

Ageing and Disability Commission

Annual Highlights 2019 - 2020

Over **10,000** calls were made to the Ageing and Disability Abuse Helpline.

65 community engagements, talks, forums and in-service sessions were delivered across metro and regional NSW, reaching approx. 200,000 frontline workers, service providers and volunteers.

Over **3,800** matters were handled by the Ageing and Disability Commission, including over **2,200** reports about abuse, neglect and exploitation of adults with disability and older people.

Approx. **75%** of the reports to the Ageing and Disability Commission have related to older people, mainly **older women**.

In relation to **older people**, the most commonly reported types of alleged abuse have been **psychological** abuse and **financial** abuse.

In relation to adults with **disability**, the most commonly reported types of alleged abuse have been **psychological** abuse and **neglect**.

Over **4,000** visits to **1,400** visitable services* were conducted by Official Community Visitors in NSW, with over **5,000** issues raised and worked on.

Approx. **25,500** flyers, brochures and information packs were sent across NSW.

Over **115,300** people were reached across social media through our campaigns for International Day of People with Disability, and World Elder Abuse Awareness Day.

119 responses to the Disability Advocacy Review were received either through one of our 43 workshops across metro and regional NSW, via email or by phone.

103,708 website visits to www.adc.nsw.gov.au

Contact the **Ageing and Disability Abuse Helpline** on **1800 628 221** (M-F 9-5) for information, support or to report abuse, neglect and exploitation of an older person or adult with disability in their family, home and community.

Everyone has the right to live free from abuse.