

Ageing and Disability Commission data

1 July 2019 – 30 June 2020

1. Number of calls, enquiries and reports

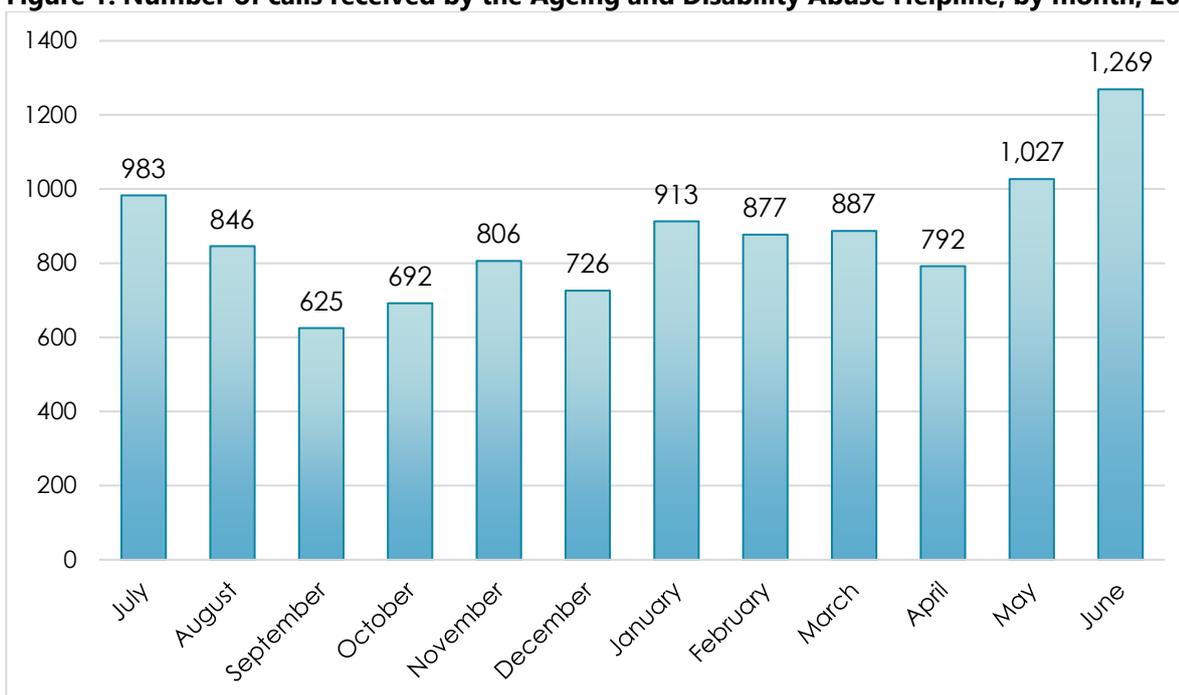
Between 1 July 2019 and 30 June 2020, the Ageing and Disability Abuse Helpline received **10,443 calls**.

While the number of calls to the Helpline remained largely steady during the COVID-19 lockdown, the number has increased since restrictions started to lift. The numbers for May and June 2020 were the highest since the ADC commenced.

Over the 12 months, the Helpline has received an average of 870 calls per month. The number of calls in May was 18% higher than the average; the number of calls in June was 46% higher than the average.

The ADC has received a significantly higher number of calls than the previous Elder Abuse Helpline and Resource Unit (EAHRU). In 2018/19, EAHRU received 6,376 calls. The 10,443 calls received by the ADC in 2019/20 represents a 64% increase in calls.

Figure 1: Number of calls received by the Ageing and Disability Abuse Helpline, by month, 2019-20



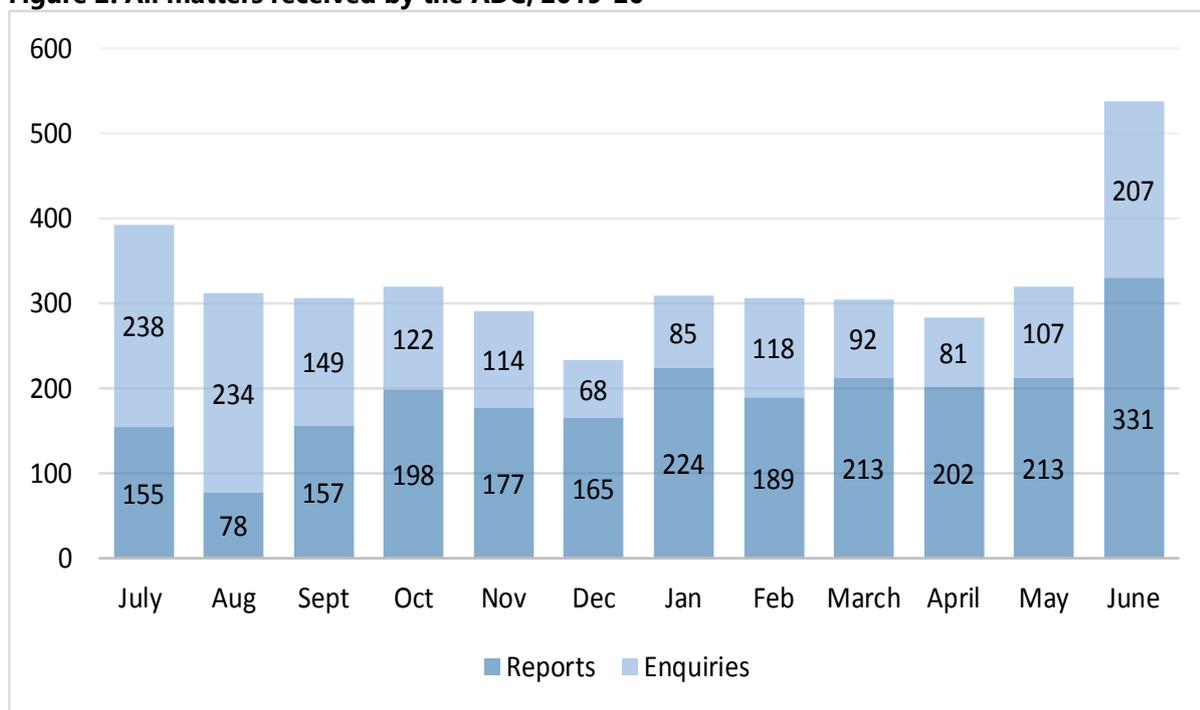
Between 1 July 2019 and 30 June 2020:

- The ADC received 3,917 matters, comprising:
 - 2,302 reports under s13 of the ADC Act

- 1,615 enquiries – involving 889 general enquiries, and 726 abuse-related enquiries.¹

Over the 12 months, the ADC has received an average of 326 matters per month. The number of matters (reports and enquiries) received in June was 65% higher than the average.

Figure 2: All matters received by the ADC, 2019-20



2. Person status and demographics

2.1 Person status

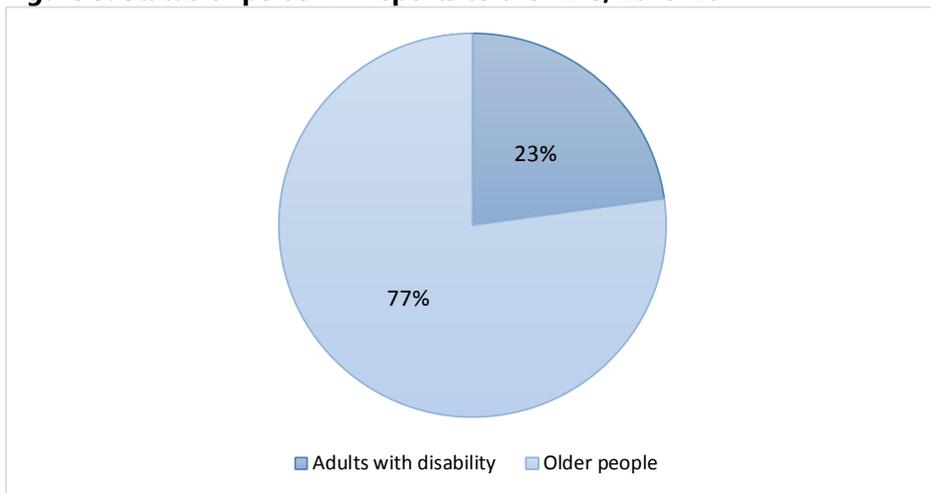
Of the 2,302 reports received by the ADC between 1 July 2019 and 30 June 2020:

- **1,777 reports involved older people**, including 282 reports relating to older people with disability
- **525 reports involved adults with disability** who were not older people.

Approximately three-quarters of the reports to the ADC involve older people. This proportion has remained largely consistent over the 12 months.

¹ Abuse enquiries include where the reporter does not provide sufficient detail for the ADC to take further action.

Figure 3: Status of person in reports to the ADC, 2019-20



2.2 Aboriginal and Torres Strait Islander status

Table 1: Aboriginal and Torres Strait Islander status of person the subject of a report to the ADC, by person status, 2019-20

	All reports	Older people	Adults with disability
Person identified as Aboriginal and/or Torres Strait Islander	56	38	18

2.3 Culturally and linguistically diverse background status

Table 2: CALD status of person the subject of a report to the ADC, by person status, 2019-20

	All reports	Older people	Adults with disability
Person identified as having a CALD background	186	163	23

2.4 Gender

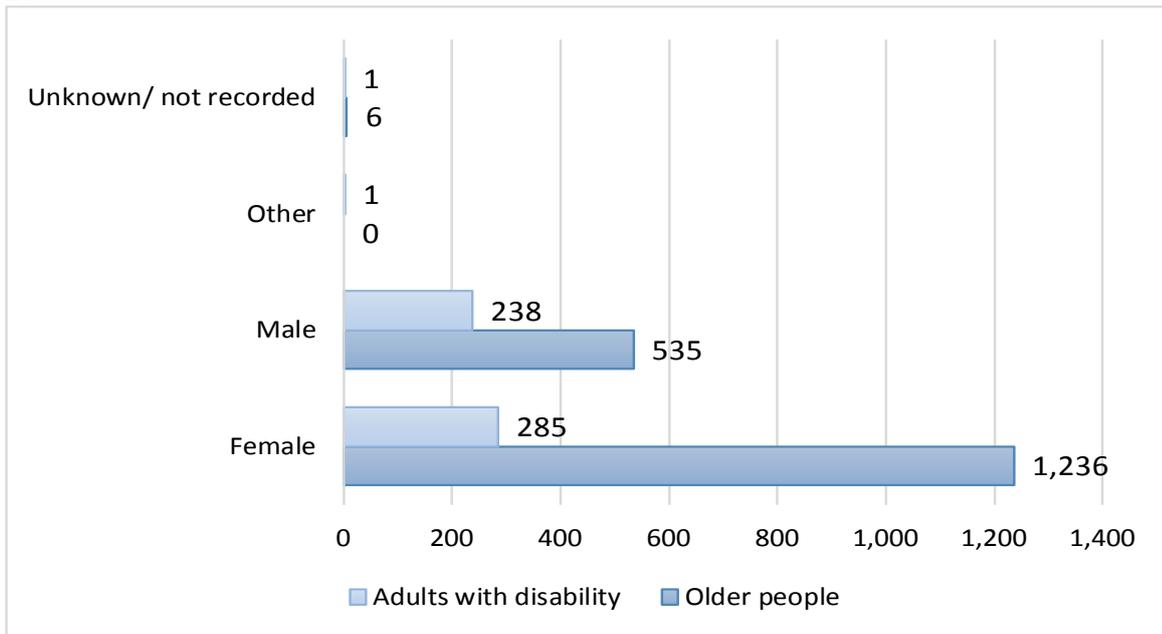
Over two-thirds (69.6%) of the reports to the ADC about older people involve older women.

In relation to reports about adults with disability, the gender difference is not as marked; just over half of these reports (54.3%) are about women with disability.

Table 3: Gender of person the subject of a report to the ADC, by person status, 2019-20

	Older people	Percentage	Adults with disability	Percentage
Female	1,236	69.6	285	54.3
Male	535	30.1	238	45.3
Other	0	0	1	0.2
Unknown/ not recorded	6	0.3	1	0.2
Total	1,777	100	525	100

Figure 4: Gender of older people and adults with disability the subject of a report to the ADC, 2019-20



2.5 Age

The largest proportion of reports about older people have related to people aged 80-84 years. In relation to adults with disability, the largest proportion of reports have related to people aged 18-24 years.

Figure 6: Age of older people the subject of a report to the ADC, 2019-20

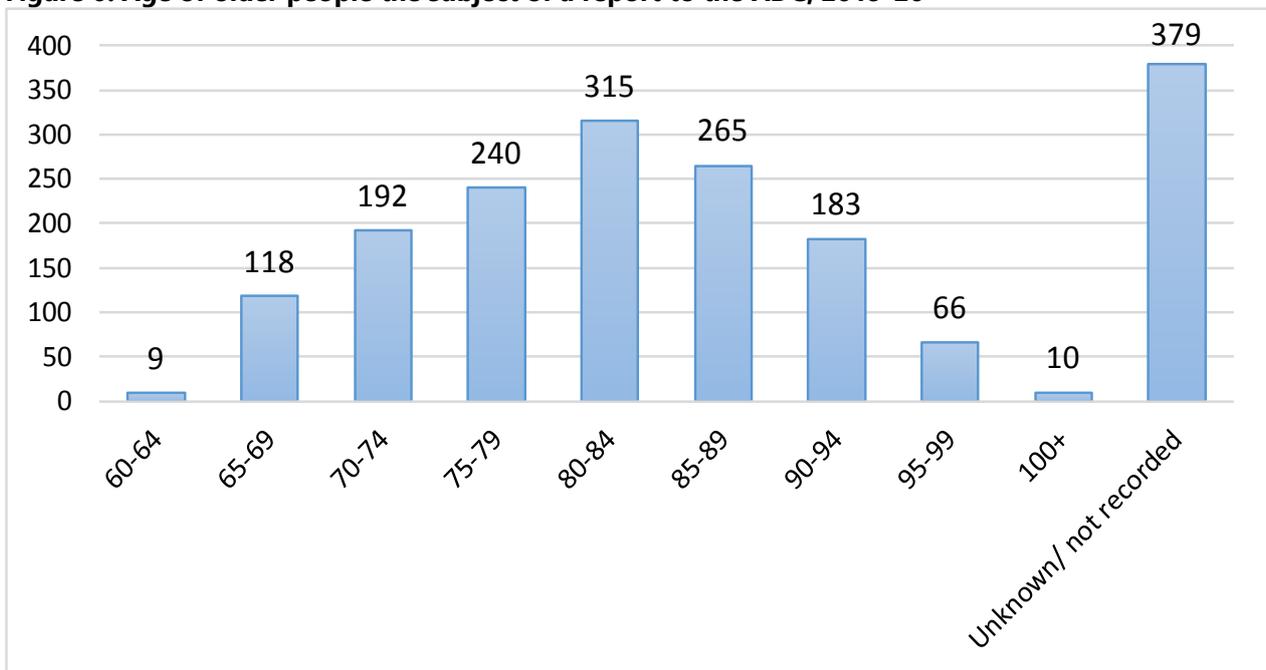
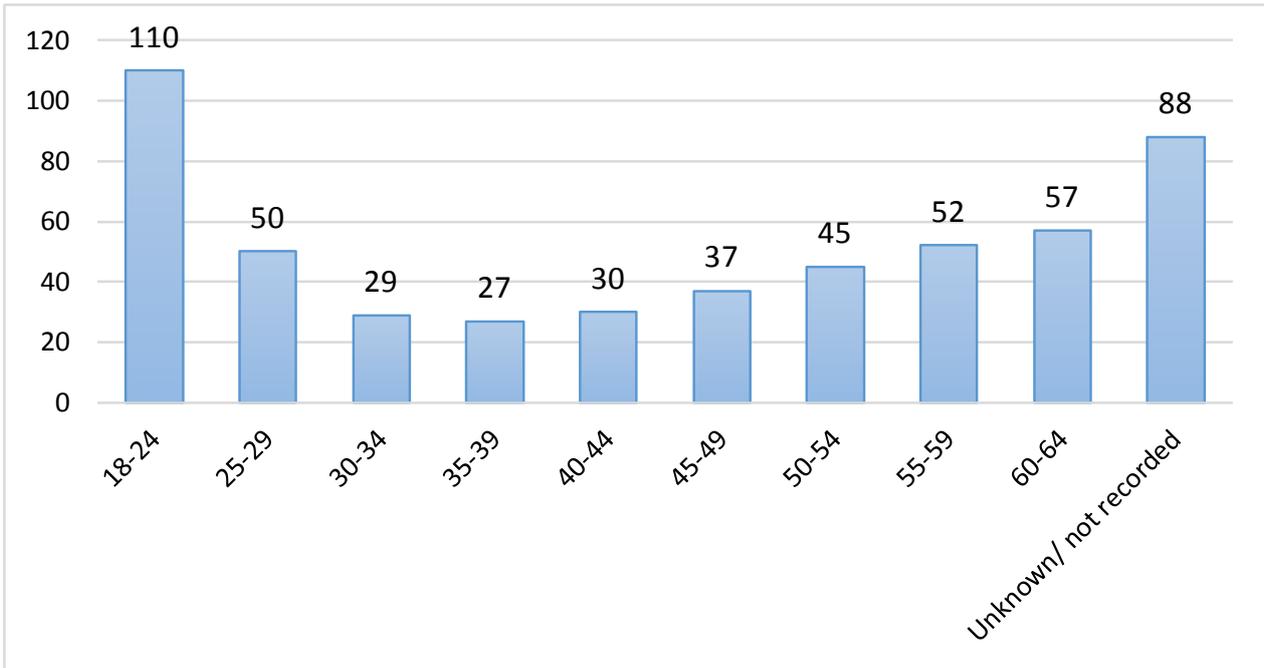


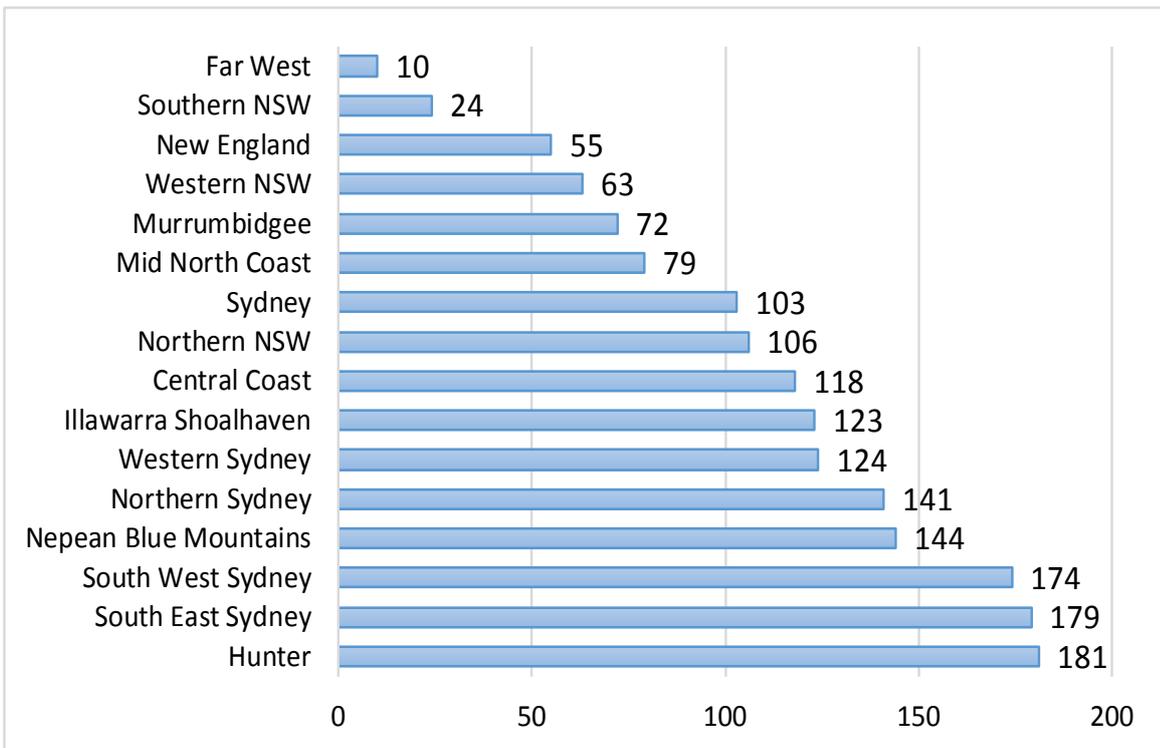
Figure 7: Age of adults with disability the subject of a report to the ADC, 2019-20



2.6 Location of person

Of the 1,696 reports to the ADC in which the location of the person was known, metropolitan Sydney areas accounted for just over half of the reports (865; 51%). Of the regional areas, Hunter, Illawarra Shoalhaven and Central Coast areas have featured most often.

Figure 8: Location of person the subject of a report to the ADC by NSW region, 2019-20



3. Reporters

3.1 Relationship of reporter to the adult

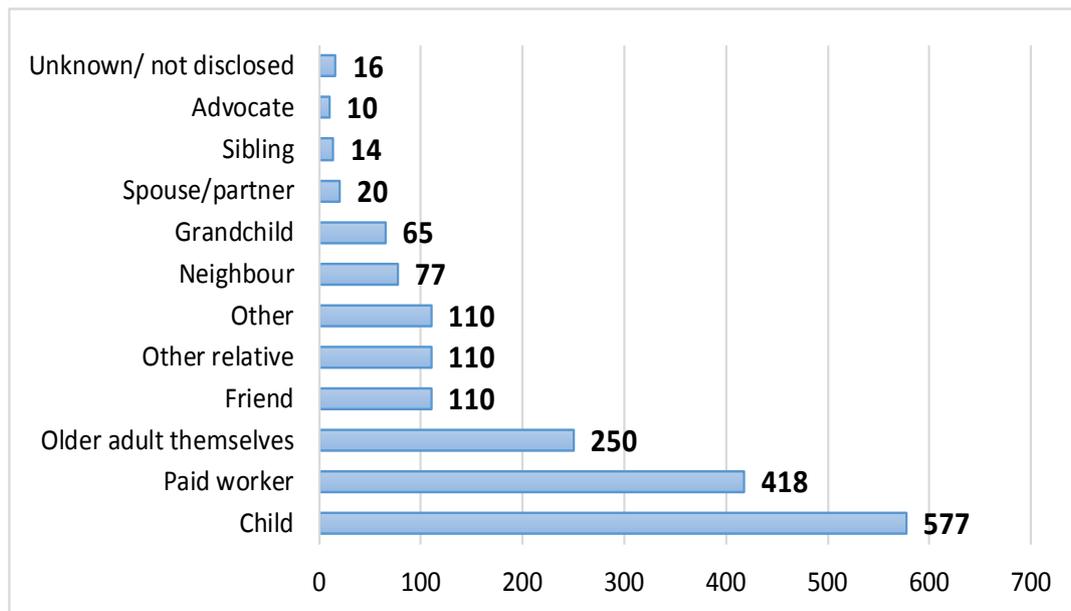
Older people

Family members (mainly adult children) are the main source of reports to the ADC about older people, accounting for one-third (32.5%) of all reports received by the ADC about older people in 2019-20.

Table 7: Relationship of reporter to the older person in reports to the ADC, 2019-20

Reporter	Number of cases	Percentage of all cases
Child	577	32.5
Paid worker	418	23.5
Older adult themselves	250	14.1
Friend	110	6.2
Other relative	110	6.2
Other	110	6.2
Neighbour	77	4.3
Grandchild	65	3.7
Spouse/partner	20	1.1
Sibling	14	0.8
Advocate	10	0.6
Unknown/ not disclosed	16	0.9
Total	1,777	100

Figure 9: Relationship of reporter to the older person in reports to the ADC, 2019-20



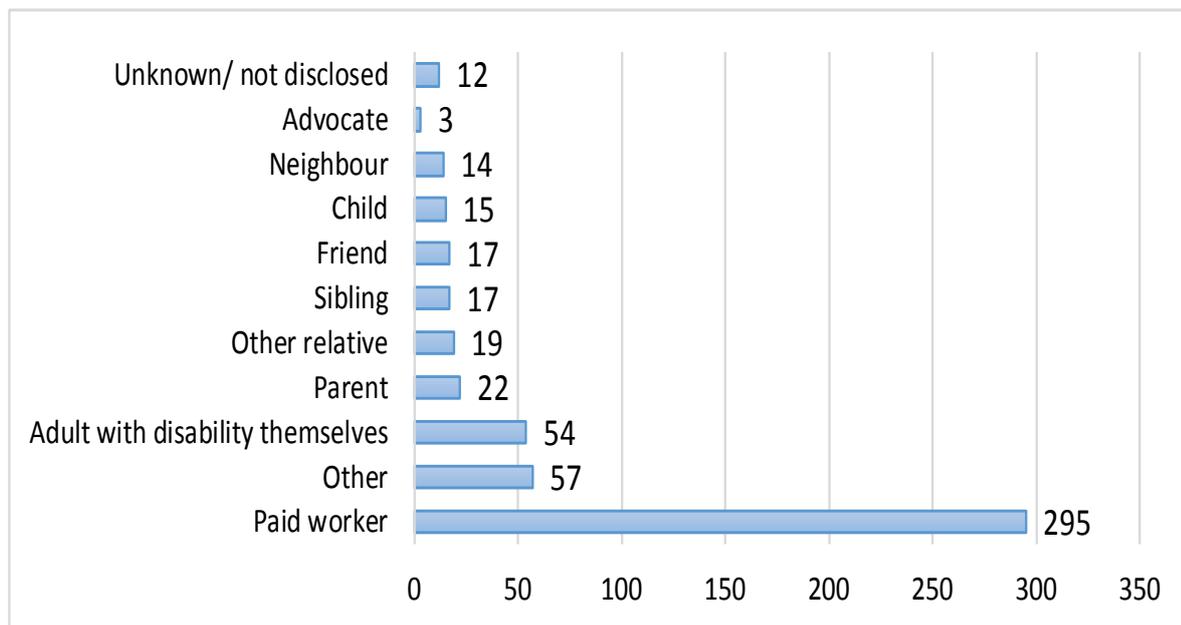
Adults with disability

Paid workers are the main source of reports to the ADC about adults with disability; primarily staff of disability support services. Paid workers were the reporters in over half (56.2%) of all reports received by the ADC about adults with disability in 2019-20.

Table 8: Relationship of reporter to the adult with disability in reports to the ADC, 2019-20

Reporter	Number of cases	Percentage of all cases
Paid worker	295	56.2
Other	57	10.9
Adult with disability themselves	54	10.3
Parent	22	4.2
Other relative	19	3.6
Sibling	17	3.2
Friend	17	3.2
Child	15	2.9
Neighbour	14	2.7
Advocate	3	0.6
Unknown/ not disclosed	12	2.3
Total	525	100

Figure 10: Relationship of reporter to the adult with disability in reports to the ADC, 2019-20



4. Subjects of allegation

4.1 Relationship of the subject of allegation to the adult

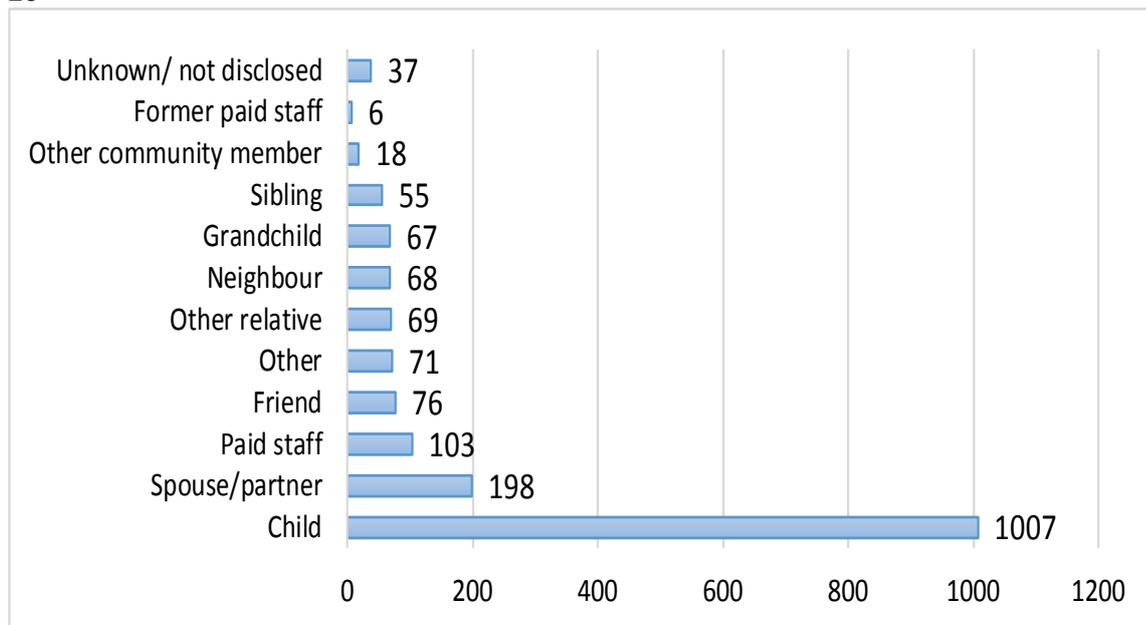
Older people

Over half (56.7%) of all reports to the ADC about older people in 2019-20 pertained to the person's adult children. All up, family members were the subjects of allegations in over two-thirds (67.3%) of the reports about older people in that period. Allegations against a spouse or partner featured in 11.1% of the reports about older people.

Table 9: Relationship of the subject of allegation to the older person in reports to the ADC, 2019-20

Subject of allegation	Number of cases	Percentage of all cases
Child	1,007	56.7
Spouse/partner	198	11.1
Paid staff	103	5.8
Friend	76	4.3
Other	71	4.0
Other relative	69	3.9
Neighbour	68	3.8
Grandchild	67	3.8
Sibling	55	3.1
Other community member	18	1.0
Former paid staff	6	0.3
Unknown/ not disclosed	37	2.1
Total	1,777	100

Figure 11: Relationship of the subject of allegation to the older person in reports to the ADC, 2019-20



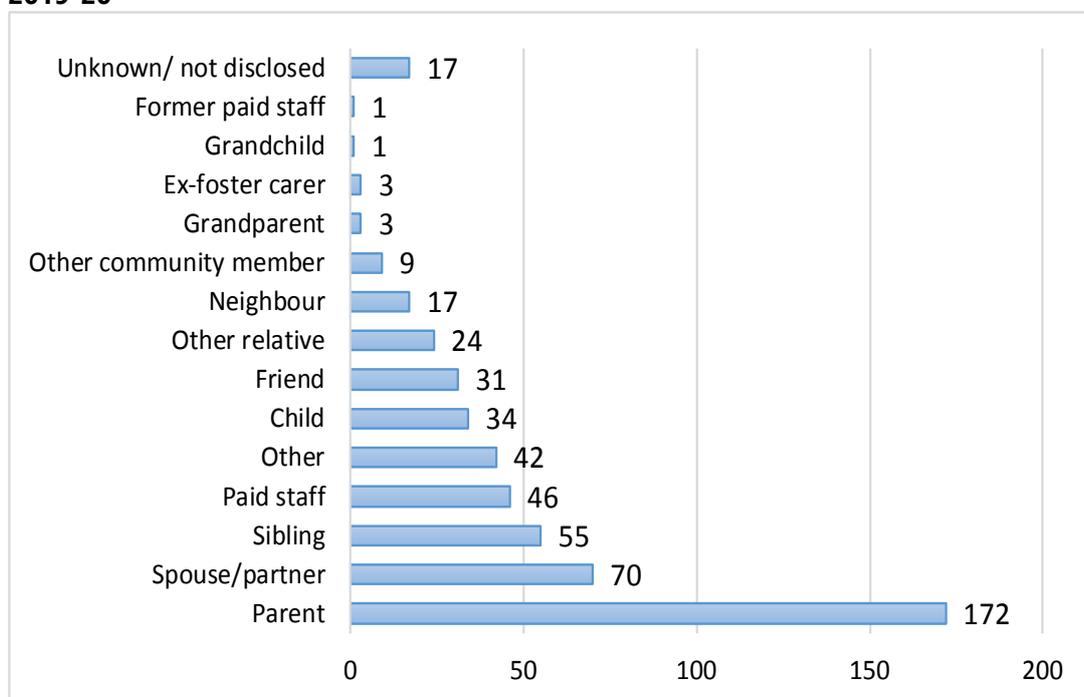
Adults with disability

In almost one-third (32.8%) of reports to the ADC about adults with disability in 2019-20, the allegations pertained to the adult's parent(s). In 13.3% of matters, the adult's spouse or partner was the subject of the allegations.

Table 10: Relationship of the subject of allegation to the adult with disability in reports to the ADC, 2019-20

Subject of allegation	Number of cases	Percentage of all cases
Parent	172	32.8
Spouse/partner	70	13.3
Sibling	55	10.5
Paid staff	46	8.8
Other	42	8.0
Child	34	6.8
Friend	31	5.9
Other relative	24	4.6
Neighbour	17	3.2
Other community member	9	1.7
Grandparent	3	0.6
Ex-foster carer	3	0.6
Grandchild	1	0.2
Former paid staff	1	0.2
Unknown/ not disclosed	17	3.2
Total	525	100

Figure 12: Relationship of the subject of allegation to the adult with disability in reports to the ADC, 2019-20



5. Type of alleged abuse

Most reports and abuse enquiries to the ADC involve more than one type of abuse. It is common, for example, for financial and psychological abuse to be reported together, noting that psychological abuse can be applied to gain access to a person's finances.

Older people

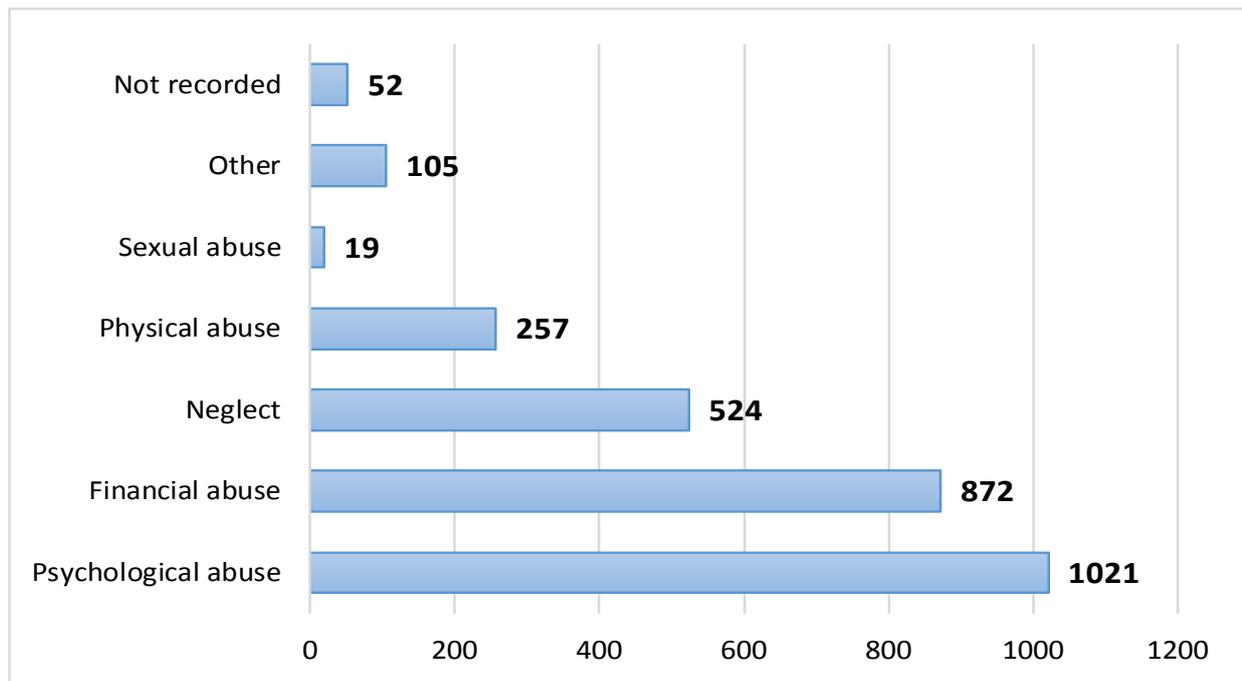
The most commonly reported types of alleged abuse in relation to older people have been psychological abuse and financial abuse.

Table 11: Type of alleged abuse against the older person in reports to the ADC, 2019-20²

Type of alleged abuse	Number of cases	% of all allegations
Psychological abuse (Mainly verbal abuse; and preventing or restricting access to family/others)	1021	35.8
Financial abuse (Mainly financial exploitation; theft; and misuse of Power of Attorney/ Enduring POA)	872	30.6
Neglect (Mainly failure to meet the person's support needs; medical neglect; and failure to provide adequate clothing and/or food)	524	18.4
Physical abuse (Mainly hitting/kicking/punching; and pushing/shoving/grabbing/shaking)	257	9.0
Sexual abuse (Mainly sexual assault)	19	0.7
Other	105	3.7
Not recorded	52	1.8

² 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: Type of alleged abuse against the older person in reports to the ADC, 2019-20



Adults with disability

The most commonly reported types of alleged abuse in relation to adults with disability have been psychological abuse and neglect.

Table 12: Type of alleged abuse against the adult with disability in reports to the ADC, 2019-20³

Type of alleged abuse	Number of cases	% of all allegations
Psychological abuse (Mainly verbal abuse; preventing or restricting access to supports/services; and preventing or restricting access to family/others; and making excessive or degrading demands)	251	25.1
Neglect (Mainly failure to meet the person's support needs; medical neglect; and failure to provide adequate clothing and/or food)	204	20.4
Financial abuse (Mainly financial exploitation; preventing access to/withholding the person's money; and theft)	168	16.8
Physical abuse (Mainly hitting/kicking/punching; and inappropriate restraint/use of force)	165	16.5
Sexual abuse	63	6.3

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.

Type of alleged abuse	Number of cases	% of all allegations
(Mainly sexual assault; and indecent assault)		
Other	131	13.1
Not recorded	19	1.9

Figure 14: Type of alleged abuse against the adult with disability in reports to the ADC, 2019-20

