

## Ageing and Disability Commission data

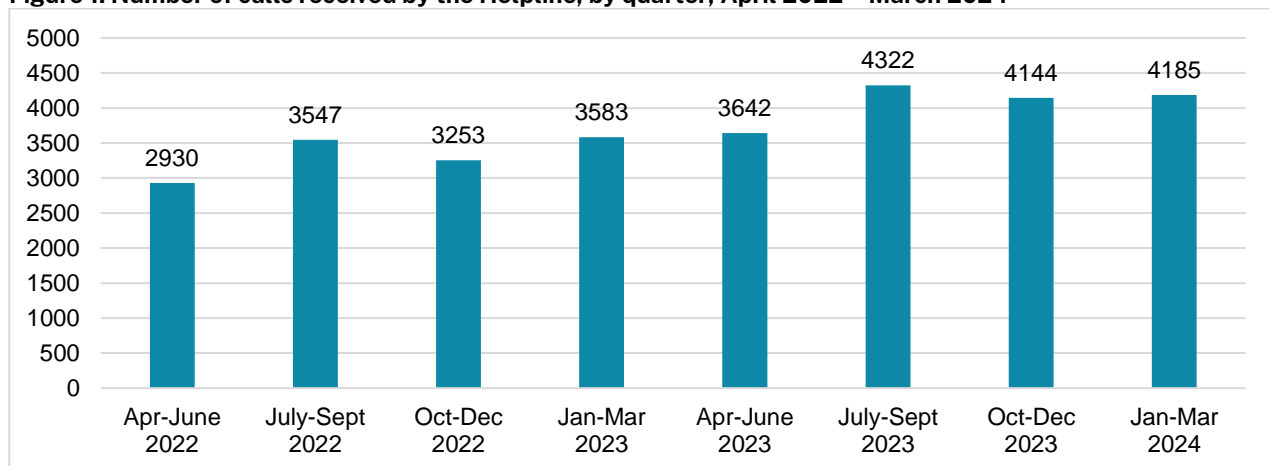
January – March 2024

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

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

Between 1 January and 31 March 2024, the Ageing and Disability Abuse Helpline received **4,185 calls**. This was 14% higher than the number of calls to the Helpline in the same quarter last year (3,583).

Figure 1: Number of calls received by the Helpline, by quarter, April 2022 – March 2024



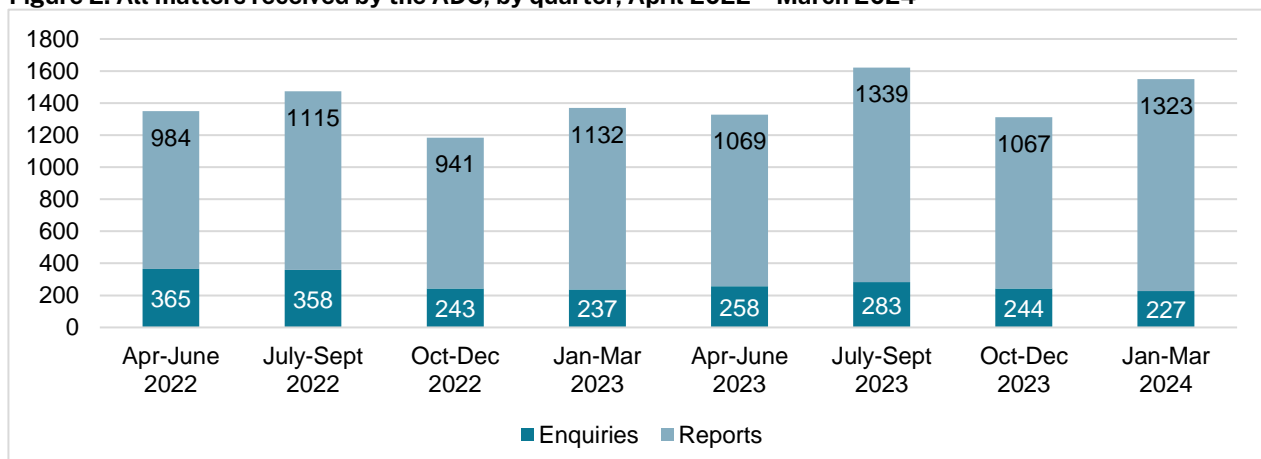
#### 1.2 Number of reports and enquiries

Between 1 January and 31 March 2023, the ADC received **1,550 matters**, comprising:

- **1,323 reports** under section 13 of the *Ageing and Disability Commissioner Act 2019*.
- **227 enquiries** – involving 80 general enquiries, and 147 abuse-related enquiries.

The number of **reports** in this quarter was 24% higher than the previous quarter (1,067), and 16.9% higher than the same period last year (1,132).

Figure 2: All matters received by the ADC, by quarter, April 2022 – March 2024



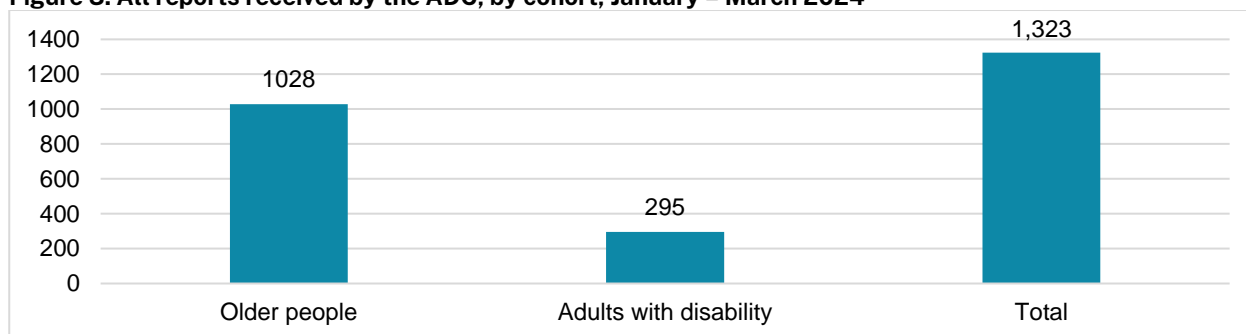
## 2. Person status and demographics<sup>1</sup>

### 2.1 Person status

Of the 1,323 reports received by the ADC in January – March 2024:

- **1,028 reports (77.7%) involved older people<sup>2</sup>**, including 291 reports about older people with disability.
- **295 reports (22.3%) involved adults with disability<sup>3</sup>** who were not older people.

**Figure 3: All reports received by the ADC, by cohort, January – March 2024**



### 2.2 First Nations background

In 4.3% of reports to the ADC in January – March 2024, the adult with disability or older person was identified as Aboriginal and/or Torres Strait Islander. This was consistent with the previous quarter (4.4%) but higher than 2022-23 (2.9%).

**Table 1: First Nations status of person the subject of a report to the ADC, by person status, Jan – March 2024**

	Older people (n=1,028)	% of reports about older people	Adults with disability (n=295)	% of reports about adults with disability	All reports (n=1,323)	% of all reports
Person identified as Aboriginal and/or Torres Strait Islander	42	4.1	15	5.1	57	4.3

### 2.3 Culturally and linguistically diverse background

In 6.1% of reports to the ADC in January – March 2024, the adult with disability or older person was identified as having a culturally and linguistically diverse (CALD) background. This was lower than 2022-23 (7.2%).

<sup>1</sup> As the data on reports includes active and open cases, some of the data is subject to change. Data current as of 31 January 2024.

<sup>2</sup> Adults aged 65 years and older, and Aboriginal and/or Torres Strait Islander adults aged 50 years and older.

<sup>3</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, January – March 2024**

	Older people (n=1,028)	% of reports about older people	Adults with disability (n=295)	% of reports about adults with disability	All reports (n=1,323)	% of all reports
Person identified as having a CALD background	68	6.6	13	4.4	81	6.1

**Table 3: Primary language other than English spoken at home by people the subject of a report to the ADC, by person status, Jan – March 2024**

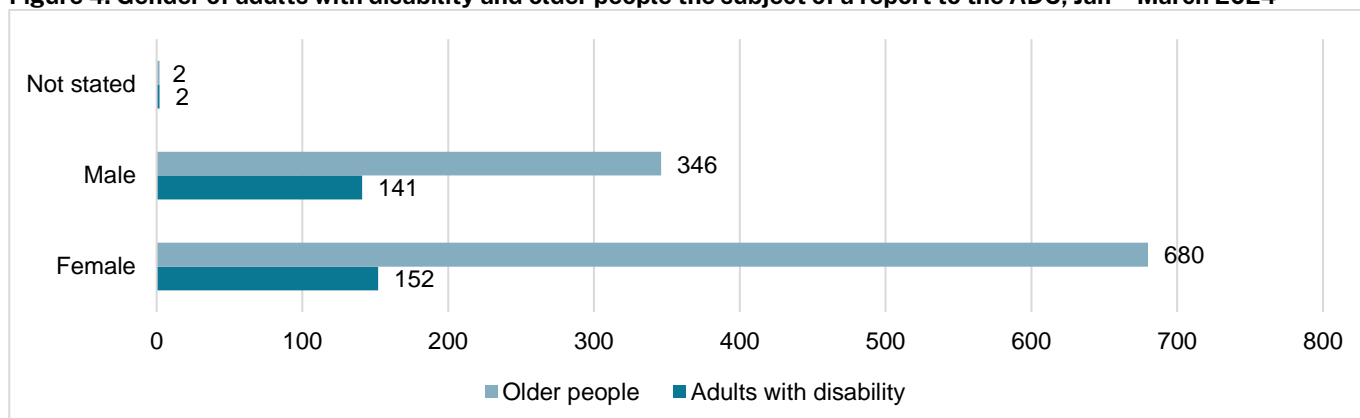
Older people (n=1,023) <sup>4</sup>		Adults with disability (n=295)	
Italian	16	Mandarin	3
Greek	9	Arabic	3
Arabic	8	Fijian	1
German	5	Hindi	1
Croatian	4	Russian	1
Cantonese	4	Spanish	1
Spanish	3	Tagalog	1
		Turkish	1
		Vietnamese	1

## 2.4 Gender

Consistent with reports since the start of the ADC, most (66.1%) of the 1,028 reports to the ADC about older people in January – March 2024 concerned older women.

Of the 295 reports to the ADC about adults with disability in this quarter, just over half (51.5%) were about women with disability.

**Figure 4: Gender of adults with disability and older people the subject of a report to the ADC, Jan – March 2024**



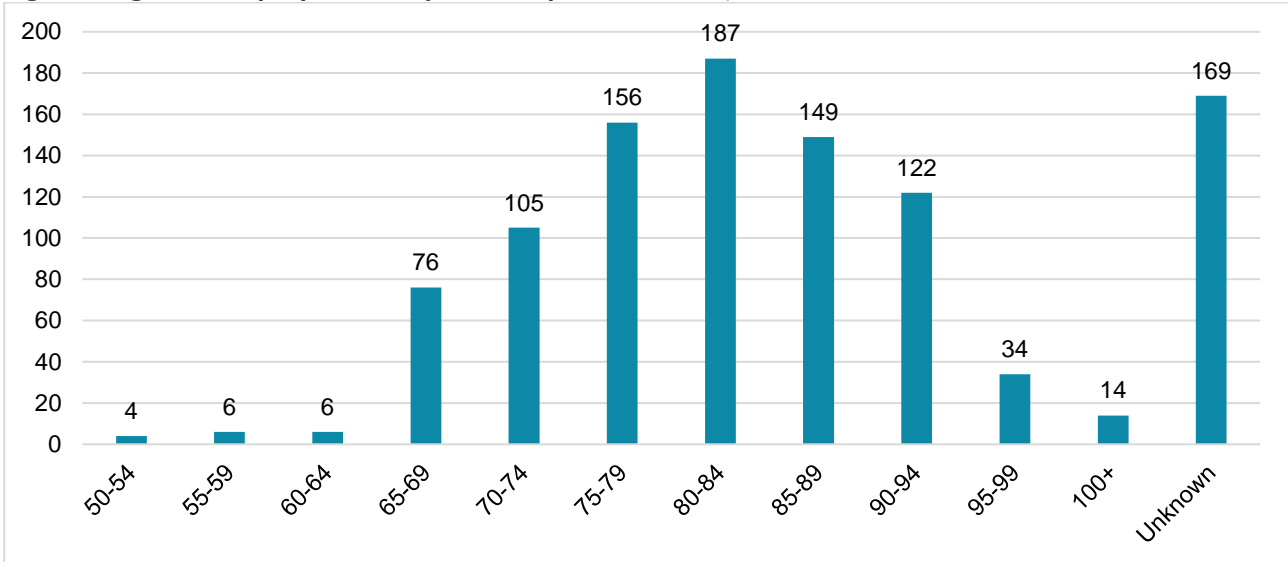
<sup>4</sup> Does not include the primary language where <3 older people.

## 2.5 Age

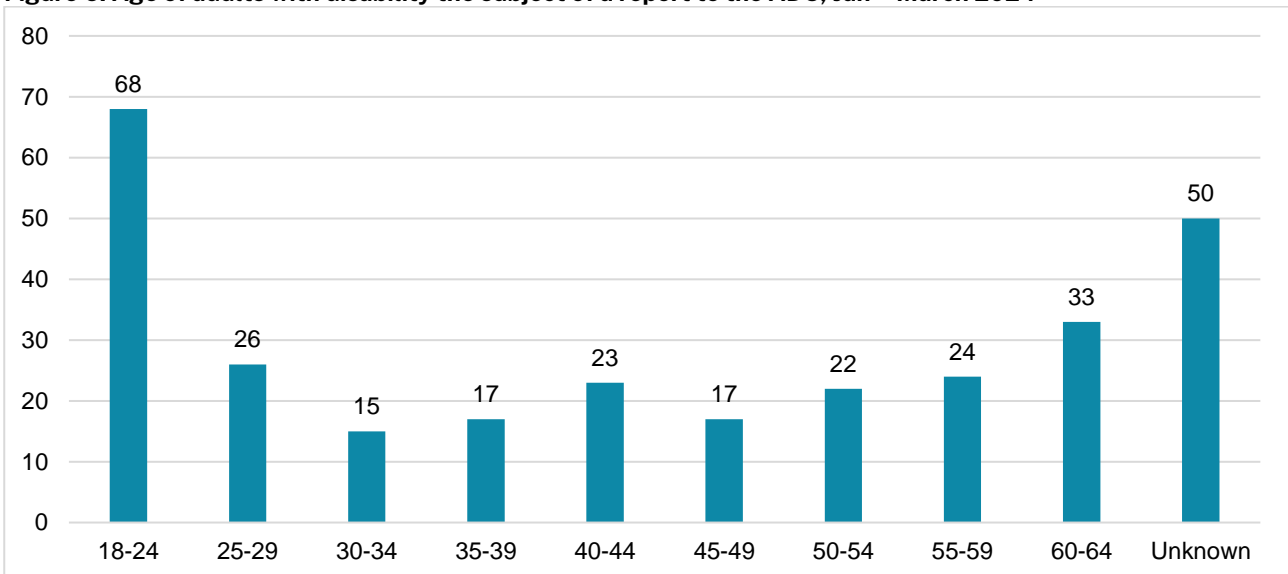
The largest proportion of the 1,028 reports about older people in January – March 2024 related to people aged 80-84 years (18.2%).

The largest proportion of the 295 reports about adults with disability related to people aged 18-24 years (23.1%).

**Figure 5: Age of older people the subject of a report to the ADC, Jan – March 2024**



**Figure 6: Age of adults with disability the subject of a report to the ADC, Jan – March 2024**

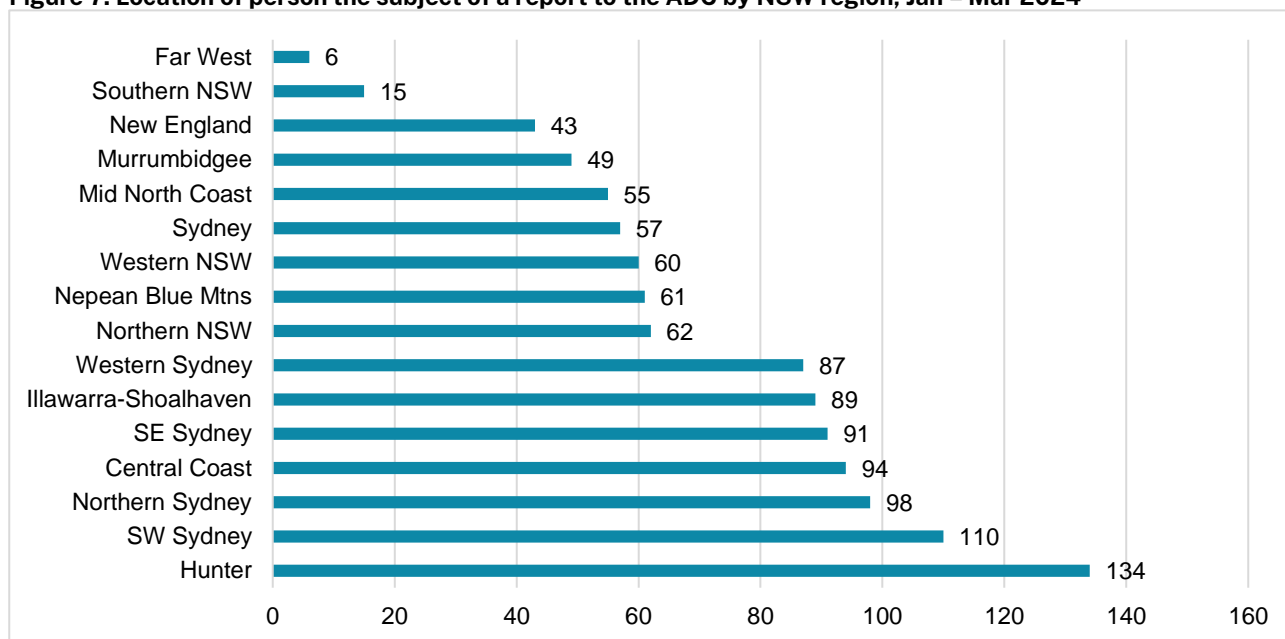


## 2.6 Location of person

Of the 1,111 reports to the ADC in January – March 2024 in which the location of the person was known, regional NSW accounted for over half of the reports (607; 54.6%).

The largest proportion of reports were about adults living in the Hunter region (12.1%) and South West Sydney (9.9%).

**Figure 7: Location of person the subject of a report to the ADC by NSW region, Jan – Mar 2024**



At a Local Government Area (LGA) level, the adults who were the subjects of a report to the ADC in January – March 2024 most commonly lived in the Central Coast, Canterbury-Bankstown, and Blacktown LGAs.

**Table 4: Main LGAs of people who were the subject of a report to the ADC, Jan – Mar 2024**

	Local Government Area	Number of cases
1	Central Coast	82
2	Canterbury-Bankstown	45
3	Blacktown	44
4	Lake Macquarie	39
5	Northern Beaches	38
6	Campbelltown	34
6	Cumberland	34
8	Wollongong	33
9	Newcastle	32
10	Cessnock	29

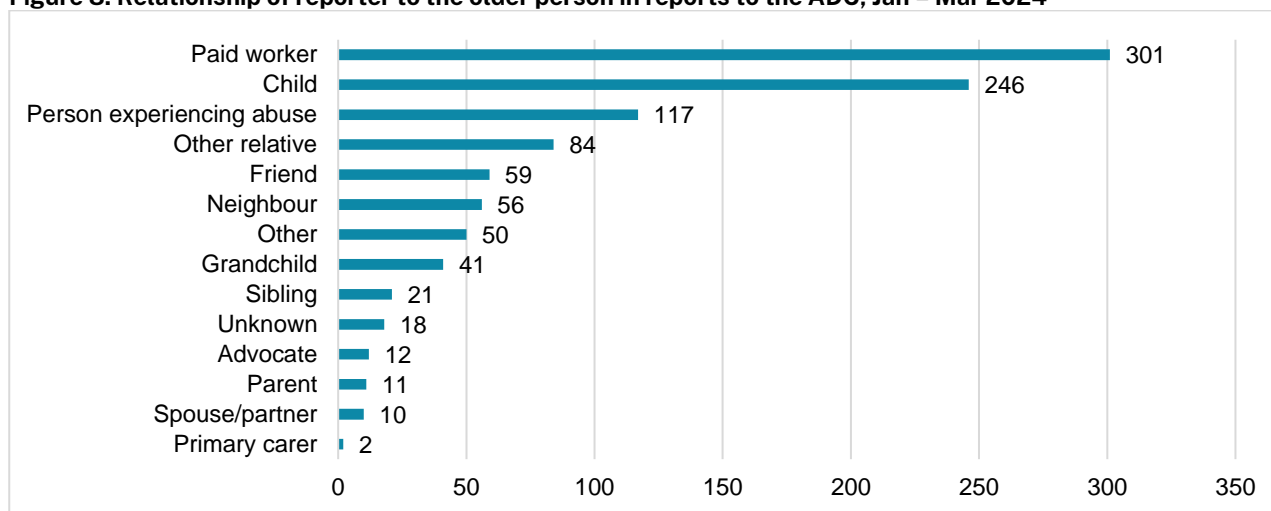
### 3. Reporters

#### 3.1 Relationship of reporter to the adult

##### Older people

Paid workers (29.3%) and adult children (23.9%) were the main source of reports to the ADC about older people in January – March 2024. Reports by older people (‘person experiencing abuse’) accounted for 11.4% of the 1,028 reports about older people in this quarter.

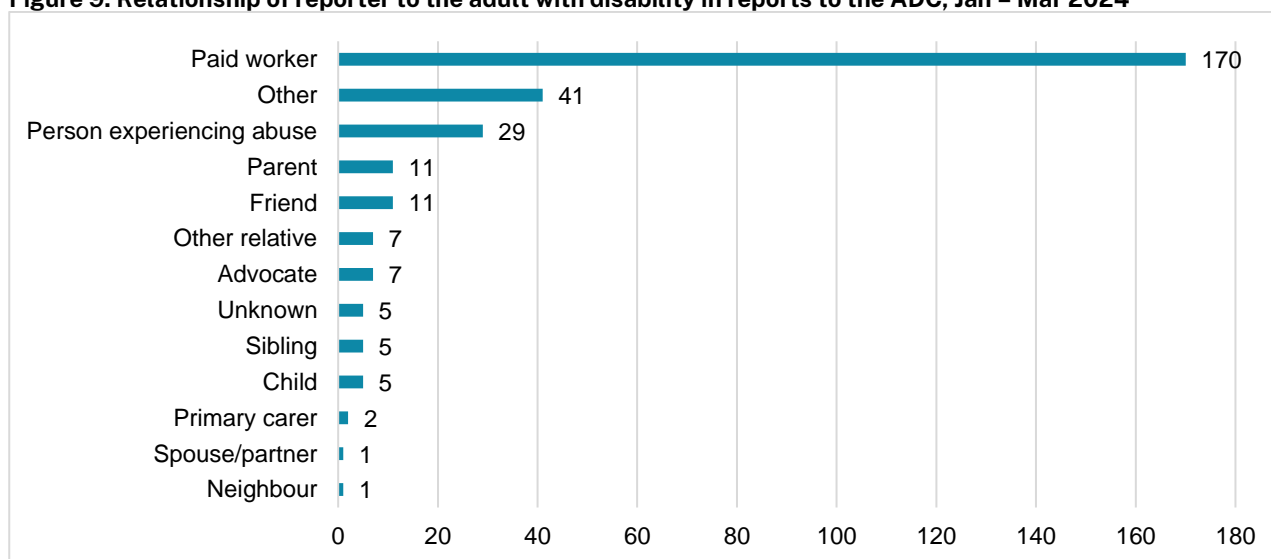
**Figure 8: Relationship of reporter to the older person in reports to the ADC, Jan – Mar 2024**



## Adults with disability

Paid workers were the main source of reports to the ADC about adults with disability in January – March 2024, accounting for 57.6% of the 295 reports. Adults with disability (‘person experiencing abuse’) were the reporters in 9.8% of reports received about adults with disability this quarter.

**Figure 9: Relationship of reporter to the adult with disability in reports to the ADC, Jan – Mar 2024**



## 4. Subjects of allegation

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

#### Older people

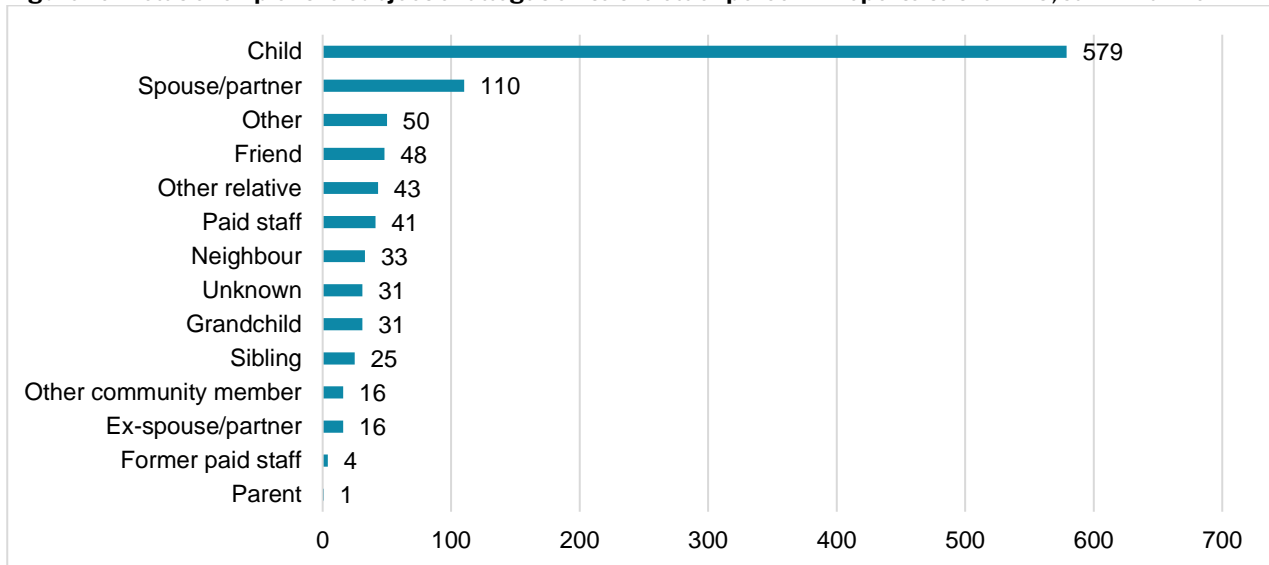
Over half (56.3%) of the 1,028 reports to the ADC about older people in January – March 2024 pertained to the person’s adult children. All up, relatives<sup>5</sup> were the subjects of allegation in 66.1% of the reports about older people in this quarter.

Allegations against a current or former spouse/ partner featured in 12.3% of the reports about

<sup>5</sup> For the purposes of our analysis, ‘relatives’ does not include the adult’s spouse/partner or ex-spouse/partner.

older people.

**Figure 10: Relationship of the subject of allegation to the older person in reports to the ADC, Jan – Mar 2024**

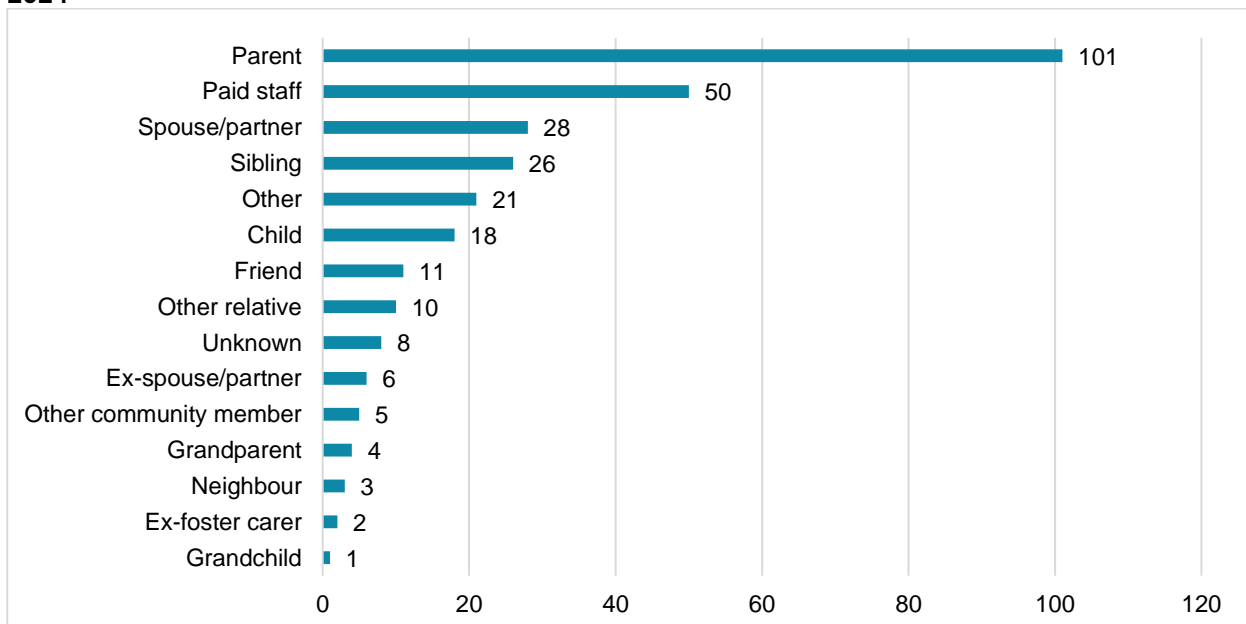


## Adults with disability

In 34.2% of the 295 reports to the ADC about adults with disability in January – March 2024, the allegations pertained to the adult’s parent(s). All up, relatives<sup>6</sup> were the subjects of allegation in 54.2% of the reports about adults with disability in this quarter.

In 11.5% of matters, the adult’s current or former 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, Jan – Mar 2024**



## 5. Type of alleged abuse

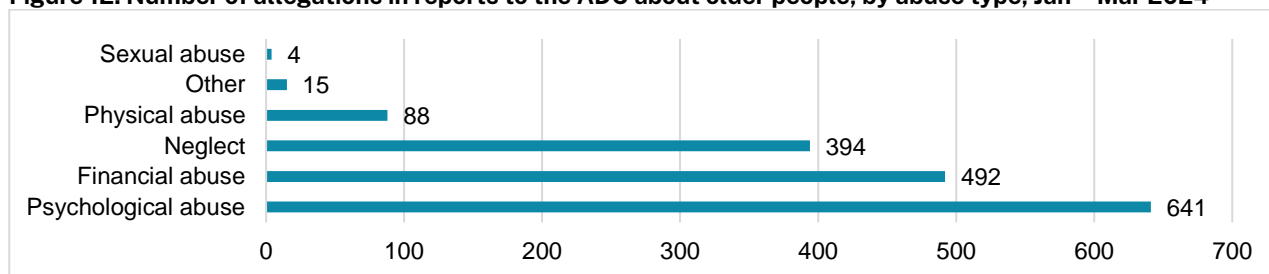
Most reports to the ADC involve more than one type of abuse.

<sup>6</sup> For the purposes of our analysis, ‘relatives’ does not include the adult’s spouse/partner or ex-spouse/partner.

## Older people

Consistent with previous quarters, the most commonly reported types of alleged abuse in relation to older people in January – March 2024 were psychological abuse and financial abuse.

**Figure 12: Number of allegations in reports to the ADC about older people, by abuse type, Jan – Mar 2024**



**Table 5: Type of alleged abuse of the older person in reports to the ADC, Jan – Mar 2024<sup>7</sup>**

Type of alleged abuse	Number of allegations	% of all allegations
<b>Psychological abuse</b> (Mainly verbal abuse; preventing or restricting access to family/friends; and making excessive or degrading demands)	641	39.2
<b>Financial abuse</b> (Mainly financial exploitation; misuse of Power of Attorney/ Enduring POA; and theft)	492	30.1
<b>Neglect</b> (Mainly failure to meet the person’s support needs; and medical neglect)	394	24.1
<b>Physical abuse</b> (Mainly threat of harm; and hitting/kicking/punching)	88	5.4
<b>Sexual abuse</b> (Mainly sexual touching)	4	0.2
<b>Other</b>	15	0.9
<b>Total allegations in reports about older people</b>	<b>1,634</b>	<b>100</b>

**Table 6: Leading reported allegations in relation to older people, Jan – Mar 2024**

	Reported allegation	Number of cases
1.	Financial exploitation	322
2.	Psychological abuse – verbal abuse	221
3.	Neglect – failure to meet support needs	181
4.	Psychological abuse – preventing/restricting access to family/others	123
5.	Psychological abuse – making excessive or degrading demands	115
6.	Psychological abuse – preventing/restricting access to supports/services	77
7.	Financial abuse – misuse of Power of Attorney or Enduring POA	75
8.	Other psychological abuse	72

<sup>7</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.

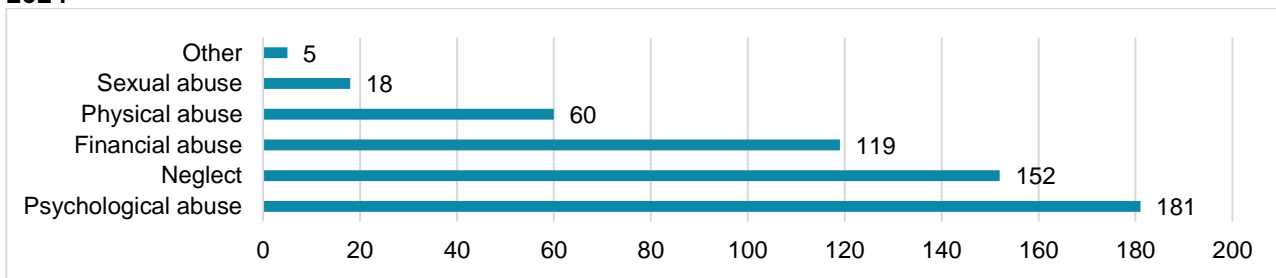


9.	Neglect – medical care	50
10.	Financial abuse – theft	44

## Adults with disability

The most commonly reported types of alleged abuse in relation to adults with disability in January – March 2024 were psychological abuse, followed by neglect.

**Figure 13: Number of allegations in reports to the ADC about adults with disability, by abuse type, Jan – Mar 2024**



**Table 7: Type of alleged abuse of the adult with disability in reports to the ADC, Jan – Mar 2024<sup>8</sup>**

Type of alleged abuse	Number of allegations	% of all allegations
<b>Psychological abuse</b> (Mainly verbal abuse; preventing or restricting the person’s access to supports/services; and making degrading or excessive demands)	181	33.8
<b>Neglect</b> (Mainly failure to meet the person’s support needs; and medical neglect)	152	28.4
<b>Financial abuse</b> (Mainly financial exploitation; preventing access to or withholding the person’s money; and theft)	119	22.2
<b>Physical abuse</b> (Mainly hitting/ kicking/ punching; and pushing/ shoving/ grabbing/ shaking)	60	11.2
<b>Sexual abuse</b> (Mainly sexual assault)	18	3.4
<b>Other</b>	5	0.9
<b>Total allegations in reports about adults with disability</b>	<b>535</b>	<b>100</b>

**Table 8: Leading reported allegations in relation to adults with disability, Jan – Mar 2024**

	Reported allegation	Number of cases
1.	Financial exploitation	67
2.	Neglect – failure to meet support needs	61
3.	Psychological abuse – verbal abuse	45
4.	Psychological abuse – preventing or restricting access to supports/services	37

<sup>8</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.

5.	Psychological abuse – making excessive or degrading demands	36
6.	Other psychological abuse	35
7.	Neglect – medical care	28
8.	Physical abuse – hitting/kicking/punching	18
9.	Psychological abuse – preventing or restricting access to family/others	17
10.	Financial abuse – preventing or restricting access to/withholding Person's money	14

## 6. Actions/ outcomes

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

The ADC closed 1,292 reports in January – March 2024, a 24% increase on reports closed in the previous quarter (1,039). Most of the reports (1,051; 81.3%) 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 211 reports closed in this period (16.3%), 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; or investigating.

### 6.2 Person outcomes

In relation to the 1,292 reports closed in January – March 2024, 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 and increased supports; and they had police/justice involvement.

**Table 9: Leading outcomes for the person the subject of a report to the ADC, reports closed Jan-Mar 2024**

Person outcomes	Number of cases <sup>9</sup>
Will and preference of Person ascertained	134
Will and preference of Person respected/upheld	127
Referral/help to access aged care supports	23
Other supports/services provided/increased	23
Referral/help to access legal support	19
Referral/help to access advocacy supports	16
Change in accommodation	15
Review/assessment of disability supports	14
Referral/help to access other supports	12
Referral/help to access disability supports	10
Disability support provided/increased	10

<sup>9</sup> There can be multiple outcomes for an individual.

## 6.3 Subject of allegation outcomes

For the 1,292 reports closed during this quarter, key outcomes in relation to the subject of allegation included that actions were taken to prevent 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 Jan – Mar 2024**

<b>Subject of allegation outcomes</b>	<b>Number of cases<sup>10</sup></b>
Education or advice provided	32
Linked to/received more support	22
Benefit changed	4
PSOA reduced/supervised access	4
PSOA prevented from access	3
Removal as POA or EPOA	2
Criminal charges	2
ADVO put in place	2
Other action on worker screening check	2

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<sup>10</sup> There can be multiple outcomes in relation to an individual.