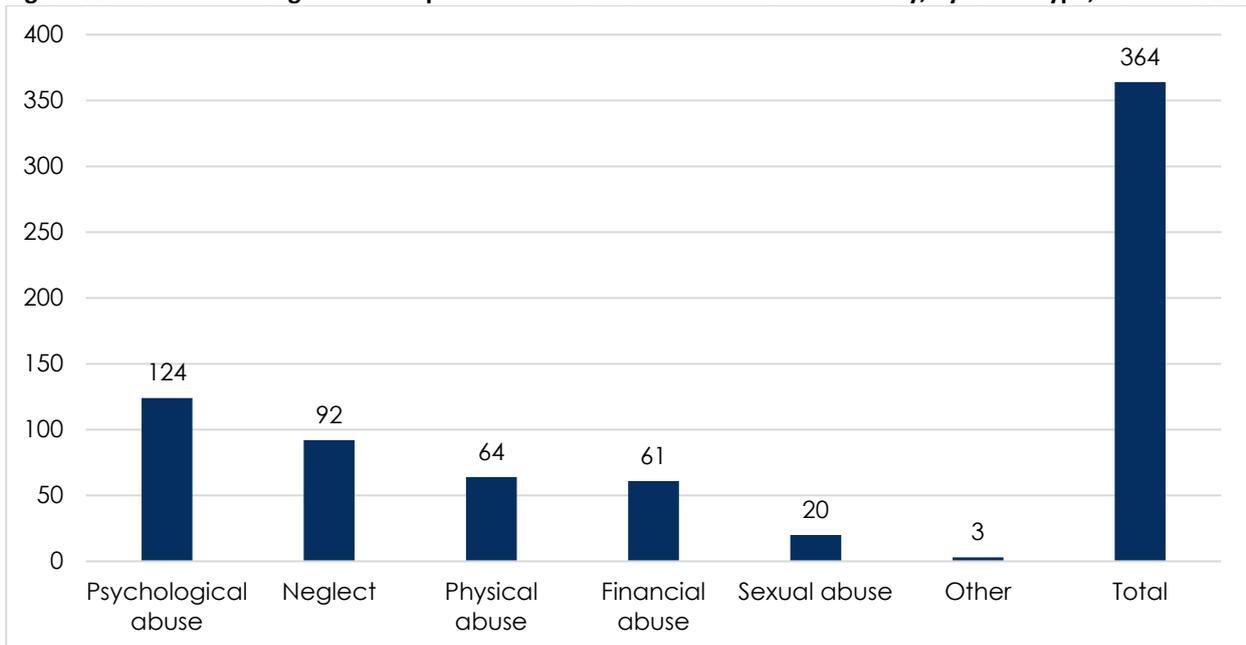


Table 3: Type of alleged abuse against the adult with disability in reports to the ADC, Jan-Mar 2021<sup>2</sup>

Type of alleged abuse	Number of allegations	% of all allegations
Psychological abuse	124	34.1

<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.

Mainly verbal abuse; preventing/restricting the person's access to supports/services; and preventing/restricting the person's access to family/others		
<b>Neglect</b>  (Mainly failure to meet the person's support needs; medical neglect; and failure to provide adequate clothing/food)	92	25.3
<b>Physical abuse</b>  (Mainly hitting, kicking, punching; inappropriate restraint/use of force; and use of an object/weapon)	64	17.6
<b>Financial abuse</b>  (Mainly financial exploitation; preventing access to/withholding the person's money; and theft)	61	16.8
<b>Sexual abuse</b>  (Mainly sexual assault)	20	5.5
<b>Other</b>	3	0.8
<b>Total allegations in reports about adults with disability</b>	<b>364</b>	<b>100</b>

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 prevented or restricted from accessing supports/services; being subject to physical abuse; and financial exploitation.

**Table 4: Leading reported allegations in relation to adults with disability, Jan-Mar 2021**

	Reported allegation	Number of cases
1.	Neglect – failure to meet support needs	51
2.	Psychological abuse – verbal abuse	41
3.	Psychological abuse – preventing or restricting access to supports/services	29
4.	Physical abuse – hitting/kicking/punching	21
5.	Financial exploitation	20
5.	Psychological abuse – other psychological abuse	20
7.	Psychological abuse – preventing or restricting access to family/ others	15
8.	Financial abuse – preventing access to/ withholding the adult's money	15
8.	Neglect – medical care	14
10.	Financial abuse – theft	13

## 4. Key outcomes

### 4.1 Person outcomes

In relation to the 1,025 reports closed in January – March 2021, key outcomes for the older people and adults with disability included that their views and wishes were ascertained and respected; actions were taken by police to check on their welfare/ look into criminal allegations; and they received additional supports.

**Table 5: Leading outcomes for the person the subject of a report to the ADC, reports closed Jan-Mar 2021**

Person outcomes	Number of cases <sup>3</sup>
Will and preference of Person ascertained	178
Will and preference of Person respected/upheld	160
Other police/justice action	60
Referral or help to access aged care supports	45
Aged care support provided or increased	32
Referral or help to access legal support	31
Referral or help to access other supports	31
Review or assessment of aged care supports	30
Change in accommodation	28
Review or assessment of disability supports	22
Referral or help to access disability supports	21
Disability support provided or increased	21
Person removed from premises	19
Referral or help to access health services	19
Referral or help to access advocacy supports	16
Referral or help to access support person	16
ADVO put in place	14
Review or assessment of decision-making capacity	12
Health/medical support provided or increased	12

## 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 Jan-Mar 2021**

Subject of allegation outcomes	Number of cases <sup>4</sup>
Education or advice provided	29
Linked to/received more support	25
ADVO put in place	12
Removed from premises	11
Reduced/supervised access to Person	7
Prevented from access to Person	6
Removal as Power of Attorney or Enduring Power of Attorney	4
Benefit removed	3
Criminal charges	3

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

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