

## Ageing and Disability Commission data

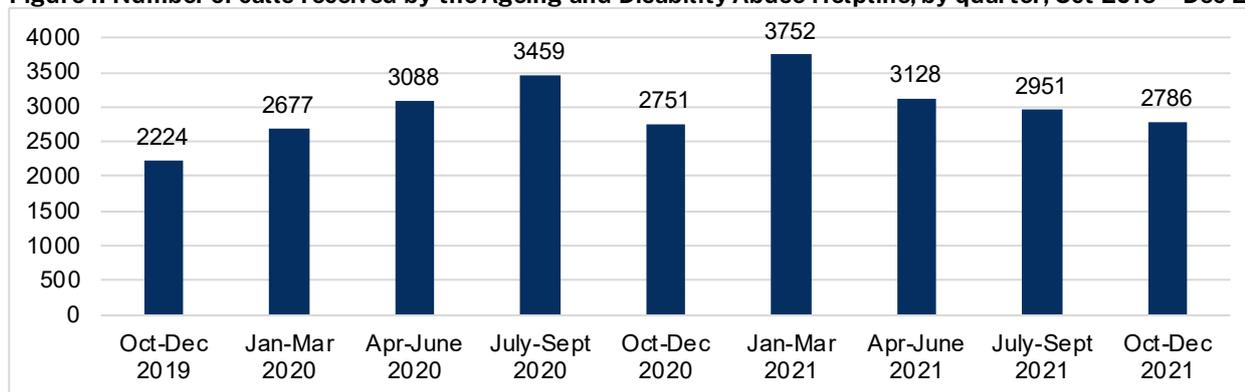
October – December 2021

### 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 2021, the Ageing and Disability Abuse Helpline received **2,786 calls**. The number of calls to the Helpline in this quarter was largely consistent with the number received in the same quarter last year (2,751).

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



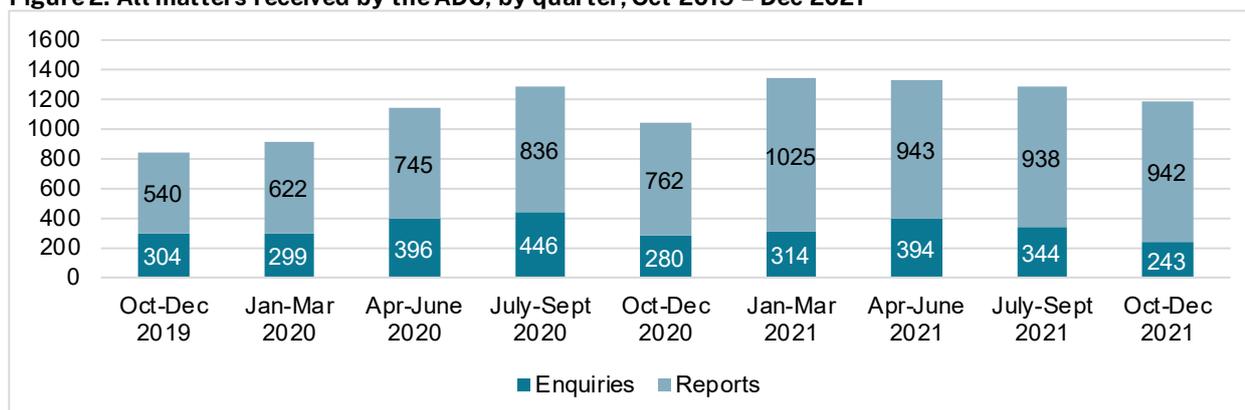
#### 1.2 Number of reports and enquiries

Between 1 October and 31 December 2021, the ADC received **1,185 matters**, comprising:

- **942 reports** under section 13 of the *Ageing and Disability Commissioner Act 2019*
- **243 enquiries** – involving 118 general enquiries, and 125 abuse-related enquiries.

The number of matters received in this quarter was 13.7% higher than the same quarter in 2020/21 (1,042). The number of reports received was 23.6% higher than the equivalent period last year (762).

Figure 2: All matters received by the ADC, by quarter, Oct 2019 – Dec 2021



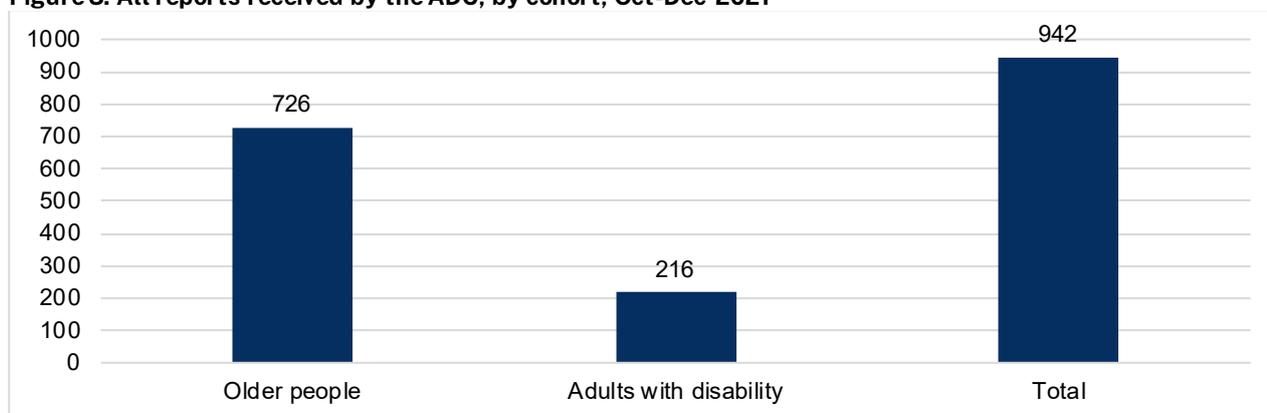
## 2. Person status and demographics

### 2.1 Person status

Of the 942 reports received by the ADC in October – December 2021:

- **726 reports (77.1%) involved older people<sup>1</sup>**, including 224 reports relating to older people with disability
- **216 reports (22.9%) involved adults with disability<sup>2</sup>** who were not older people.

Figure 3: All reports received by the ADC, by cohort, Oct-Dec 2021



### 2.2 Aboriginal and Torres Strait Islander background

In 2.8% of reports to the ADC in October – December 2021, the adult with disability or older person was identified as Aboriginal and/or Torres Strait Islander. This is consistent with data on reports in 2020-21.

Table 1: Aboriginal and Torres Strait Islander status of person the subject of a report to the ADC, by person status, Oct-Dec 2021

	Older people (n=726)	% of reports about older people	Adults with disability (n=216)	% of reports about adults with disability	All reports (n=942)	% of all reports
Person identified as Aboriginal and/or Torres Strait Islander	21	2.9	5	2.3	26	2.8

### 2.3 Culturally and linguistically diverse background

In 6.2% of reports to the ADC in October – December 2021, 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%).

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

<sup>2</sup> 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 2021**

	Older people (n=726)	% of reports about older people	Adults with disability (n=216)	% of reports about adults with disability	All reports (n=942)	% of all reports
Person identified as having a CALD background	53	7.3	5	2.3	58	6.2

Greek and Arabic were the most common culturally and linguistically diverse backgrounds of both older people and adults with disability who were the subject of a report to the ADC in 2020-21.

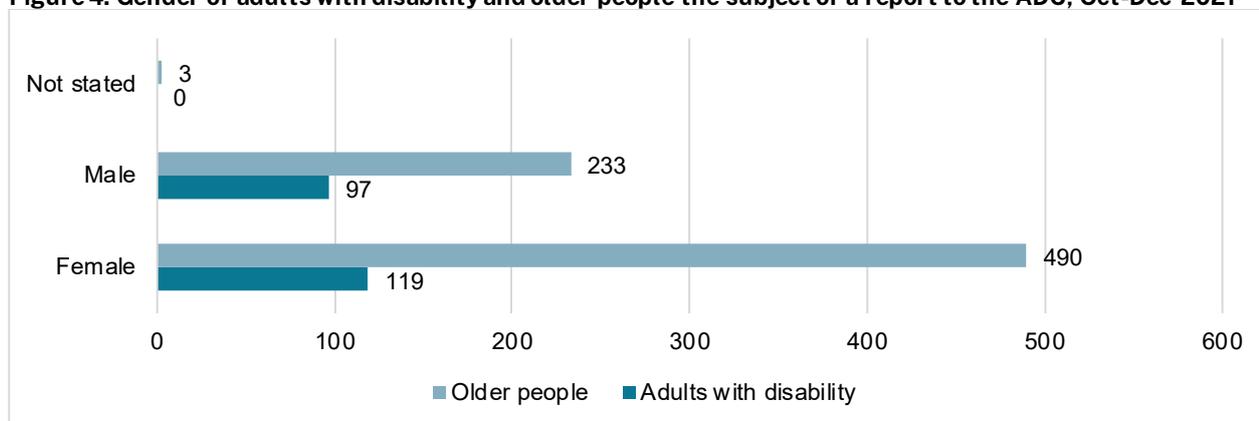
**Table 3: Main CALD backgrounds of people the subject of a report to the ADC, by person status, Oct-Dec 2021**

Older people (n= 726)		Adults with disability (n=216)	
Italian	8	Arabic	<3
Chinese	6	Greek	<3
Greek	6	Spanish	<3
Spanish	6	Other	<3
Vietnamese	5		
Croatian	4		
Portuguese	3		

## 2.4 Gender

Consistent with reports since the start of the ADC, most (67.5%) of the 726 reports to the ADC about older people in October – December 2021 concerned older women. Of the 216 reports to the ADC about adults with disability in this quarter, just over half (55.1%) were about women with disability.

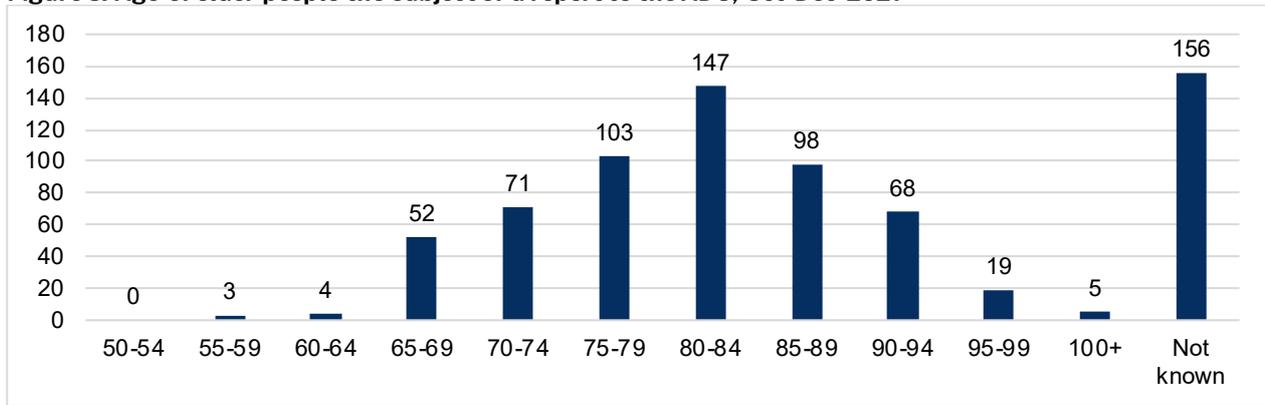
**Figure 4: Gender of adults with disability and older people the subject of a report to the ADC, Oct-Dec 2021**



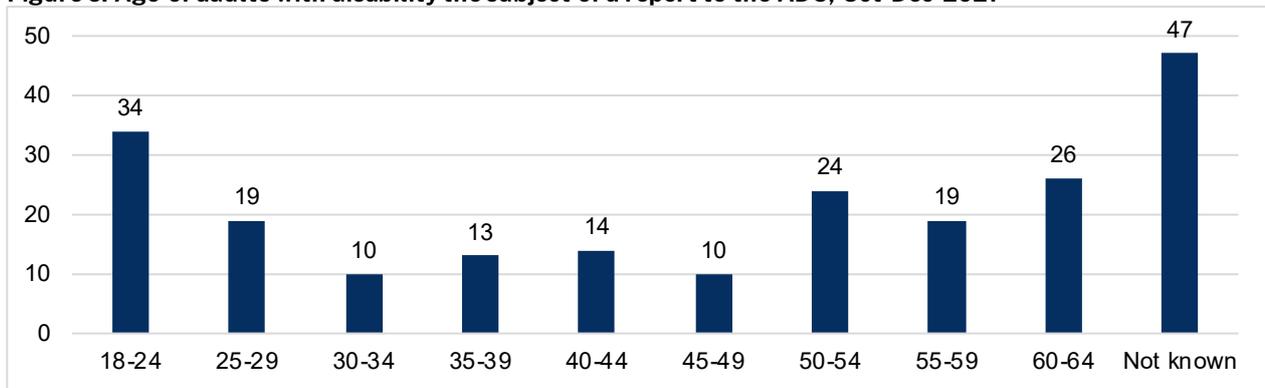
## 2.5 Age

The largest proportion of the 726 reports about older people in October – December 2021 related to people aged 80-84 years (20.2%). The largest proportion of the 216 reports about adults with disability related to people aged 18-24 years (15.7%).

**Figure 5: Age of older people the subject of a report to the ADC, Oct-Dec 2021**



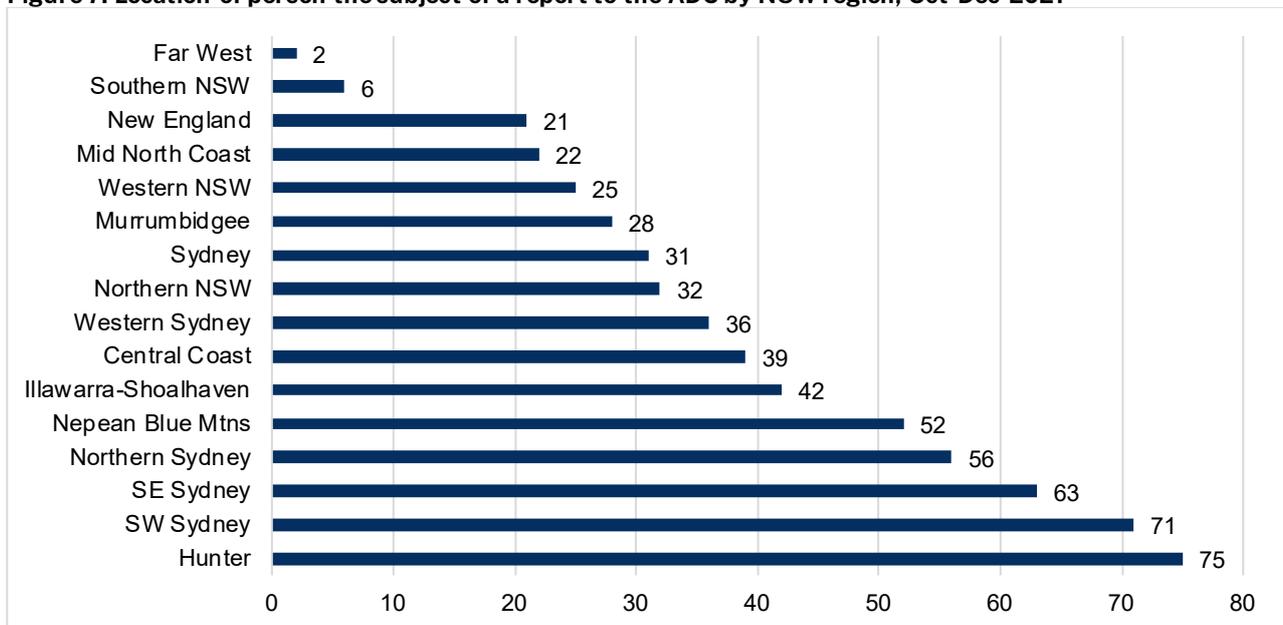
**Figure 6: Age of adults with disability the subject of a report to the ADC, Oct-Dec 2021**



## 2.6 Location of person

Of the 601 reports to the ADC in October – December 2021 in which the location of the person was known, regional NSW accounted for just under half of the reports (292; 48.6%). 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, Oct-Dec 2021**



At a Local Government Area (LGA) level, the adults who were the subjects of a report to the ADC in October – December 2021 most commonly lived in the Central Coast, Blacktown and Canterbury-Bankstown LGAs.

**Table 4: Main LGAs of people who were the subject of a report to the ADC, Oct-Dec 2021**

	Local Government Area	Number of cases
1.	Central Coast	34
2.	Blacktown	32
3.	Canterbury-Bankstown	28
4.	Bayside	22
4.	Lake Macquarie	22
6.	Campbelltown	18
6.	Newcastle	18
8.	Shoalhaven	16
9.	Hornsby	15
9.	Mid-Coast	15
9.	Parramatta	15

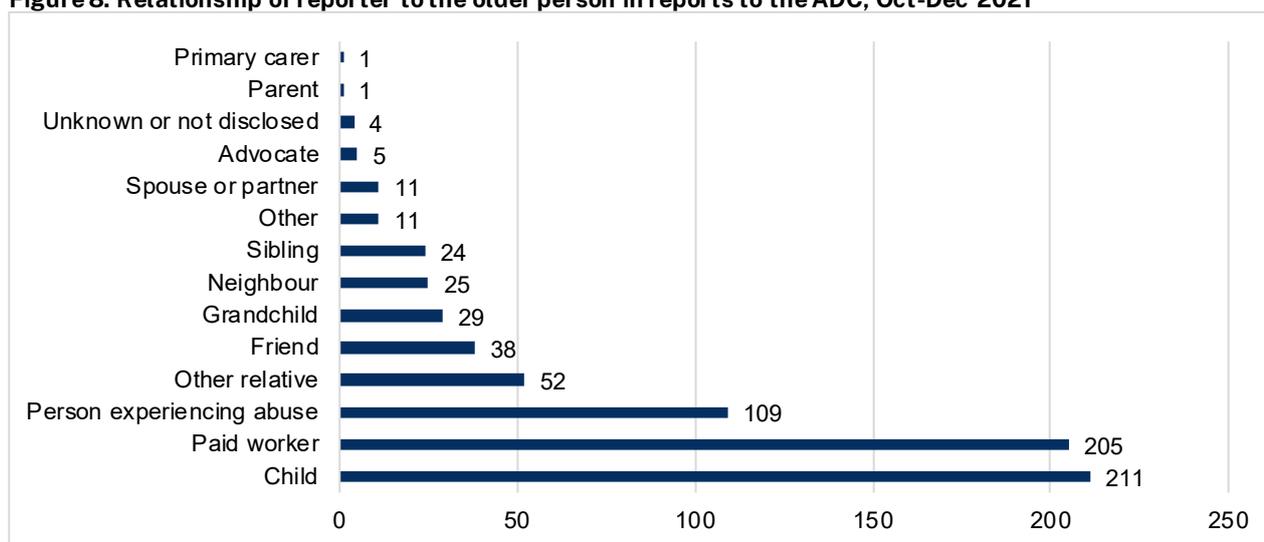
### 3. Reporters

#### 3.1 Relationship of reporter to the adult

##### Older people

Adult children (29.1%) and paid workers (28.2%) were the main source of reports to the ADC about older people in October – December 2021. Reports by older people (‘person experiencing abuse’), accounted for 15% of the 726 reports about older people in this quarter.

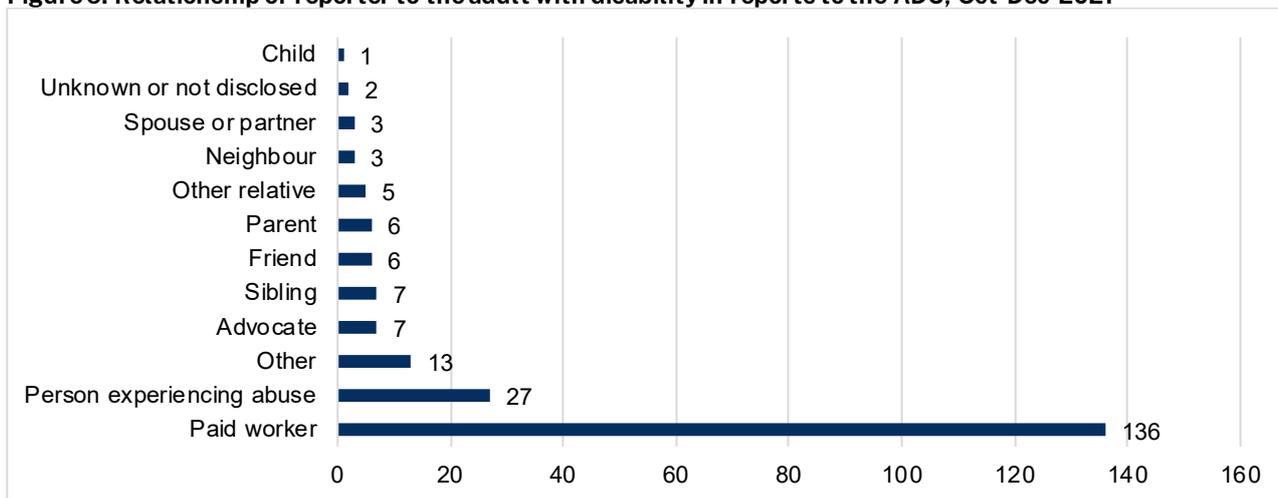
**Figure 8: Relationship of reporter to the older person in reports to the ADC, Oct-Dec 2021**



##### Adults with disability

Consistent with previous data, paid workers were the main source of reports to the ADC about adults with disability in October – December 2021, accounting for almost two-thirds (63%) of the 216 reports. Adults with disability (‘person experiencing abuse’) were the reporters in 12.5% 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 2021**



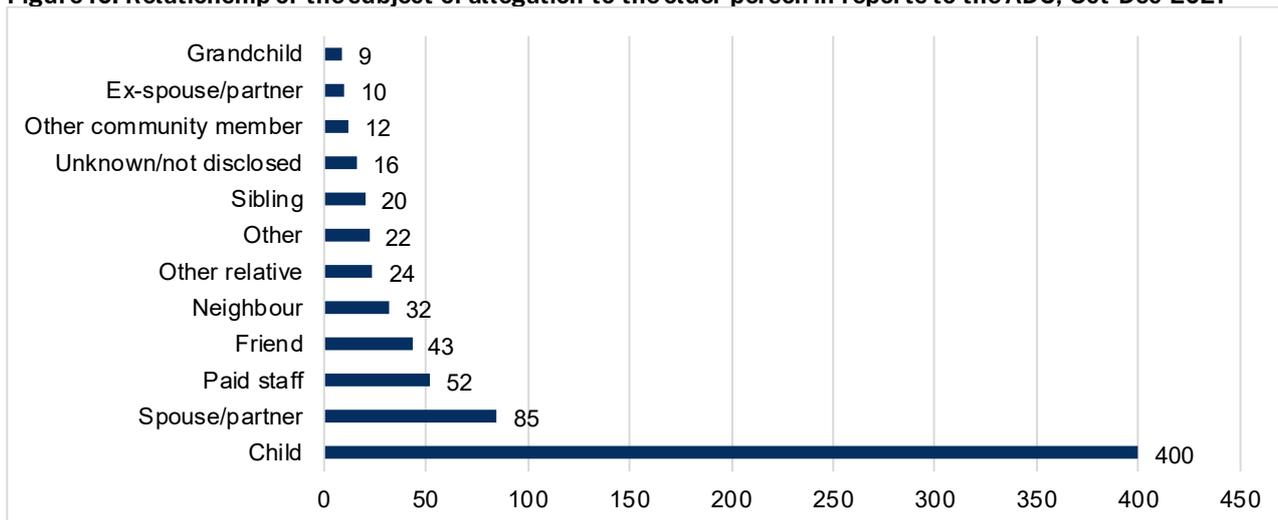
## 4. Subjects of allegation

### 4.1 Relationship of the subject of allegation to the adult

#### Older people

Over half (55.1%) of the 726 reports to the ADC about older people in October – December 2021 pertained to the person’s adult children. All up, relatives<sup>3</sup> were the subjects of allegation in 62.4% of the reports about older people in this quarter. Allegations against a spouse or partner (or ex-spouse/ partner) featured in 13.1% 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 2021**



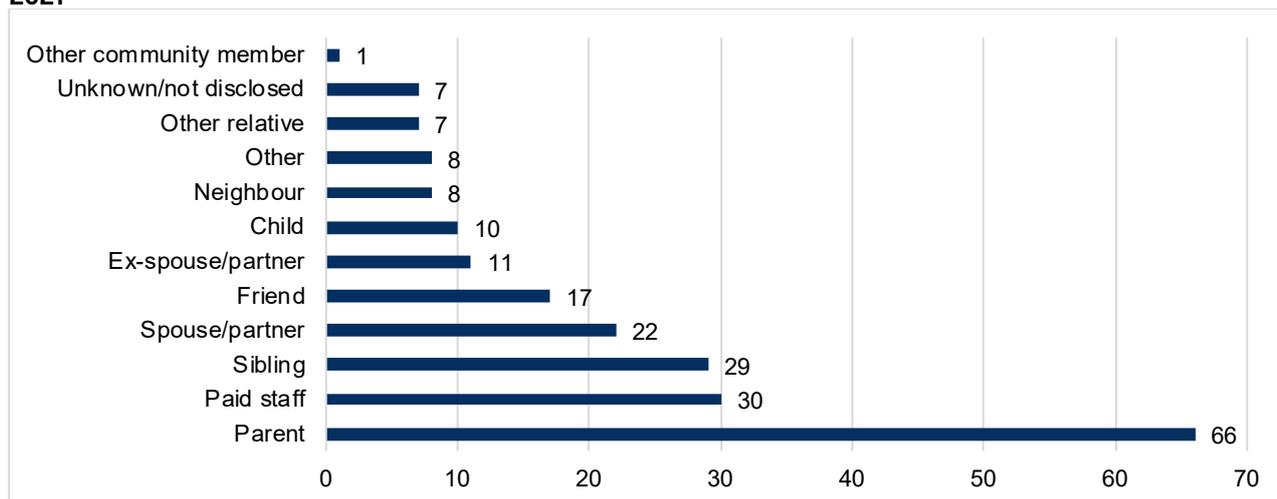
#### Adults with disability

In almost one-third (30.6%) of the 216 reports to the ADC about adults with disability in October – December 2021, the allegations pertained to the adult’s parent(s). All up, relatives<sup>4</sup> were the subjects of allegation in over half (51.9%) of the reports about adults with disability in this quarter. In 15.3% of matters, the adult’s spouse or partner (or ex-spouse/partner) was the subject of the allegations.

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

<sup>4</sup> 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 2021**



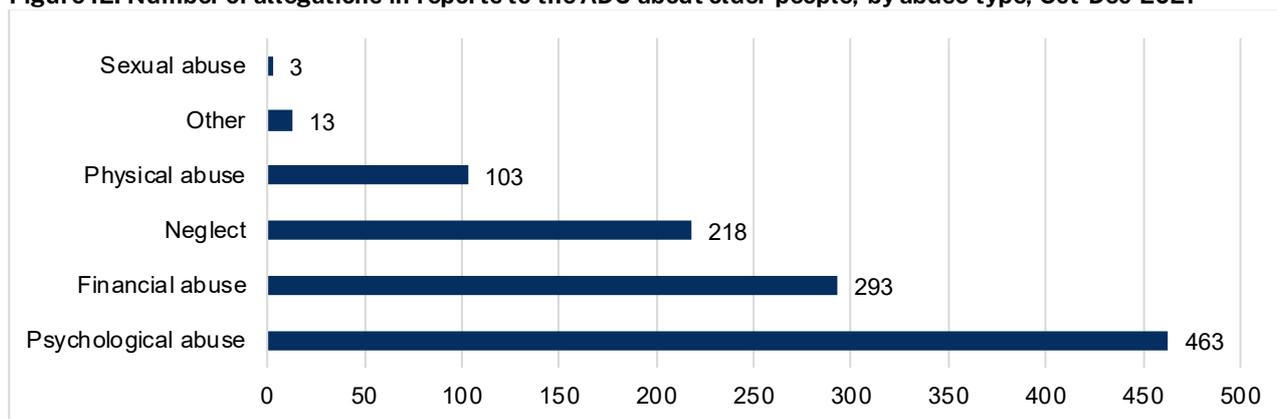
## 5. Type of alleged abuse

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

### Older people

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

**Figure 12: Number of allegations in reports to the ADC about older people, by abuse type, Oct-Dec 2021**



**Table 5: Type of alleged abuse of the older person in reports to the ADC, Oct-Dec 2021<sup>5</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)	463	42.4
<b>Financial abuse</b> (Mainly financial exploitation; and misuse of Power of Attorney/ Enduring POA)	293	26.8

<sup>5</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.

<b>Neglect</b> (Mainly failure to meet the person’s support needs; and medical neglect)	218	19.9
<b>Physical abuse</b> (Mainly hitting/kicking/punching; and perceived threat of harm)	103	9.4
<b>Sexual abuse</b> (Mainly sexual assault – taking advantage of cognitive impairment)	3	1.2
<b>Other</b>	13	1.2
<b>Total allegations in reports about older people</b>	<b>1,093</b>	<b>100</b>

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.

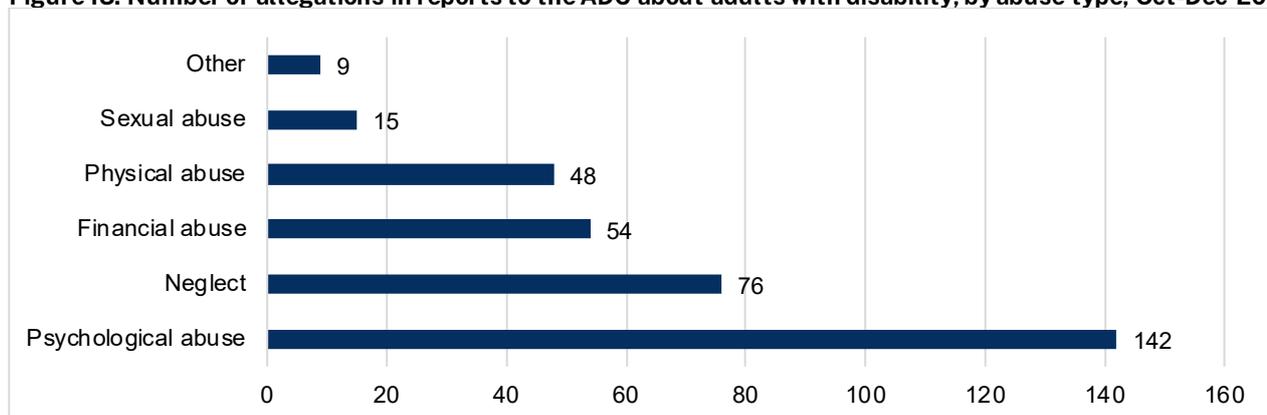
**Table 6: Leading reported allegations in relation to older people, Oct-Dec 2021**

	<b>Reported allegation</b>	<b>Number of cases</b>
1.	Verbal abuse	182
2.	Other psychological abuse	109
3.	Financial exploitation	105
4.	Preventing or restricting access to family/others	94
5.	Failure to meet the adult’s support needs	87
6.	Misuse of Power of Attorney/ Enduring Power of Attorney	67
7.	Theft	45
8.	Other financial abuse	43
9.	Medical neglect	39
10.	Preventing or restricting access to supports and services	31

## Adults with disability

The most commonly reported types of alleged abuse in relation to adults with disability in October – December 2021 were psychological abuse, followed by neglect.

**Figure 13: Number of allegations in reports to the ADC about adults with disability, by abuse type, Oct-Dec 2021**



**Table 7: Type of alleged abuse of the adult with disability in reports to the ADC, Oct-Dec 2021<sup>6</sup>**

Type of alleged abuse	Number of allegations	% of all allegations
<b>Psychological abuse</b> Mainly verbal abuse; other psychological abuse; and preventing/restricting the person's access to supports/services	142	41.3
<b>Neglect</b> (Mainly failure to meet the person's support needs; and medical neglect)	76	22.1
<b>Financial abuse</b> (Mainly theft; financial exploitation; and preventing access to/withholding the person's money)	54	15.7
<b>Physical abuse</b> (Mainly hitting/ kicking/ punching; inappropriate restraint/use of force; and perceived threat of harm)	48	14
<b>Sexual abuse</b> (Mainly sexual assault; and indecent assault)	15	4.4
<b>Other</b>	9	2.6
<b>Total allegations in reports about adults with disability</b>	<b>344</b>	<b>100</b>

The most common allegations reported in relation to adults with disability related to them being subject to verbal abuse; not having their support needs met; 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, Oct-Dec 2021**

	Reported allegation	Number of cases
1.	Verbal abuse	55
2.	Other psychological abuse	34
3.	Failure to meet support needs	26
3.	Preventing or restricting access to supports and services	26
5.	Medical neglect	22
6.	Hitting/kicking/punching	18
7.	Theft	15
8.	Making excessive or degrading demands	12
9.	Failure to provide adequate clothing or food	10
9.	Inappropriate restraint/ excessive use of force	10

<sup>6</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.

## 6. Actions/ outcomes

### 6.1 Primary action by ADC (closed reports)

The ADC closed 925 reports in October – December 2021. Most of the reports (745; 80.5%) 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 150 reports closed in this period (16.2%), 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 925 reports closed in October – December 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 were assisted to access legal, aged care, disability and/or other supports.

**Table 10: Leading outcomes for the person the subject of a report to the ADC, reports closed Oct-Dec 2021**

Person outcomes	Number of cases <sup>7</sup>
Will and preference of Person ascertained	144
Will and preference of Person respected/upheld	125
Other police/justice action	15
Referral or help to access legal supports	13
Change in accommodation	12
Referral or help to access other supports	12
Referral or help to access aged care supports	10
Review or assessment of aged care supports	10
Referral or help to access disability supports	9
Disability support provided or increased	8

### 6.3 Subject of allegation outcomes

For the 925 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 11: Leading outcomes in relation to the subject of allegation in a report to the ADC, reports closed Oct-Dec 2021**

Subject of allegation outcomes	Number of cases <sup>8</sup>
Education or advice provided	20
Linked to/received more support	11

<sup>7</sup> There can be multiple outcomes for an individual.

<sup>8</sup> There can be multiple outcomes in relation to an individual.

Reduced/supervised access to Person	4
ADVO put in place	4
Prevented from access to Person	3
Removed as NDIS nominee	3
Criminal charges	2
Removed as guardian	2
Removed from premises	2