

Ageing and Disability Commission data

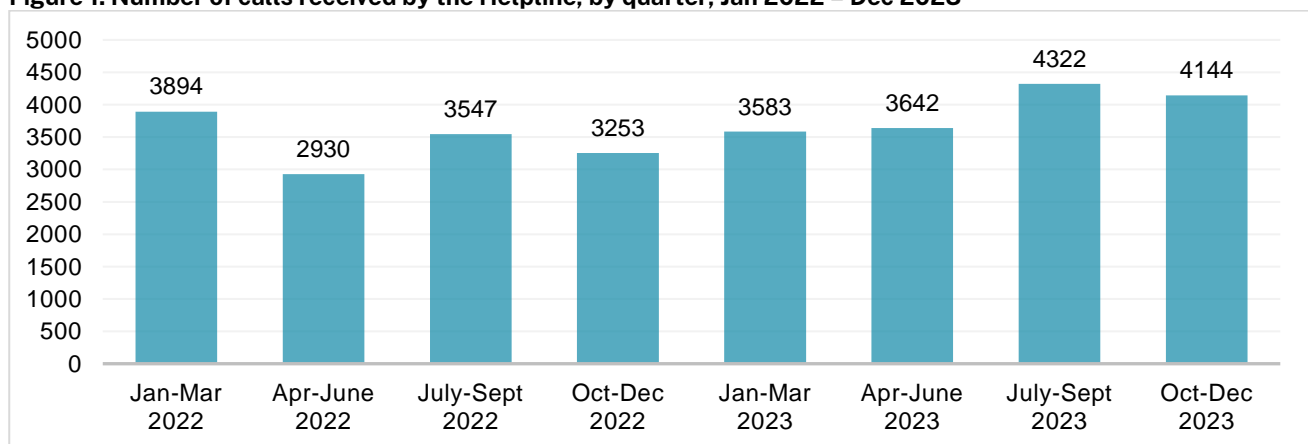
October – December 2023

1. Number of calls, enquiries, and reports

1.1 Number of calls to the Ageing and Disability Abuse Helpline

Between 1 October and 31 December 2023, the Ageing and Disability Abuse Helpline received **4,144 calls**. This was 27% higher than the number of calls to the Helpline in the same quarter last year (3,253).

Figure 1: Number of calls received by the Helpline, by quarter, Jan 2022 – Dec 2023



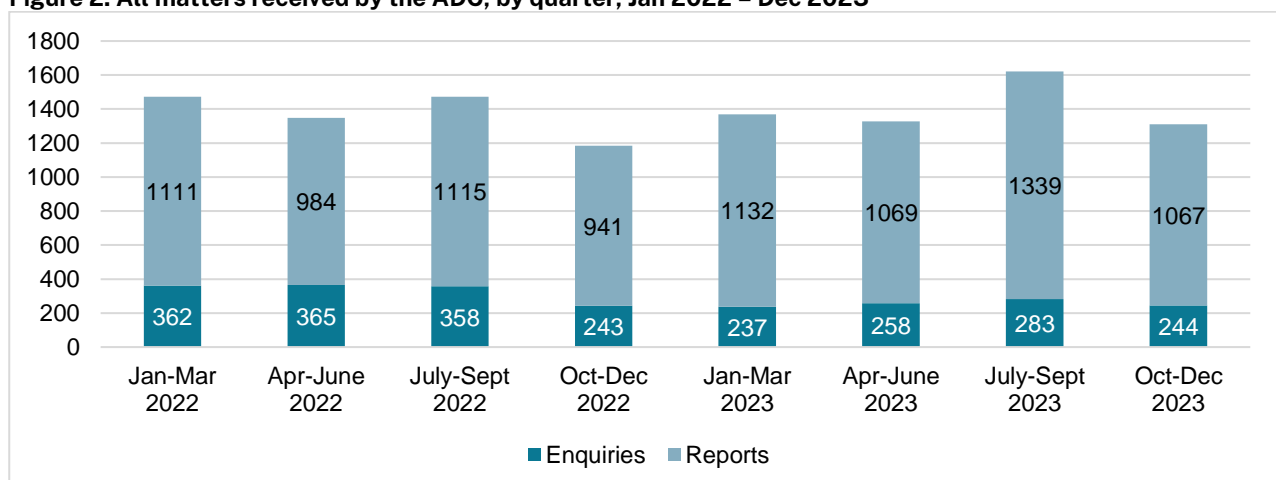
1.2 Number of reports and enquiries

Between 1 October and 31 December 2023, the ADC received **1,311 matters**, comprising:

- **1,067 reports** under section 13 of the *Ageing and Disability Commissioner Act 2019*
- **244 enquiries** – involving 85 general enquiries, and 159 abuse-related enquiries.

The number of **reports** in this quarter was 13% higher than the same period last year (941).

Figure 2: All matters received by the ADC, by quarter, Jan 2022 – Dec 2023



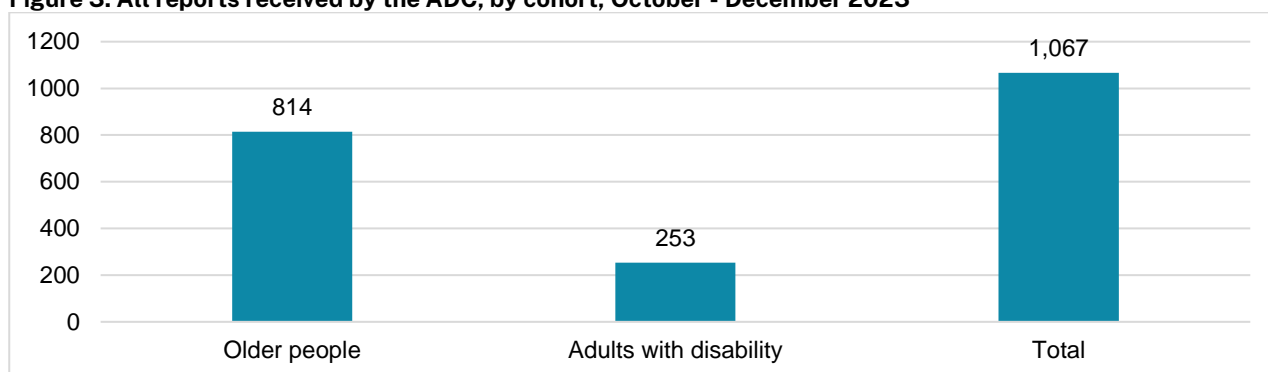
2. Person status and demographics¹

2.1 Person status

Of the 1,067 reports received by the ADC in October – December 2023:

- **814 reports (76%) involved older people²**, including 247 reports about older people with disability
- **253 reports (24%) involved adults with disability³** who were not older people.

Figure 3: All reports received by the ADC, by cohort, October - December 2023



2.2 First Nations background

In 4.4% of reports to the ADC in October – December 2023, the adult with disability or older person was identified as Aboriginal and/or Torres Strait Islander. This was higher than the previous quarter (3%) and 2022-23 (2.9%).

In October – December, there was a notable increase in the percentage of reports involving First Nations adults with disability (6.7% compared with 2.5% last quarter). The percentage of reports involving First Nations older people also increased (3.7% compared with 3.1% last quarter).

Table 1: First Nations status of person the subject of a report to the ADC, by person status, Oct - Dec 2023

	Older people (n=814)	% of reports about older people	Adults with disability (n=253)	% of reports about adults with disability	All reports (n=1,067)	% of all reports
Person identified as Aboriginal and/or Torres Strait Islander	30	3.7	17	6.7	47	4.4

¹ 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.

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

³ Adults aged 18 years and older with a disability as defined in the *Disability Inclusion Act 2014*.

2.3 Culturally and linguistically diverse background

In 7.3% of reports to the ADC in October – December 2023, the adult with disability or older person was identified as having a culturally and linguistically diverse (CALD) background. This was consistent with 2022-23 (7.2%).

Table 2: CALD status of person the subject of a report to the ADC, by person status, Oct - Dec 2023

	Older people (n=814)	% of reports about older people	Adults with disability (n=253)	% of reports about adults with disability	All reports (n=1,067)	% of all reports
Person identified as having a CALD background	68	8.4	10	4.0	78	7.3

Table 3: Primary language other than English spoken at home by people the subject of a report to the ADC, by person status, Oct - Dec 2023

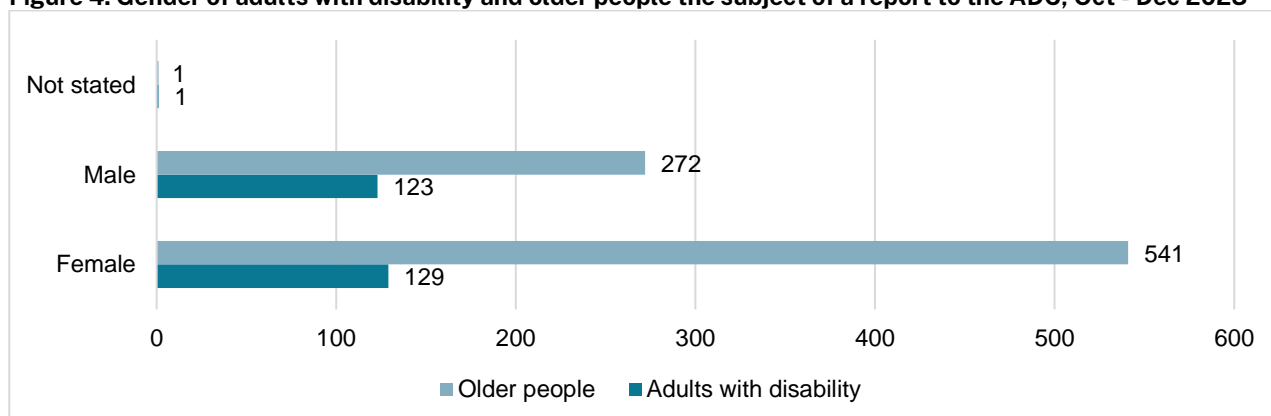
Older people (n=814) ⁴		Adults with disability (n=253)	
Italian	12	Dinka	<3
Arabic	8	Mandarin	<3
Spanish	8	Arabic	<3
Greek	7	Greek	<3
Mandarin	6	Croatian	<3
Other	4	Hindi	<3
Croatian	4	Turkish	<3
Macedonian	3		
Turkish	3		

2.4 Gender

Consistent with reports since the start of the ADC, most (67%) of the 814 reports to the ADC about older people in October – December 2023 concerned older women.

Of the 253 reports to the ADC about adults with disability in this quarter, just over half (51%) were about women with disability.

Figure 4: Gender of adults with disability and older people the subject of a report to the ADC, Oct - Dec 2023



⁴ Does not include the primary language where <3 older people

2.5 Age

The largest proportion of the 814 reports about older people in October – December 2023 related to people aged 80-84 years (19.7%).

The largest proportion of the 253 reports about adults with disability related to people aged 18-24 years (18.6%).

Figure 5: Age of older people the subject of a report to the ADC, Oct - Dec 2023

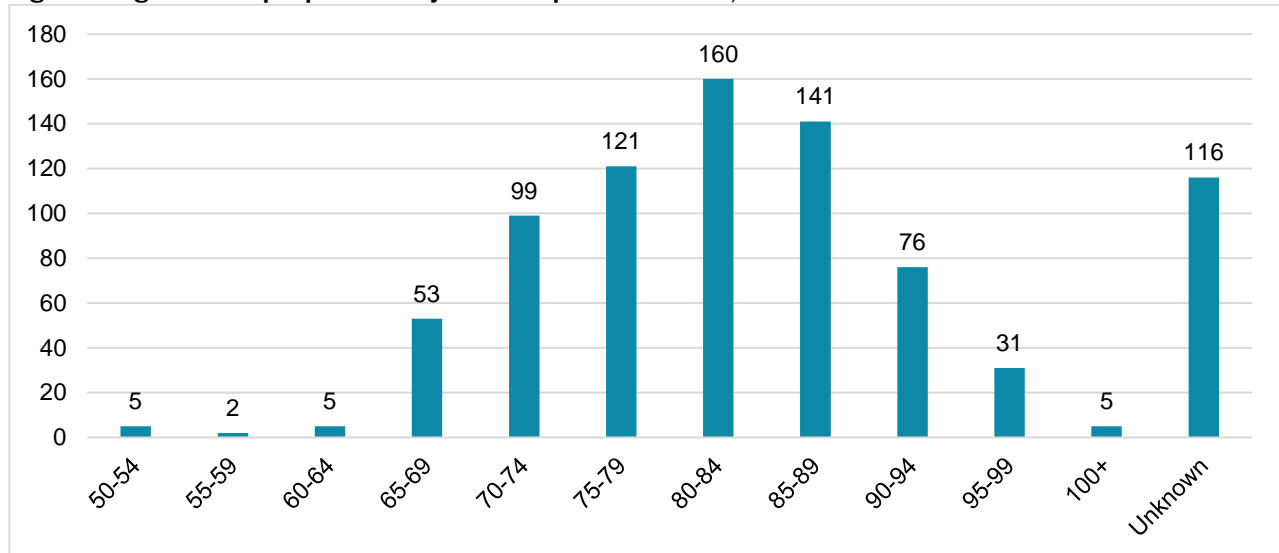
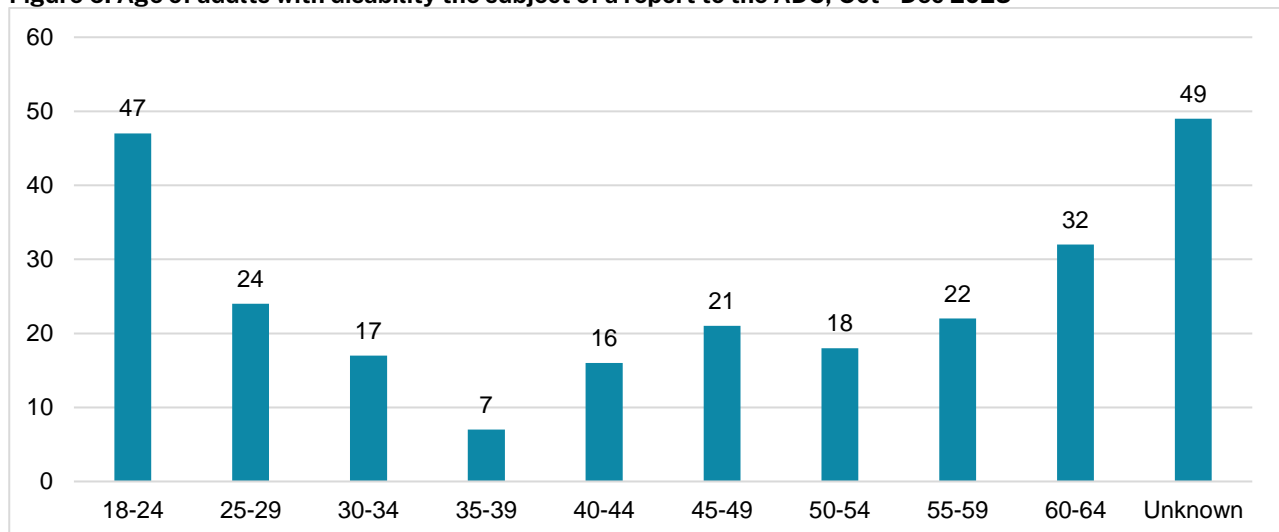


Figure 6: Age of adults with disability the subject of a report to the ADC, Oct - Dec 2023

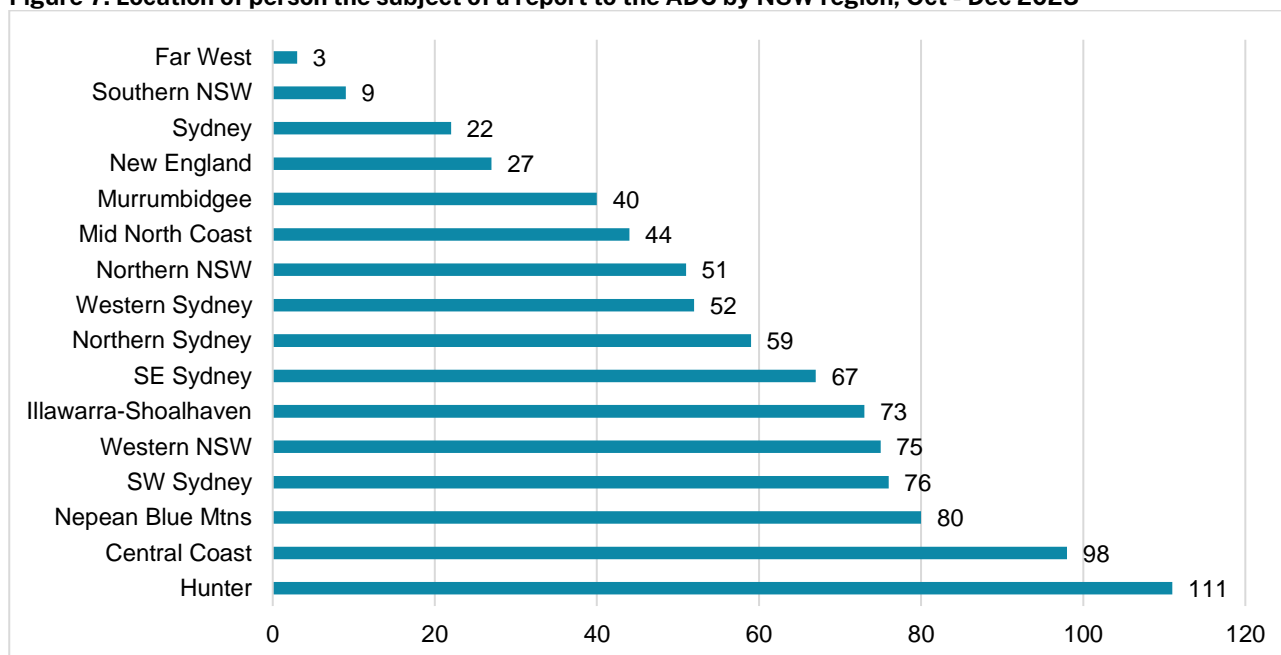


2.6 Location of person

Of the 887 reports to the ADC in October – December 2023 in which the location of the person was known, regional NSW accounted for over half of the reports (531; 59.9%).

The largest proportion of reports were about adults living in the Hunter (12.5%) and Central Coast (11%) regions. We received an increased proportion of reports about adults living in Western NSW (8.5% compared with 6.6% last quarter).

Figure 7: Location of person the subject of a report to the ADC by NSW region, Oct - Dec 2023



At a Local Government Area (LGA) level, the adults who were the subjects of a report to the ADC in October – December 2023 most commonly lived in the Central Coast, Lake Macquarie, and Canterbury-Bankstown LGAs.

Table 4: Main LGAs of people who were the subject of a report to the ADC, Oct - Dec 2023

	Local Government Area	Number of cases
1	Central Coast	72
2	Lake Macquarie	53
3	Canterbury-Bankstown	36
3	Wollongong	36
5	Blacktown	35
6	Newcastle	27
7	Mid Coast	26
8	Blue Mountains	24
9	Cumberland	23
10	Sutherland	22

3. Reporters

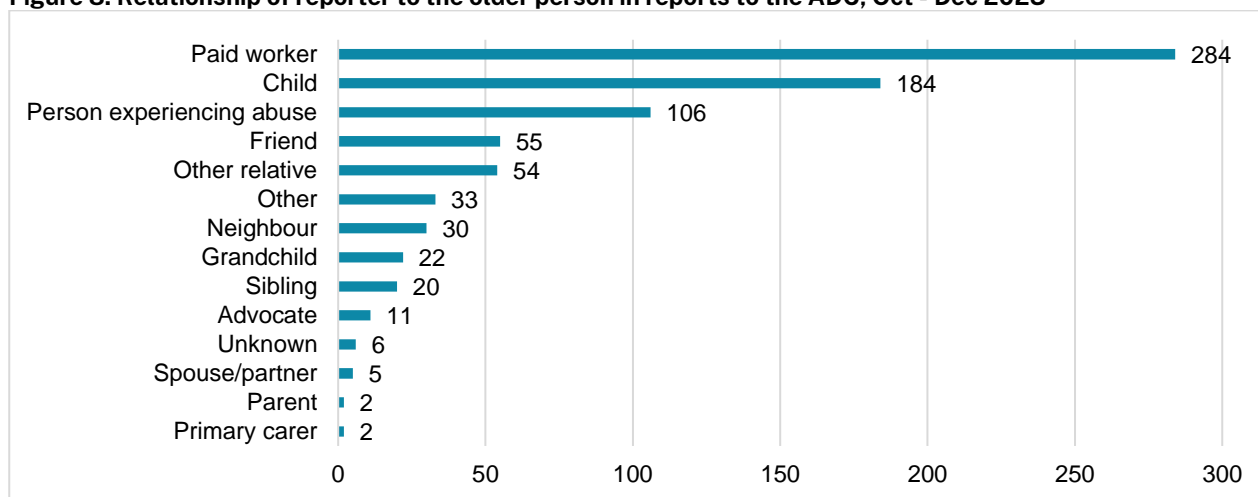
3.1 Relationship of reporter to the adult

Older people

Paid workers (34.9%) and adult children (22.6%) were the main source of reports to the ADC about older people in October – December 2023. Reports by older people (‘person experiencing abuse’) accounted for 13% of the 814 reports about older people in this quarter.

Compared with the previous quarter, an increased proportion of reports about older people were made by paid workers (28.9% last quarter).

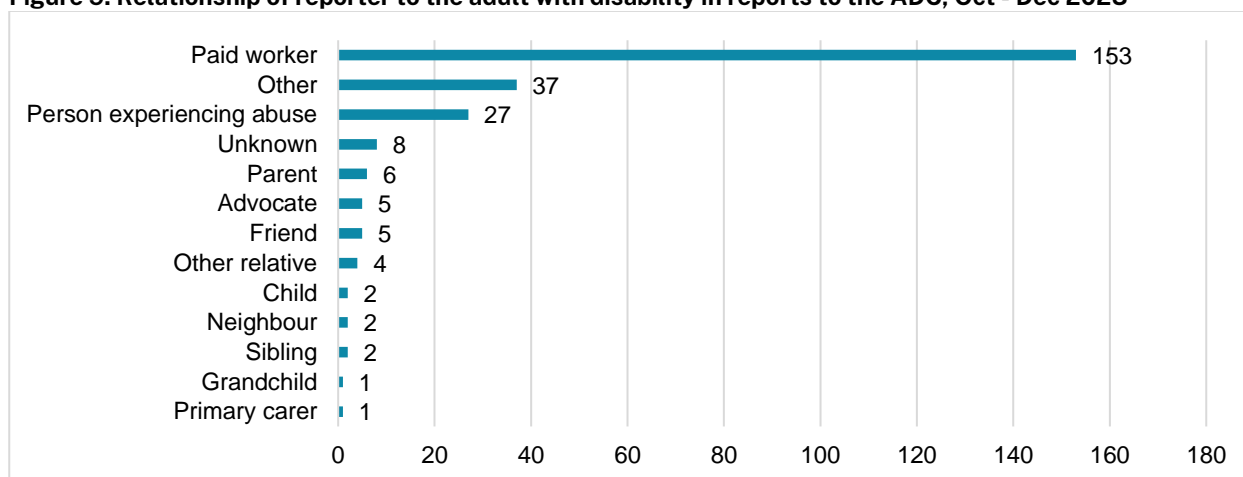
Figure 8: Relationship of reporter to the older person in reports to the ADC, Oct - Dec 2023



Adults with disability

Paid workers were the main source of reports to the ADC about adults with disability in October – December 2023, accounting for 60.5% of the 253 reports. Adults with disability ('person experiencing abuse') were the reporters in 10.7% of reports received about adults with disability this quarter.

Figure 9: Relationship of reporter to the adult with disability in reports to the ADC, Oct - Dec 2023



4. Subjects of allegation

4.1 Relationship of the subject of allegation to the adult

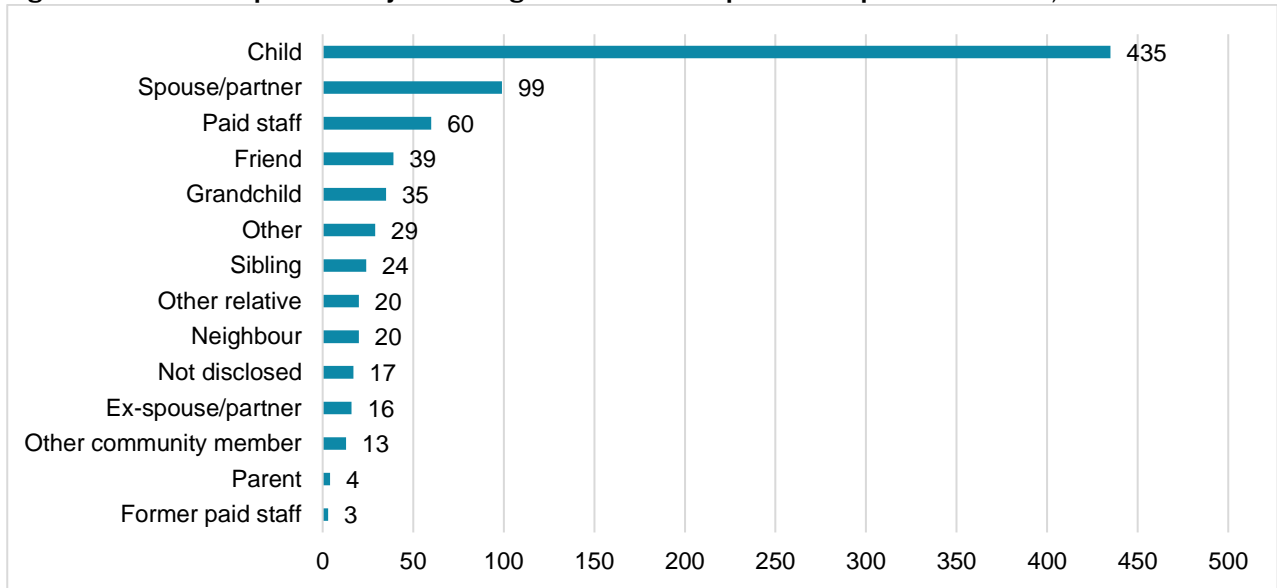
Older people

Over half (53.4%) of the 814 reports to the ADC about older people in October – December 2023 pertained to the person's adult children. All up, relatives⁵ were the subjects of allegation in 63.6% of the reports about older people in this quarter.

Allegations against a current or former spouse/ partner featured in 14.2% of the reports about older people.

⁵ For the purposes of our analysis, 'relatives' does not include the adult's spouse/partner or ex-spouse/partner.

Figure 10: Relationship of the subject of allegation to the older person in reports to the ADC, Oct - Dec 2023

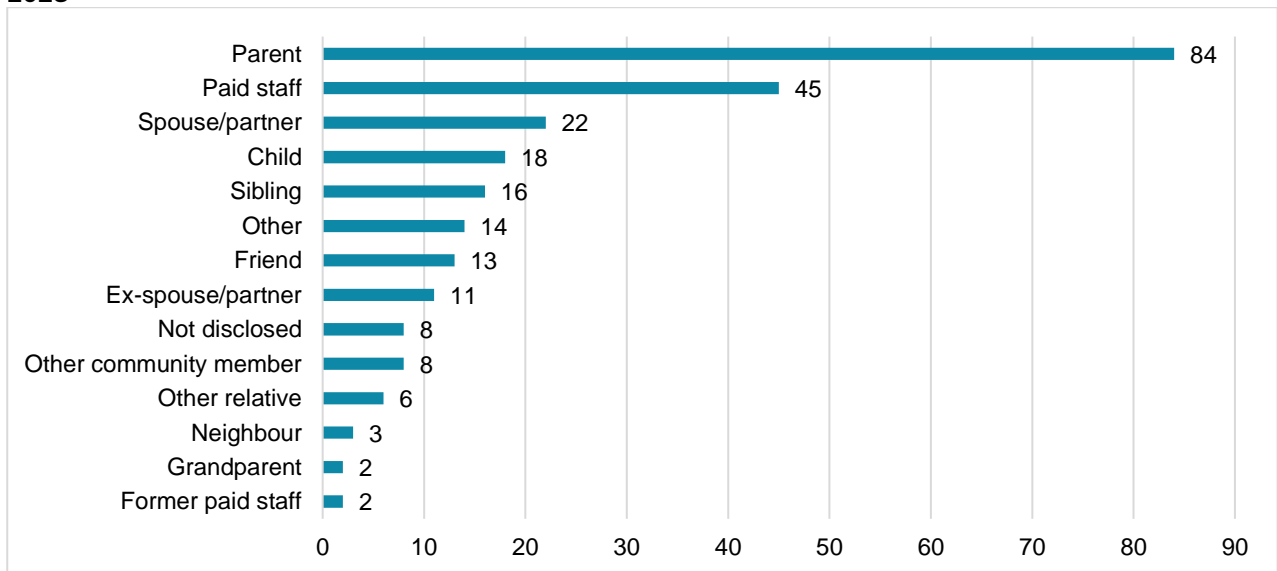


Adults with disability

In 33.2% of the 253 reports to the ADC about adults with disability in October - December 2023, the allegations pertained to the adult's parent(s). All up, relatives⁶ were the subjects of allegation in 50.2% of the reports about adults with disability in this quarter.

In 13% 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, Oct - Dec 2023



⁶ For the purposes of our analysis, 'relatives' does not include the adult's spouse/partner or ex-spouse/partner.

5. Type of alleged abuse

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

Older people

Consistent with previous quarters, the most commonly reported types of alleged abuse in relation to older people in October – December 2023 were psychological abuse and financial abuse.

Figure 12: Number of allegations in reports to the ADC about older people, by abuse type, Oct - Dec 2023

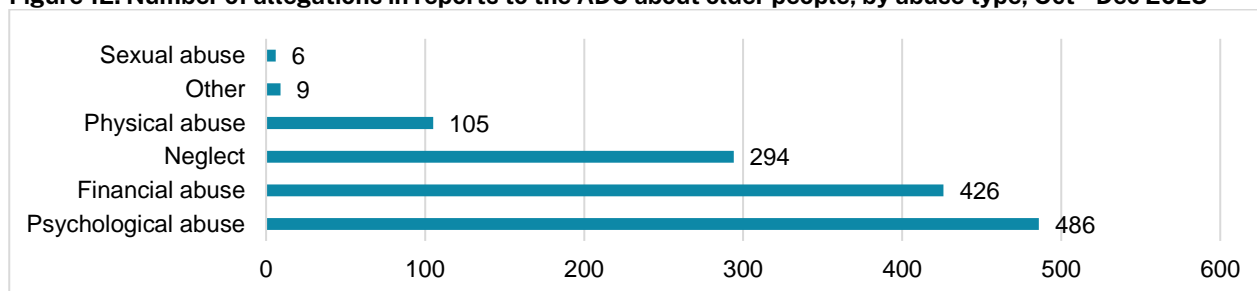


Table 5: Type of alleged abuse of the older person in reports to the ADC, Oct - Dec 2023⁷

Type of alleged abuse	Number of allegations	% of all allegations
Psychological abuse (Mainly verbal abuse; and making excessive or degrading demands)	486	36.7
Financial abuse (Mainly financial exploitation; misuse of Power of Attorney/ Enduring POA; and theft)	426	32.1
Neglect (Mainly failure to meet the person's support needs; and medical neglect)	294	22.2
Physical abuse (Mainly hitting/kicking/punching; and pushing/shoving/grabbing/shaking)	105	7.9
Sexual abuse (Mainly sexual assault)	6	<1
Other	9	<1
Total allegations in reports about older people	1,326	100

Table 6: Leading reported allegations in relation to older people, Oct - Dec 2023

	Reported allegation	Number of cases
1.	Financial exploitation	212
2.	Psychological abuse – verbal abuse	169
3.	Neglect – failure to meet support needs	123

⁷ 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.

4.	Psychological abuse – making excessive or degrading demands	93
5.	Psychological abuse – preventing/restricting access to family/others	83
6.	Financial abuse – misuse of POA or EPOA	77
7.	Financial abuse - theft	63
8.	Other psychological abuse	61
9.	Psychological abuse – preventing/restricting access to supports/services	57
10.	Neglect – medical care	52

Adults with disability

The most commonly reported types of alleged abuse in relation to adults with disability in October – December 2023 were psychological abuse, followed by neglect.

Figure 13: Number of allegations in reports to the ADC about adults with disability, by abuse type, Oct - Dec 2023

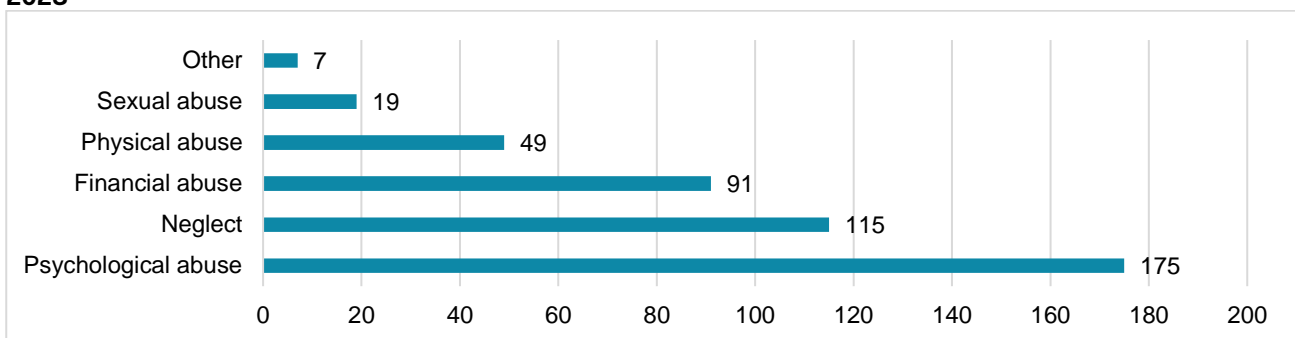


Table 7: Type of alleged abuse of the adult with disability in reports to the ADC, Oct - Dec 2023⁸

Type of alleged abuse	Number of allegations	% of all allegations
Psychological abuse (Mainly preventing or restricting the person’s access to supports/services; verbal abuse; and making degrading or excessive demands)	175	38.4
Neglect (Mainly failure to meet the person’s support needs; and medical neglect)	115	25.2
Financial abuse (Mainly financial exploitation; and preventing access to or withholding the person’s money)	91	20
Physical abuse (Mainly hitting/ kicking/ punching; and threat of harm)	49	10.7
Sexual abuse (Mainly sexual assault)	19	4.2
Other	7	1.5
Total allegations in reports about adults with disability	456	100

⁸ 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.

Table 8: Leading reported allegations in relation to adults with disability, Oct - Dec 2023

	Reported allegation	Number of cases
1.	Psychological abuse – preventing or restricting access to supports/ services	47
2.	Psychological abuse – verbal abuse	47
3.	Financial exploitation	40
4.	Neglect – failure to meet support needs	39
5.	Psychological abuse – making excessive or degrading demands	30
6.	Other psychological abuse	27
7.	Neglect – medical care	23
8.	Financial abuse – preventing access to or withholding Person's money	17
9.	Physical abuse –hitting/kicking/punching	13
10.	Psychological abuse – preventing or restricting access to community	13

6. Actions/ outcomes

6.1 Primary action by ADC (closed reports)

The ADC closed 1,039 reports in October – December 2023. Most of the reports (744; 71.6%) 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 284 reports closed in this period (27.3%), 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 1,039 reports closed in October – December 2023, 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 Oct - Dec 2023

Person outcomes	Number of cases ⁹
Will and preference of Person ascertained	147
Will and preference of Person respected/upheld	141
Referral/help to access aged care supports	17
Other supports/services provided/increased	15
Review/assessment of aged care supports	12
Referral/help to access legal support	11
Aged care support provided/increased	10
Referral/help to access advocacy supports	10

⁹ There can be multiple outcomes for an individual.

Other police/justice action	8
Change in accommodation	7
Financial management application	6
Reduced/addressed social isolation	6
Referral/help to access other supports	5
ADVO put in place	5
Guardianship application	4
Disability support provided/increased	4
Health/medical support provided/increased	4
Review/assessment of disability supports	4
Review/assessment of health/medical needs	4

6.3 Subject of allegation outcomes

For the 1,039 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 Oct - Dec 2023

Subject of allegation outcomes	Number of cases¹⁰
Education or advice provided	156
Linked to/received more support	27
PSOA reduced/supervised access	6
ADVO put in place	4
Removal as POA or EPOA	3

¹⁰ There can be multiple outcomes in relation to an individual.