

Ageing and Disability Commission data

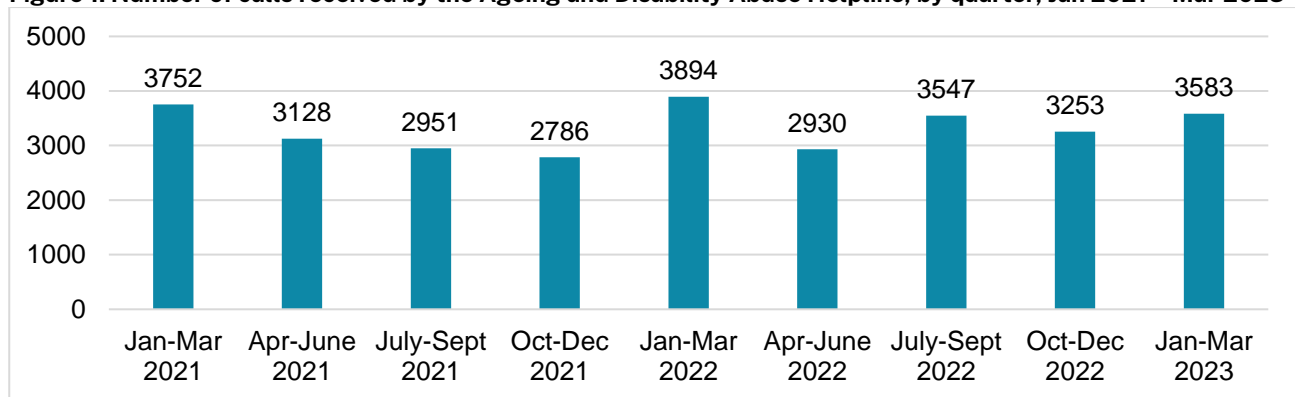
January – March 2023

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 2023, the Ageing and Disability Abuse Helpline received **3,583 calls**. This was a 10% increase on calls in the previous quarter. The number of calls to the Helpline in the 12 months to March 2023 (13,313) was 4% higher than the previous year (12,759).

Figure 1: Number of calls received by the Ageing and Disability Abuse Helpline, by quarter, Jan 2021 – Mar 2023



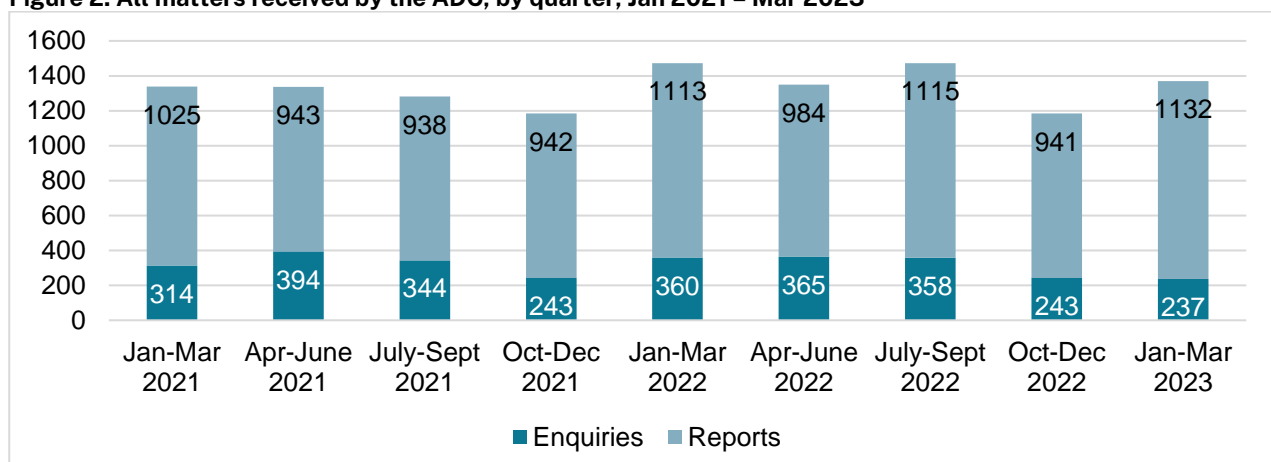
1.2 Number of reports and enquiries

Between 1 January and 31 March 2023, the ADC received **1,369 matters**, comprising:

- **1,132 reports** under section 13 of the *Ageing and Disability Commissioner Act 2019*
- **237 enquiries** – involving 102 general enquiries, and 135 abuse-related enquiries.

The number of **reports** in January – March was 20.3% higher than the previous quarter, and 1.7% higher than the same period last year. The number of reports in the 12 months to March 2023 was 6% higher than the previous year.

Figure 2: All matters received by the ADC, by quarter, Jan 2021 – Mar 2023



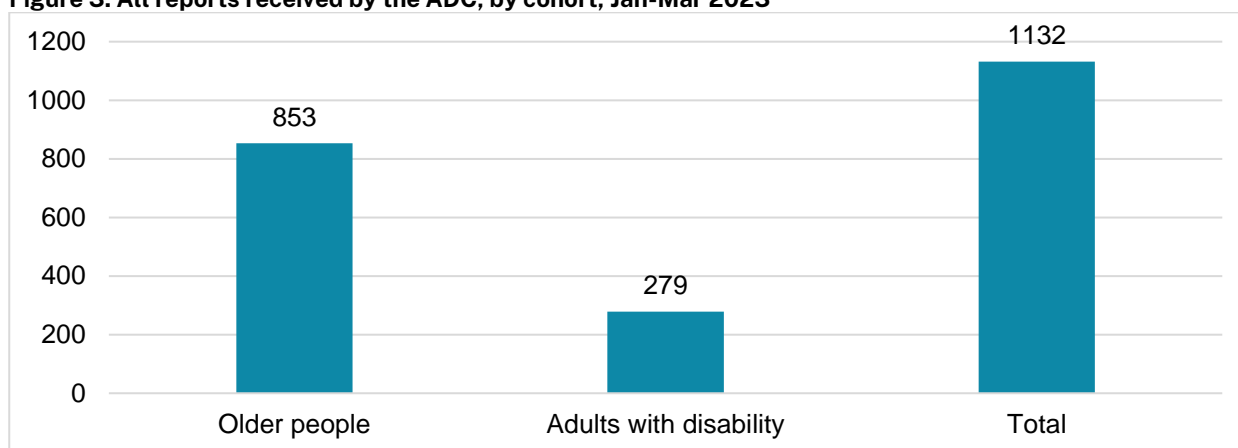
2. Person status and demographics¹

2.1 Person status

Of the 1,132 reports received by the ADC in January – March 2023:

- **853 reports (75.4%) involved older people²**, including 294 reports relating to older people with disability
- **279 reports (24.6%) involved adults with disability³** who were not older people.

Figure 3: All reports received by the ADC, by cohort, Jan-Mar 2023



2.2 Aboriginal and Torres Strait Islander background

In 3% of reports to the ADC in January – March 2023, the adult with disability or older person was identified as Aboriginal and/or Torres Strait Islander. This was slightly higher than the previous quarter (2.6%). The percentage of reports about Aboriginal adults with disability in this quarter (5.7%) was much higher than the previous quarter (2.6%).

Table 1: Aboriginal and Torres Strait Islander status of person the subject of a report to the ADC, by person status, Jan-Mar 2023

	Older people (n=853)	% of reports about older people	Adults with disability (n=279)	% of reports about adults with disability	All reports (n=1,132)	% of all reports
Person identified as Aboriginal and/or Torres Strait Islander	18	2.1	16	5.7	34	3

¹ As the data on reports includes active and open cases, some of the data is subject to change. Data current as at 19 April 2023.

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 8.6% of reports to the ADC in January – March 2023, the adult with disability or older person was identified as having a culturally and linguistically diverse (CALD) background. This is higher than the previous quarter (5.6%).

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

	Older people (n=853)	% of reports about older people	Adults with disability (n=279)	% of reports about adults with disability	All reports (n=1,132)	% of all reports
Person identified as having a CALD background	81	9.5	16	5.7	97	8.6

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

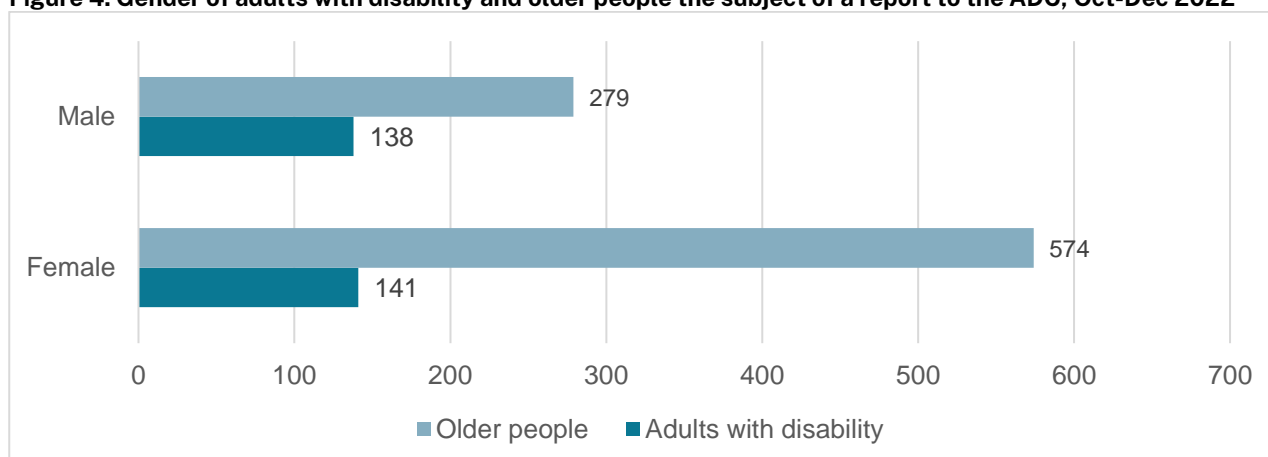
Older people (n=853)		Adults with disability (n=279)	
Greek	15	Arabic	3
Italian	8	Italian	3
Arabic	5	Macedonian	<3
Spanish	5	Samoan	<3
Cantonese	4	Hindi	<3
Hindi	4	Korean	<3
Polish	4	Mandarin	<3
Turkish	4	Urdu	<3

2.4 Gender

Consistent with reports since the start of the ADC, most (67.3%) of the 853 reports to the ADC about older people in January – March 2023 concerned older women.

Of the 279 reports to the ADC about adults with disability in this quarter, half (50.5%) 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 2022



2.5 Age

The largest proportion of the 853 reports about older people in January – March 2023 related to people aged 80-84 years (23.1%).

For the first quarter since the start of the ADC, the largest proportion of the 279 reports about adults with disability related to people aged 60-64 years (16.5%). This age group slightly outnumbered reports about people aged 18-24 years (15.8%).

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

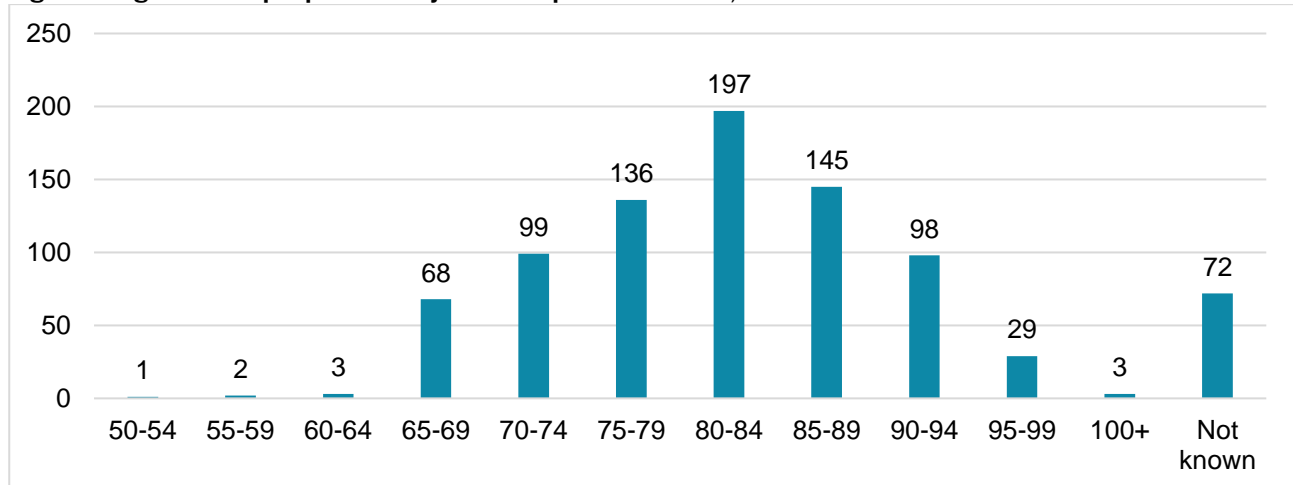
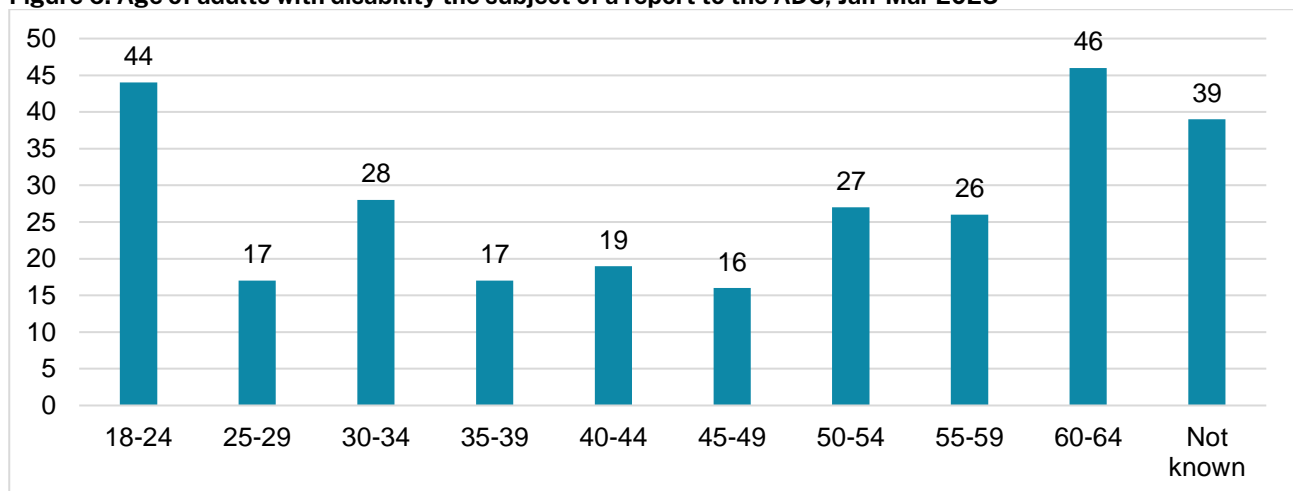


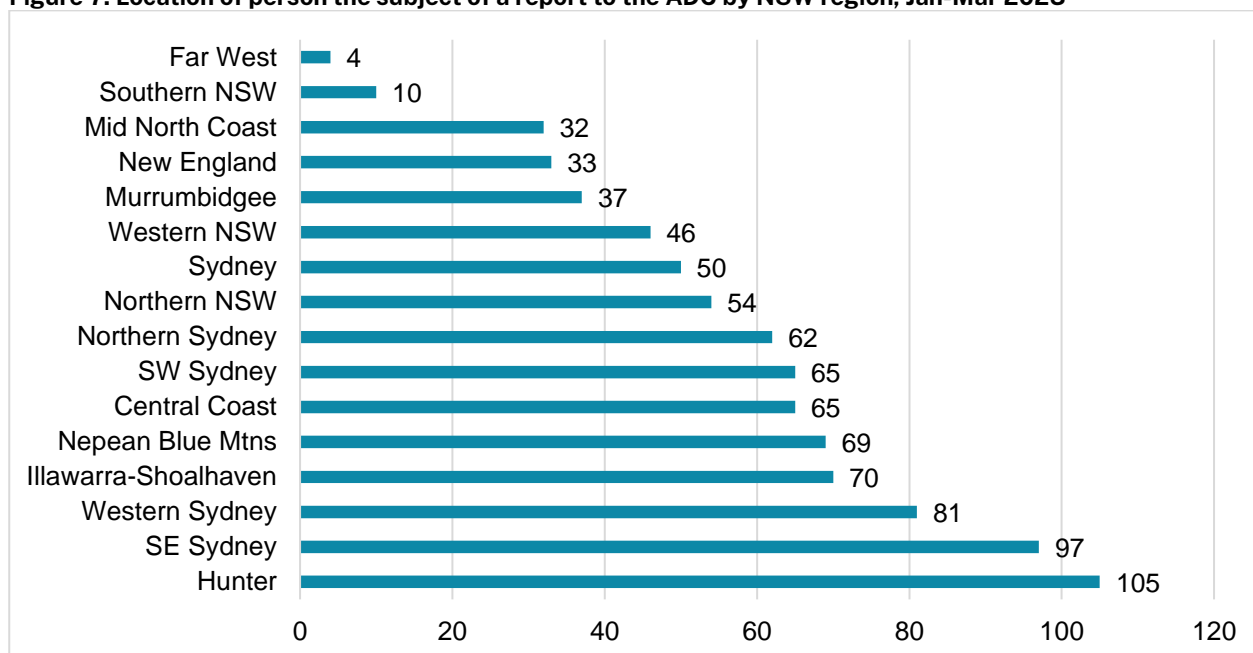
Figure 6: Age of adults with disability the subject of a report to the ADC, Jan-Mar 2023



2.6 Location of person

Of the 880 reports to the ADC in January – March 2023 in which the location of the person was known, regional NSW accounted for just over half of the reports (456; 51.8%). 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, Jan-Mar 2023



At a Local Government Area (LGA) level, the adults who were the subjects of a report to the ADC in January – March 2023 most commonly lived in the Central Coast, Wollongong and Blacktown LGAs.

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

	Local Government Area	Number of cases
1.	Central Coast	53
2.	Wollongong	42
3.	Blacktown	38
4.	Lake Macquarie	35
5.	Canterbury-Bankstown	32
6.	Bayside	26
6.	Hornsby	26
8.	Mid-Coast	25
8.	Sutherland	25
10.	Newcastle	23

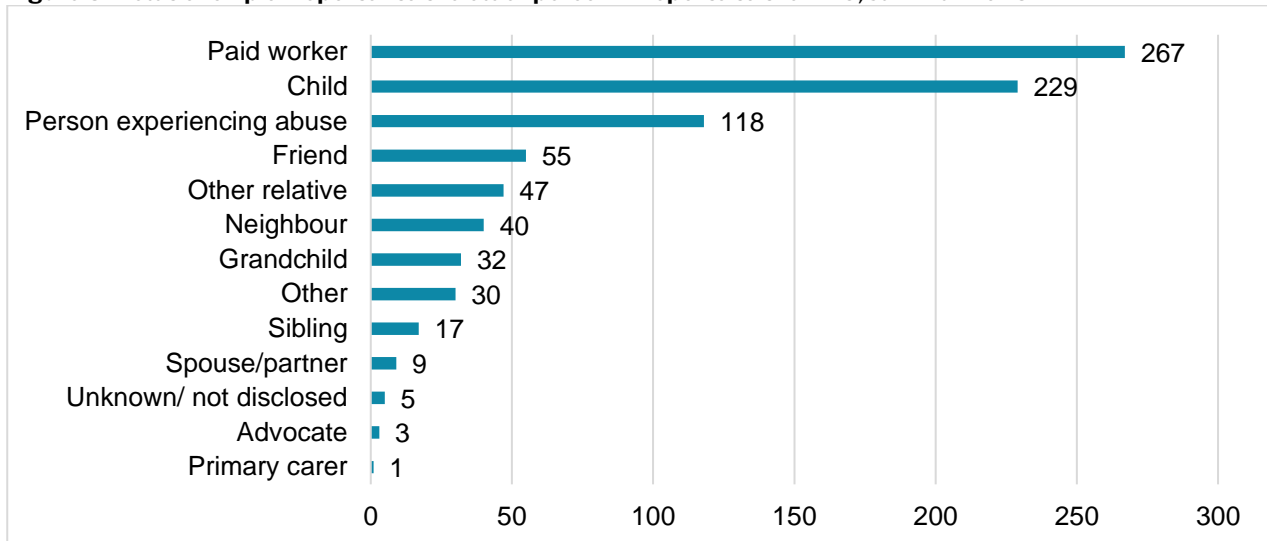
3. Reporters

3.1 Relationship of reporter to the adult

Older people

Paid workers (31.3%) and adult children (26.8%) were the main source of reports to the ADC about older people in January – March 2023. Reports by older people ('person experiencing abuse') accounted for 13.8% of the 853 reports about older people in this quarter.

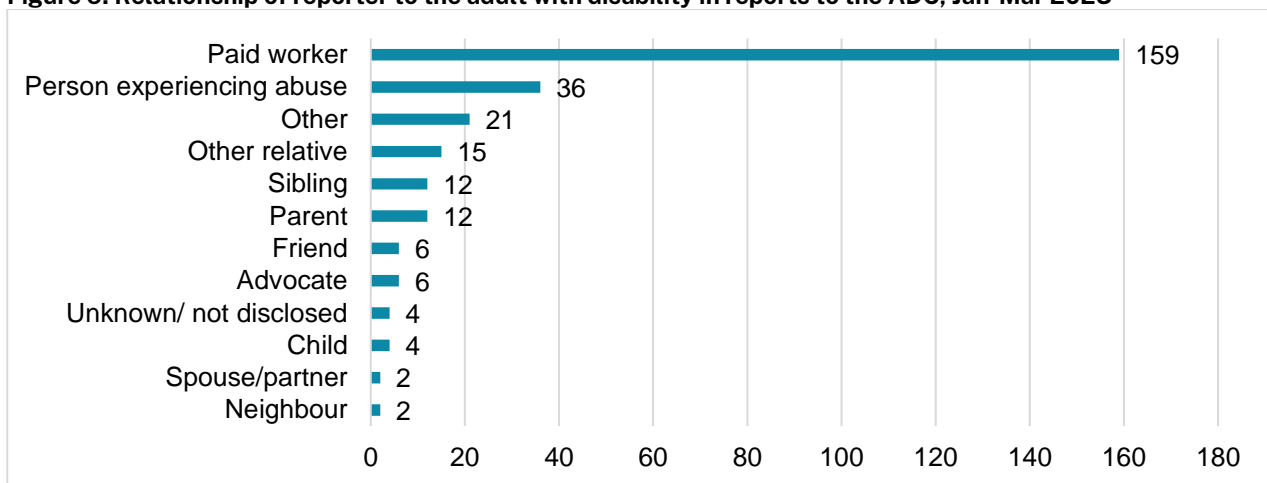
Figure 8: Relationship of reporter to the older person in reports to the ADC, Jan-Mar 2023



Adults with disability

Paid workers were the main source of reports to the ADC about adults with disability in January – March 2023, accounting for 57% of the 279 reports. Adults with disability (‘person experiencing abuse’) were the reporters in 12.9% 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 2023



4. Subjects of allegation

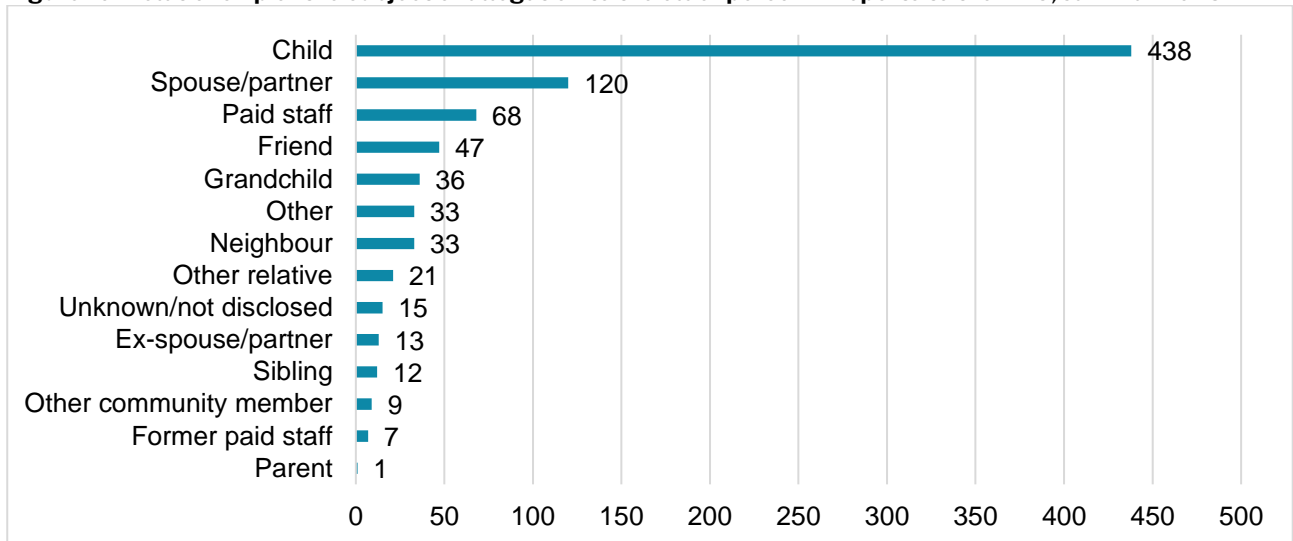
4.1 Relationship of the subject of allegation to the adult

Older people

Half (51.3%) of the 853 reports to the ADC about older people in January – March 2023 pertained to the person’s adult children. All up, relatives⁴ were the subjects of allegation in 60% of the reports about older people in this quarter. Allegations against a spouse or partner (or ex-spouse/ partner) featured in 15.6% of the reports about older people.

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

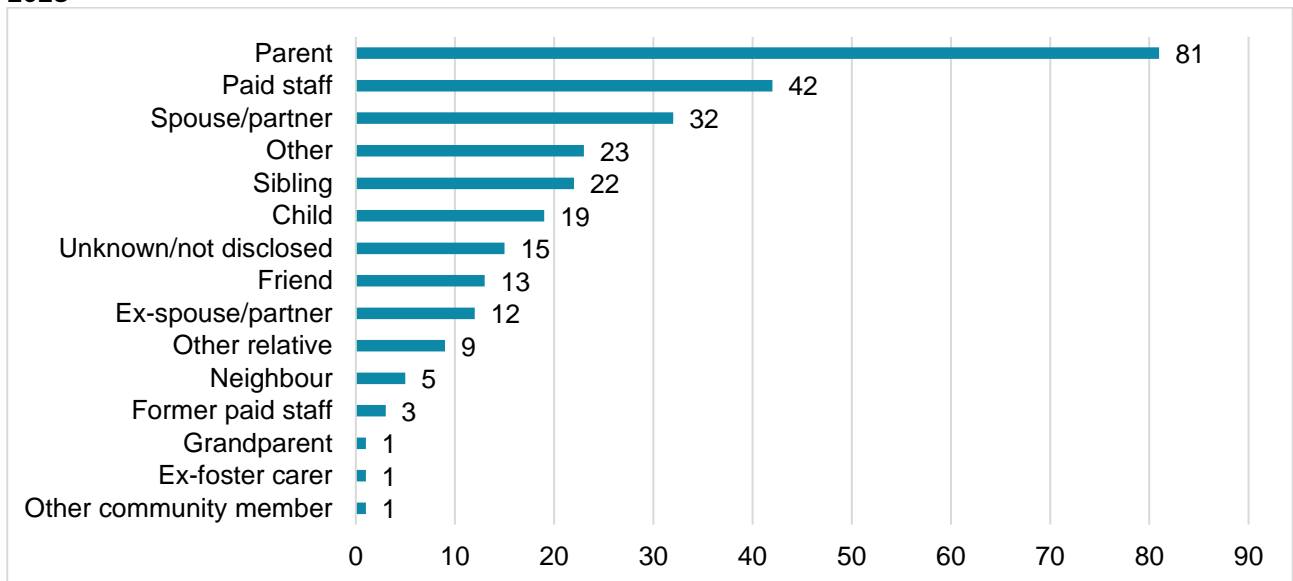
Figure 10: Relationship of the subject of allegation to the older person in reports to the ADC, Jan-Mar 2023



Adults with disability

In 29% of the 279 reports to the ADC about adults with disability in January – March 2023, the allegations pertained to the adult’s parent(s). All up, relatives⁵ were the subjects of allegation in 47.3% of the reports about adults with disability in this quarter. In 15.8% 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, Jan-Mar 2023



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 January – March 2023 were psychological abuse and financial abuse.

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

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

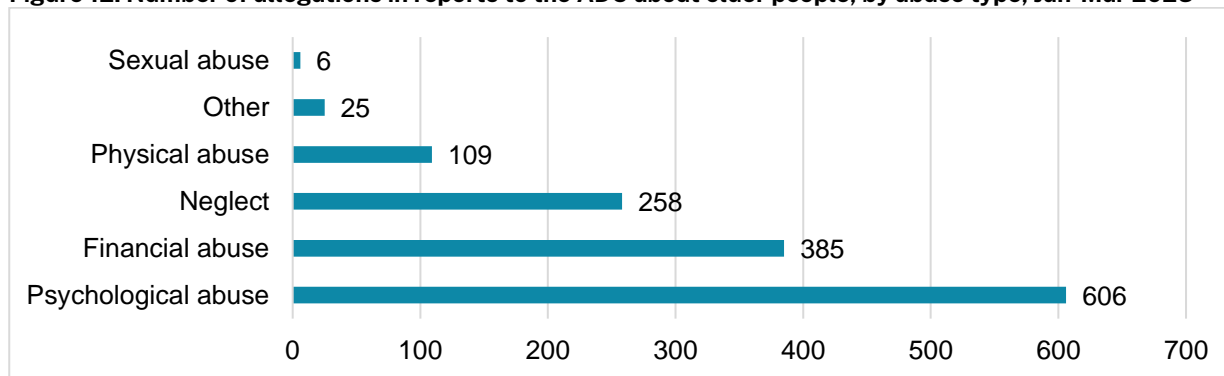


Table 5: Type of alleged abuse of the older person in reports to the ADC, Jan-Mar 2023⁶

Type of alleged abuse	Number of allegations	% of all allegations
Psychological abuse (Mainly verbal abuse; and preventing or restricting access to family/others)	606	43.6
Financial abuse (Mainly financial exploitation; misuse of Power of Attorney/ Enduring POA; and theft)	385	27.7
Neglect (Mainly failure to meet the person’s support needs; and medical neglect)	258	18.6
Physical abuse (Mainly pushing/shoving/grabbing/ shaking; and hitting/kicking/punching)	109	7.8
Sexual abuse (Mainly sexual touching; and sexual assault)	6	0.4
Other	25	1.8
Total allegations in reports about older people	1,389	100

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

Table 6: Leading reported allegations in relation to older people, Jan-Mar 2023

	Reported allegation	Number of cases
1.	Psychological abuse – verbal abuse	256
2.	Financial exploitation	161
3.	Neglect – failure to meet the adult’s support needs	116
4.	Psychological abuse – preventing or restricting access to family/others	111
5.	Psychological abuse – other psychological abuse	108

⁶ 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 abuse – misuse of Power of Attorney/ Enduring Power of Attorney	74
7.	Financial abuse – theft	65
8.	Neglect – medical care	54
9.	Psychological abuse – preventing or restricting access to supports and services	47
10.	Psychological abuse – making excessive or degrading demands	46

Adults with disability

The most commonly reported types of alleged abuse in relation to adults with disability in January – March 2023 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 2023

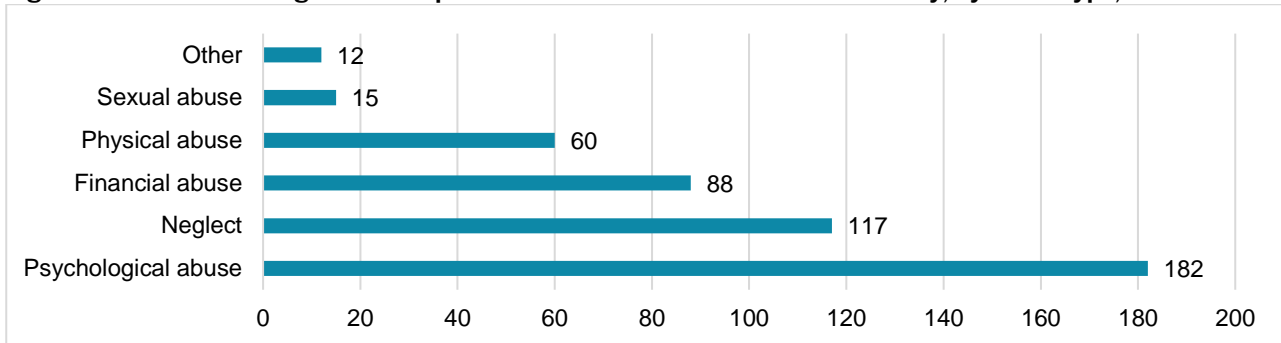


Table 7: Type of alleged abuse of the adult with disability in reports to the ADC, Jan-Mar 2023⁷

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 other psychological abuse	182	38.4
Neglect (Mainly failure to meet the person’s support needs; and other medical neglect)	117	24.7
Financial abuse (Mainly financial exploitation; preventing access to or withholding the person’s money; and theft)	88	18.6
Physical abuse (Mainly hitting/ kicking/ punching; and perceived threat of harm)	60	12.7
Sexual abuse (Mainly sexual assault; and other sexual offences)	15	3.2
Other	12	2.5
Total allegations in reports about adults with disability	474	100

The most common allegations reported in relation to adults with disability related to them being subject to verbal and other psychological abuse; not having their support needs met;

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.

being financially exploited; and being physically assaulted.

Table 8: Leading reported allegations in relation to adults with disability, Oct-Dec 2022

	Reported allegation	Number of cases
1.	Neglect – failure to meet support needs	54
2.	Psychological abuse – preventing or restricting access to supports and services	47
3.	Psychological abuse – verbal abuse	45
4.	Financial exploitation	35
4.	Psychological abuse – other psychological abuse	34
6.	Physical abuse – hitting/kicking/punching	23
7.	Psychological abuse – making excessive or degrading demands	21
8.	Neglect – medical care	20
9.	Neglect – reckless act	18
10.	Financial abuse – preventing access to or withholding the person’s money	17
10.	Psychological abuse – preventing or restricting access to family/others	17

6. Actions/ outcomes

6.1 Primary action by ADC (closed reports)

The ADC closed 1,020 reports in January – March 2023. Most of the reports (857; 84%) 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 151 reports closed in this period (14.8%), 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 1,020 reports closed in January – March 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 the involvement of police.

Table 9: Leading outcomes for the person the subject of a report to the ADC, reports closed Jan-Mar 2023

Person outcomes	Number of cases⁸
Will and preference of Person ascertained	144
Will and preference of Person respected/upheld	127
Referral or help to access legal support	22
Referral or help to access aged care supports	18
Review or assessment of disability supports	17

⁸ There can be multiple outcomes for an individual.

Referral or help to access disability supports	14
Other police/justice action	13
Referral or help to access other supports	13
Health or medical support provided/increased	13
Disability support provided/increased	12
Other supports provided/increased	12
Review or assessment of aged care supports	11
Guardian appointed	10

6.3 Subject of allegation outcomes

For the 1,020 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 Jan-Mar 2023

Subject of allegation outcomes	Number of cases ⁹
Education or advice provided	255
Linked to/received more support	27
ADVO put in place	7
Removal as POA or EPOA	4
Reduced/supervised access to Person	4
Removed as NDIS nominee	3
Criminal charges	3
Removal of authority	2
Removal as guardian	2

⁹ There can be multiple outcomes in relation to an individual.