

## Ageing and Disability Commission data

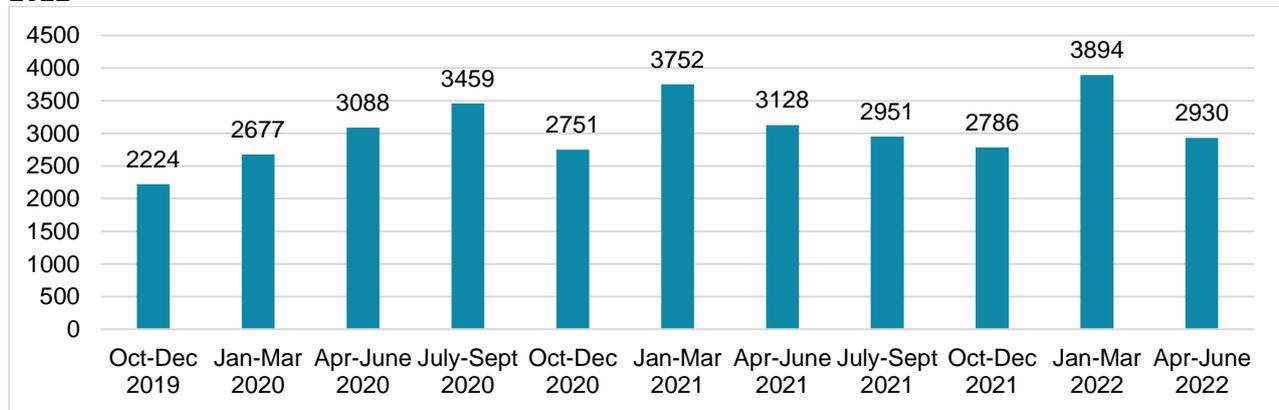
April – June 2022

### 1. Number of calls, enquiries and reports

#### 1.1 Number of calls to the Ageing and Disability Abuse Helpline

Between 1 April and 30 June 2022, the Ageing and Disability Abuse Helpline received **2,930 calls**.

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



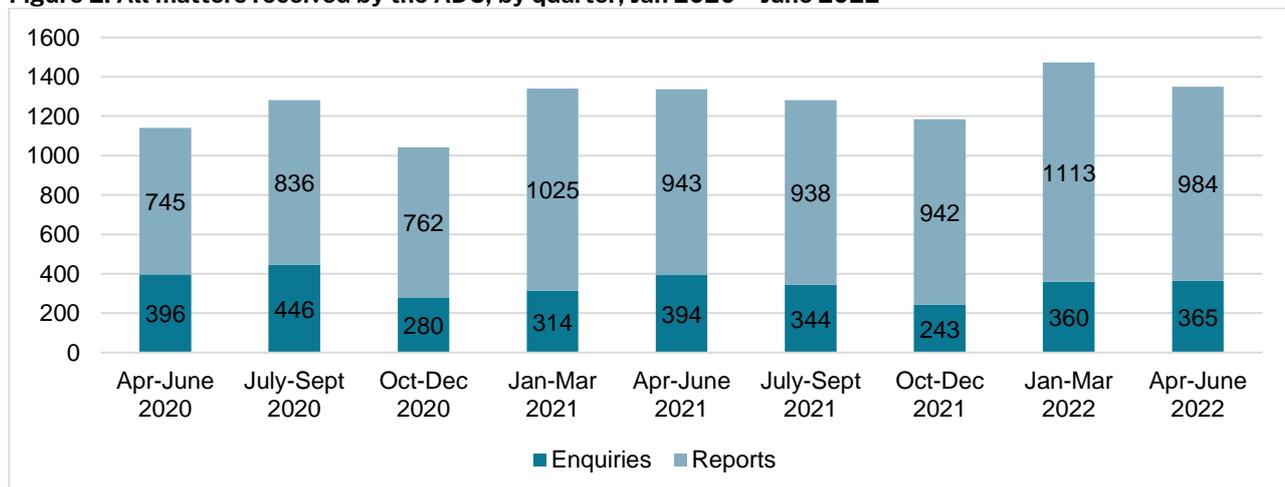
#### 1.2 Number of reports and enquiries

Between 1 April and 30 June 2022, the ADC received **1,349 matters**, comprising:

- **984 reports** under section 13 of the *Ageing and Disability Commissioner Act 2019*
- **365 enquiries** – involving 152 general enquiries, and 213 abuse-related enquiries.

The number of matters received in this quarter was 8% lower than the previous quarter (1,473), and 1% higher than the equivalent period last year (1,337).

Figure 2: All matters received by the ADC, by quarter, Jan 2020 – June 2022



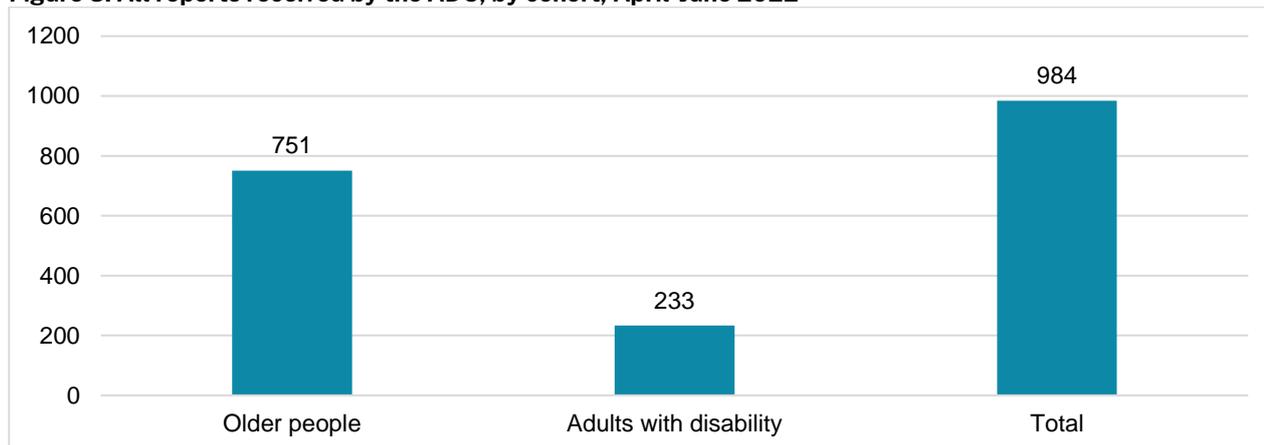
## 2. Person status and demographics

### 2.1 Person status

Of the 984 reports received by the ADC in April – June 2022:

- **751 reports (76.3%) involved older people<sup>1</sup>**, including 229 reports relating to older people with disability
- **233 reports (23.7%) involved adults with disability<sup>2</sup>** who were not older people.

**Figure 3: All reports received by the ADC, by cohort, April-June 2022**



### 2.2 Aboriginal and Torres Strait Islander background

In 2.4% of reports to the ADC in April – June 2022, the adult with disability or older person was identified as Aboriginal and/or Torres Strait Islander. This is lower than the proportion of reports in 2020-21 (2.9%), but slightly higher than the previous quarter (2.1%).

**Table 1: Aboriginal and Torres Strait Islander status of person the subject of a report to the ADC, by person status, April-June 2022**

	Older people (n=751)	% of reports about older people	Adults with disability (n=233)	% of reports about adults with disability	All reports (n=984)	% of all reports
Person identified as Aboriginal and/or Torres Strait Islander	18	2.4	6	2.6	24	2.4

### 2.3 Culturally and linguistically diverse background

In 7% of reports to the ADC in April – June 2022, the adult with disability or older person was identified as having a culturally and linguistically diverse (CALD) background. This is lower than the proportion in reports in 2020-21 (8.1%), but higher than the previous quarter (5.9%).

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

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

**Table 2: CALD status of person the subject of a report to the ADC, by person status, April-June 2022**

	Older people (n=751)	% of reports about older people	Adults with disability (n=233)	% of reports about adults with disability	All reports (n=984)	% of all reports
Person identified as having a CALD background	62	8.3	7	3	69	7

**Table 3: Main CALD backgrounds of people the subject of a report to the ADC, by person status, April-June 2022**

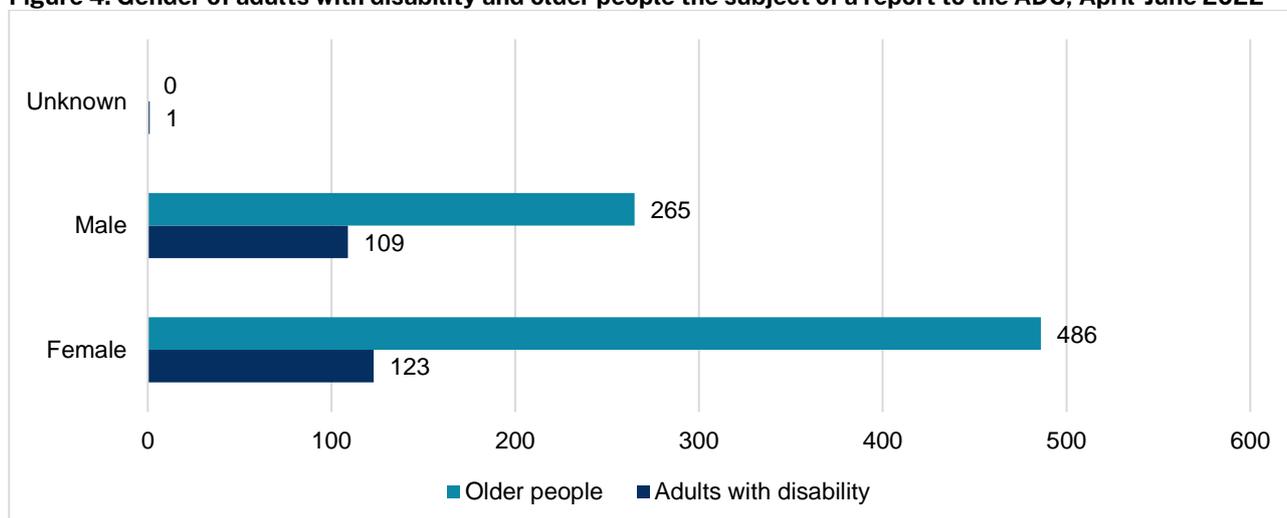
Older people (n=751)		Adults with disability (n=233)	
Arabic	9	Arabic	4
Greek	9	Samoan	<3
Italian	8	Other	<3
Polish	4		
Mandarin	4		

## 2.4 Gender

Consistent with reports since the start of the ADC, most (64.7%) of the 751 reports to the ADC about older people in April – June 2022 concerned older women.

Of the 233 reports to the ADC about adults with disability in this quarter, just over half (52.8%) were about women with disability.

**Figure 4: Gender of adults with disability and older people the subject of a report to the ADC, April-June 2022**

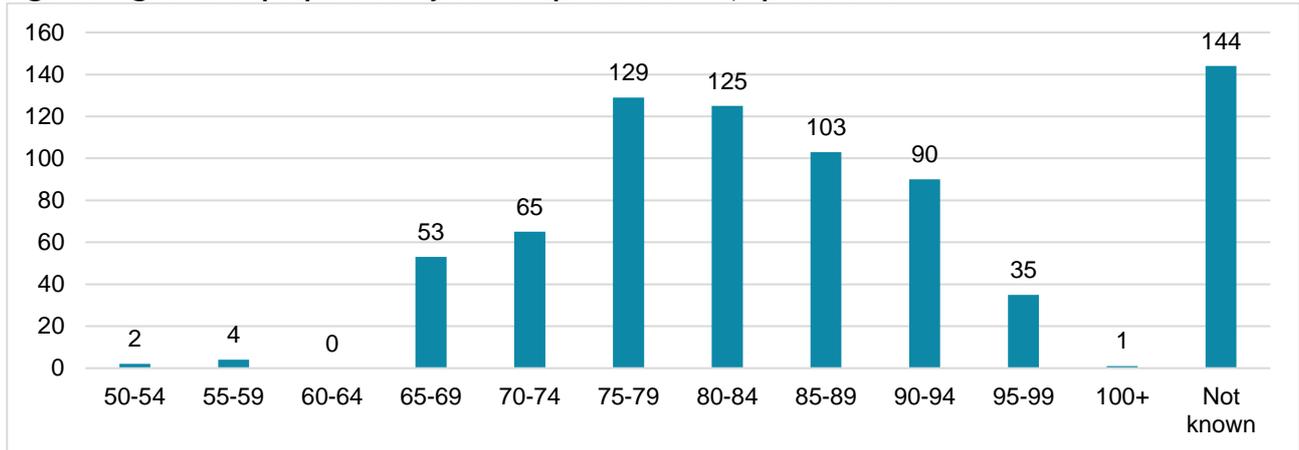


## 2.5 Age

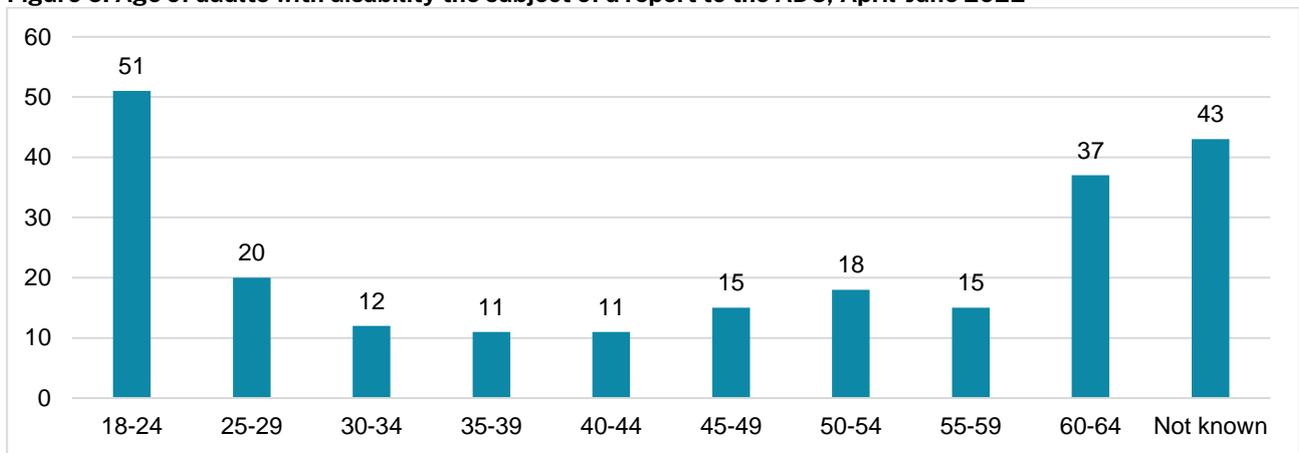
The largest proportion of the 751 reports about older people in April – June 2022 related to people aged 75-79 years (17.2%).

The largest proportion of the 233 reports about adults with disability related to people aged 18-24 years (21.9%).

**Figure 5: Age of older people the subject of a report to the ADC, April-June 2022**



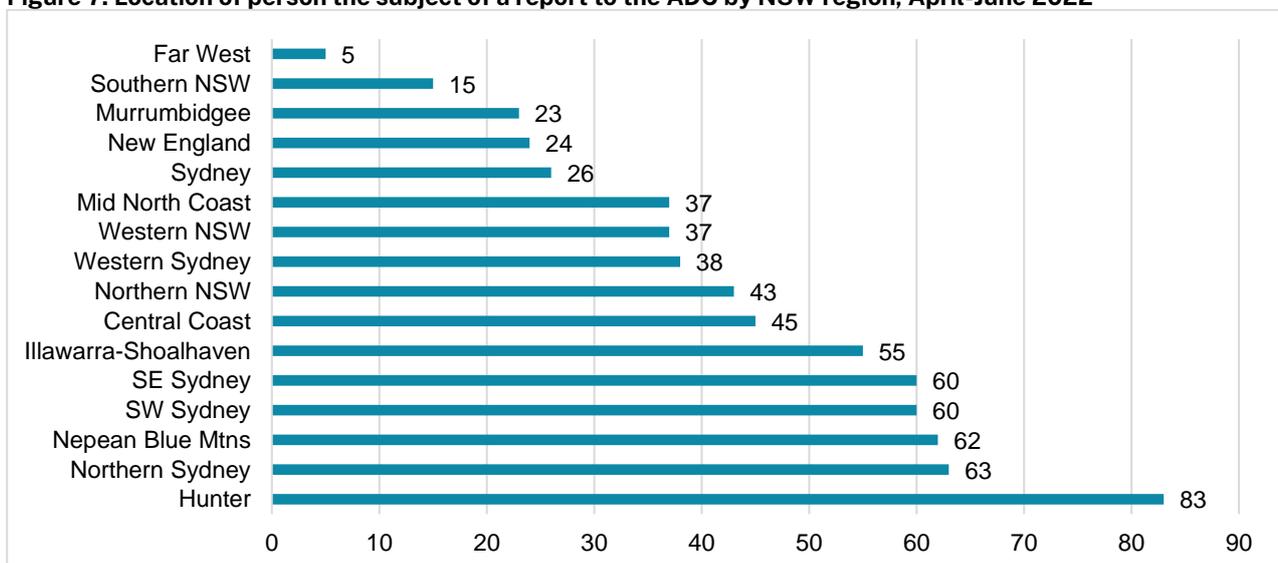
**Figure 6: Age of adults with disability the subject of a report to the ADC, April-June 2022**



## 2.6 Location of person

Of the 676 reports to the ADC in April – June 2022 in which the location of the person was known, regional NSW accounted for just over half of the reports (367; 54.3%). Consistent with previous quarters, Hunter, Illawarra Shoalhaven, and Central Coast were the most common regional areas.

**Figure 7: Location of person the subject of a report to the ADC by NSW region, April-June 2022**



At a Local Government Area (LGA) level, the adults who were the subjects of a report to the ADC in April – June 2022 most commonly lived in the Blacktown, Central Coast, and Wollongong LGAs.

**Table 4: Main LGAs of people who were the subject of a report to the ADC, April-June 2022**

	Local Government Area	Number of cases
1.	Blacktown	40
2.	Central Coast	35
3.	Wollongong	28
4.	Canterbury-Bankstown	26
5.	Lake Macquarie	25
6.	Newcastle	22
7.	Cumberland	22
8.	Parramatta	21

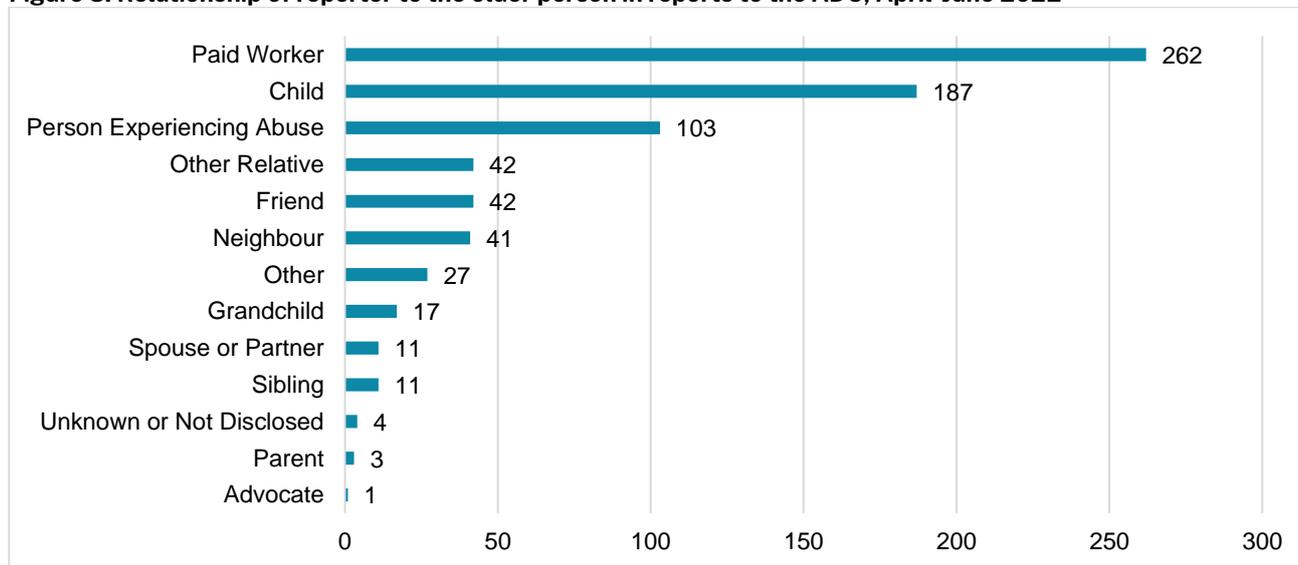
### 3. Reporters

#### 3.1 Relationship of reporter to the adult

##### Older people

Paid workers (34.9%) and adult children (24.9%) were the main source of reports to the ADC about older people in April – June 2022. Reports by older people ('person experiencing abuse') accounted for 13.7% of the 751 reports about older people in this quarter.

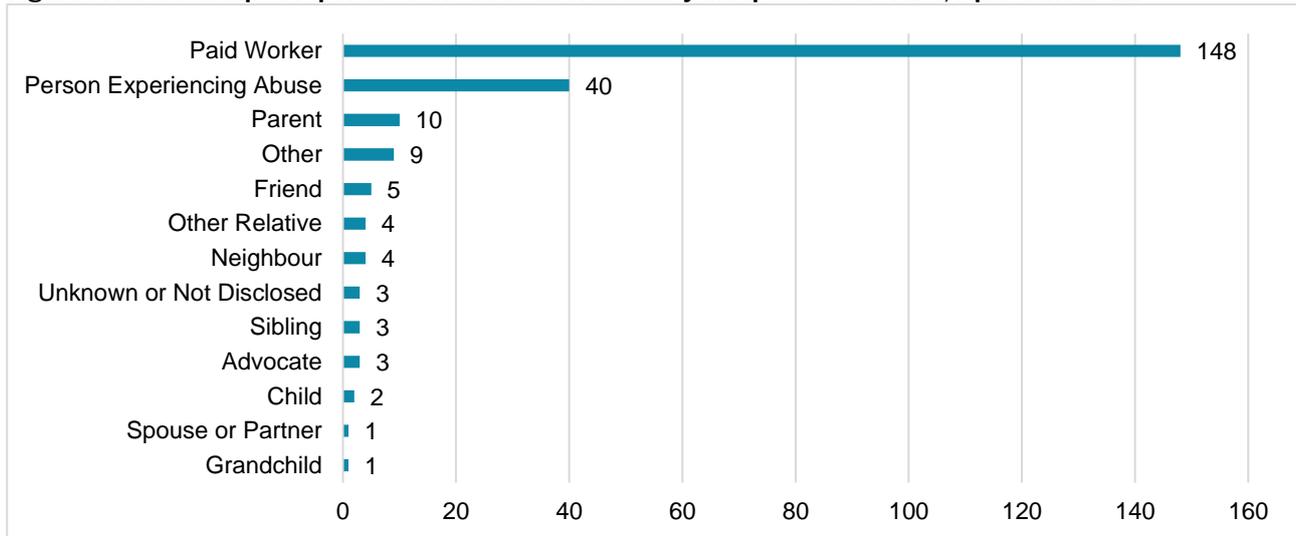
**Figure 8: Relationship of reporter to the older person in reports to the ADC, April-June 2022**



##### Adults with disability

Paid workers were the main source of reports to the ADC about adults with disability in April – June 2022, accounting for almost two-thirds (63.5%) of the 233 reports. Adults with disability ('person experiencing abuse') were the reporters in 17.2% of reports received about adults with disability this quarter.

**Figure 9: Relationship of reporter to the adult with disability in reports to the ADC, April-June 2022**



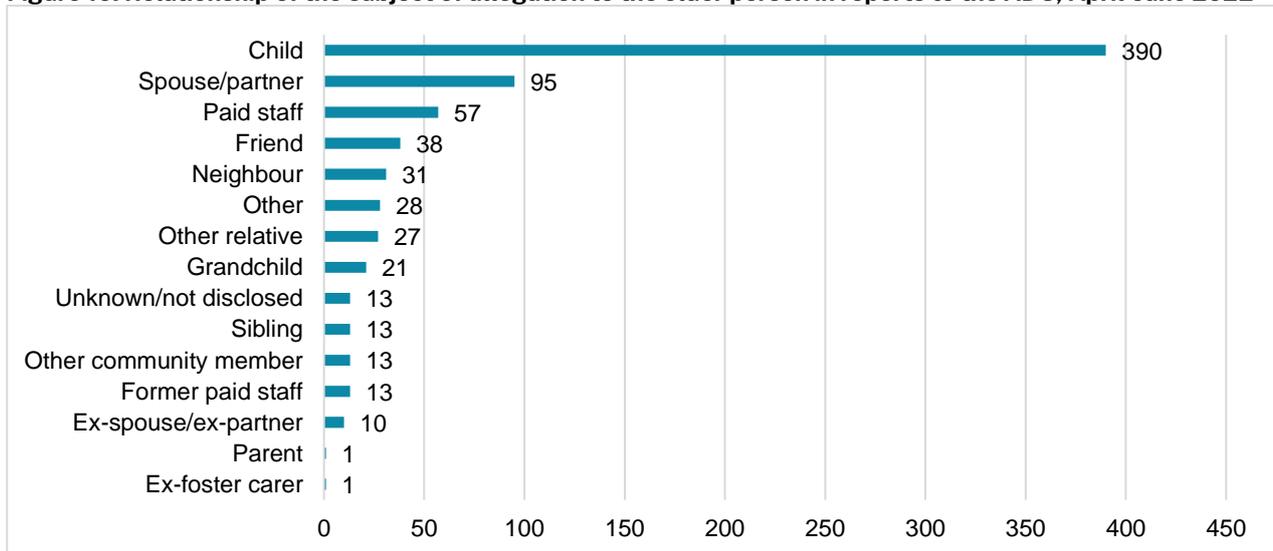
## 4. Subjects of allegation

### 4.1 Relationship of the subject of allegation to the adult

#### Older people

Half (51.9%) of the 751 reports to the ADC about older people in April – June 2022 pertained to the person’s adult children. All up, relatives<sup>3</sup> were the subjects of allegation in 60.2% of the reports about older people in this quarter. Allegations against a spouse or partner (or ex-spouse/ partner) featured in 14% of the reports about older people.

**Figure 10: Relationship of the subject of allegation to the older person in reports to the ADC, April-June 2022**

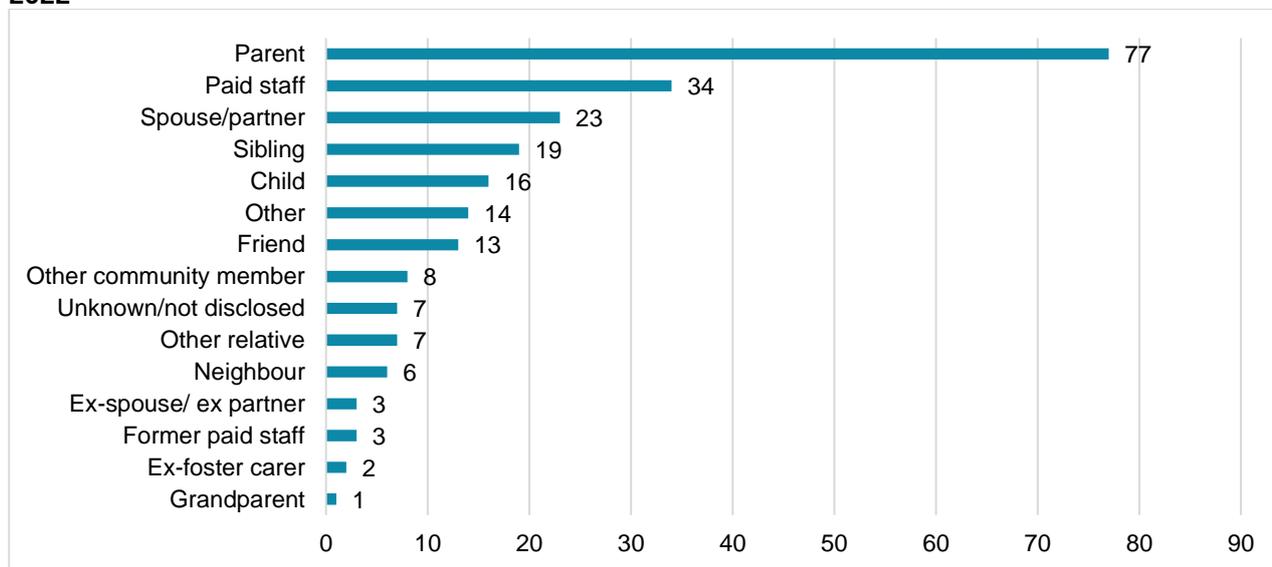


<sup>3</sup> For the purposes of our analysis, ‘relatives’ does not include the adult’s spouse/partner or ex-spouse/partner.

## Adults with disability

One-third (33%) of the 233 reports to the ADC about adults with disability in April – June 2022, the allegations pertained to the adult’s parent(s). All up, relatives<sup>4</sup> were the subjects of allegation in 51.5% of the reports about adults with disability in this quarter. In 11.2% of matters, the adult’s spouse or partner (or ex-spouse/partner) was the subject of the allegations.

**Figure 11: Relationship of the subject of allegation to the adult with disability in reports to the ADC, April-June 2022**



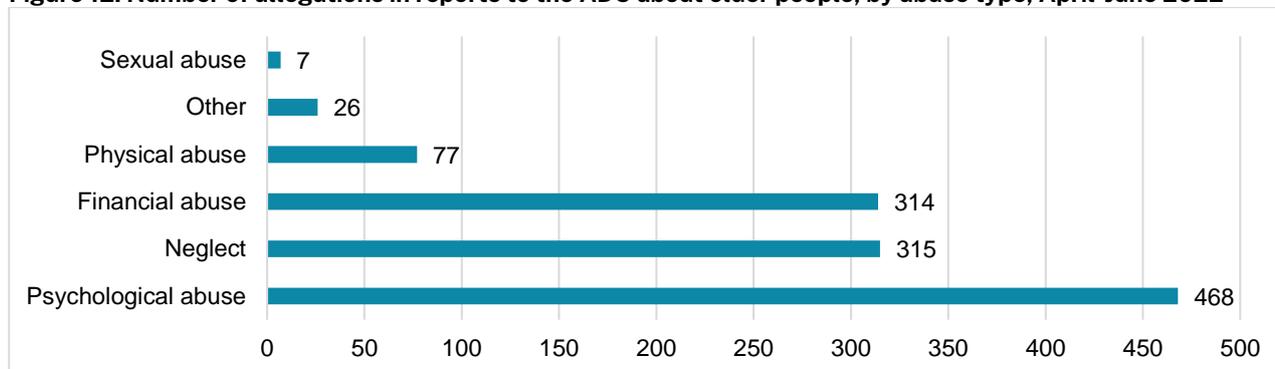
## 5. Type of alleged abuse

Most reports to the ADC involve more than one type of abuse.

### Older people

The most commonly reported types of alleged abuse in relation to older people in April – June 2022 were psychological abuse and neglect.

**Figure 12: Number of allegations in reports to the ADC about older people, by abuse type, April-June 2022**



<sup>4</sup> For the purposes of our analysis, ‘relatives’ does not include the adult’s spouse/partner or ex-spouse/partner.

**Table 5: Type of alleged abuse of the older person in reports to the ADC, April-June 2022<sup>5</sup>**

Type of alleged abuse	Number of allegations	% of all allegations
<b>Psychological abuse</b> (Mainly verbal abuse; and preventing or restricting access to family/others)	468	38.8
<b>Neglect</b> (Mainly failure to meet the person’s support needs; and medical neglect)	315	26.1
<b>Financial abuse</b> (Mainly financial exploitation; and misuse of Power of Attorney/ Enduring POA)	314	26
<b>Physical abuse</b> (Mainly threat of harm; and hitting/kicking/punching)	77	6.4
<b>Sexual abuse</b> (Mainly sexual assault)	7	0.6
<b>Other</b>	26	2.2
<b>Total allegations in reports about older people</b>	<b>1,207</b>	<b>100</b>

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

**Table 6: Leading reported allegations in relation to older people, April-June 2022**

	Reported allegation	Number of cases
1.	Psychological abuse – verbal abuse	184
2.	Neglect – failure to meet the adult’s support needs	162
3.	Psychological abuse – other psychological abuse	106
4.	Financial exploitation	102
5.	Psychological abuse – preventing or restricting access to family/others	75
6.	Financial abuse – misuse of Power of Attorney/ Enduring Power of Attorney	66
7.	Financial abuse – theft	64
8.	Psychological abuse – preventing or restricting access to supports and services	48
9.	Financial abuse – other financial abuse	46
9.	Neglect – medical care	46

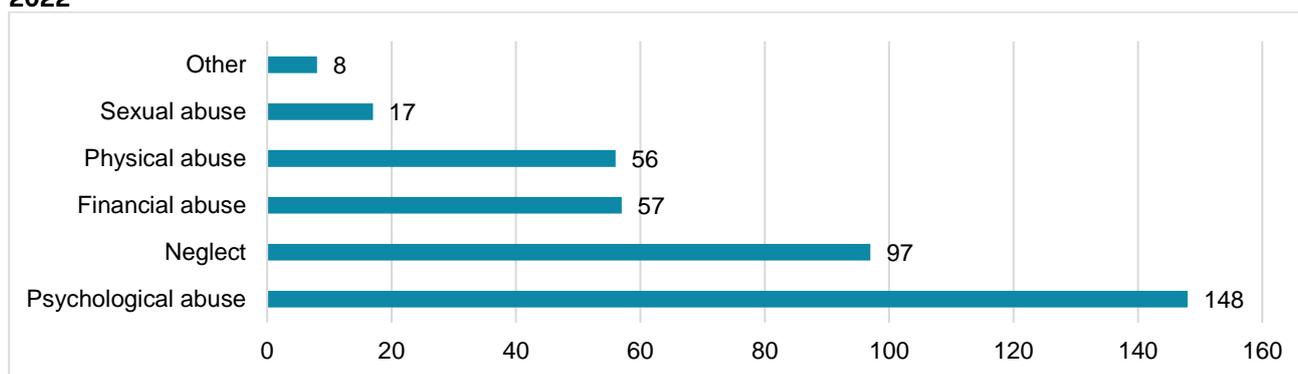
## Adults with disability

The most commonly reported types of alleged abuse in relation to adults with disability in April – June 2022 were psychological abuse, followed by neglect.

**Figure 13: Number of allegations in reports to the ADC about adults with disability, by abuse type, April-June**

<sup>5</sup> 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.

2022



**Table 7: Type of alleged abuse of the adult with disability in reports to the ADC, April-June 2022<sup>6</sup>**

Type of alleged abuse	Number of allegations	% of all allegations
<b>Psychological abuse</b> Mainly verbal abuse; and preventing/restricting the person’s access to supports/services	148	38.6
<b>Neglect</b> (Mainly failure to meet the person’s support needs; and medical neglect)	97	25.3
<b>Financial abuse</b> (Mainly financial exploitation; other financial abuse; and theft)	57	14.9
<b>Physical abuse</b> (Mainly hitting/ kicking/ punching; and threat of harm)	56	14.6
<b>Sexual abuse</b> (Mainly sexual touching)	17	4.4
<b>Other</b>	8	2.1
<b>Total allegations in reports about adults with disability</b>	<b>383</b>	<b>100</b>

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

**Table 8: Leading reported allegations in relation to adults with disability, Jan-Mar 2022**

	Reported allegation	Number of cases
1.	Psychological abuse – verbal abuse	58
2.	Neglect – failure to meet support needs	48
3.	Psychological abuse – other psychological abuse	36
4.	Psychological abuse – preventing or restricting access to supports and services	27
5.	Physical abuse – hitting/kicking/punching	20
6.	Neglect – medical care	17

<sup>6</sup> 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.

6.	Financial exploitation	17
8.	Physical abuse – other physical abuse	13
9.	Financial abuse – theft	11
10.	Psychological abuse – making excessive or degrading demands	10

## 6. Actions/ outcomes

### 6.1 Primary action by ADC (closed reports)

The ADC closed 970 reports in April – June 2022. Most of the reports (761; 78.5%) were handled at an early point by providing assistance and support to the caller, referring matters to other appropriate parties, and providing early case coordination to the adult.

In 174 reports closed in this period (17.9%), 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.

### 6.2 Person outcomes

In relation to the 970 reports closed in April – June 2022, key outcomes for the older people and adults with disability included that their views and wishes were ascertained and respected; they were assisted to access necessary supports; and they moved to alternative accommodation.

**Table 9: Leading outcomes for the person the subject of a report to the ADC, reports closed April-June 2022**

Person outcomes	Number of cases <sup>7</sup>
Will and preference of Person ascertained	131
Will and preference of Person respected/upheld	119
Referral or help to access aged care supports	17
Review or assessment of disability supports	17
Change in accommodation	17
Referral or help to access other supports	15
Other police/justice action	13
Review or assessment of aged care supports	13
Disability supports provided or increased	13
Aged care supports provided or increased	12
Referral or help to access disability supports	11
Referral or help to access legal support	9
Guardian appointed	9

### 6.3 Subject of allegation outcomes

For the 970 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

<sup>7</sup> There can be multiple outcomes for an individual.

access to the adult with disability/ 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 10: Leading outcomes in relation to the subject of allegation in a report to the ADC, reports closed April-June 2022**

<b>Subject of allegation outcomes</b>	<b>Number of cases<sup>8</sup></b>
Education or advice provided	167
Linked to/received more support	19
Reduced/supervised access to Person	5
ADVO put in place	5
Removal as other authority	4
Criminal charges	2
APVO put in place	2
Removed as NDIS nominee	1
Removed from premises	1
Prevented from access to Person	1

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<sup>8</sup> There can be multiple outcomes in relation to an individual.