Ageing and Disability Commission data
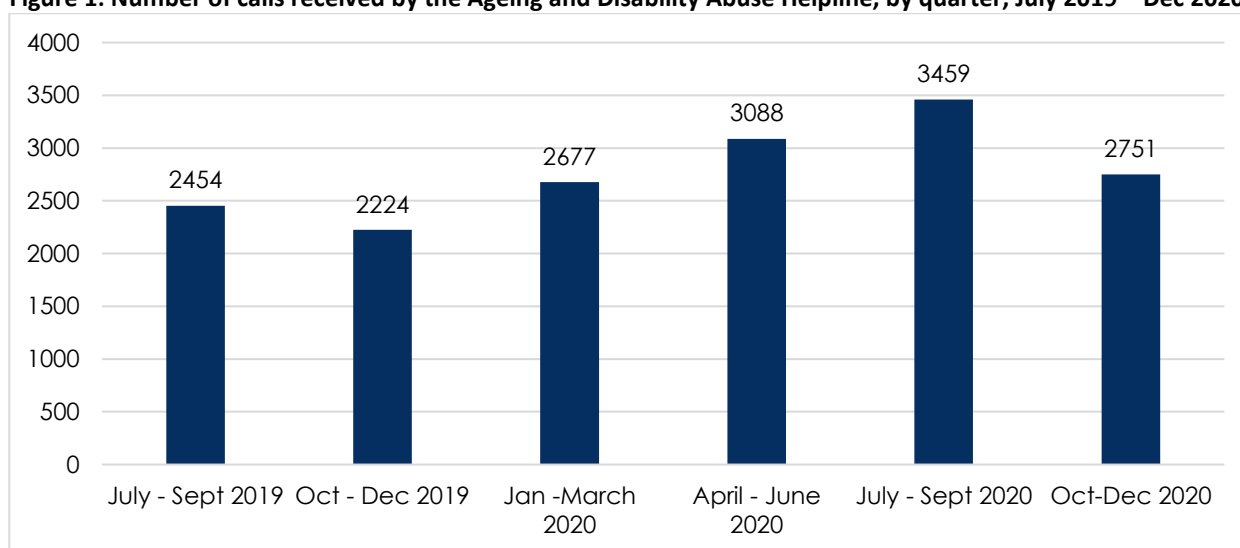
October – December 2020

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 2020, the Ageing and Disability Abuse Helpline received **2,751 calls**. The number of calls to the Helpline in the second quarter of 2020-21 was 24% higher than the same quarter in 2019-20.

Figure 1: Number of calls received by the Ageing and Disability Abuse Helpline, by quarter, July 2019 – Dec 2020


1.2 Number of reports and enquiries

Between 1 October and 31 December 2020, the ADC received **1,042 matters**, comprising:

- **762 reports** under s13 of the ADC Act
- **280 enquiries** – involving 136 general enquiries, and 144 abuse-related enquiries.

The number of matters received in the second quarter of 2020-21 was 23% higher than the same quarter in 2019-20.

Figure 2: All matters received by the ADC, by quarter, July 2019 – December 2020
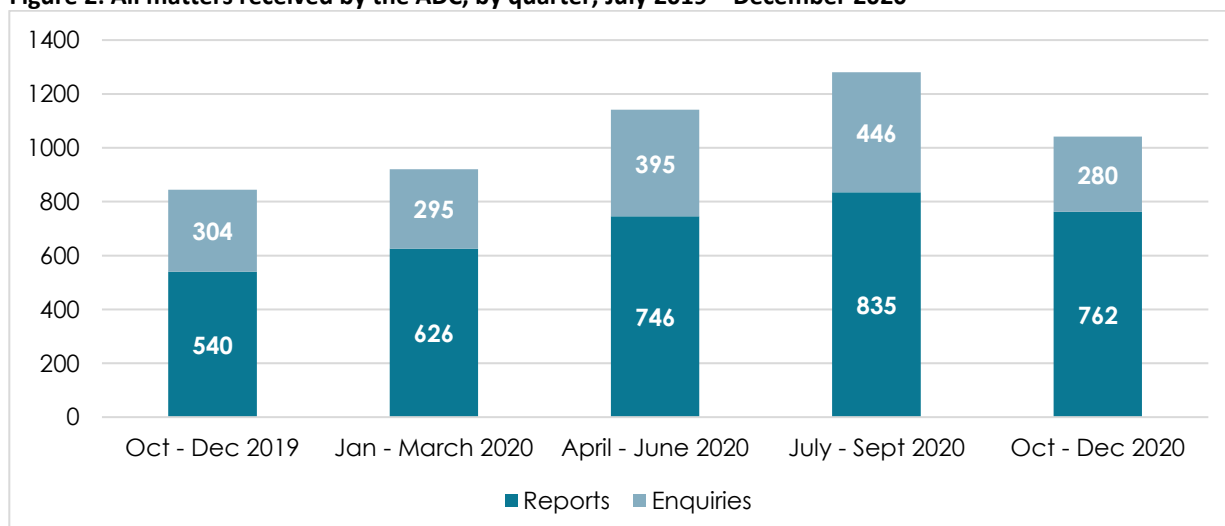
1.3   All reports by cohort

Of the 762 reports received by the ADC between 1 October and 31 December 2020:

- **598 reports (78.5%) involved older people**, including 227 reports relating to older people with disability
- **164 reports (21.5%) involved adults with disability** who were not older people.

Approximately three-quarters of the reports to the ADC involved older people. This is consistent with previous quarters.

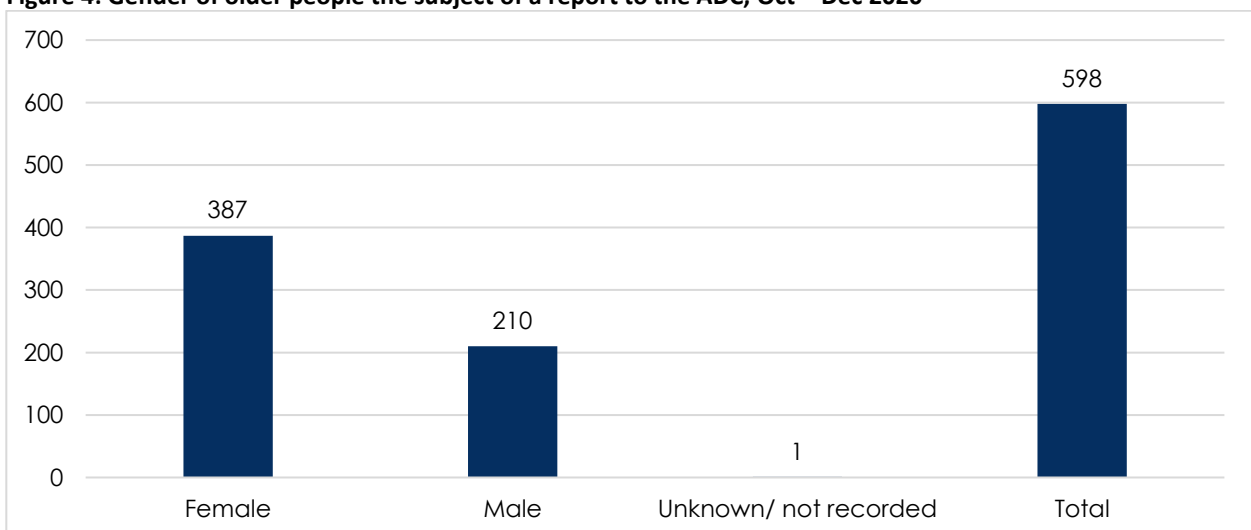**Figure 3: All reports received by the ADC, by cohort, Oct – Dec 2020**
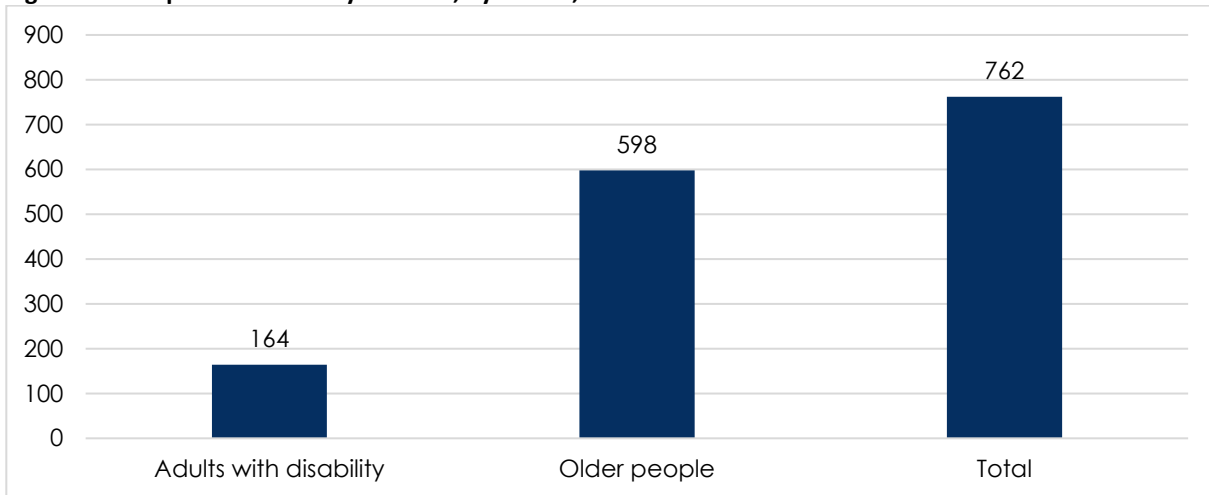
2. Reports about older people

2.1 Gender of older person in reports to the ADC

Most (64.7%) of the 598 reports to the ADC about older people in October – December 2020 involved older women.

Figure 4: Gender of older people the subject of a report to the ADC, Oct – Dec 2020

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, accounting for 40.1% of all reports about older people in October – December 2020.

Figure 5: Relationship of reporter to the older person in reports to the ADC, Oct – Dec 2020
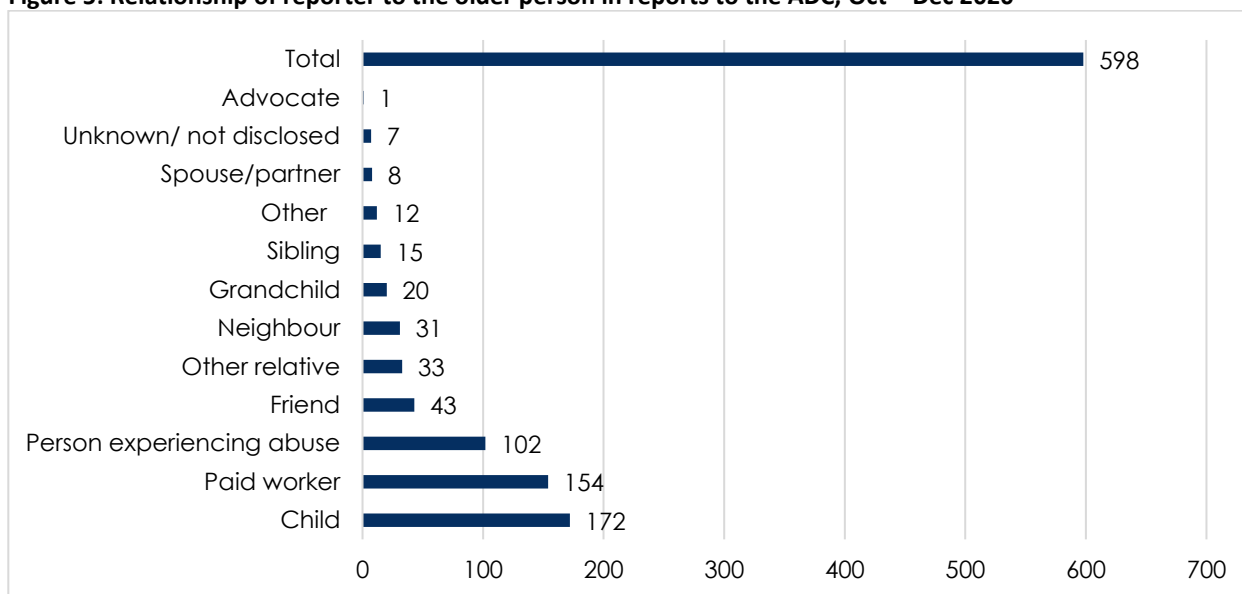
2.3   Relationship of the subject of allegation to the older person

Over half (53%) of the 598 reports to the ADC about older people in October – December 2020 pertained to the person's adult children. All up, relatives were the subjects of allegations in almost two-thirds (62.9%) of the reports about older people in this quarter. Allegations against a spouse or partner (or ex-spouse/partner) featured in 11.5% of the reports about older people.

Figure 6: Relationship of the subject of allegation to the older person in reports to the ADC, Oct – Dec 2020
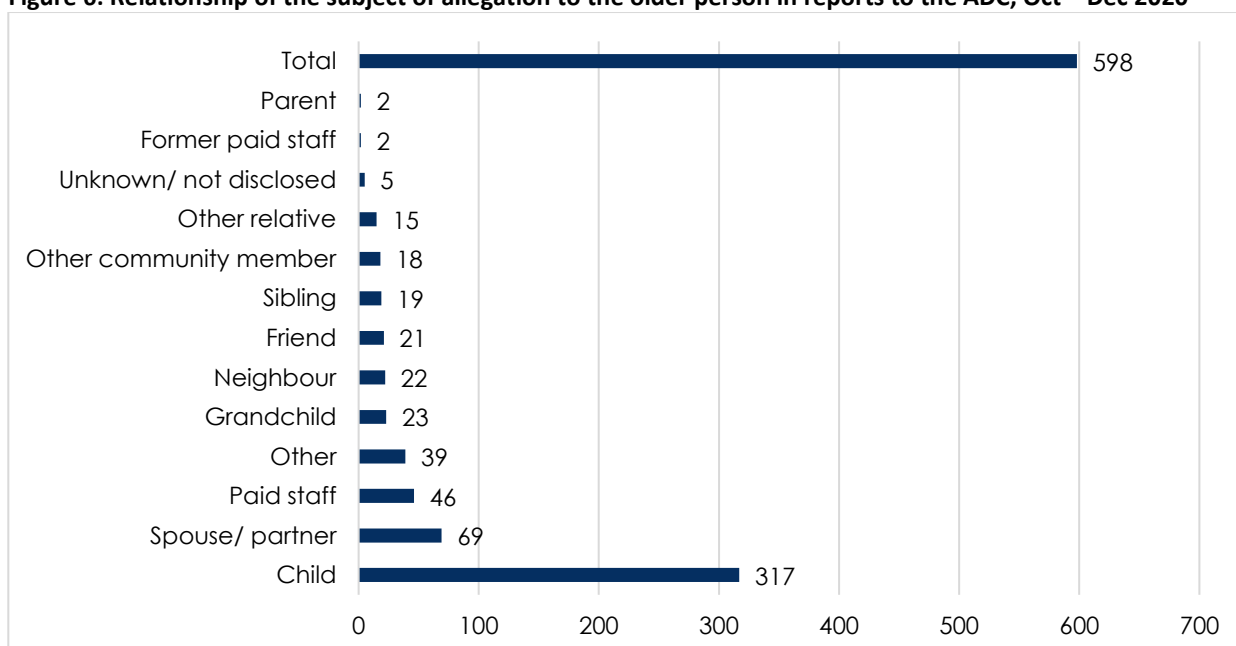
2.4   Type of alleged abuse of older person

The most commonly reported types of alleged abuse in relation to older people in in October – December 2020 were psychological abuse and financial abuse.

Figure 7: Number of allegations in reports to the ADC about older people, by abuse type, Oct – Dec 2020
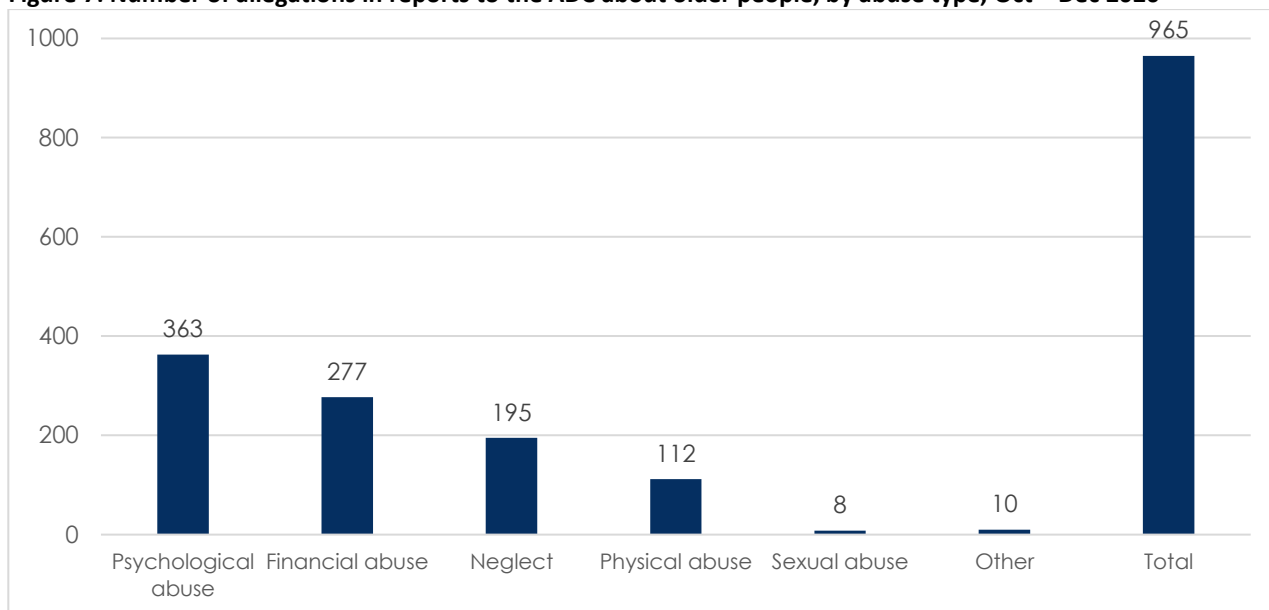

Table 1: Number of allegations in reports to the ADC about older people, by abuse type, Oct – Dec 2020[1]

Type of alleged abuse	Number of allegations	% of all allegations in reports about older people
Psychological abuse (Mainly verbal abuse; and preventing or restricting access to family/others)	363	37.6
Financial abuse (Mainly financial exploitation; theft; and misuse of Power of Attorney/ Enduring POA)	277	28.7
Neglect (Mainly failure to meet the person's support needs; medical neglect; and misuse of guardianship)	195	20.2
Physical abuse (Mainly hitting/kicking/punching; and pushing/shoving/grabbing/shaking)	112	11.6
Sexual abuse (Mainly sexual touching)	8	0.8
Other	10	1.0
Total allegations in reports about older people	**965**	**100**

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[1] 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.

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

Table 2: Leading reported allegations in relation to older people, Oct-Dec 2020

	Reported allegation	Number of cases
1.	Psychological abuse – verbal abuse	165
2.	Neglect – failure to meet support needs	106
3.	Financial abuse – theft	78
4.	Psychological abuse – preventing or restricting access to family or others	68
5.	Financial abuse – misuse of Power of Attorney/ Enduring Power of Attorney	60
6.	Financial exploitation	55
7.	Psychological abuse – other psychological abuse	44
8.	Psychological abuse – preventing or restricting access to supports/services	40
9.	Psychological abuse – making excessive or degrading demands	35
10.	Financial abuse – other financial abuse	33

3. Reports about adults with disability

3.1 Gender of adults with disability in reports to the ADC

Just over half (56%) of the 164 reports to the ADC about adults with disability in October – December 2020 involved women with disability.

Figure 8: Gender of adults with disability the subject of a report to the ADC, Oct-Dec 2020
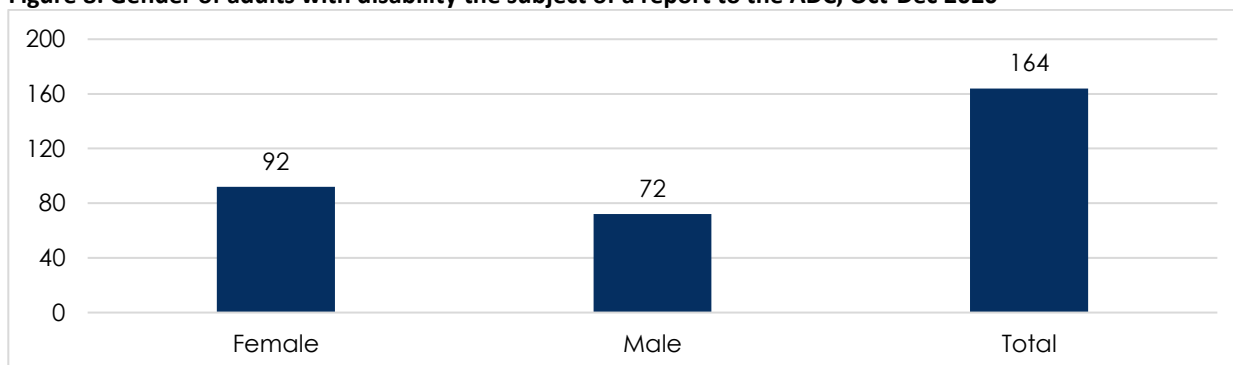
3.2   Relationship of reporter to the adult with disability

Paid workers were the main source of reports to the ADC about adults with disability in October – December 2020; primarily the staff of disability services. Paid workers were the reporters in almost two-thirds (64.6%) 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, Oct-Dec 2020
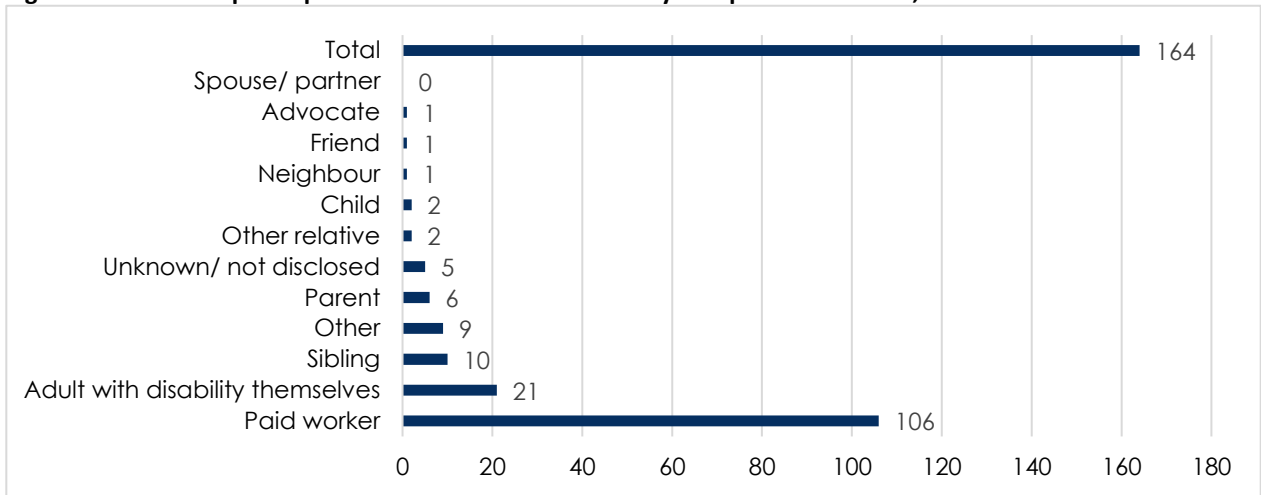
3.3 Relationship of the subject of allegation to the adult with disability

In almost one-third (30.5%) of the 164 reports to the ADC about adults with disability in October – December 2020, the allegations pertained to the adult's 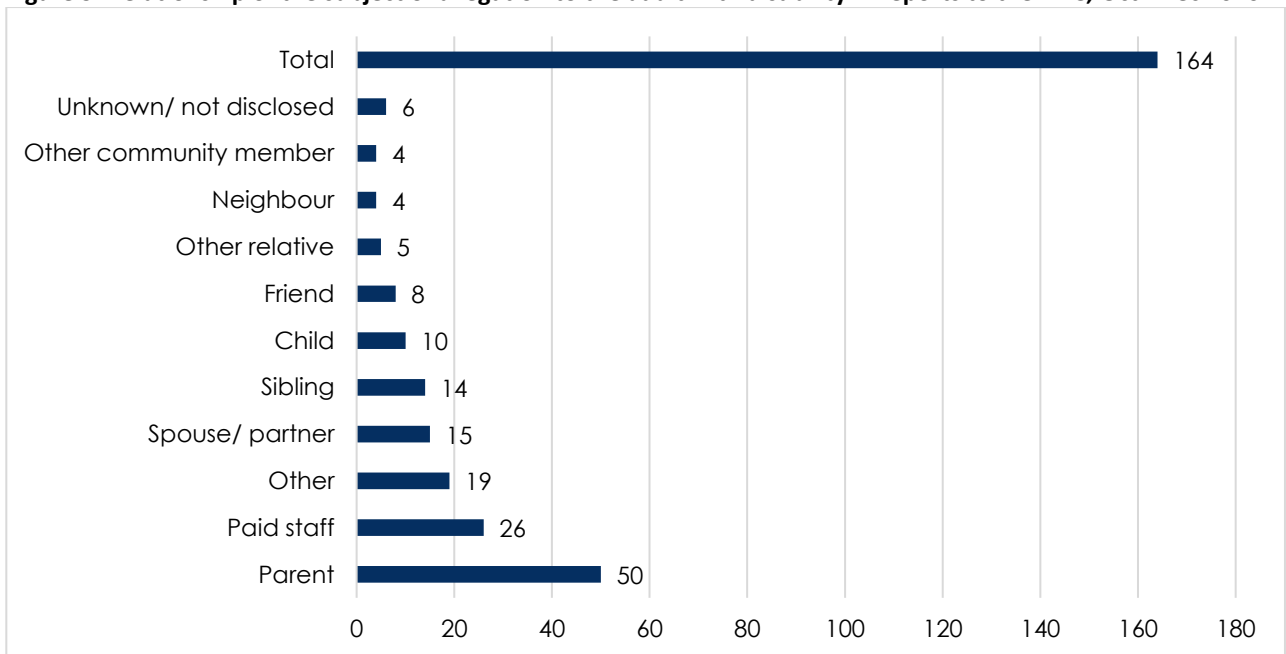parent(s). All up, relatives were the subjects of allegation in almost half (48.2%) of the reports about adults with disability in that quarter.

In 9.1% of matters, the adult's spouse or partner (or ex-spouse/partner) was the subject of the allegations.

Figure 9: Relationship of the subject of allegation to the adult with disability in reports to the ADC, Oct - Dec 2020

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 October – December 2020 were psychological abuse, followed by neglect and financial abuse.

Figure 10: Number of allegations in reports to the ADC about adults with disability, by abuse type, Oct- Dec 2020
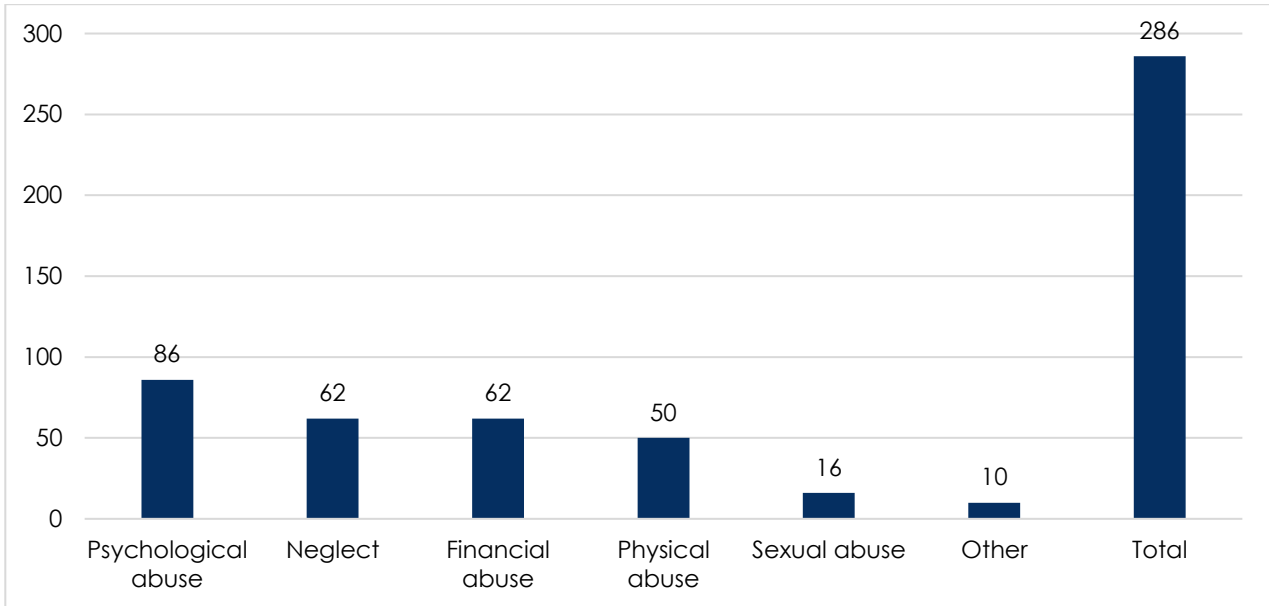
Table 3: Number of allegations in reports to the ADC about adults with disability, by abuse type, Oct-Dec 2020[2]

Type of alleged abuse	Number of allegations	% of all allegations in reports about adults with disability
Psychological abuse Mainly verbal abuse; preventing or restricting the person's access to supports/services; and preventing or restricting the person's access to family/others	86	30.1
Neglect (Mainly failure to meet the person's support needs; medical neglect; and failure to provide adequate shelter)	62	21.7
Financial abuse (Mainly preventing access to/withholding the person's money; financial exploitation; and theft)	62	21.7
Physical abuse (Mainly hitting, kicking, punching; pushing, shoving, grabbing, shaking; and inappropriate restraint/use of force)	50	17.5
Sexual abuse (Mainly sexual touching; and sexual assault)	16	5.6
Other	10	3.5
Total allegations in reports about adults with disability	**286**	**100**

The most common allegations reported in relation to adults with disability related to them not having their support needs met; being prevented or restricted from accessing supports/services; financial exploitation; and being subject to verbal abuse.

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[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.

Table 5: Leading reported allegations in relation to adults with disability, Oct-Dec 2020

	Reported allegation	Number of cases
1.	Neglect – failure to meet support needs	37
2.	Psychological abuse – preventing or restricting access to supports/services	22
3.	Financial exploitation	21
4.	Psychological abuse – verbal abuse	21
5.	Physical abuse – hitting, kicking, punching	19
6.	Financial abuse – theft	18
7.	Neglect – medical care	13
8.	Psychological abuse – making excessive or degrading demands	12
9.	Psychological abuse – other psychological abuse	12
10.	Psychological abuse – preventing or restricting access to family/others	11

4.   Key outcomes

4.1   Person outcomes

In relation to the 763 reports closed in October – December 2020, 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 6: Leading outcomes for the person the subject of a report to the ADC, reports closed Oct-Dec 2020 (n=763)

Person outcomes	Number of cases[3]
Will and preference of Person ascertained	89
Will and preference of Person respected/upheld	85
Other police/justice action	36
Aged care support provided or increased	18
Change in accommodation	15
Review or assessment of aged care supports	13
Referral or help to access aged care supports	12
Referral or help to access legal support	12
Person removed from premises	11
ADVO put in place	10
Other supports and services provided or increased	10
Referral or help to access other supports	11
Referral or help to access health services	9
Referral or help to advocacy other supports	6

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

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[3] There can be multiple outcomes for an individual.

person (including through an ADVO). In appropriate cases, subjects of allegation were also provided with education or advice, and linked to additional supports.

Table 7: Leading outcomes in relation to the subject of allegation in a report to the ADC, reports closed Oct-Dec 2020 (n=763)

Subject of allegation outcomes	Number of cases[4]
Education or advice provided	13
ADVO put in place	11
Removed from premises	8
Linked to/received more support	7
Reduced/supervised access	5
Prevented from access	4
Criminal charges	2
Removal as POA or EPOA or other authority	2

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[4] There can be multiple outcomes in relation to an individual.