

**Ageing and  
Disability Abuse  
Helpline**

**1800 628 221  
(M-F, 9-5)**

[www.ageingdisabilitycommission.nsw.gov.au](http://www.ageingdisabilitycommission.nsw.gov.au)

You can raise concerns of your own wellbeing, or of an **older person** or an adult with **disability** you suspect is being abused or mistreated by someone they know in their home, or in the community.

- 1. Get information on what services are available to help.**
- 2. Speak with a trained professional about your concerns.**
- 3. Be supported to make an anonymous report, and be heard without judgement.**

In an emergency call 000 or Lifeline 13 11 14 for crisis support.

National Relay Service  
1800 555 660

Interpreter Services  
131 450



## Every **older person** and adult with **disability** has the right to



Control and access their own money



Attend appointments without another person



Choose to see family and friends when they want to



Have easy access to clean clothes, food and their own medication

If you or someone you know is not free to make their own choices, contact the **Ageing and Disability Abuse Helpline**.

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Everyone has the right to feel safe and be treated with dignity and respect in their own home and community. This list may help understand types of abuse, neglect or exploitation towards **older people** and adults with **disability**.

### What is abuse?

There are many types of abuse experienced by vulnerable adults.

**Financial abuse** is threatening to take someone's money or assets, misusing another person's money without permission, or stealing and abusing power for financial gain.

**Psychological abuse** is threatening, pressuring or intimidating someone verbally, or emotionally blackmailing them. This also includes threatening to isolate someone from friends and family.

**Physical abuse** is intentionally pushing, shoving, kicking or injuring someone else. This includes physically restraining or locking someone up in their home.

**Sexual abuse** is having non-consensual contact with someone. This could be enforcing nudity, or inappropriate washing or handling.

**It is not OK to abuse anyone, especially someone vulnerable like an older person or an adult with disability.**

### What is neglect?

Neglect is a type of abuse that means a vulnerable person's basic needs are not being met.

This could be not providing adequate food, clothing or shelter, not keeping someone safe, or refusing to meet a vulnerable person's healthcare needs.

Neglect is also deliberately denying a vulnerable person help, which leaves them exposed to physical, mental and emotional harm. This is known as wilful neglect.

**It is not OK to neglect anyone, especially someone vulnerable like an older person or an adult with disability.**



### What is exploitation?

The most common type of exploitation is financial. This means someone takes money, assets or allowances from a vulnerable person for their own use and without permission.

Exploitation can also be someone who sells, transfers or changes property titles without the property owner knowing.

**It is not OK to use or sell another person's assets without their consent, especially someone vulnerable like an older person or an adult with disability.**