

Ageing and Disability Commission data

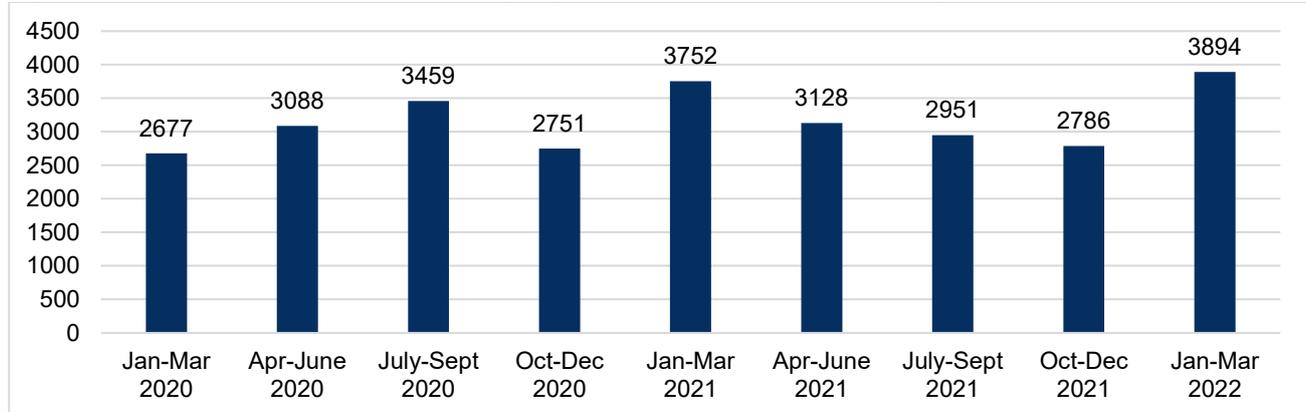
January – March 2022

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 2022, the Ageing and Disability Abuse Helpline received **3,894 calls**. The number of calls to the Helpline in this quarter was 40% higher than the previous quarter (2,786), and 4% higher than the same quarter last year (3,752).

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



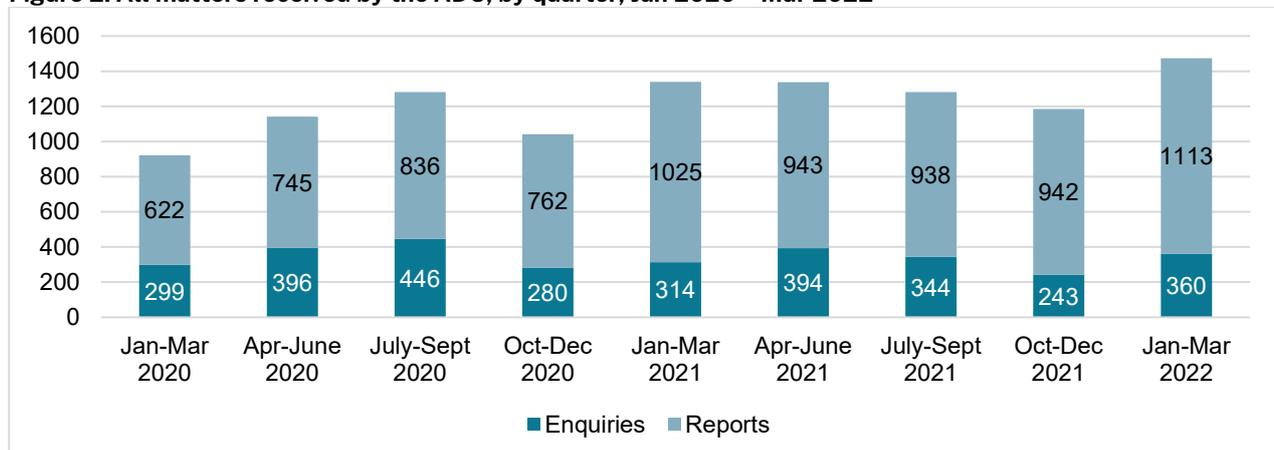
1.2 Number of reports and enquiries

Between 1 January and 31 March 2022, the ADC received **1,473 matters**, comprising:

- **1,113 reports** under section 13 of the *Ageing and Disability Commissioner Act 2019*
- **360 enquiries** – involving 167 general enquiries, and 193 abuse-related enquiries.

The number of matters received in this quarter was 24% higher than the previous quarter (1,185), and 10% higher than the equivalent period last year (1,339).

Figure 2: All matters received by the ADC, by quarter, Jan 2020 – Mar 2022



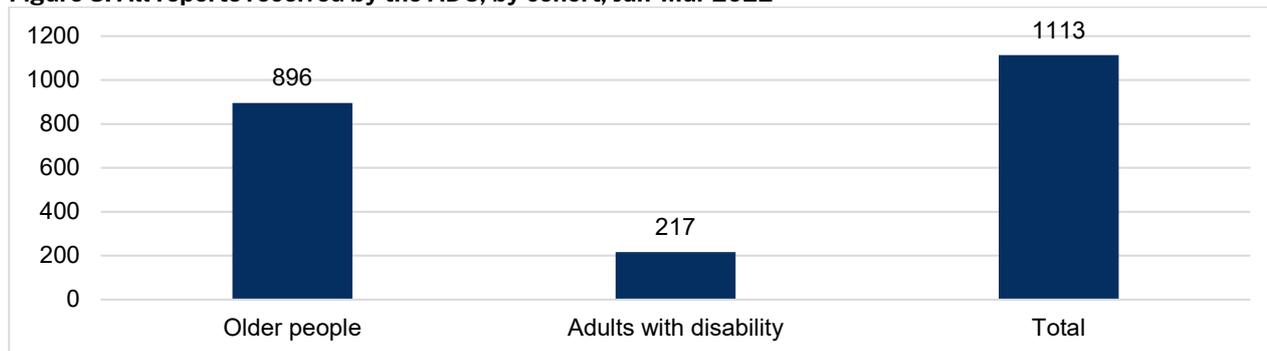
2. Person status and demographics

2.1 Person status

Of the 1,113 reports received by the ADC in January – March 2022:

- **896 reports (80.5%) involved older people¹**, including 274 reports relating to older people with disability
- **217 reports (19.5%) involved adults with disability²** who were not older people.

Figure 3: All reports received by the ADC, by cohort, Jan-Mar 2022



2.2 Aboriginal and Torres Strait Islander background

In 2.1% of reports to the ADC in January – March 2022, the adult with disability or older person was identified as Aboriginal and/or Torres Strait Islander. This is slightly lower than the proportion in reports in 2020-21 (2.9%) and the previous quarter (2.8%).

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

	Older people (n=896)	% of reports about older people	Adults with disability (n=217)	% of reports about adults with disability	All reports (n=1,113)	% of all reports
Person identified as Aboriginal and/or Torres Strait Islander	20	2.2	3	1.4	23	2.1

2.3 Culturally and linguistically diverse background

In 5.9% of reports to the ADC in January – March 2022, the adult with disability or older person was identified as having a culturally and linguistically diverse (CALD) background. This is lower than the proportion in reports in 2020-21 (8.1%), and slightly lower than the previous quarter (6.2%).

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, Jan-Mar 2022

	Older people (n=896)	% of reports about older people	Adults with disability (n=217)	% of reports about adults with disability	All reports (n=1,113)	% of all reports
Person identified as having a CALD background	59	6.6	7	3.2	66	5.9

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

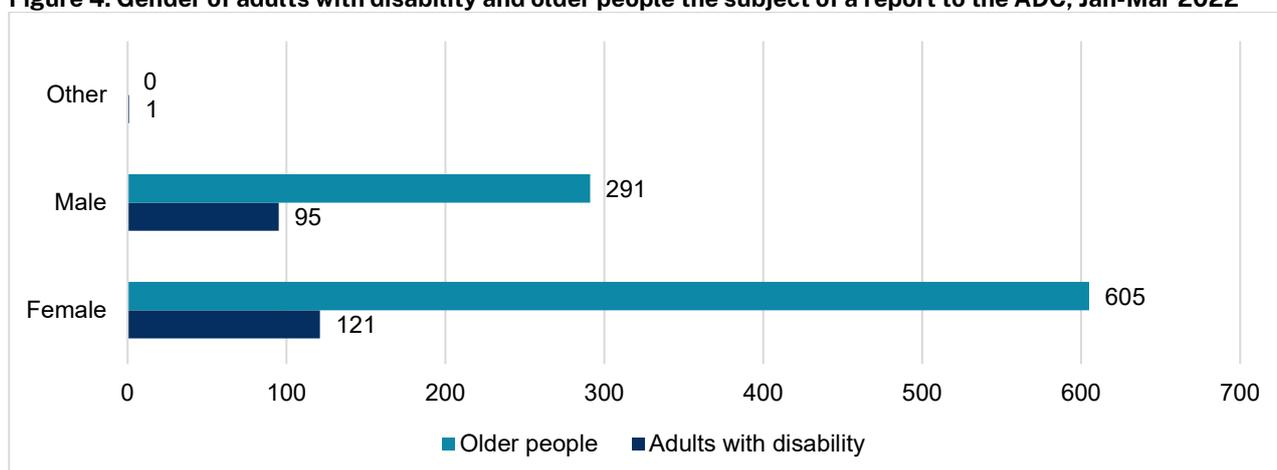
Older people (n=896)		Adults with disability (n=217)	
Greek	13	Filipino	<3
Italian	12	Vietnamese	<3
Chinese	9	Swahili	<3
Croatian	4	Arabic	<3
Spanish	3	Japanese	<3

2.4 Gender

Consistent with reports since the start of the ADC, most (67.5%) of the 896 reports to the ADC about older people in January – March 2022 concerned older women.

Of the 217 reports to the ADC about adults with disability in this quarter, just over half (55.8%) were about women with disability.

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



2.5 Age

The largest proportion of the 896 reports about older people in January – March 2022 related to people aged 80-84 years (19.3%).

The largest proportion of the 217 reports about adults with disability related to people aged 18-24 years (17.5%).

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

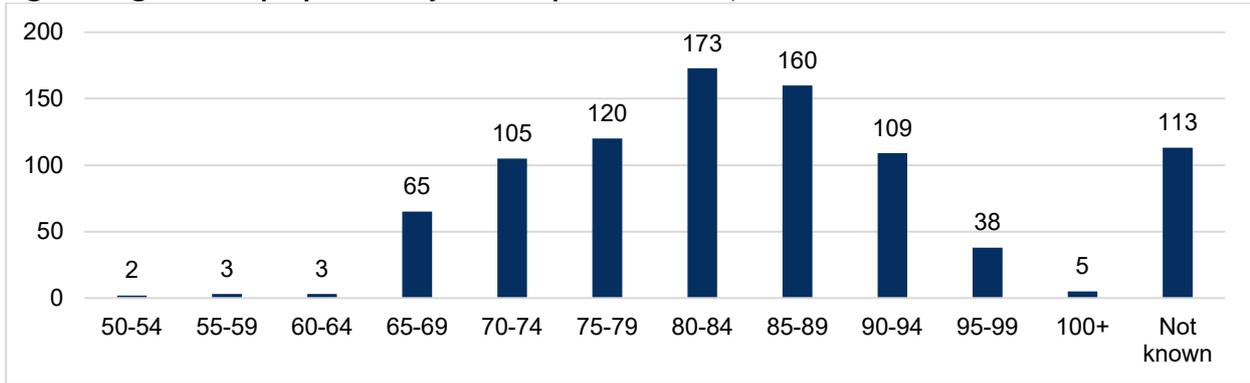
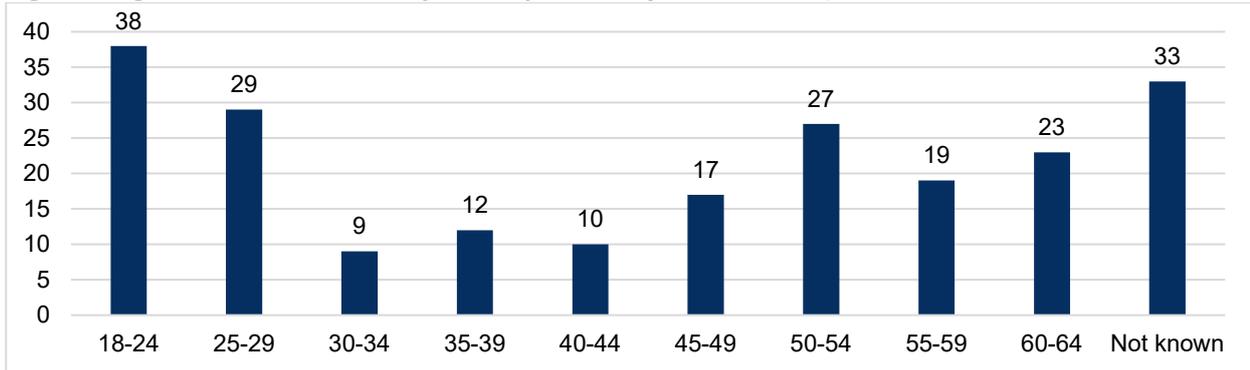


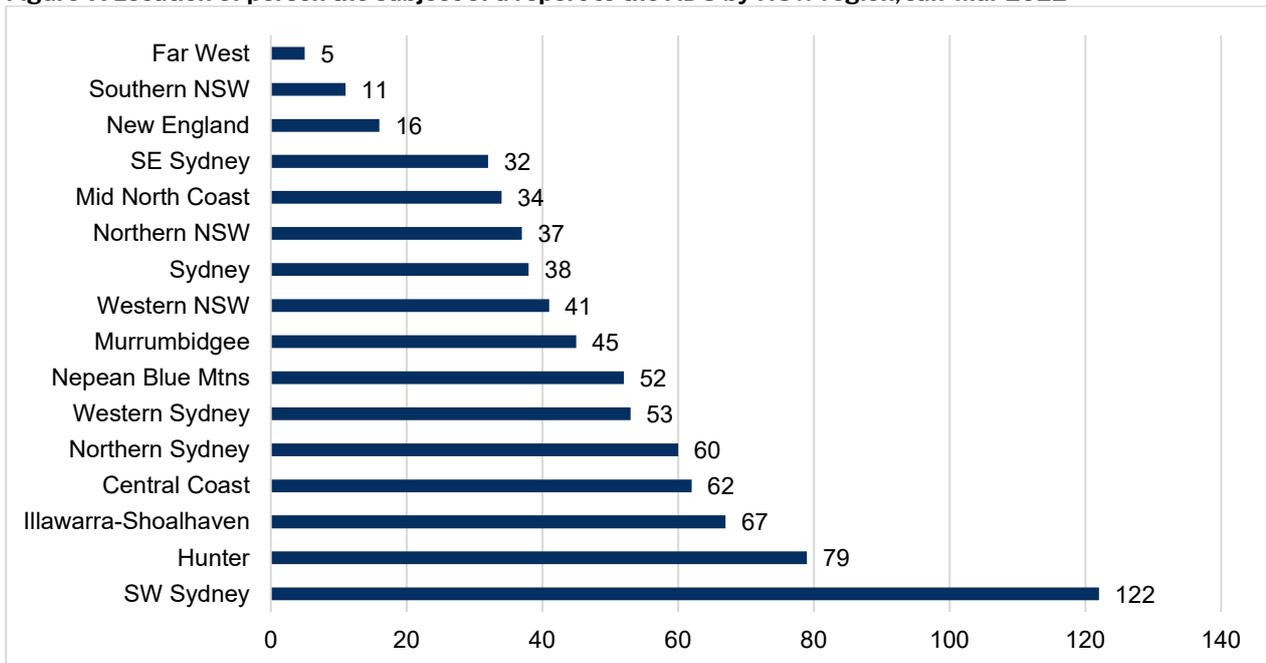
Figure 6: Age of adults with disability the subject of a report to the ADC, Jan-Mar 2022



2.6 Location of person

Of the 754 reports to the ADC in January – March 2022 in which the location of the person was known, regional NSW accounted for just under half of the reports (397; 52.7%). Of the regional areas, Hunter, Illawarra Shoalhaven, and Central Coast featured most often.

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



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

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

	Local Government Area	Number of cases
1.	Central Coast	40
2.	Lake Macquarie	28
3.	Canterbury-Bankstown	22
4.	Blacktown	20
5.	Kiama	17
6.	Mid-Coast	17
7.	Bayside	16
8.	Campbelltown	15

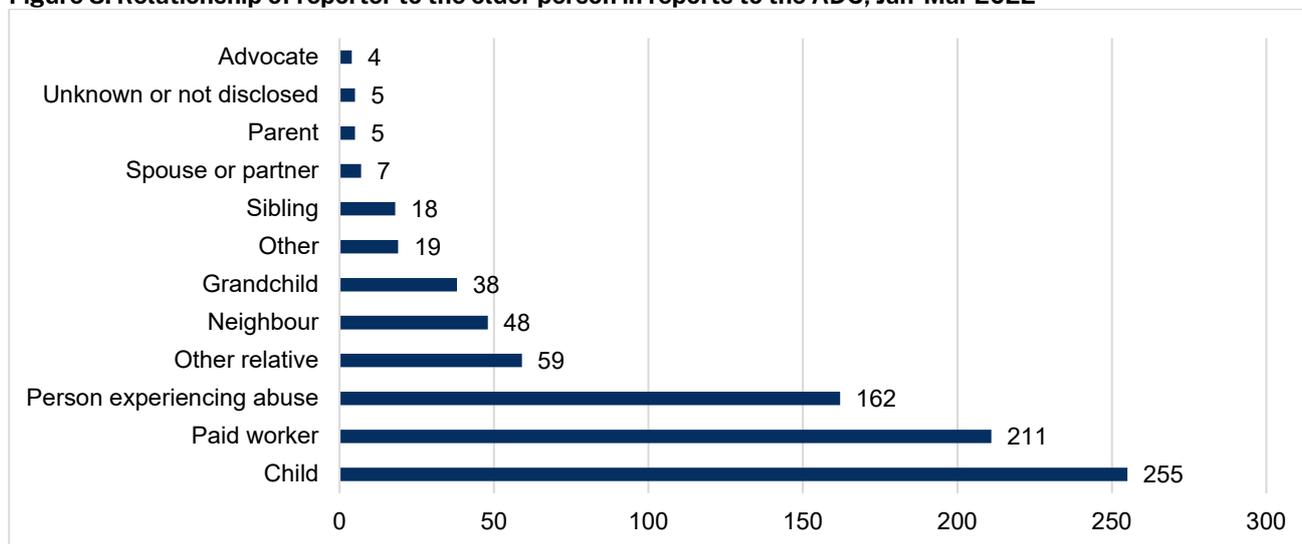
3. Reporters

3.1 Relationship of reporter to the adult

Older people

Adult children (28.5%) and paid workers (23.5%) were the main source of reports to the ADC about older people in January – March 2022. Reports by older people ('person experiencing abuse') accounted for 18.1% of the 896 reports about older people in this quarter.

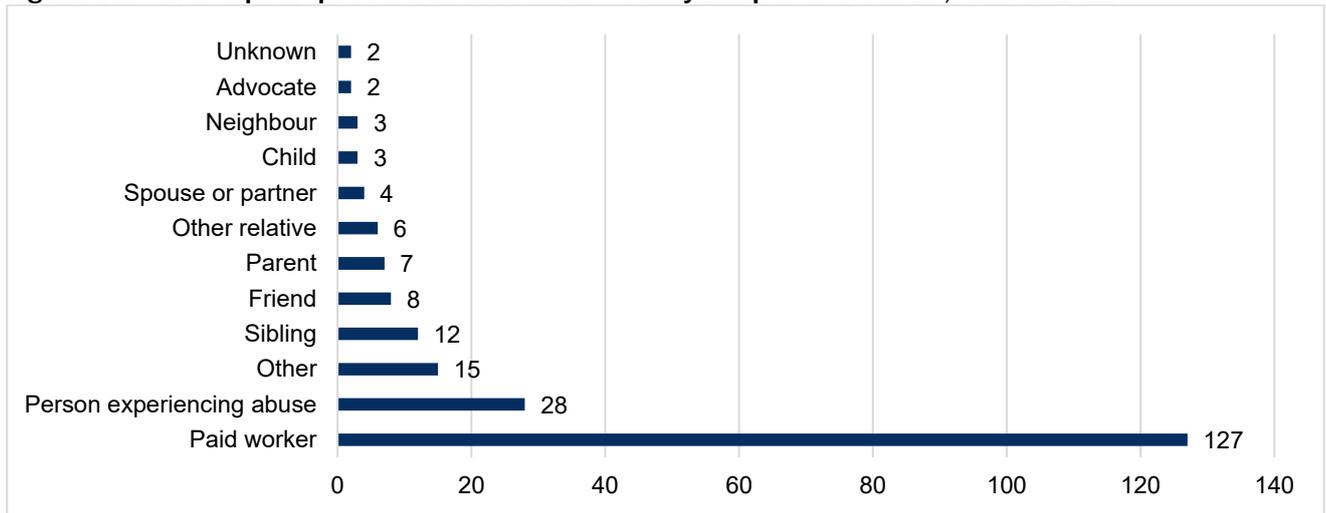
Figure 8: Relationship of reporter to the older person in reports to the ADC, Jan-Mar 2022



Adults with disability

Paid workers were the main source of reports to the ADC about adults with disability in January – March 2022, accounting for over half (58.5%) of the 217 reports. Adults with disability ('person experiencing abuse') were the reporters in 12.9% of reports received about adults with disability this quarter.

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



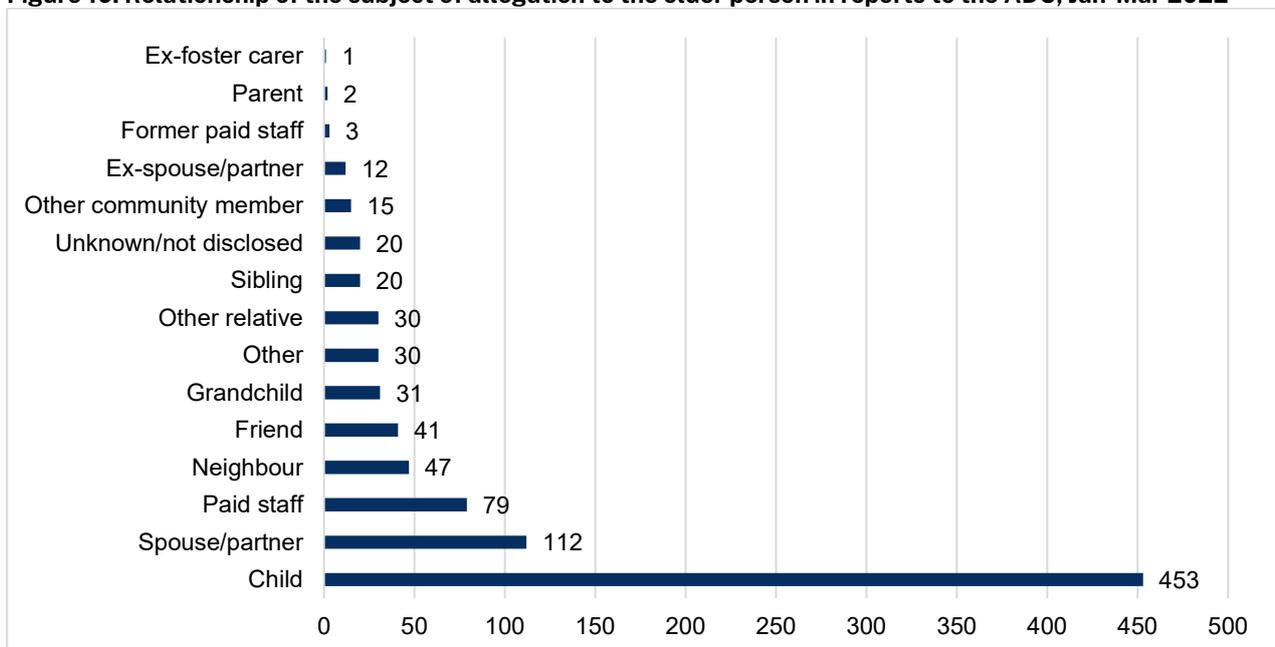
4. Subjects of allegation

4.1 Relationship of the subject of allegation to the adult

Older people

Half (50.6%) of the 896 reports to the ADC about older people in January – March 2022 pertained to the person’s adult children. All up, relatives³ were the subjects of allegation in 59.8% of the reports about older people in this quarter. Allegations against a spouse or partner (or ex-spouse/ partner) featured in 13.8% of the reports about older people.

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

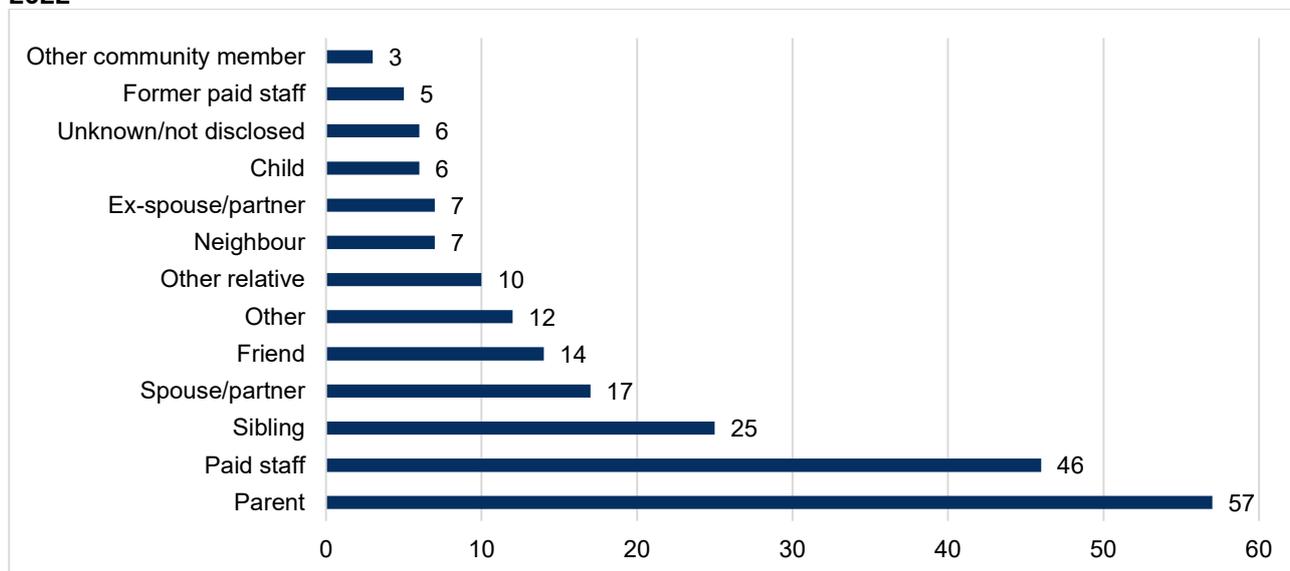


³ For the purposes of our analysis, ‘relatives’ does not include the adult’s spouse/partner or ex-spouse/partner.

Adults with disability

Over one-quarter (26.3%) of the 217 reports to the ADC about adults with disability in January – March 2022, the allegations pertained to the adult’s parent(s). All up, relatives⁴ were the subjects of allegation in 45.2% of the reports about adults with disability in this quarter. In 11.1% of matters, the adult’s spouse or partner (or ex-spouse/partner) was the subject of the allegations.

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



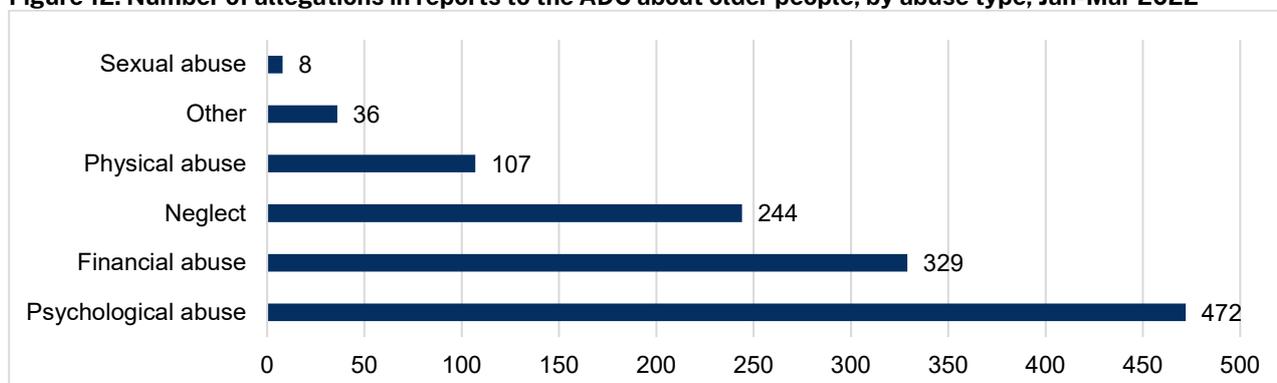
5. Type of alleged abuse

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 January – March 2022 were psychological abuse and financial abuse.

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



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

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

Type of alleged abuse	Number of allegations	% of all allegations
Psychological abuse (Mainly verbal abuse; and preventing or restricting access to family/others)	472	39.5
Financial abuse (Mainly financial exploitation; and misuse of Power of Attorney/ Enduring POA)	329	27.5
Neglect (Mainly failure to meet the person’s support needs; and medical neglect)	244	20.4
Physical abuse (Mainly threat of harm; and hitting/kicking/punching)	107	8.9
Sexual abuse (Mainly sexual assault)	8	0.7
Other	36	3.0
Total allegations in reports about older people	1,196	100

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 6: Leading reported allegations in relation to older people, Jan-Mar 2022

	Reported allegation	Number of cases
1.	Verbal abuse	245
2.	Failure to meet the adult’s support needs	137
3.	Financial exploitation	111
4.	Other psychological abuse	98
5.	Preventing or restricting access to family/others	95
6.	Misuse of Power of Attorney/ Enduring Power of Attorney	74
7.	Theft	66
8.	Medical neglect	56
9.	Preventing or restricting access to supports and services	52
10.	Other financial abuse	50

Adults with disability

The most commonly reported types of alleged abuse in relation to adults with disability in January – March 2022 were psychological abuse, followed by neglect.

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.

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

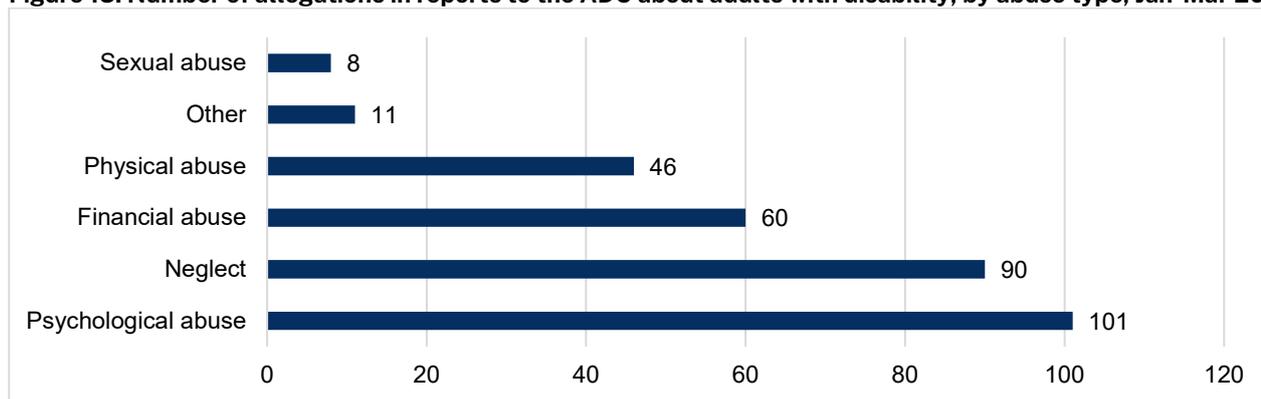


Table 7: Type of alleged abuse of the adult with disability in reports to the ADC, Jan-Mar 2022⁶

Type of alleged abuse	Number of allegations	% of all allegations
Psychological abuse Mainly verbal abuse; and preventing/restricting the person’s access to supports/services	101	32
Neglect (Mainly failure to meet the person’s support needs; and medical neglect)	90	28.5
Financial abuse (Mainly financial exploitation; other financial abuse; and theft)	60	19
Physical abuse (Mainly hitting/ kicking/ punching; and threat of harm)	46	14.6
Sexual abuse (Mainly sexual touching)	8	2.5
Other	11	3.5
Total allegations in reports about adults with disability	316	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 prevented from accessing necessary supports or services; being subject to medical neglect; and being physically assaulted.

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

	Reported allegation	Number of cases
1.	Failure to meet support needs	48
2.	Verbal abuse	36
3.	Preventing or restricting access to supports and services	32
3.	Financial exploitation	27
5.	Medical neglect	23
6.	Hitting/kicking/punching	21

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.

7.	Other psychological abuse	20
8.	Threat of harm	15
9.	Making excessive or degrading demands	13
9.	Other financial abuse	12

6. Actions/ outcomes

6.1 Primary action by ADC (closed reports)

The ADC closed 1,034 reports in January – March 2022. Most of the reports (829; 80.2%) 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 175 reports closed in this period (16.9%), 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 1,034 reports closed in January – March 2022, 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 aged care, legal, advocacy, disability and/or other supports.

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

Person outcomes	Number of cases ⁷
Will and preference of Person ascertained	183
Will and preference of Person respected/upheld	170
Review or assessment of aged care supports	22
Aged care supports provided or increased	19
Referral or help to access aged care supports	18
Referral or help to access legal support	18
Referral or help to access advocacy supports	15
Referral or help to access other supports	15
Review or assessment of disability supports	12
Change in accommodation	11
Disability supports provided or increased	11

6.3 Subject of allegation outcomes

For the 1,034 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 Jan-Mar 2022

Subject of allegation outcomes	Number of cases⁸
Education or advice provided	123
Linked to/received more support	20
ADVO put in place	9
Prevented from access to Person	7
Removed as POA/EPOA	6
Removed as NDIS nominee	4
Removed as Enduring Guardian	4
Removed as guardian	3
Removed from premises	3
Reduced/supervised access to Person	3

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