

Fact sheet

Ageing and Disability Commission

We are an independent agency of the NSW Government and promote the rights of older people and adults with disability to live free from abuse, neglect and exploitation in their family, home and community. Anyone can call the **NSW Ageing and Disability Abuse Helpline** on 1800 628 221 for information, support or to make a report.

What do we do?

The Ageing and Disability Commission:

- Raises awareness of abuse, neglect and exploitation of older people and adults with disability in their family, home and community.
- Responds to reports of alleged abuse, neglect and exploitation of an older person or adult with disability caused by someone such as a family member, partner or neighbour. Sometimes, this may involve an investigation.
- Provides support, advice and information to ensure an older person or adult with disability is protected from abuse, neglect and exploitation.
- Provides advice to the Government to improve systems and services that can protect and promote the rights of older people and adults with disability.
- Has oversight of the Official Community Visitor Scheme, which visit supported accommodation services and assisted boarding houses in NSW.

How can we help you?



Provide free information to help you understand your right to make decisions for yourself as an older person or adult with disability.



Offer support and advice over the phone if you are concerned about your wellbeing, or the wellbeing of an older person or adult with disability in their family, home and community.



Support you to make a report if there is a risk of, or concern about abuse, neglect and exploitation of an older person or adult with disability caused by a family member, partner, neighbour or someone else they know in their community.

Everyone has
the right to live
free from abuse

NSW Ageing and Disability Abuse Helpline



1800 628 221

(M-F 9-4)

adc.nsw.gov.au

helpline@adc.nsw.gov.au | TIS 131 450 | National Relay Service 1800 555 660 | Lifeline 13 11 14

In an emergency call 000

What is abuse, neglect and exploitation?

Financial abuse	This involves the illegal or improper use of a person's finances and/or property, or threatening to take someone's money or assets.	There is no money to pay household bills. The person is blocked or denied access to bank accounts. The unexplained disappearance of belongings.
Psychological abuse	This is subjecting another person to behaviour that may cause psychological trauma, for example intimidating or name calling, or threatening to isolate someone from family and friends.	The person appears withdrawn, or they are worried or anxious after a visit by specific people. They may be depressed and express feelings of helplessness, or miss normal appointments.
Sexual abuse	Having non-consensual sexual contact or activity with someone.	Injury or trauma such as scratches, bruises to the face, neck, chest, thighs. Anxiety around a person.
Physical abuse	An intentional act that involves unwanted physical contact with another person. This often includes pushing, hitting or kicking another person.	Unexplained bruises or evidence of marks or broken bones.
Neglect	A vulnerable person's needs are not being met. This includes failing to protect a person from abuse, or not providing necessities such as food, shelter or medical attention.	Soiled clothing, often hungry or appearing malnourished. Evidence of squalor. The person does not have access to the support aids they need.
Exploitation	This is taking advantage of someone for personal benefit, and often includes taking money without permission, or taking advantage of someone because of their cognitive impairment.	Selling or leasing of a person's house or other assets without a clear explanation. The person tells you they are sending money to someone over the Internet.

More places to get help

The Ageing and Disability Commission will take every effort to help you. These other agencies may also help if you need to raise issues about the NDIS, an aged care plan, a health care provider, there are concerns about family and domestic violence or someone is being discriminated against because of their age or disability.

NDIS Quality and Safeguards Commission	Responds to complaints about the conduct of an NDIS service provider.	1800 035 544
Aged Care Quality and Safety Commission	Responds to complaints about aged care facilities, respite, day care and support services delivered in the home.	1800 951 822
NSW Health Care Complaints Commission	Responds to complaints about health service providers in NSW.	1800 043 159
NSW Domestic Violence Line	24/7 support for domestic, family or intimate violence in NSW.	1800 656 463
Anti-Discrimination NSW	Responds to enquiries and complaints about discrimination in NSW.	1800 670 812