

## Ageing and Disability Commission data

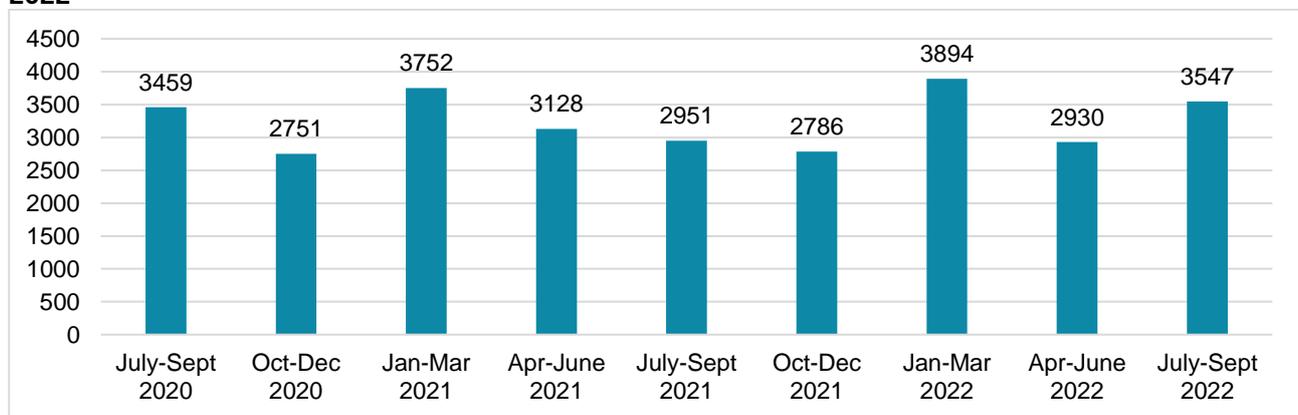
July – September 2022

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

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

Between 1 July and 30 September 2022, the Ageing and Disability Abuse Helpline received **3,894 calls**. This was a 21.1% increase on calls in the previous quarter, and a 20.2% increase on calls in the same quarter last year.

Figure 1: Number of calls received by the Ageing and Disability Abuse Helpline, by quarter, July 2020 – Sept 2022



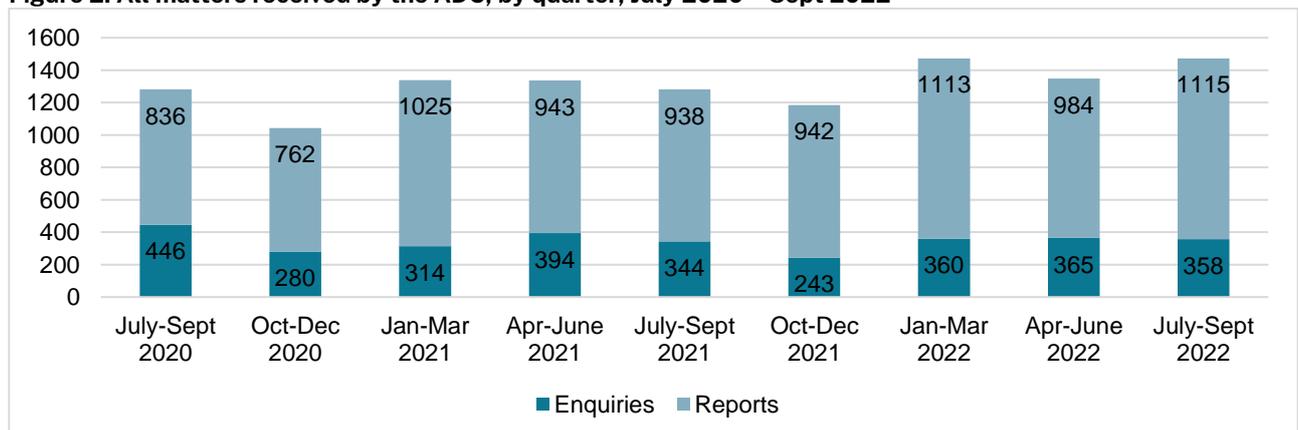
#### 1.2 Number of reports and enquiries

Between 1 July and 30 September 2022, the ADC received **1,473 matters**, comprising:

- **1,115 reports** under section 13 of the *Ageing and Disability Commissioner Act 2019*
- **358 enquiries** – involving 149 general enquiries, and 209 abuse-related enquiries.

The number of reports in July – September was 13.3% higher than the previous quarter, and 18.9% higher than the same period last year.

Figure 2: All matters received by the ADC, by quarter, July 2020 – Sept 2022



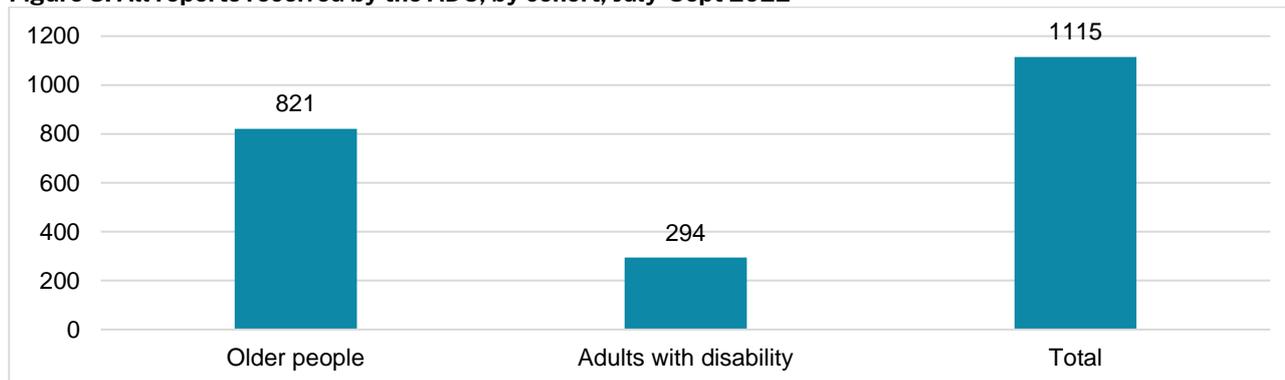
## 2. Person status and demographics

### 2.1 Person status

Of the 1,115 reports received by the ADC in July – September 2022:

- **821 reports (73.6%) involved older people<sup>1</sup>**, including 294 reports relating to older people with disability
- **294 reports (26.4%) involved adults with disability<sup>2</sup>** who were not older people.

Figure 3: All reports received by the ADC, by cohort, July-Sept 2022



### 2.2 Aboriginal and Torres Strait Islander background

In 2.1% of reports to the ADC in July – September 2022, the adult with disability or older person was identified as Aboriginal and/or Torres Strait Islander. This was slightly lower than the previous quarter (2.4%).

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

	Older people (n=821)	% of reports about older people	Adults with disability (n=294)	% of reports about adults with disability	All reports (n=1,115)	% of all reports
Person identified as Aboriginal and/or Torres Strait Islander	16	1.9	7	2.4	23	2.1

### 2.3 Culturally and linguistically diverse background

In 6.4% of reports to the ADC in July – September 2022, the adult with disability or older person was identified as having a culturally and linguistically diverse (CALD) background. This is lower than the previous quarter (7%).

<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, July-Sept 2022**

	Older people (n=821)	% of reports about older people	Adults with disability (n=294)	% of reports about adults with disability	All reports (n=1,115)	% of all reports
Person identified as having a CALD background	64	7.8	7	2	61	6.4

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

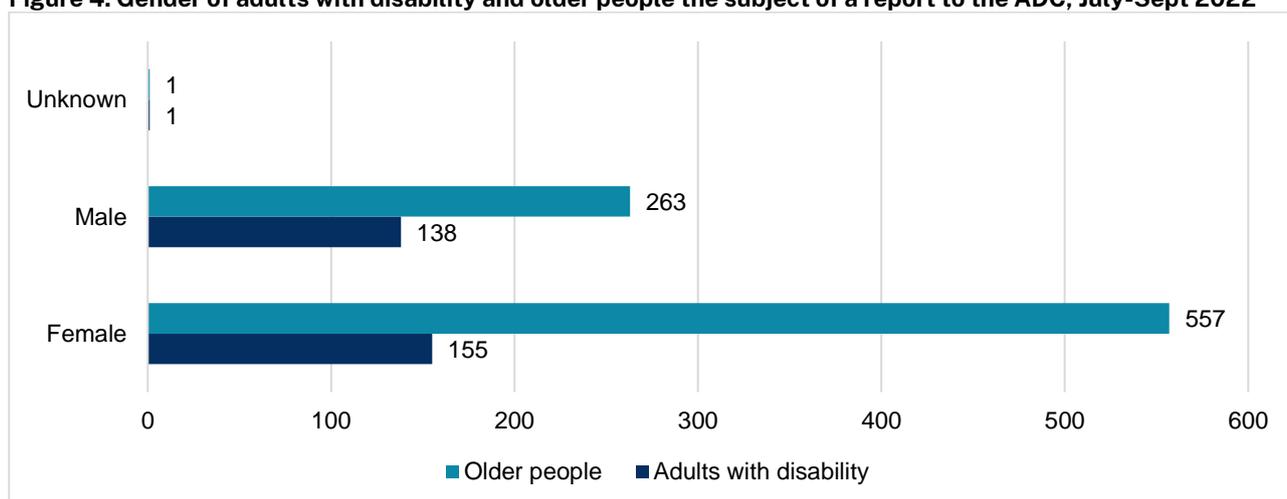
Older people (n=821)		Adults with disability (n=294)	
Greek	10	Arabic	3
Italian	8	Cantonese	<3
Spanish	5	Italian	<3
Cantonese	5	Vietnamese	<3
Arabic	4		
Croatian	4		

## 2.4 Gender

Consistent with reports since the start of the ADC, most (67.8%) of the 821 reports to the ADC about older people in July – September 2022 concerned older women.

Of the 294 reports to the ADC about adults with disability in this quarter, just over half (52.7%) were about women with disability.

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

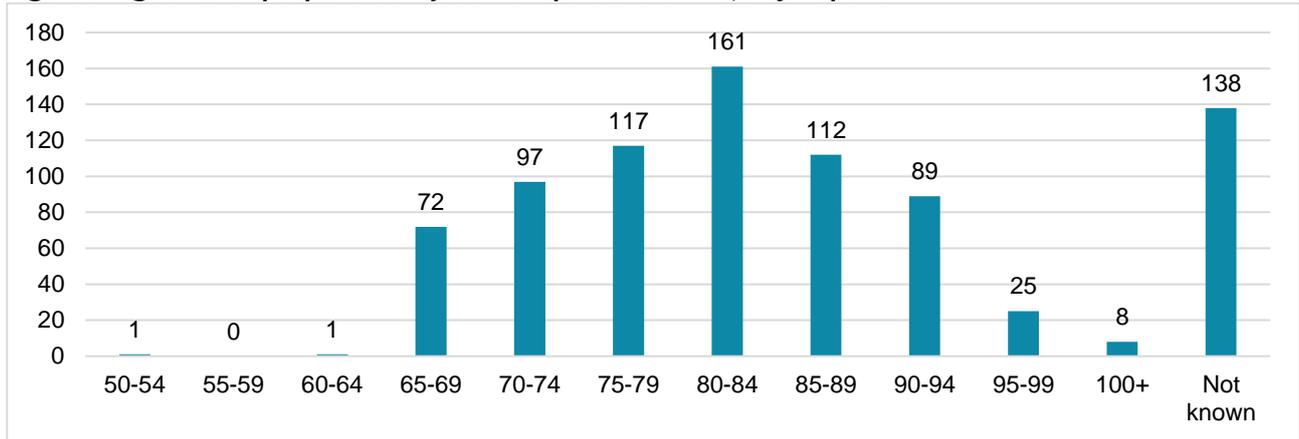


## 2.5 Age

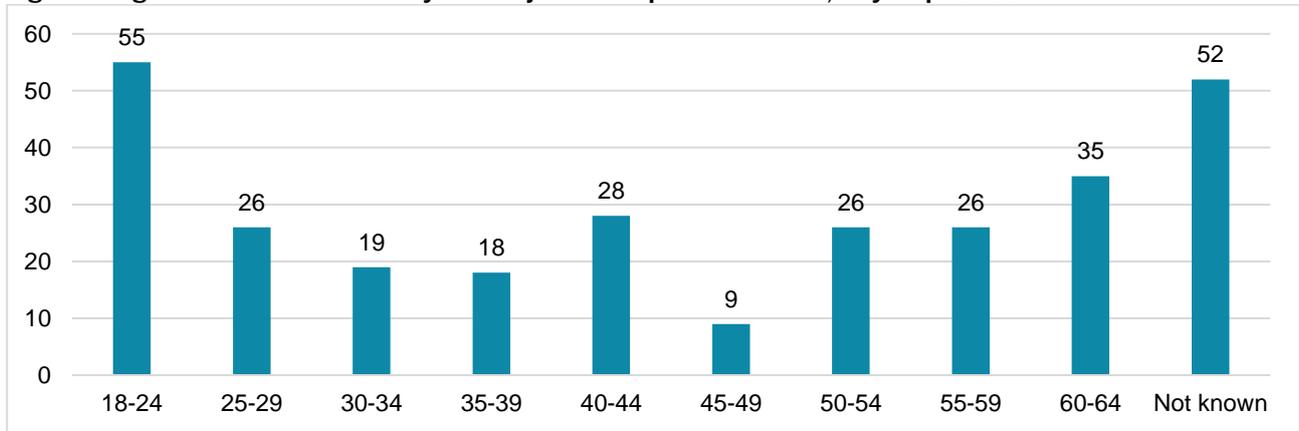
The largest proportion of the 821 reports about older people in July – September 2022 related to people aged 80-84 years (19.6%).

The largest proportion of the 294 reports about adults with disability related to people aged 18-24 years (18.7%).

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



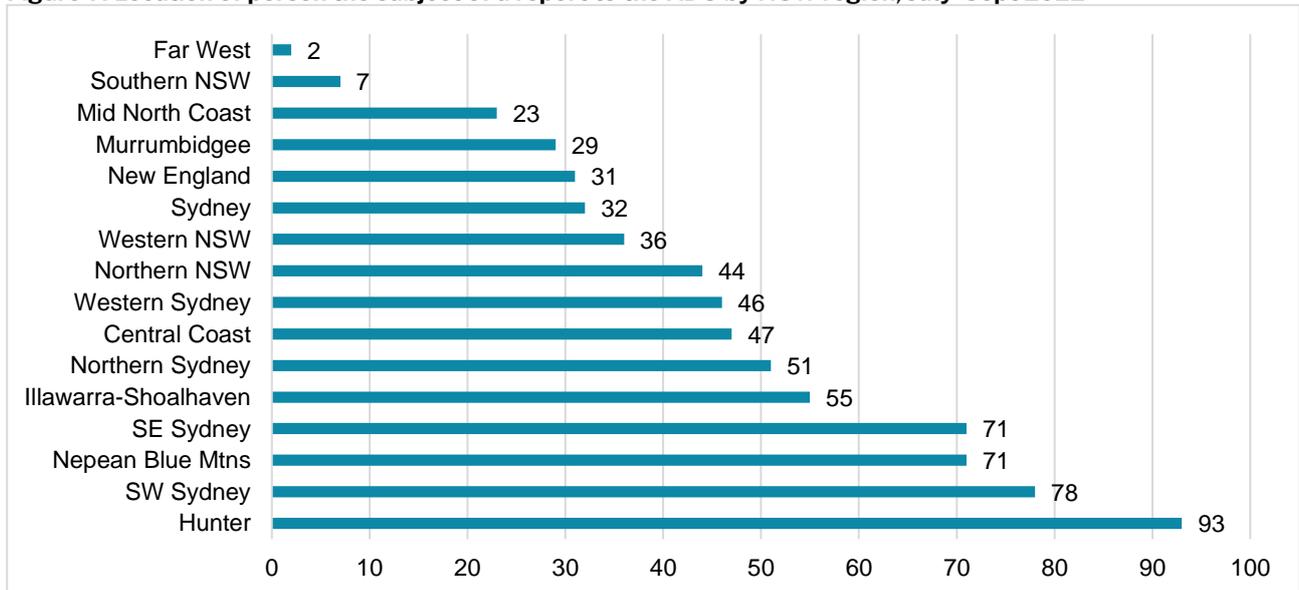
**Figure 6: Age of adults with disability the subject of a report to the ADC, July-Sept 2022**



## 2.6 Location of person

Of the 716 reports to the ADC in July – September 2022 in which the location of the person was known, regional NSW accounted for just over half of the reports (367; 51.3%). 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, July-Sept 2022**



At a Local Government Area (LGA) level, the adults who were the subjects of a report to the ADC in July – September 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, July-Sept 2022**

	Local Government Area	Number of cases
1.	Blacktown	48
2.	Central Coast	39
3.	Canterbury-Bankstown	36
4.	Newcastle	31
5.	Lake Macquarie	28
6.	Wollongong	24
7.	Campbelltown	21
8.	Bayside	17
8.	Shellharbour	17

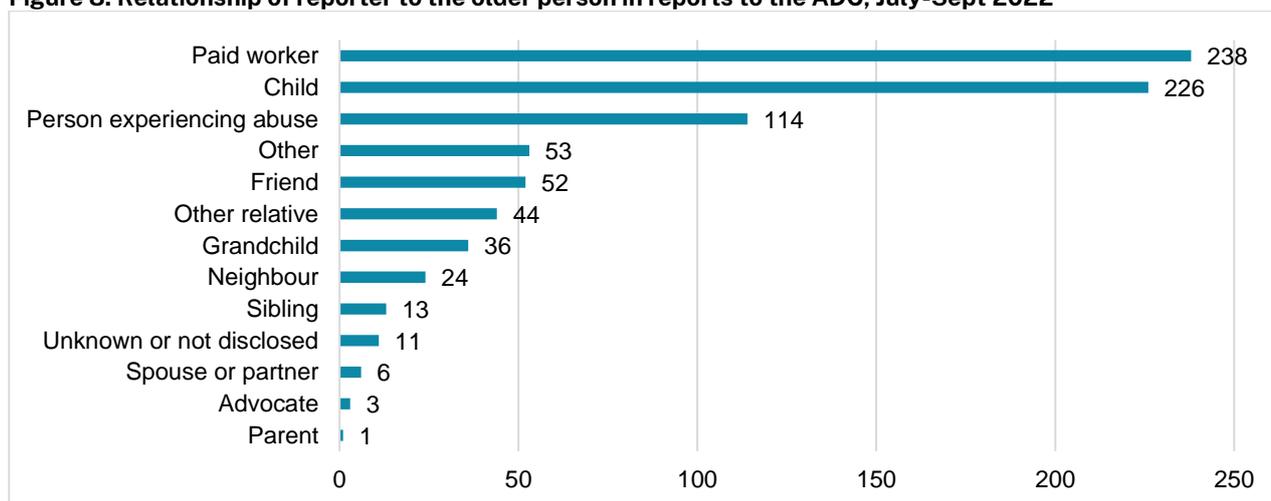
### 3. Reporters

#### 3.1 Relationship of reporter to the adult

##### Older people

Paid workers (29%) and adult children (27.5%) were the main source of reports to the ADC about older people in July – September 2022. Reports by older people (‘person experiencing abuse’) accounted for 13.9% of the 821 reports about older people in this quarter.

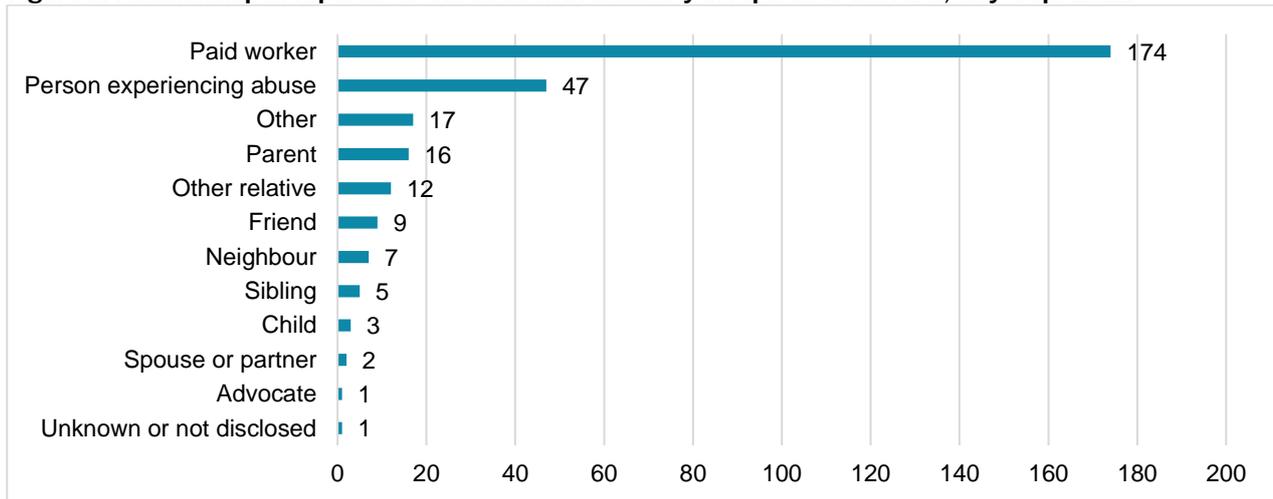
**Figure 8: Relationship of reporter to the older person in reports to the ADC, July-Sept 2022**



##### Adults with disability

Paid workers were the main source of reports to the ADC about adults with disability in July – September 2022, accounting for over half (59.2%) of the 294 reports. Adults with disability (‘person experiencing abuse’) were the reporters in 16% of reports received about adults with disability this quarter.

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



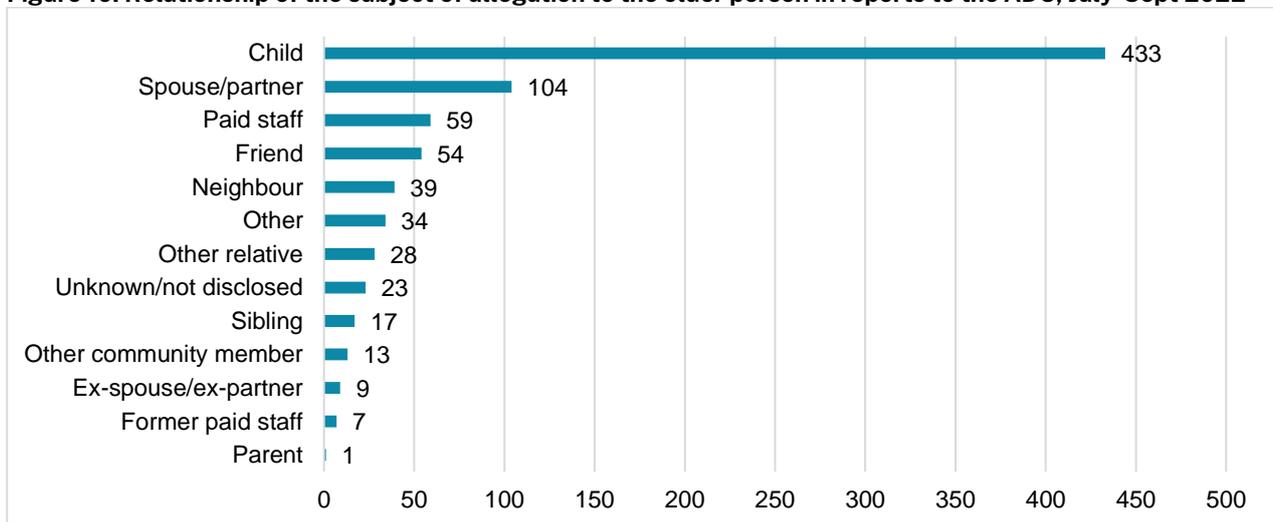
## 4. Subjects of allegation

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

#### Older people

Half (52.7%) of the 821 reports to the ADC about older people in July – September 2022 pertained to the person’s adult children. All up, relatives<sup>3</sup> were the subjects of allegation in 58.3% of the reports about older people in this quarter. Allegations against a spouse or partner (or ex-spouse/ partner) featured in 13.8% of the reports about older people.

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



#### Adults with disability

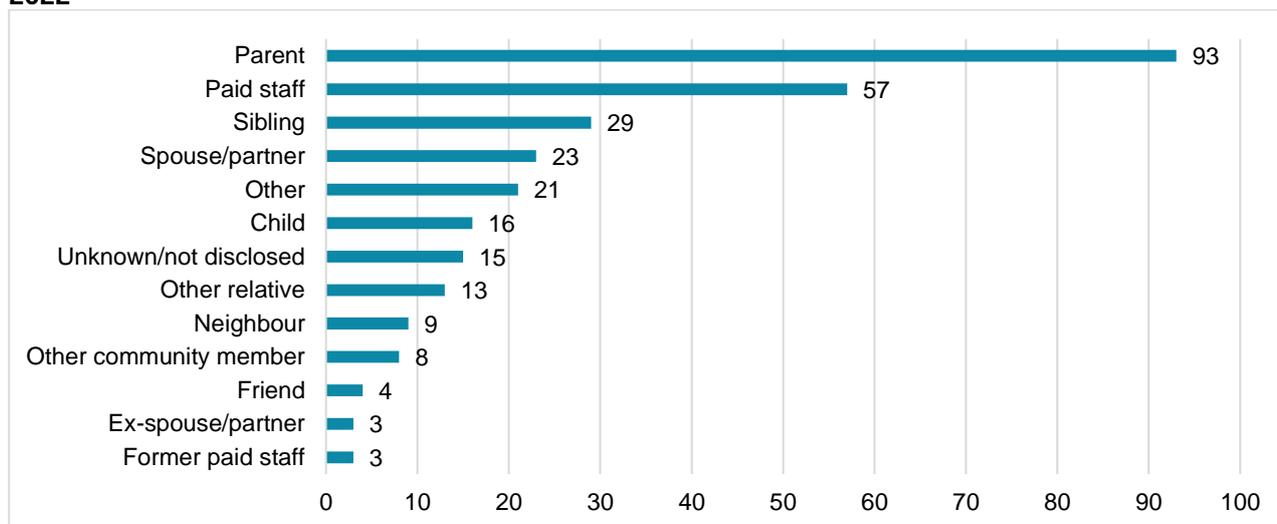
One-third (31.6%) of the 294 reports to the ADC about adults with disability in July – September 2022, the allegations pertained to the adult’s parent(s). All up, relatives<sup>4</sup> were the subjects of allegation in 51.4% of the reports about adults with disability in this quarter. In 8.8% of matters, the adult’s spouse or partner (or ex-spouse/partner) was the subject of the

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

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

allegations.

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



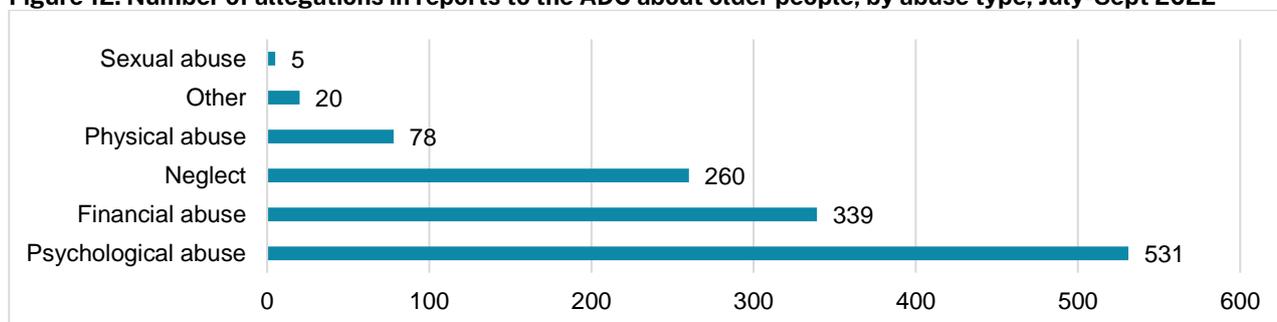
## 5. Type of alleged abuse

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 July – September 2022 were psychological abuse and financial abuse.

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



**Table 5: Type of alleged abuse of the older person in reports to the ADC, July-Sept 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)	531	43.1
<b>Financial abuse</b> (Mainly financial exploitation; theft; and misuse of Power of Attorney/ Enduring POA)	339	27.5

<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.

<b>Neglect</b> (Mainly failure to meet the person’s support needs; and medical neglect)	260	21.1
<b>Physical abuse</b> (Mainly hitting/kicking/punching; and pushing/shoving/grabbing/shaking)	78	6.3
<b>Sexual abuse</b> (Mainly sexual assault)	5	0.4
<b>Other</b>	20	1.6
<b>Total allegations in reports about older people</b>	<b>1,233</b>	<b>100</b>

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

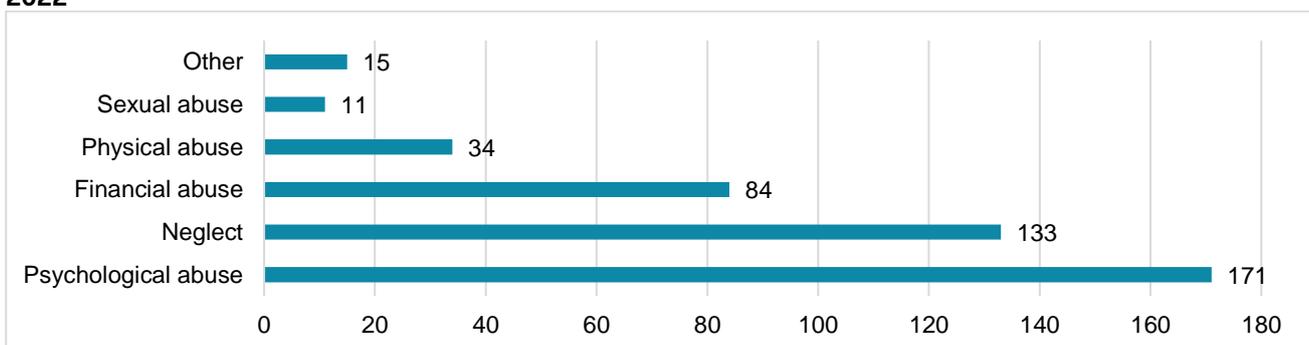
**Table 6: Leading reported allegations in relation to older people, July-Sept 2022**

	<b>Reported allegation</b>	<b>Number of cases</b>
1.	Psychological abuse – verbal abuse	176
2.	Psychological abuse – other psychological abuse	144
3.	Neglect – failure to meet the adult’s support needs	140
4.	Psychological abuse – preventing or restricting access to family/others	111
5.	Financial exploitation	110
6.	Financial abuse – theft	61
7.	Financial abuse – misuse of Power of Attorney/ Enduring Power of Attorney	56
8.	Financial abuse – other financial abuse	51
8.	Neglect – medical care	51
10.	Psychological abuse – preventing or restricting access to supports and services	46

## Adults with disability

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

**Figure 13: Number of allegations in reports to the ADC about adults with disability, by abuse type, July-Sept 2022**



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

Type of alleged abuse	Number of allegations	% of all allegations
<b>Psychological abuse</b> Mainly verbal abuse; other psychological abuse; and preventing/restricting the person's access to supports/services	171	38.2
<b>Neglect</b> (Mainly failure to meet the person's support needs; and medical neglect)	133	30
<b>Financial abuse</b> (Mainly preventing access/withholding the person's money; financial exploitation; and other financial abuse)	84	18.8
<b>Physical abuse</b> (Mainly hitting/ kicking/ punching; and threat of harm)	34	7.6
<b>Sexual abuse</b> (Mainly sexual assault)	11	2.5
<b>Other</b>	15	3.3
<b>Total allegations in reports about adults with disability</b>	<b>448</b>	<b>100</b>

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

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

	Reported allegation	Number of cases
1.	Neglect – failure to meet support needs	60
2.	Psychological abuse – other psychological abuse	51
3.	Psychological abuse – verbal abuse	50
4.	Psychological abuse – preventing or restricting access to supports and services	38
5.	Financial abuse – preventing access /withholding person's money	22
6.	Neglect – medical care	21
7.	Financial abuse – other financial abuse	18
7.	Financial exploitation	18
9.	Financial abuse – theft	15
9.	Other	15

<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. Actions/ outcomes

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

The ADC closed 1,123 reports in July – September 2022. Most of the reports (869; 77.4%) 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 220 reports closed in this period (19.6%), 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 1,123 reports closed in July – September 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 July-Sept 2022**

Person outcomes	Number of cases <sup>7</sup>
Will and preference of Person ascertained	169
Will and preference of Person respected/upheld	157
Change in accommodation	23
Review or assessment of aged care supports	21
Other police/justice action	20
Referral or help to access aged care supports	19
Review or assessment of disability supports	19
Referral or help to access legal support	17
Guardianship application made	16
Referral or help to access advocacy supports	14
Disability supports provided or increased	14

### 6.3 Subject of allegation outcomes

For the 1,123 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 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 July-Sept 2022**

Subject of allegation outcomes	Number of cases <sup>8</sup>
Education or advice provided	218
Linked to/received more support	23

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

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

Reduced/supervised access to Person	9
Prevented from access to Person	9
Criminal charges	6
Removal as POA or EPOA	5
Benefit removed	4
ADVO put in place	3