

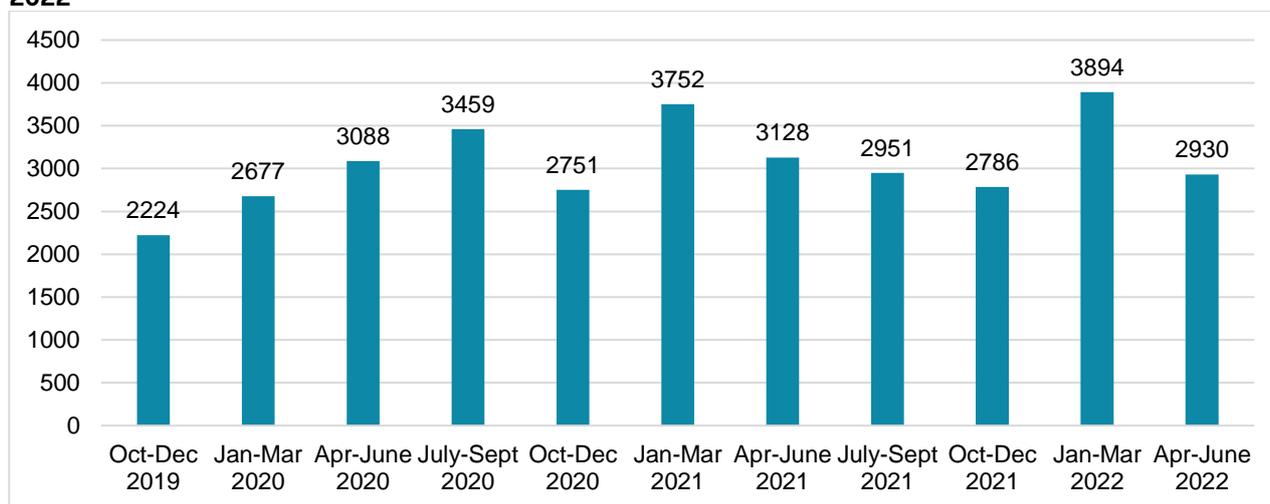
Ageing and Disability Commission data 2021 – 2022

1. Number of calls, enquiries and reports

1.1 Number of calls to the Ageing and Disability Abuse Helpline

In 2021/22, the Ageing and Disability Abuse Helpline received **12,561 calls**. In comparison, the Helpline received 13,090 calls in 2020/21 and 10,443 calls in 2019/20.

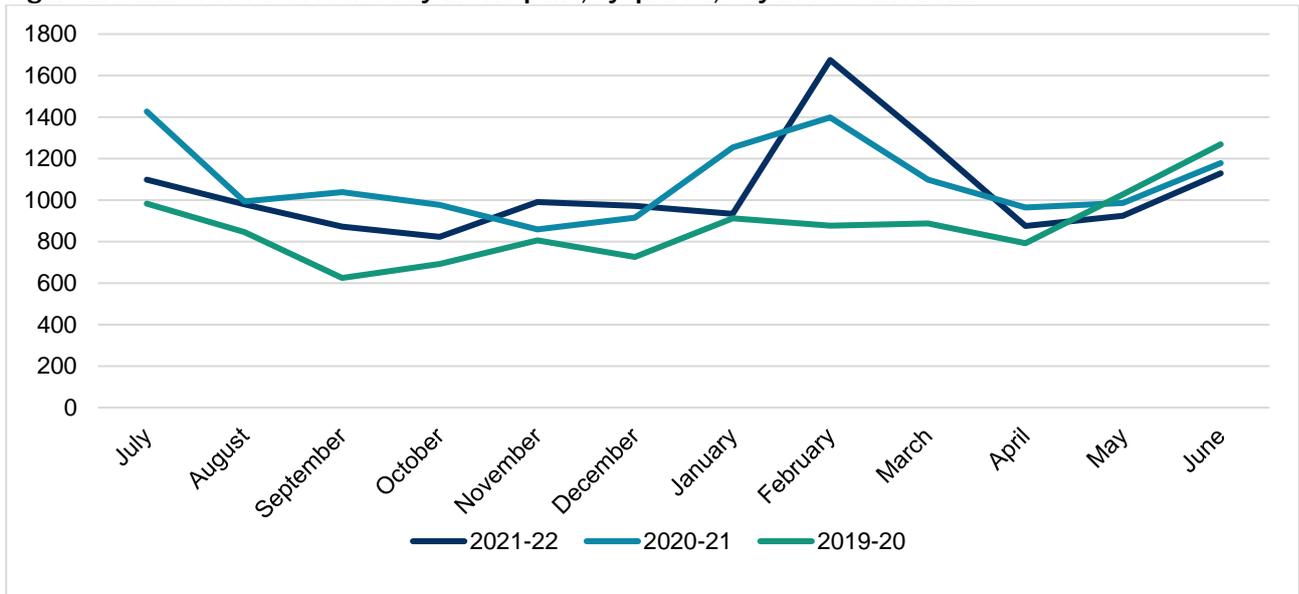
Figure 1: Number of calls received by the Ageing and Disability Abuse Helpline, by quarter, July 2019 – June 2022



As shown in Figure 2 below, calls to the Helpline in 2021-22 declined during the COVID-19 lockdown in July – October 2021, and increased once the ‘stay at home’ orders were lifted. This was associated with the main reporters (family members and services) regaining contact with the adult and identifying concerns.

It was similar in February 2022, when calls increased after the Christmas/ New Year period. Among other things, calls increased as a result of increased family stress and conflict, and concerns arising while seeing (or trying to see) the adult during the holidays.

Figure 2: Number of calls received by the Helpline, by quarter, July 2019 – June 2022



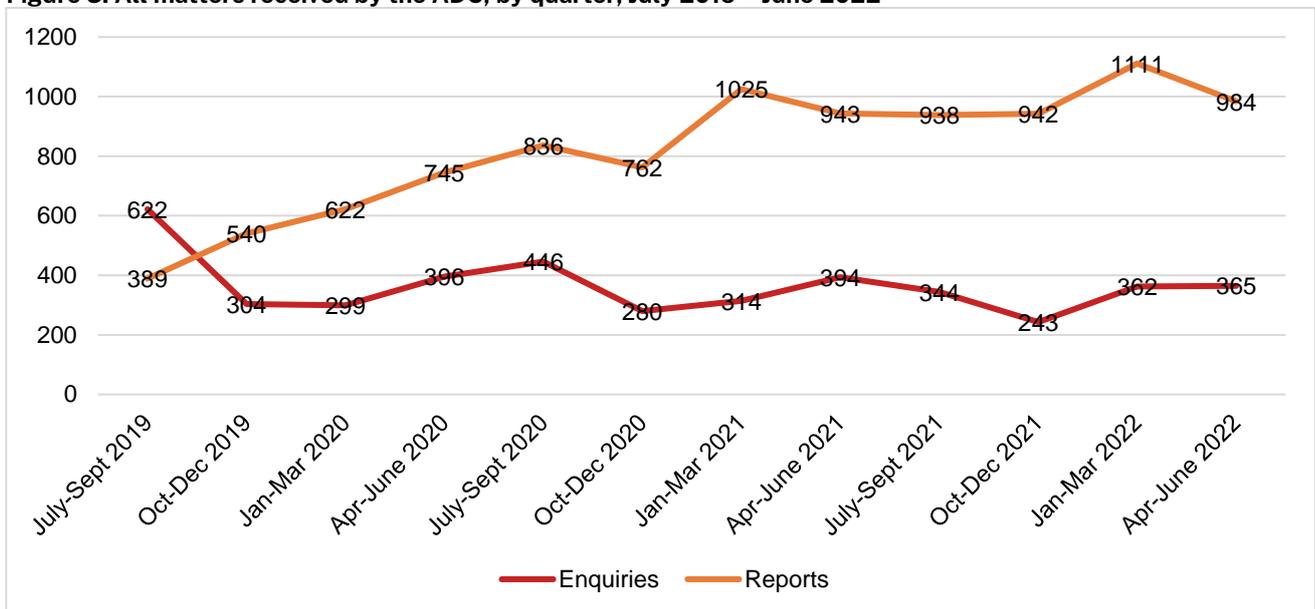
1.2 Number of reports and enquiries

In 2021-22, the ADC received **5,289 matters**, comprising:

- **3,975 reports** under section 13 of the *Ageing and Disability Commissioner Act 2019*
- **1,314 enquiries** – involving 622 general enquiries, and 692 abuse-related enquiries.

The number of matters received in 2020-21 was **5.8% higher** than 2020-21 (5,000), and **35% higher** than 2019-20 (3,917).

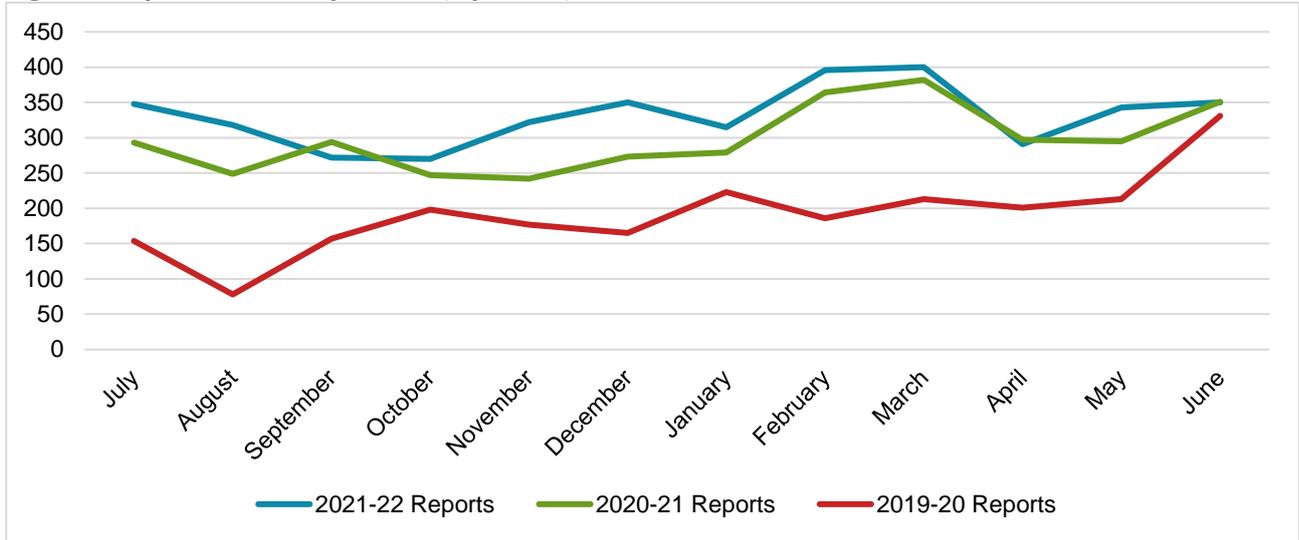
Figure 3: All matters received by the ADC, by quarter, July 2019 – June 2022



Compared to 2020-21, the number of **reports increased by 11.5%**, and the number of **enquiries decreased by 8.4%**. The increase in reports and reduction in enquiries reflects:

- increased demand
- a better understanding by reporters of the role of the ADC
- better classification of cases by the ADC (more accurate data capture).

Figure 4: Reports received by the ADC, by month, 2019-20 to 2021-22



2. Person status and demographics

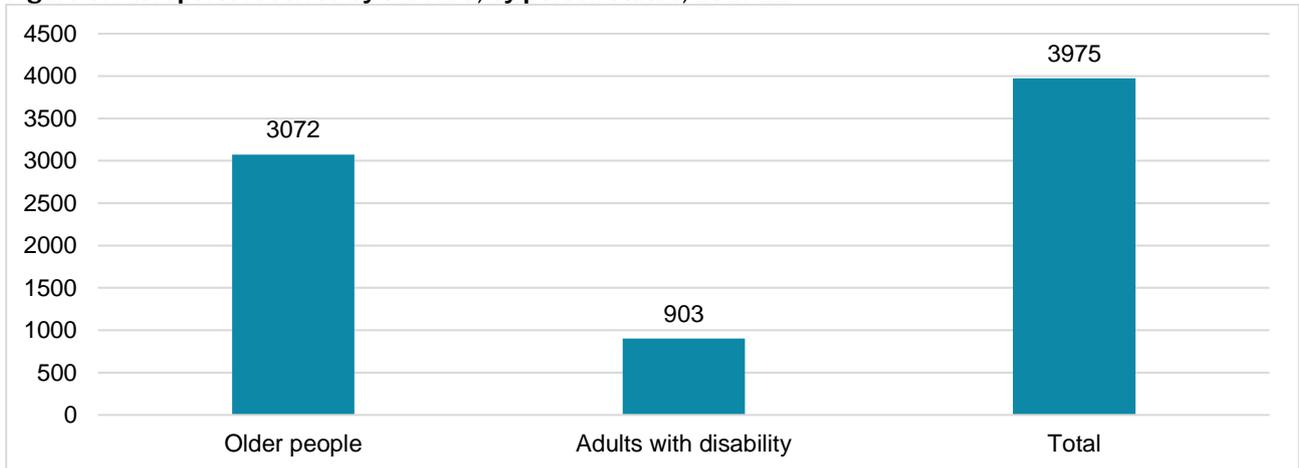
2.1 Person status

Of the 3,975 reports received by the ADC in 2021-22:

- **3,072 reports (77.3%) related to older people¹**, including 950 reports about older people with disability
- **903 reports (22.7%) related to adults with disability²** who were not older people.

This is highly consistent with the previous year, where 77.9% of reports were about older people (2,777), and 22.1% of reports were about adults with disability (789).

Figure 5: All reports received by the ADC, by person status, 2021-22



2.2 Aboriginal and Torres Strait Islander status

In 2.6% of reports to the ADC in 2021-22, the adult with disability or older person was identified as Aboriginal and/or Torres Strait Islander. This proportion was largely unchanged from the previous year (2.9%).

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

² Adults aged 18 years and older with a disability as defined in the *Disability Inclusion Act 2014*.

Table 1: Aboriginal and Torres Strait Islander status of person the subject of a report to the ADC, 2021-22

	Older people (n=3,072)	% of reports about older people	Adults with disability (n=903)	% of reports about adults with disability	All reports (n=3,975)	% of all reports
Person identified as Aboriginal and/or Torres Strait Islander	78	2.5	27	2.9	105	2.6

2.3 Culturally and linguistically diverse background status

In 6.5% of reports to the ADC in 2021-22, the adult with disability or older person was identified as having a culturally and linguistically diverse (CALD) background. This was slightly lower than the proportion in 2020-21 (8.1%).

Table 2: CALD background status of person the subject of a report to the ADC, 2021-22

	Older people (n=3,072)	% of reports about older people	Adults with disability (n=903)	% of reports about adults with disability	All reports (n=3,975)	% of all reports
Person identified as having a CALD background	229	7.5	28	3.1	257	6.5

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

Table 3: Most frequently identified CALD backgrounds of people the subject of a report to the ADC, 2021-22

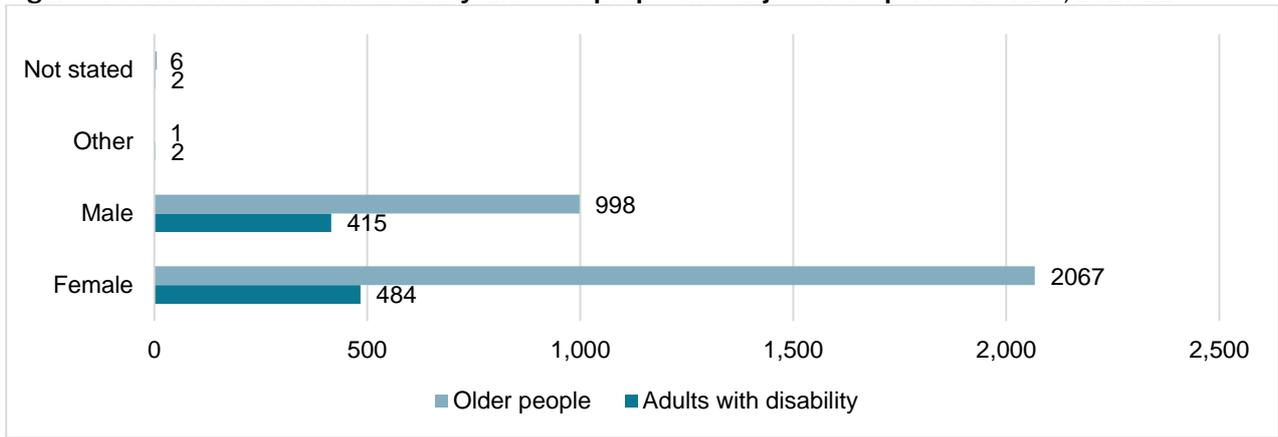
Older people (n=3,072)		Adults with disability (n=903)	
Italian	38	Arabic	9
Greek	36	Vietnamese	4
Vietnamese	17	Greek	2
Spanish	16	Tagalog	2
Arabic	16	Samoan	2

2.4 Gender

From the start of the ADC, most reports have been about alleged abuse, neglect and exploitation of women.

In 2021-2022, the adults in 64.2% of the 3,975 reports to the ADC were female, including 67.3% of reports about older people (2,067), and 53.6% of reports about adults with disability (484).

Figure 6: Gender of adults with disability and older people the subject of a report to the ADC, 2021-22



2.5 Age

The largest proportion of the 3,072 reports about older people in 2021-22 related to people aged 80-84 years (17.7%). The largest proportion of the 903 reports about adults with disability related to people aged 18-24 years (17.8%). These results are consistent with previous years.

Figure 7: Age of older people the subject of a report to the ADC, 2021-22

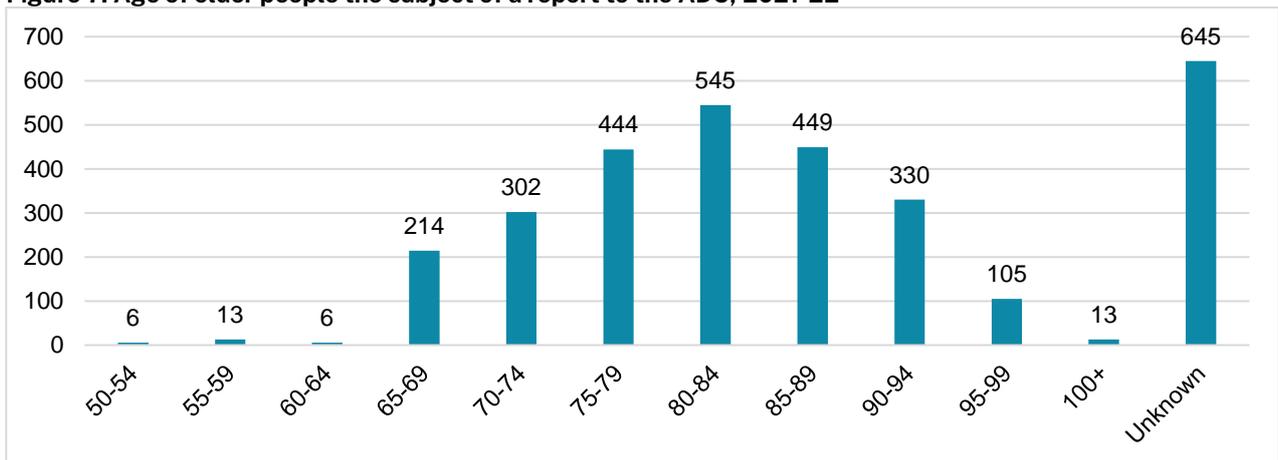
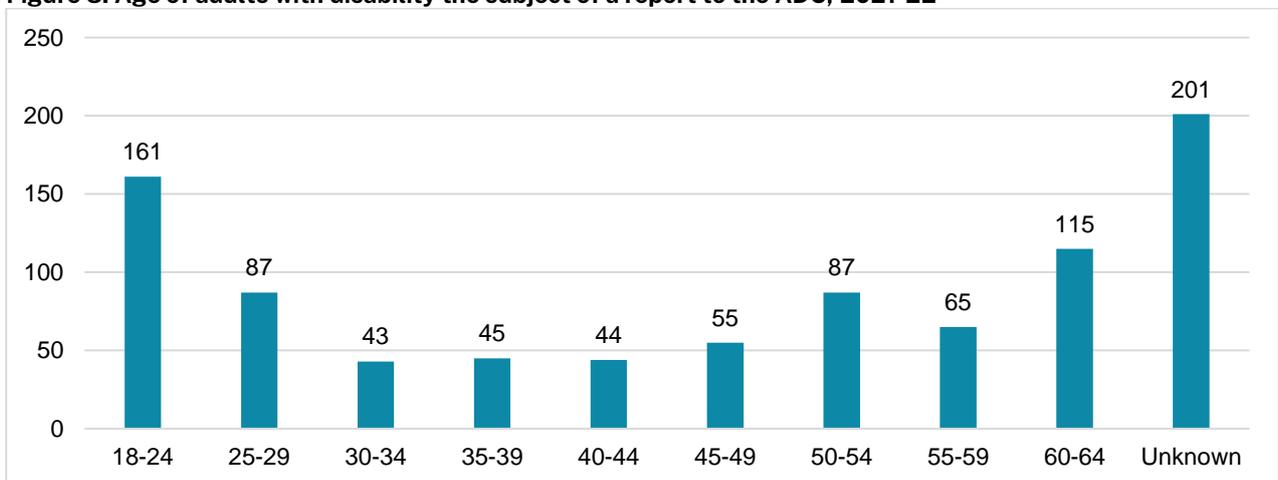


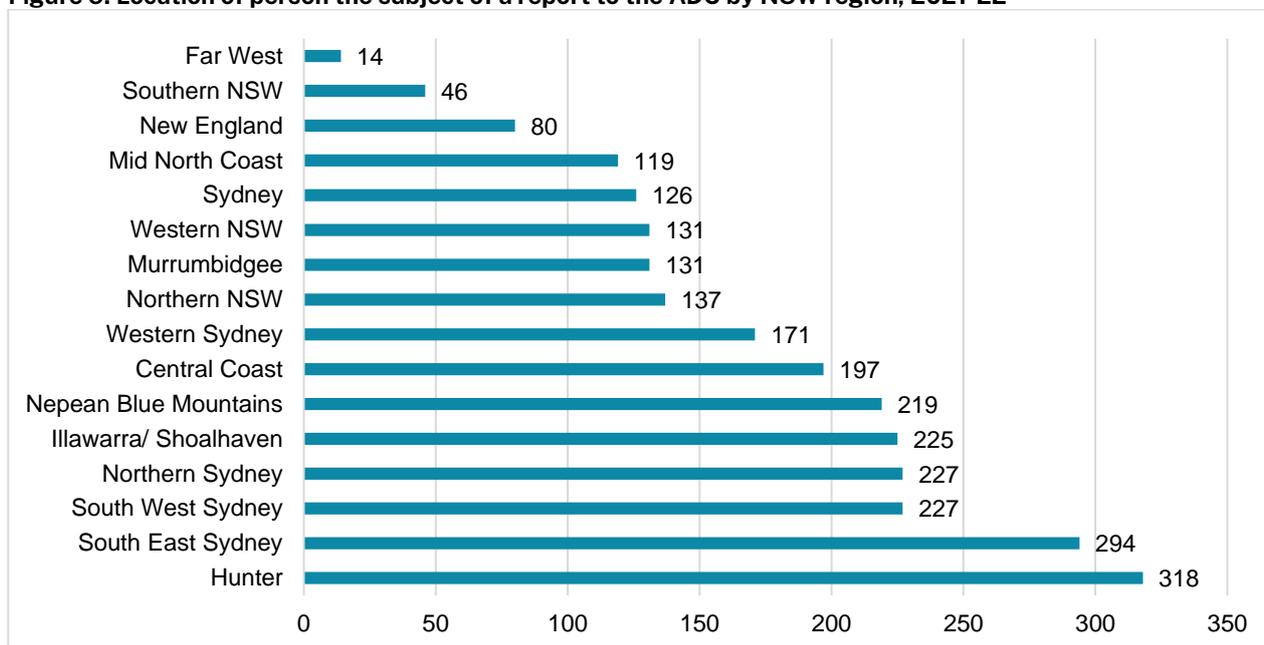
Figure 8: Age of adults with disability the subject of a report to the ADC, 2021-22



2.6 Location of person

Of the 2,662 reports to the ADC in 2021-22 in which the location of the person was known, regional NSW accounted for just over half of the reports (1,398; 52.5%). Of the regional areas, Hunter, Illawarra Shoalhaven, and Central Coast featured most often. This is consistent with previous years.

Figure 9: Location of person the subject of a report to the ADC by NSW region, 2021-22



At a Local Government Area (LGA) level, the adults who were the subjects of a report to the ADC in 2021-22 most commonly lived in the Central Coast, Blacktown and Canterbury-Bankstown LGAs. This is consistent with 2020-21.

Table 4: Main LGAs of people who were the subject of a report to the ADC, 2021-22

Local Government Area	Number of cases	Local Government Area	Number of cases
Central Coast	165	Sutherland Shire	59
Blacktown	146	Mid-Coast	58
Canterbury-Bankstown	114	Northern Beaches	52
Lake Macquarie	105	Hornsby	51
Wollongong	88	Parramatta	51
Cumberland	82	Fairfield	50
Campbelltown	75	Tweed	50
Bayside	72	Shoalhaven	49
Newcastle	72	Penrith	47
Cessnock	71	Blue Mountains	45

3. Reporters

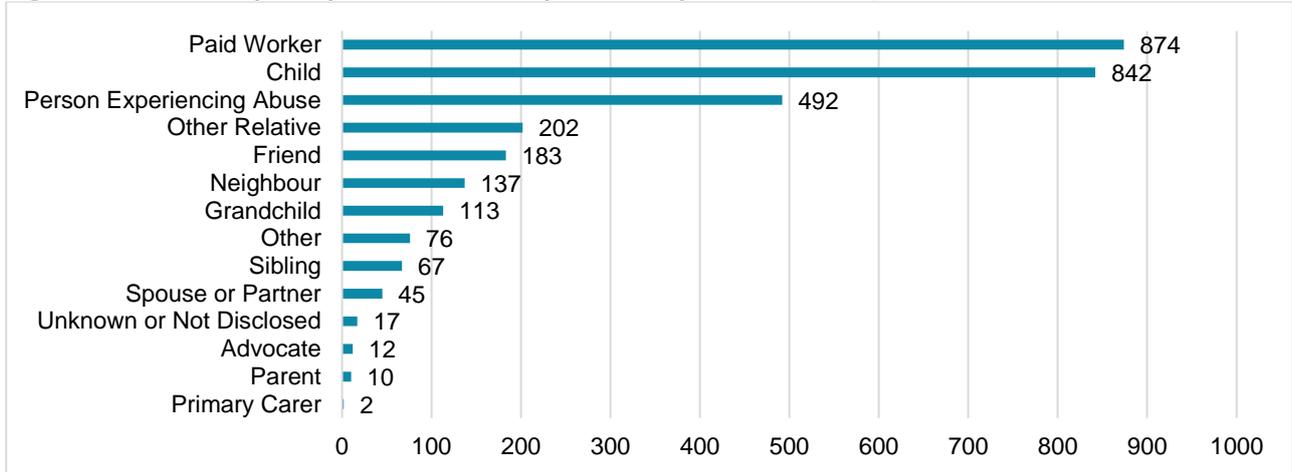
3.1 Relationship of reporter to the adult

Older people

Paid workers were the main source of reports to the ADC about older people in 2021-22, accounting for 28.5% of the 3,072 reports, just ahead of reports by adult children (27.4%). All up, family members were the reporters in 40.2% of reports about older people. The older person ('person experiencing abuse') was the reporter to the ADC in 16% of cases.

In comparison to the previous year, in 2021-22 the ADC received a higher proportion of reports by paid staff (previously 26.4%).

Figure 10: Relationship of reporter to the older person in reports to the ADC, 2021-22

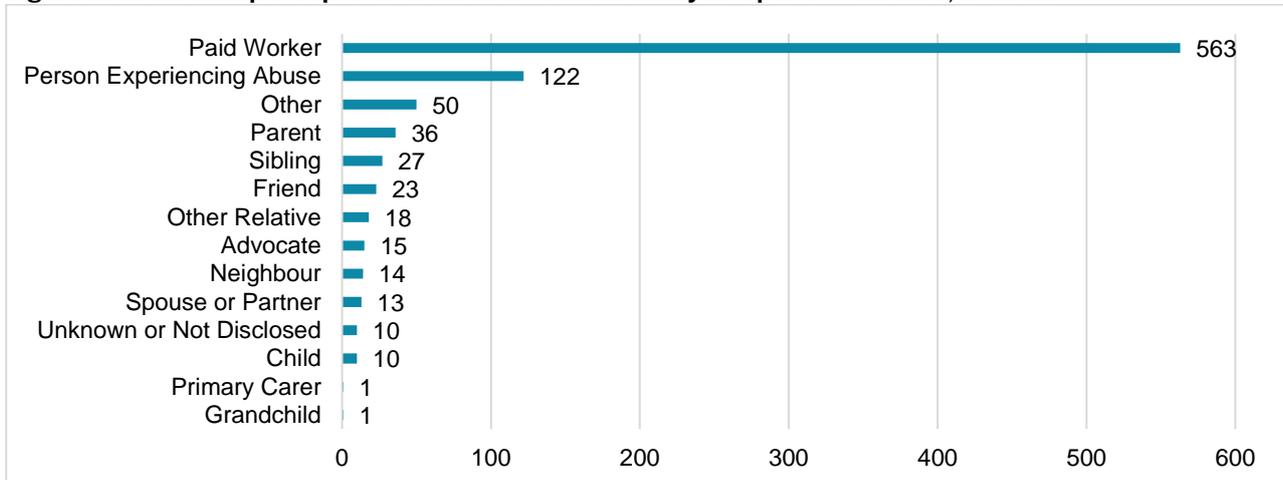


Adults with disability

Paid workers were the main source of reports to the ADC about adults with disability in 2021-22, accounting for almost two-thirds (62.3%) of the 903 reports about adults with disability. Family members were the reporters in 10.2% of reports about adults with disability, and the adult with disability ('person experiencing abuse') was the reporter in 13.5% of cases.

In comparison to 2020-21, a slightly higher proportion of reports about adults with disability were made by paid staff (previously 60.8%), and by the adult with disability (previously 10.9%).

Figure 11: Relationship of reporter to the adult with disability in reports to the ADC, 2021-22



4. Subjects of allegation

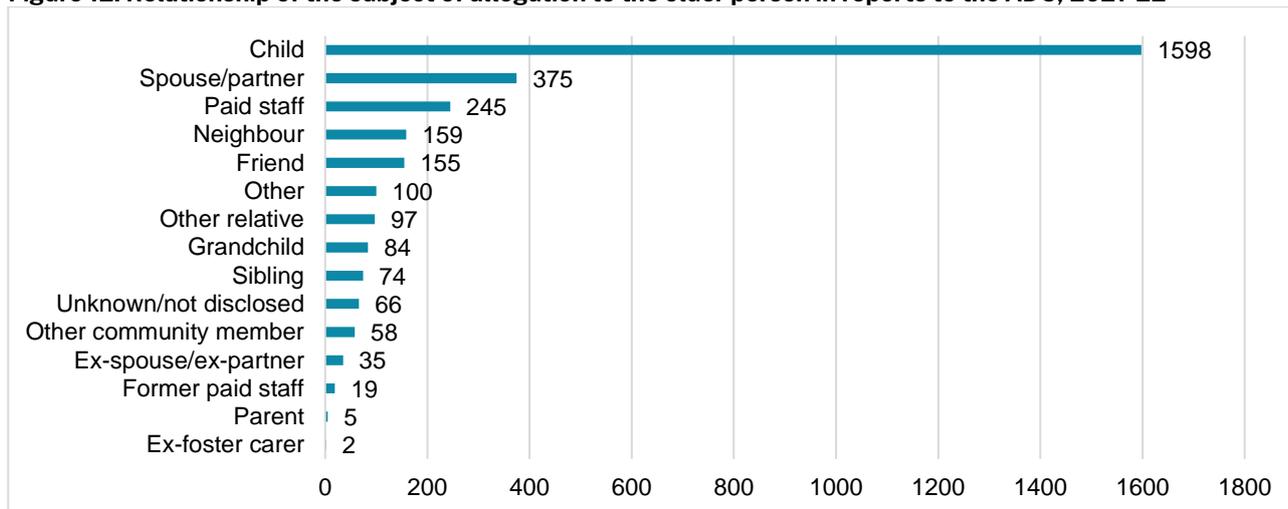
4.1 Relationship of the subject of allegation to the adult

Older people

The subjects of allegation in over half (52%) of the 3,072 reports about older people in 2021-22 were the person's adult children. All up, relatives were the subjects of allegation in almost two-thirds (60.5%) of the reports about older people. Allegations against a spouse or partner (or ex-spouse/ partner) featured in 13.3% of the reports about older people.

In comparison to the previous year, the proportion of reports in 2021-22 involving allegations against neighbours (5.2%) increased by 2%.

Figure 12: Relationship of the subject of allegation to the older person in reports to the ADC, 2021-22

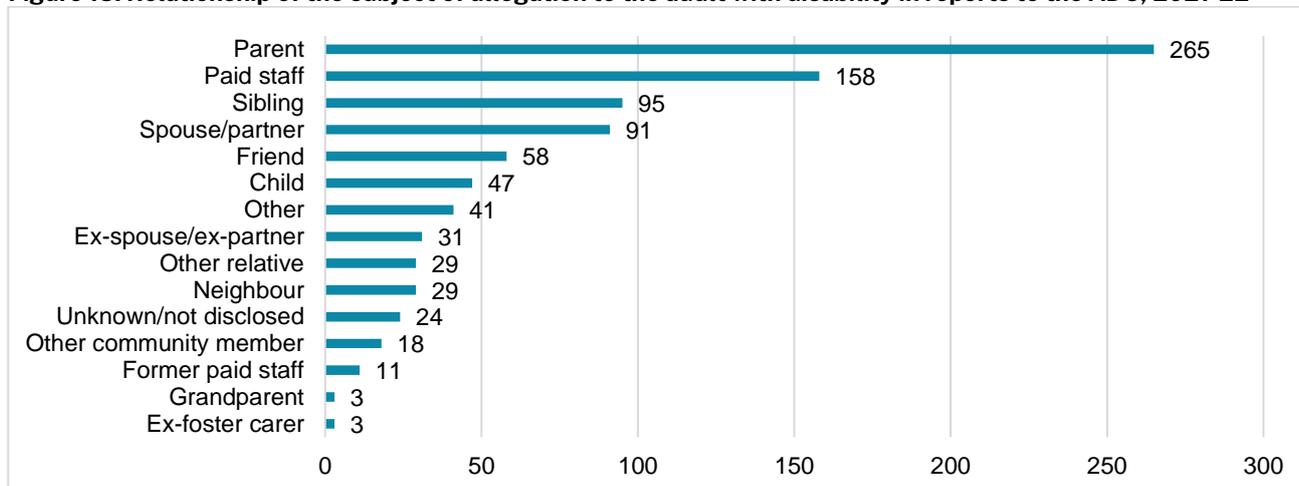


Adults with disability

In 29.3% of the 903 reports about adults with disability in 2021-22, the allegations pertained to the adult's parent(s). All up, relatives were the subjects of allegation in 48.6% of the reports about adults with disability. In 13.5% of matters, the adult's spouse or partner (or ex-spouse/partner) was the subject of the allegations.

In comparison with 2020-21, the proportion of reports involving allegations against paid staff (17.5%) increased by 2.2%.

Figure 13: Relationship of the subject of allegation to the adult with disability in reports to the ADC, 2021-22



5. Type of alleged abuse

Older people

The most commonly reported types of alleged abuse in relation to older people in 2021-22 were psychological abuse and financial abuse. This is consistent with previous years.

In comparison to 2020-21, a higher proportion of allegations related to psychological abuse (previously 39%) and neglect (previously 19.9%).

Figure 14: Number of allegations by type of abuse, reports to the ADC about older people, 2021-22

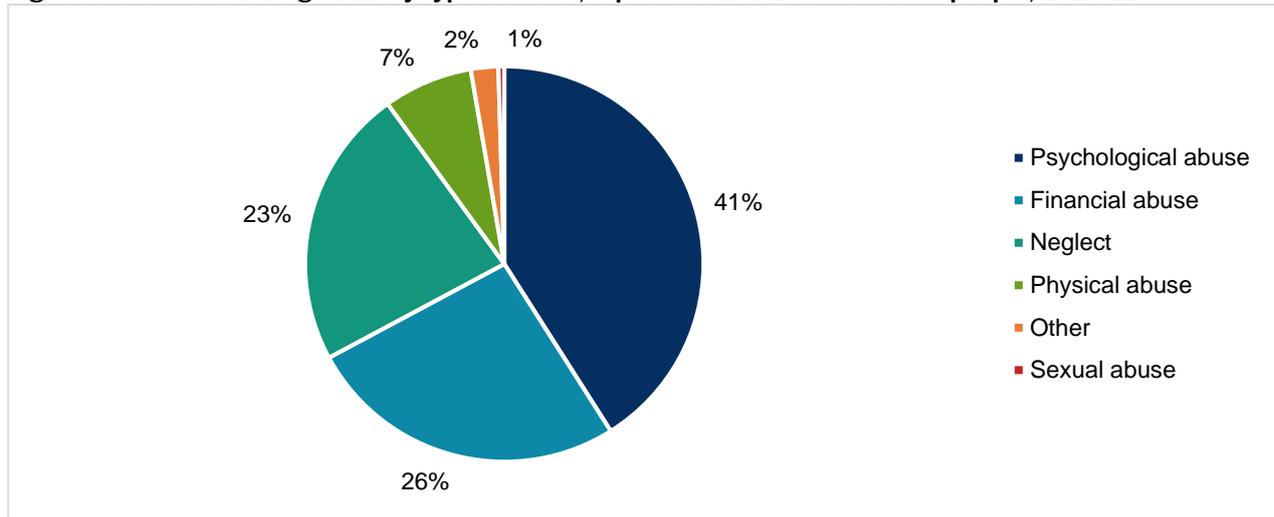


Table 5: Type of alleged abuse of the older person in reports to the ADC, 2021-22³

Type of alleged abuse	Number of allegations	% of all allegations in reports about older people
Psychological abuse (Mainly verbal abuse; preventing or restricting access to family/others; and preventing or restricting access to supports/services)	1,898	41
Financial abuse (Mainly financial exploitation; misuse of Power of Attorney/ Enduring POA; and theft)	1,208	26.1
Neglect (Mainly failure to meet the person’s support needs; medical neglect; and inadequate clothing or food)	1,059	23
Physical abuse (Mainly hitting/kicking/punching; threat of harm; and pushing/shoving/grabbing/shaking)	336	7.3
Sexual abuse (Mainly indecent assault and sexual assault)	22	0.5
Other	103	2.2
Total allegations in reports about older people	4,626	100

The most common allegations reported in relation to older people related them being verbally abused; not having their support needs met; being financially exploited; and being prevented or restricted from having access to family and others.

³ The data captures all cases in which that type of abuse has been reported; in the majority of cases, more than one type of abuse is reported.

Table 6: Leading reported allegations in relation to older people, 2021-22

	Reported allegation	Number of cases
1.	Psychological abuse – verbal abuse	794
2.	Neglect – failure to meet the adult’s support needs	509
3.	Financial exploitation	410
4.	Psychological abuse – other psychological abuse	407
5.	Psychological abuse – preventing or restricting access to family/others	337
6.	Financial abuse – misuse of Power of Attorney or Enduring POA	264
7.	Financial abuse - theft	211
8.	Financial abuse – other financial abuse	179
9.	Neglect – medical care	177
10.	Psychological abuse – preventing or restricting access to supports/ services	156

Adults with disability

The most commonly reported types of alleged abuse in relation to adults with disability in 2021-22 were psychological abuse, followed by neglect and financial abuse. In comparison with 2020-21, a higher proportion of allegations related to psychological abuse (previously 31%) and neglect (previously 25%).

Figure 15: Percentage of allegations by type of abuse, reports to the ADC about adults with disability, 2021-22

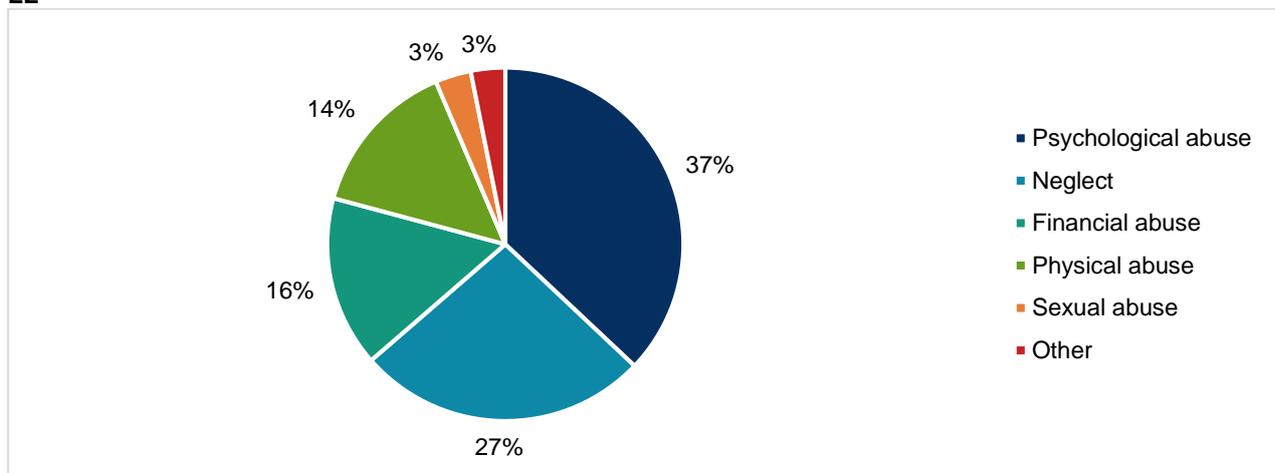


Table 7: Type of alleged abuse of the adult with disability in reports to the ADC, 2021-22⁴

Type of alleged abuse	Number of allegations	% of all allegations in reports about adults with disability
Psychological abuse	558	37.1
Mainly verbal abuse; other psychological abuse; and preventing/restricting the person’s access to supports/services		

⁴ The data captures all cases in which that type of abuse has been reported; in the majority of cases, more than one type of abuse is reported.

Neglect (Mainly failure to meet the person's support needs; and medical neglect)	399	26.5
Financial abuse (Mainly financial exploitation; theft; and preventing access to/withholding the person's money)	235	15.6
Physical abuse (Mainly hitting, kicking, punching; pushing, shoving, grabbing, shaking; and inappropriate restraint/use of force)	217	14.4
Sexual abuse (Mainly sexual assault – taking advantage of cognitive impairment)	49	3.3
Other	47	3.1
Total allegations in reports about adults with disability	1,505	100

The most common allegations reported in relation to adults with disability related to them being verbally abused; not having their support needs met; being prevented or restricted from accessing supports/services; and not having access to necessary medical care.

Table 8: Leading reported allegations in relation to adults with disability, 2021-22

	Reported allegation	Number of cases
1.	Psychological abuse – verbal abuse	199
2.	Neglect – failure to meet support needs	174
3.	Psychological abuse – other psychological abuse	126
4.	Psychological abuse – preventing or restricting access to supports/services	113
5.	Neglect – medical care	91
6.	Physical abuse – hitting/kicking/punching	83
7.	Financial exploitation	76
8.	Other	47
9.	Financial abuse – theft	46
10.	Psychological abuse – making excessive or degrading demands	43

6. Actions/ outcomes

6.1 Primary action by ADC (closed reports)

The ADC closed 3,959 reports in 2021-22, an increase of 13% on the previous year. Three-quarters of the reports (3,054) were handled at an early point by the Ageing and Disability Abuse Helpline providing assistance and support to the caller, referring matters to other appropriate parties, and providing early case coordination to the adult.

In 19% of the reports closed in 2021-22 (746), 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.

Table 9: Primary action taken by ADC, reports closed in 2021-22

Primary action by ADC	Number
1. Early intervention/resolution (Helpline only)	3,054
a) Assistance and support provided	2,652
b) Referred externally	318
c) Early case coordination	84
2. Closed after preliminary inquiries	286
a) Appropriate actions underway to address/manage risks	186
b) No or low risk identified	69
c) Person has capacity and refused investigation/involvement	31
3. Community supports	208
a) Risk identified – risk removed or managed with intervention	114
b) No or low risk identified	74
c) Risk identified – risk remained	11
d) Risk identified – risk removed or managed prior to intervention	9
4. Declined at outset	159
a) Insufficient details to progress	138
b) Premature/ actions underway	21
5. Consolidated into another matter	122
6. Referred to Police	55
7. Referred externally (not at Helpline)	45
8. Investigation	30
a) Risk identified – risk removed or managed with intervention	20
b) No/low risk identified	8
c) Risk identified – risk remained	2
Total closed reports	3,959

6.2 Person outcomes

In relation to the 3,959 reports closed in 2021-22, key outcomes for the older people and adults with disability included that their views and wishes were ascertained and respected; they moved to alternative accommodation; actions were taken by police to check on their welfare/ look into criminal allegations; and they were assisted to access and received increased aged care supports.

Table 10: Leading outcomes for the person the subject of a report to the ADC, reports closed 2021-22

Person outcomes	Number of cases⁵
Will and preference of Person ascertained	656
Will and preference of Person respected/upheld	590
Change in accommodation	64
Other police/justice action	64
Review or assessment of disability supports	64
Aged care supports provided or increased	64

⁵ There can be multiple outcomes for an individual.

Referral or help to access aged care supports	63
Referral or help to access other supports	63
Review or assessment of aged care supports	62
Referral or help to access legal supports	60
Disability support provided or increased	53
Referral or help to access disability supports	41
Referral or help to access advocacy supports	40
ADVO put in place	25
Review or assessment of health/medical needs	25
Referral or help to access health services	60
Other supports/services provided or increased	24
Health/medical support provided or increased	23

6.3 Subject of allegation outcomes

For reports closed in 2021-22, 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 or 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 2021-22

Subject of allegation outcomes	Number of cases⁶
Education or advice provided	349
Linked to or received more support	73
ADVO put in place	28
Prevented from access	24
Reduced or supervised access	16
Removed from premises	14
Criminal charges	14
Removal as Power of Attorney or Enduring POA	10
Removal as NDIS nominee	9
Removal of other authority	7
Removal as guardian	6
Benefit removed	5
Criminal conviction	5
APVO put in place	5

⁶ There can be multiple outcomes in relation to an individual.