

NSW Ageing and Disability Commission data 5 Year Report (1 July 2019 – 30 June 2024)

1. Number of calls, enquiries and reports

1.1 Number of calls to the Ageing and Disability Abuse Helpline

Between July 2019 and June 2024, the Ageing and Disability Abuse Helpline received **67,808 calls**. This was a **66.1% increase** in calls over five years (10,443).

Figure 1: Number of calls received by the Ageing and Disability Abuse Helpline, by financial year, July 2019 – June 2024

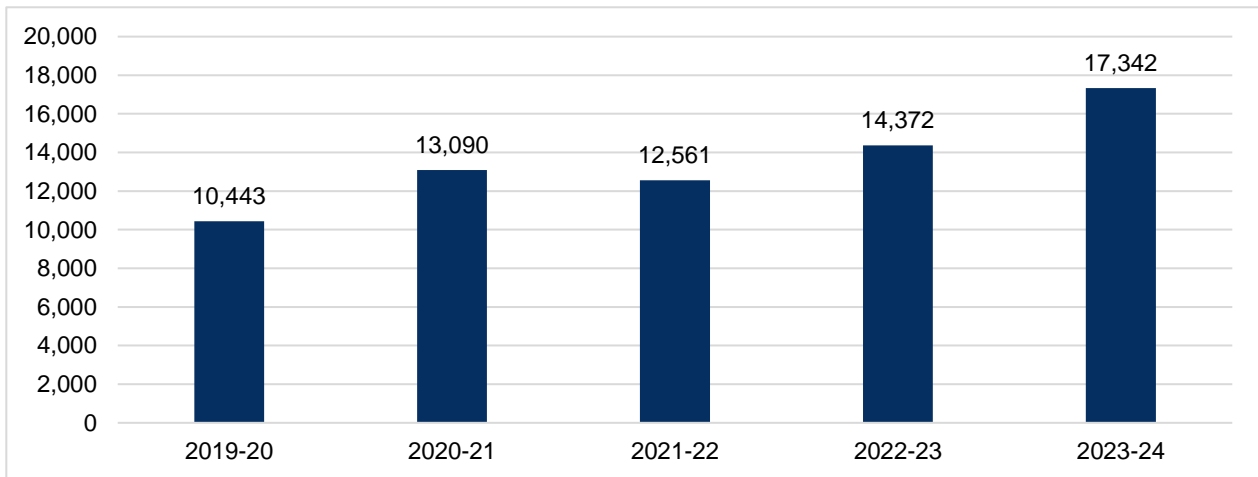
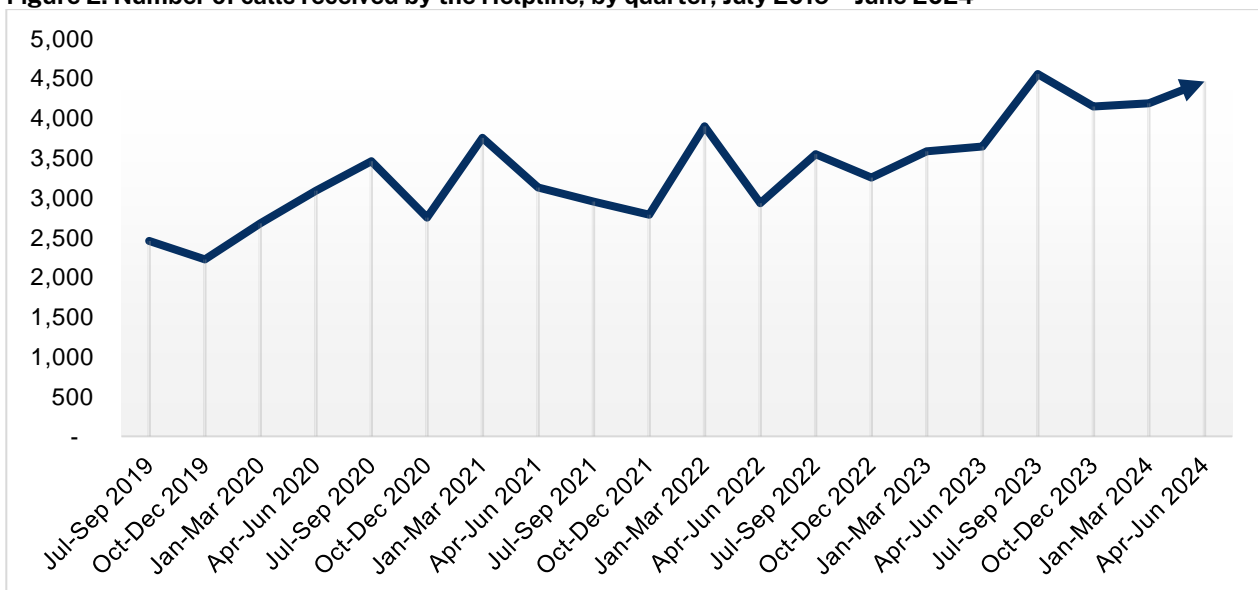


Figure 2: Number of calls received by the Helpline, by quarter, July 2019 – June 2024



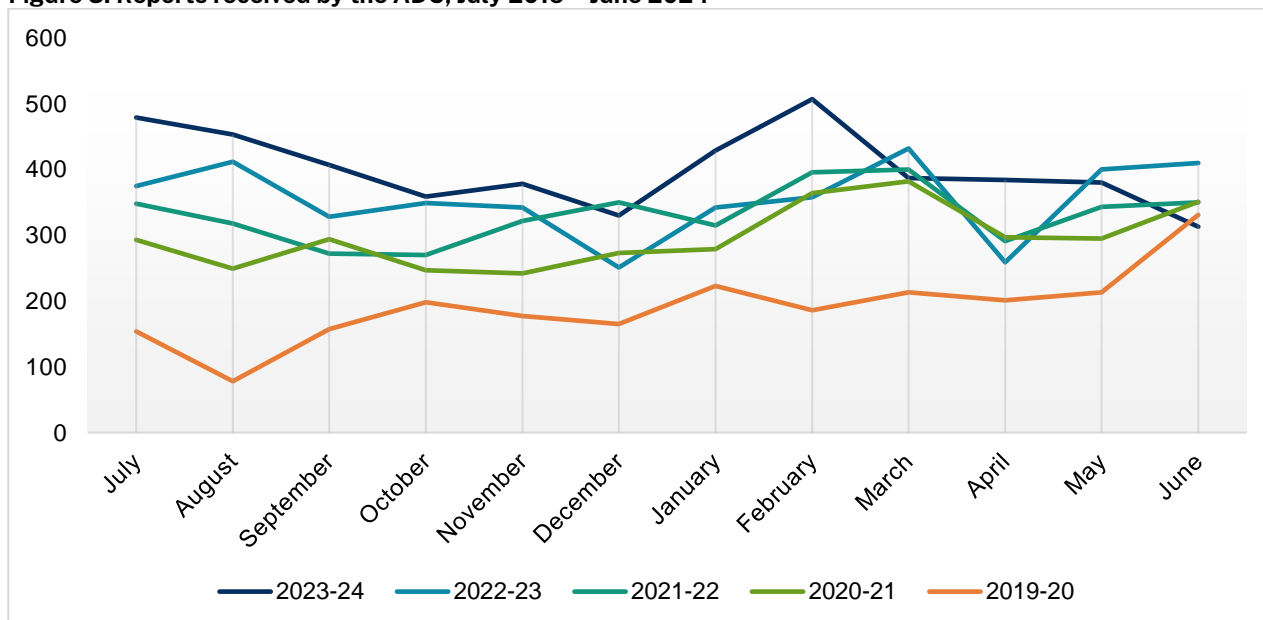
1.2 Number of reports and enquiries

Over the five years, the ADC received **25,014 matters**, comprising:

- **18,896 reports** under section 13 of the *Ageing and Disability Commissioner Act 2019*
- **6,118 enquiries** – involving 3,030 general enquiries, and 3,088 abuse-related enquiries.

Between July 2019 and June 2024, the number of reports **increased by 108.8% (a two-fold increase)**.

Figure 3: Reports received by the ADC, July 2019 – June 2024



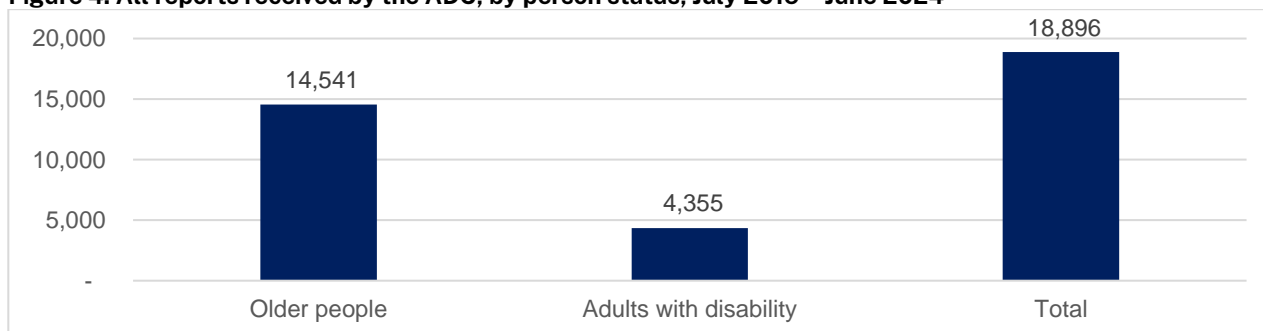
2. Person status and demographics¹

2.1 Person status

Of the 18,896 reports received by the ADC over the five years:

- **14,541 reports (77%) related to older people²**, including 4,740 reports about older people with disability.
- **4,355 reports (23.1%) related to adults with disability³** who were not older people.

Figure 4: All reports received by the ADC, by person status, July 2019 – June 2024



¹ As the data on reports includes active and open cases, some of the data is subject to change. Data current as of 7 August 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*.

2.2 First Nations background

In 3.1% of reports to the ADC, the adult with disability or older person was identified as Aboriginal and/or Torres Strait Islander.

Table 1: First Nations status of person the subject of a report to the ADC, July 2019 – June 2024

	Older people (n=14,541)	% of reports about older people	Adults with disability (n=4,355)	% of reports about adults with disability	All reports (n=18,896)	% of all reports
Person identified as Aboriginal and/or Torres Strait Islander	416	2.9%	178	4.1%	594	3.1%

2.3 Culturally and linguistically diverse background status

In 7.8% of reports to the ADC, the adult with disability or older person was identified as having a culturally and linguistically diverse (CALD) background.

Table 2: CALD status of person the subject of a report to the ADC, by person status, July 2019 – June 2024

	Older people (n=14,541)	% of reports about older people	Adults with disability (n=4,355)	% of reports about adults with disability	All reports (n=18,896)	% of all reports
Person identified as having a CALD background	1,274	8.8%	195	4%	1,469	7.8%

Other than English, the most common languages spoken at home by older people who were the subject of a report to the ADC between July 2019 to June 2024 were Greek and Italian.

For adults with disability, the most common languages spoken at home other than English were Arabic and Vietnamese.

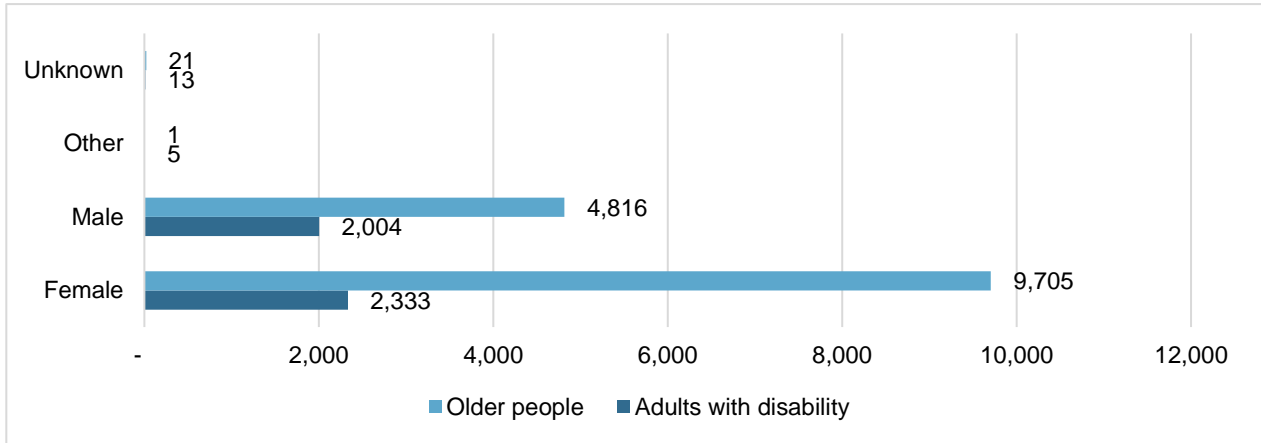
Table 3: Primary language other than English spoken at home by people the subject of a report to the ADC, by person status, July 2019 – June 2024

Older people (n=14,541)		Adults with disability (n=4,355)	
Greek	194	Arabic	45
Italian	167	Vietnamese	16
Arabic	113	Italian	14
Spanish	77	Mandarin	11
Croatian	66	Other	10
Mandarin	61	Greek	10
Macedonian	50	Samoan	8
Cantonese	46	Macedonian	7
Polish	43	Turkish	7
Vietnamese	40	Cantonese	7

2.4 Gender

Since the start of the ADC, most reports have been about alleged abuse, neglect and exploitation of women (63.7% of the 18,896 reports). This includes 66.7% of reports about older people (9,705), and 53.6% of reports about adults with disability (2,333).

Figure 5: Gender of adults with disability and older people the subject of a report to the ADC, July 2019 – June 2024



2.5 Age

The largest proportion of the 14,541 reports about older people related to people aged 80-84 years (18.7%). The largest proportion of the 4,355 reports about adults with disability related to people aged 18-24 years (19%). These results are consistent throughout the five years.

Figure 6: Age of older people the subject of a report to the ADC, July 2019 – June 2024

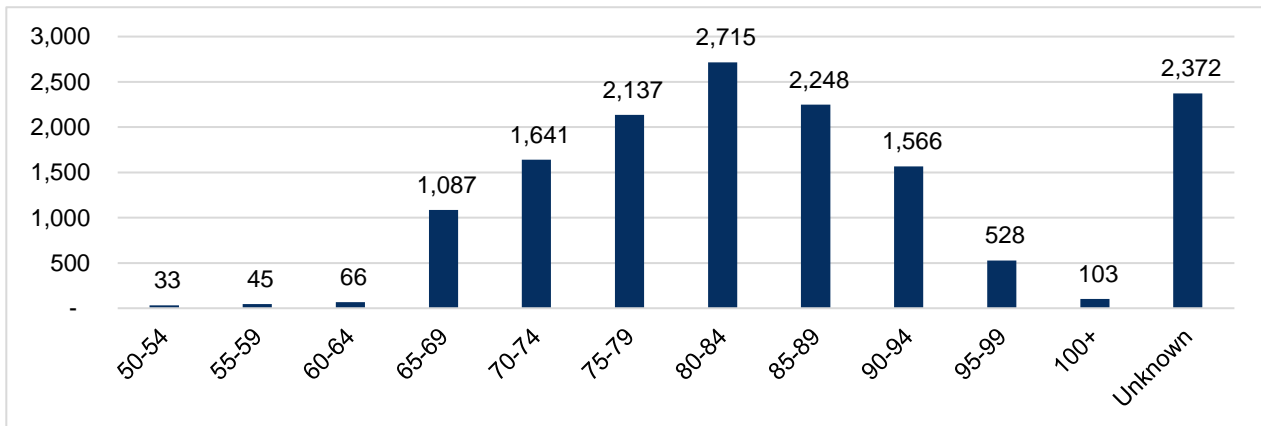
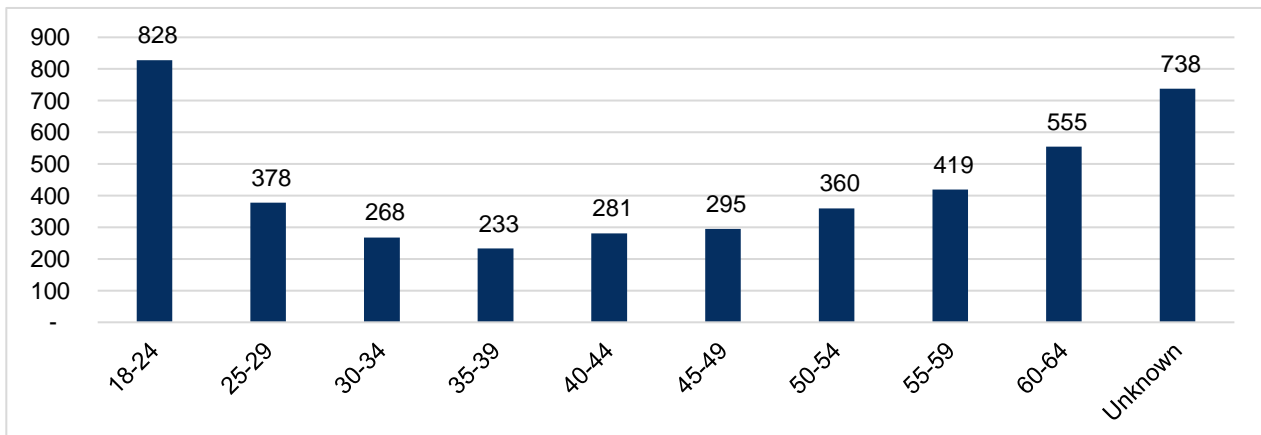


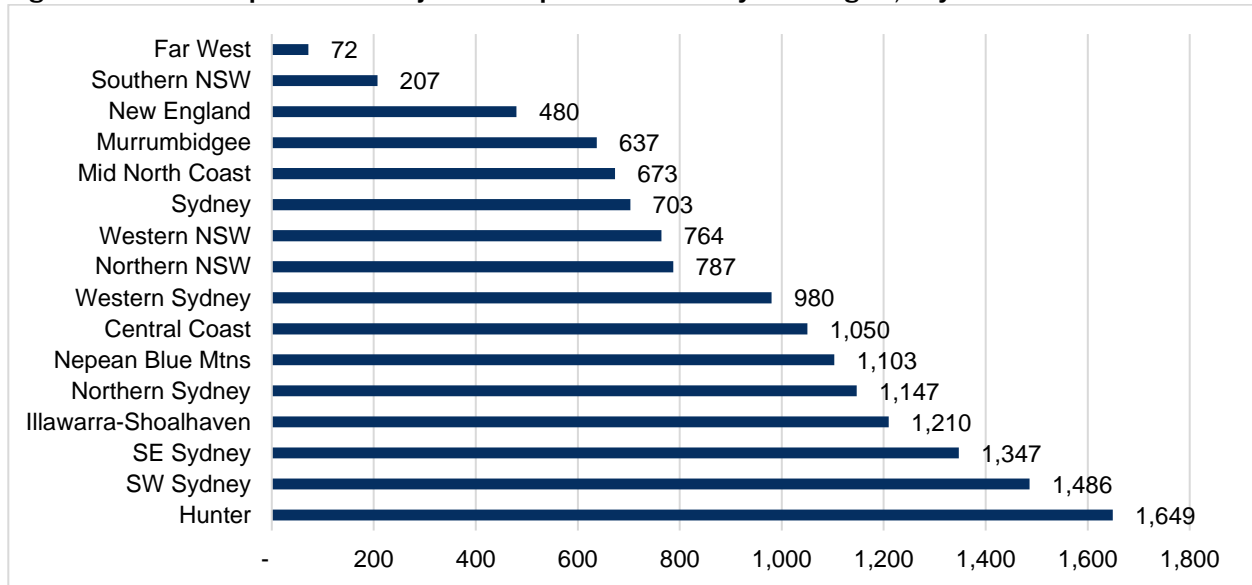
Figure 7: Age of adults with disability the subject of a report to the ADC, July 2019 – June 2024



2.6 Location of person

Of the 14,295 reports to the ADC in which the location of the person was known, regional NSW accounted for over half of the reports (7,529; 52.7%). Of the regional areas, Hunter, Illawarra Shoalhaven, and Central Coast featured most often, which has been consistent across the five years.

Figure 8: Location of person the subject of a report to the ADC by NSW region, July 2019 – June 2024



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

Table 4: Main LGAs of people who were the subject of a report to the ADC, July 2019 – June 2024

	Local Government Area	Number of cases		Local Government Area	Number of cases
1	Central Coast	826	11	Sutherland Shire	306
2	Blacktown	690	12	Fairfield	304
3	Canterbury-Bankstown	595	13	Shoalhaven	293
4	Lake Macquarie	549	14	Mid-Coast	292
5	Wollongong	516	15	Cessnock	285
6	Cumberland	385	16	Tweed	275
7	Campbelltown	377	17	Penrith	263
8	Newcastle	348	18	Liverpool	246
9	Bayside	317	18	Parramatta	246
10	Northern Beaches	308	20	Port Macquarie-Hastings	241

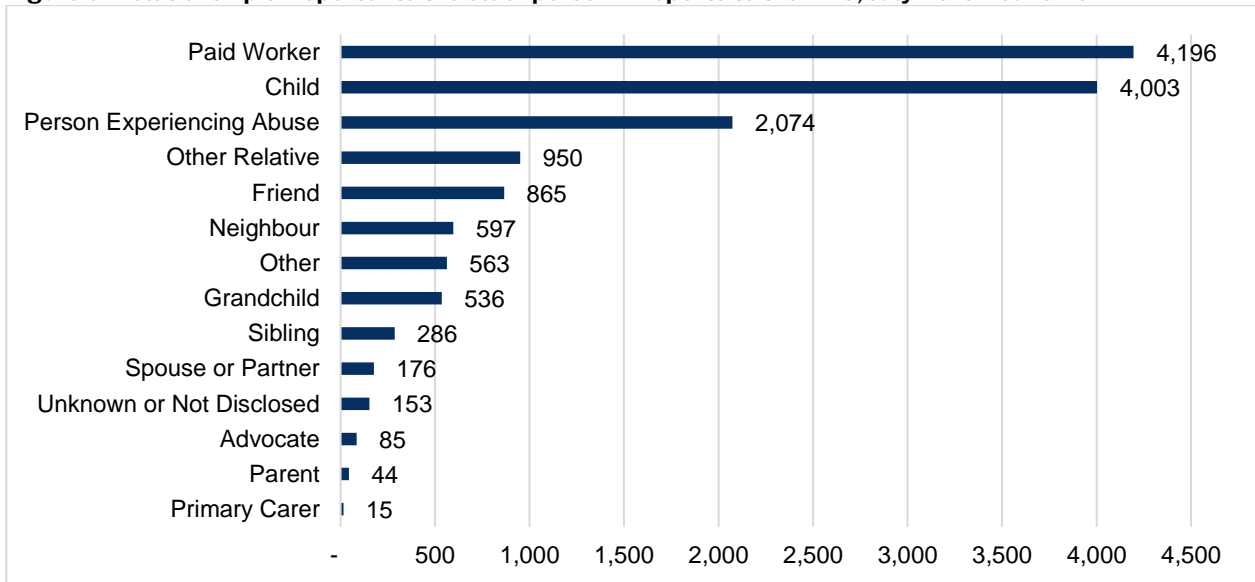
3. Reporters

3.1 Relationship of reporter to the adult

Older people

Paid workers were the main source of reports to the ADC about older people, accounting for 28.9% of the 14,541 reports, just ahead of reports by adult children (27.5%). All up, family members were the reporters in 40% of reports about older people. The older person ('Person experiencing abuse') was the reporter to the ADC in 14.3% of the cases.

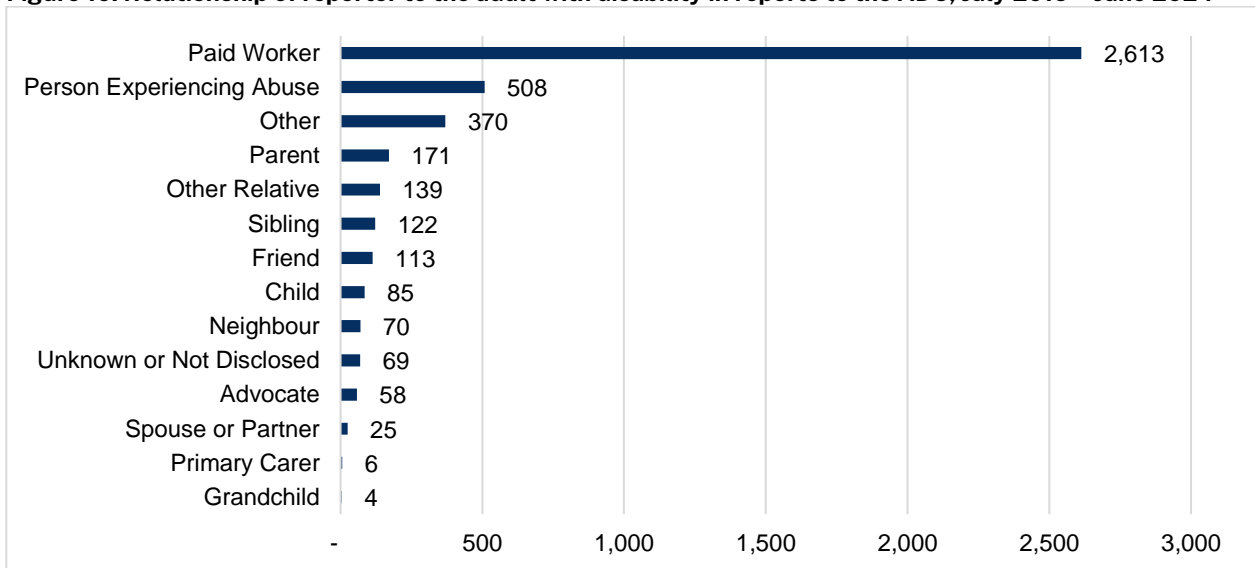
Figure 9: Relationship of reporter to the older person in reports to the ADC, July 2019 – June 2024



Adults with disability

Paid workers were the main source of reports to the ADC about adults with disability, accounting for over half (60%) of the 4,355 reports about adults with disability. Family members were the reporters in 12% of reports about adults with disability, and the adult with disability ('Person experiencing abuse') was the reporter in 11.7% of the cases.

Figure 10: Relationship of reporter to the adult with disability in reports to the ADC, July 2019 – June 2024



4. Subjects of allegation

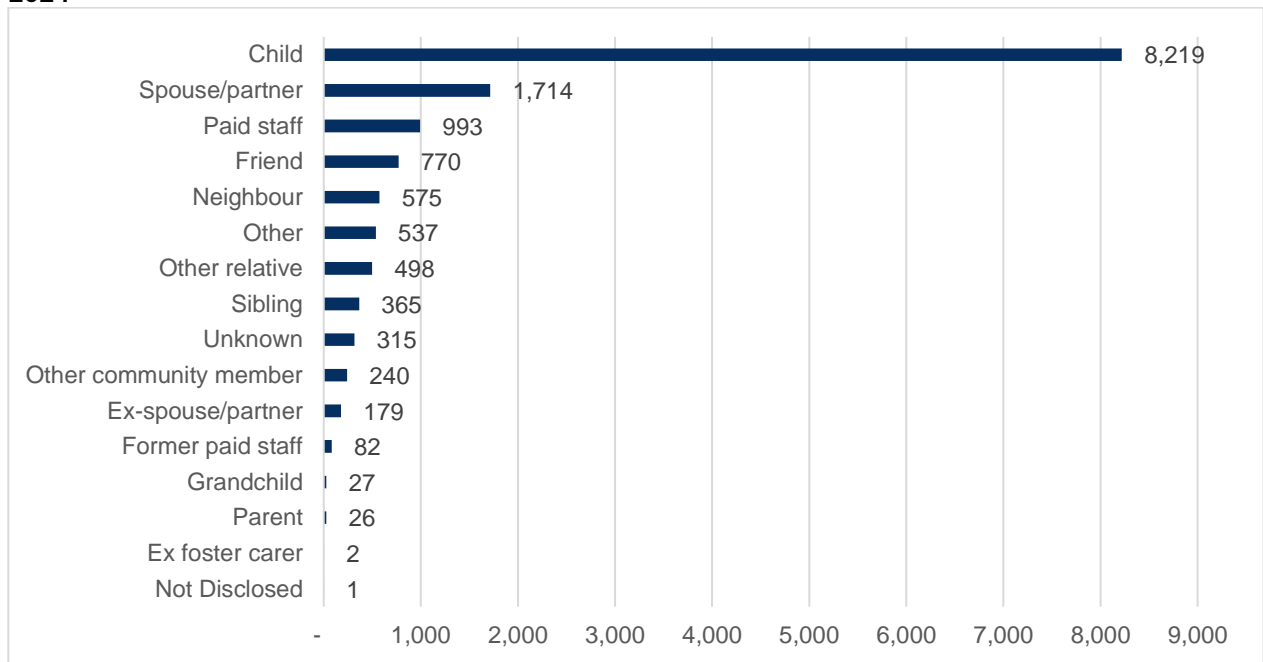
4.1 Relationship of the subject of allegation to the adult

Older people

The subjects of allegation in over half (56.5%) of the 14,541 reports about older people were the person's adult children. All up, relatives were the subjects of allegation in 62.8% of the reports about older people.

Allegations against a spouse or partner (or ex-spouse/partner) featured in 13% of the reports about older people.

Figure 11: Relationship of the subject of allegation to the older person in reports to the ADC, July 2019 – June 2024

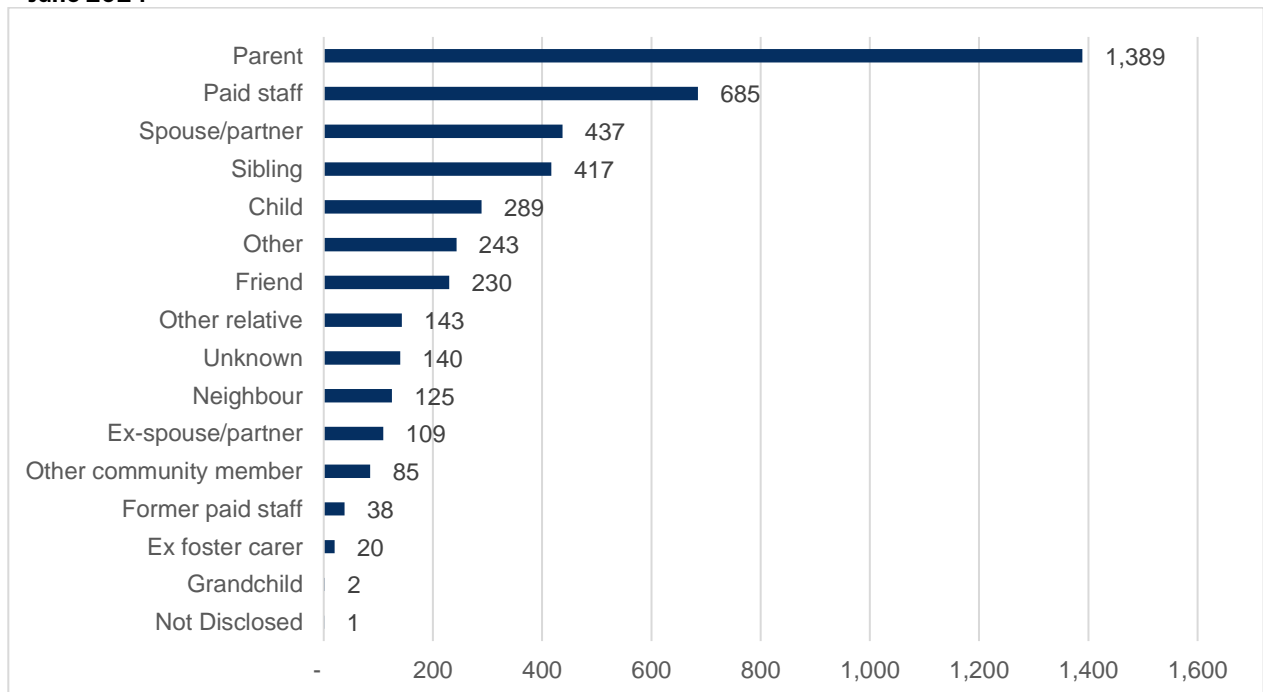


Adults with disability

In 31.9% of the 4,355 reports about adults with disability, the allegations pertained to the adult’s parent(s). All up, relatives were the subjects of allegation in 51.5% of the reports about adults with disability.

In 12.5% of matters, the adult’s spouse or partner (or ex-spouse/partner) was the subject of the allegations.

Figure 12: Relationship of the subject of allegation to the adult with disability in reports to the ADC, July 2019 – June 2024



5. Type of alleged abuse

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

Older people

The most commonly reported types of alleged abuse in relation to older people were psychological abuse (39.1%), financial abuse (29.4%), and neglect (21.4%).

Figure 13: Percentage of allegations by type of abuse, reports to the ADC about older people, July 2019 – June 2024

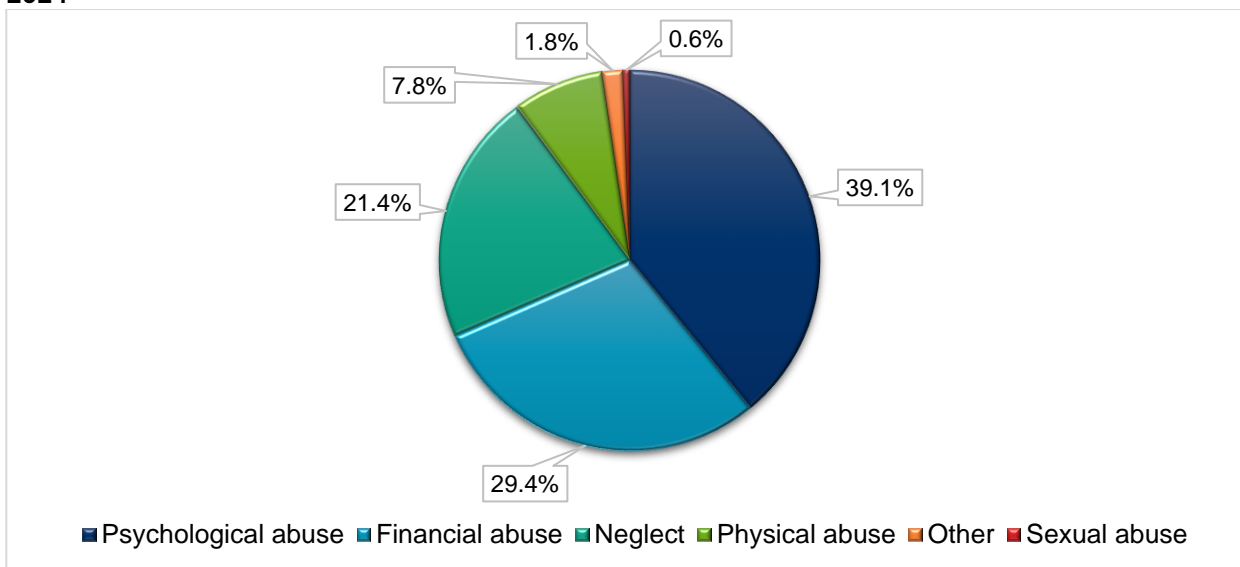


Table 5: Type of alleged abuse of the older person in reports to the ADC, July 2019 – June 2024⁴

Type of alleged abuse	Number of allegations	% of all allegations
Psychological abuse (Mainly verbal abuse; preventing/restricting access to family/ others; and preventing/restricting access to supports/services)	8,992	39.1%
Financial abuse (Mainly financial exploitation; misuse of Power of Attorney or Enduring POA; and theft)	6,756	29.4%
Neglect (Mainly failure to meet support needs; medical care; and clothing/food)	4,929	21.4%
Physical abuse (Mainly hitting/kicking/punching; perceived threat of harm; and pushing/shoving/grabbing/shaking)	1,789	7.8%
Other	407	1.8%
Sexual abuse (Mainly other sexual offences)	129	0.6%
Total allegations in reports about older people	23,002	100%

⁴ The data captures all cases in which that type of abuse has been reported; in the majority of cases, more than one type of abuse is reported.

The most common allegations reported in relation to older people related to verbal abuse; financial exploitation; not receiving adequate support; and being prevented or restricted from accessing family and other people.

Table 6: Leading reported allegations in relation to older people, July 2019 – June 2024

	Reported allegation	Number of cases
1	Psychological abuse – Verbal abuse	3,393
2	Financial exploitation	2,681
3	Neglect – Failure to meet support needs	2,271
4	Psychological abuse – Preventing or restricting access to family/others	1,637
5	Psychological abuse – Other psychological abuse	1,450
6	Financial abuse – Misuse of POA or EPOA	1,182
7	Financial abuse – Theft (taking person’s money)	1,060
8	Psychological abuse – Preventing or restricting access to supports/services	874
9	Psychological abuse – Making excessive or degrading demands	868
10	Neglect – Medical care	819

Adults with disability

The most commonly reported types of alleged abuse in relation to adults with disability were psychological abuse (**35.3%**), followed by neglect (**25.5%**) and financial abuse (**14.3%**).

Figure 14: Percentage of allegations by type of abuse, reports to the ADC about adults with disability, July 2019 – June 2024

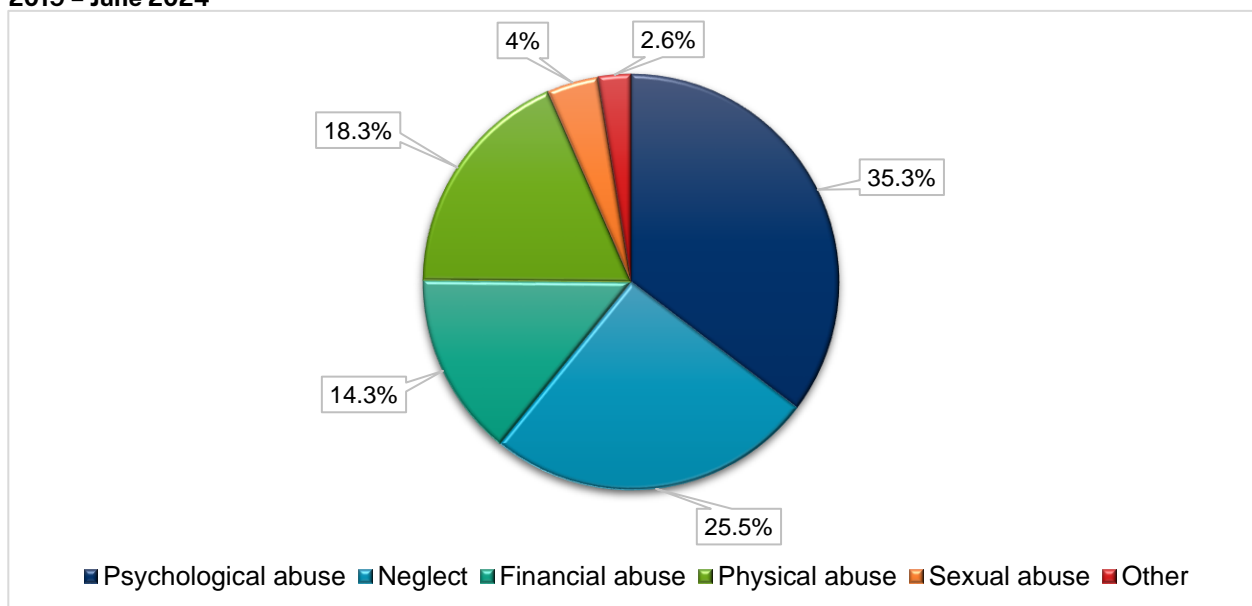


Table 7: Type of alleged abuse of the adult with disability in reports to the ADC, July 2019 – June 2024⁵

Type of alleged abuse	Number of allegations	% of all allegations
Psychological abuse (Mainly verbal abuse; preventing/restricting access to supports/services; and making excessive or degrading demands)	2,678	35.3%
Neglect (Mainly failure to meet support needs; medical care; and clothing/food)	1,934	25.5%
Financial abuse (Mainly financial exploitation; preventing access to/withholding Person's money; and theft)	1,082	14.3%
Physical abuse (Mainly hitting/kicking/punching; inappropriate restraint/excessive use of force; and perceived threat of harm)	1,387	18.3%
Sexual abuse (Mainly other sexual offences)	303	4.0%
Other	194	2.6%
Total allegations in reports about adults with disability	7,578	100%

The most common allegations reported in relation to adults with disability related to verbal abuse; not receiving adequate support; being prevented or restricted from accessing supports and services; and financial exploitation.

Table 8: Leading reported allegations in relation to adults with disability, July 2019 – June 2024

	Reported allegation	Number of cases
1	Psychological abuse – Verbal abuse	803
2	Neglect – Failure to meet support needs	797
3	Psychological abuse – Preventing or restricting access to supports/services	612
4	Financial exploitation	556
5	Psychological abuse – Other psychological abuse	493
6	Physical abuse – Hitting/kicking/punching	388
7	Neglect – Medical care	373
8	Psychological abuse – Making excessive or degrading demands	303
9	Financial abuse – Preventing access to or withholding person's money	232
10	Financial abuse – Theft (taking person's money)	218

⁵ The data captures all cases in which that type of abuse has been reported; in the majority of cases, more than one type of abuse is reported.

6. Actions/outcomes

6.1 Primary action by ADC (closed reports)

The ADC closed 18,410 reports between July 2019 and June 2024. Almost three-quarters (72.7%) of the reports were handled at an early point by the Ageing and Disability Abuse Helpline providing assistance and support to the reporter, referring matters to other appropriate parties, and providing early case coordination to the adult or reporter.

In 24.8% of the reports closed, 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.

Table 9: Primary action taken by ADC in reports closed in July 2019 – June 2024

Primary action by ADC	Number
1. Early intervention/resolution (Helpline only)	13,390
a) Assistance and support provided	11,836
b) Referred externally	1,230
c) Early case coordination	324
2. Closed after preliminary inquiries	1,579
a) Appropriate actions underway to address/manage risks	1,031
b) No or low risk identified	385
c) Person has capacity and refused investigation/involvement	163
3. Community supports	1,140
a) Risk identified - risk removed or managed with intervention	608
b) No/low risk identified	336
c) Risk identified - risk removed or managed prior to intervention	141
d) Risk identified - risk remained	55
4. Assistance and support	618
5. Consolidated into another matter	520
6. Declined at outset	455
a) Insufficient details to progress	391
b) Premature/ actions underway	64
7. Referred to Police	245
8. Referred to other body	213
9. Investigation	196
a) Risk identified - risk removed or managed with intervention	142
b) No/low risk identified	35
c) Risk identified - risk removed or managed prior to intervention	12
d) Risk identified - risk remained	7
10. External referral	54
Total closed reports	18,410

6.2 Person outcomes

In relation to the 18,410 reports closed, 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 and receive necessary supports including aged care, legal, disability and advocacy supports; they received assistance or further actions from police; and they were assisted to move to safer accommodation.

Table 10: Leading outcomes for the person the subject of a report to the ADC, reports closed July 2019 – June 2024

Person outcomes	Number of cases⁶
Will and preference of Person ascertained	2,600
Will and preference of Person respected/upheld	2,372
Referral or help to access aged care supports	411
Other police or justice action	370
Referral or help to access legal support	328
Change in accommodation	323
Review or assessment of aged care supports	313
Aged care support provided or increased	305
Referral or help to access other supports	288
Review or assessment of disability supports	287
Disability support provided or increased	251
Referral or help to access advocacy supports	237
Other supports/services provided or increased	198
Referral or help to access disability supports	187
Referral or help to access health services	172

6.3 Subject of allegation outcomes

For reports closed between July 2019 and June 2024, key outcomes in relation to the subjects of allegation included that actions were taken to reduce or manage their contact with and access to the adult with disability or older person (including through an ADVO). In appropriate cases, subjects of allegation were also provided with education and advice, and linked to more support.

Table 11: Leading outcomes in relation to the subject of allegation in a report to the ADC, reports closed July 2019 – June 2024

Subject of allegation outcomes	Number of cases⁷
Education or advice provided	1,968
Linked to/received more support	433
ADVO put in place	115
PSOA reduced/supervised access	96
PSOA prevented from access	90
Removal as POA or EPOA	56
Criminal charges	53
Removal as NDIS nominee	28
Removal as enduring guardian	24
Benefit removed	23
Removal of other authority	23
Removal as guardian	18
Criminal conviction	17
Benefit changed	12
Removal as financial manager	12

⁶ There can be multiple outcomes for an individual.

⁷ There can be multiple outcomes in relation to an individual.