

Ageing and Disability Commission data

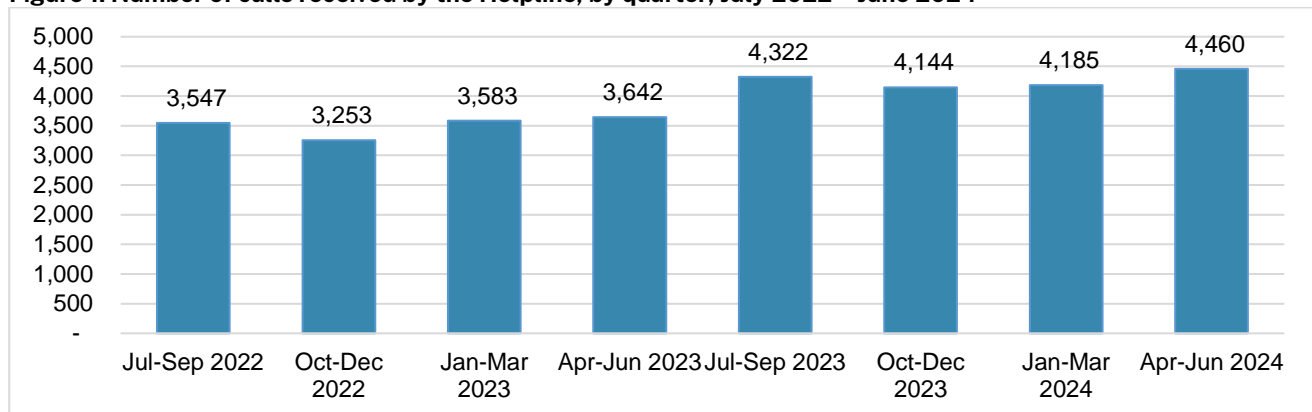
April – June 2024

1. Number of calls, enquiries, and reports

1.1 Number of calls to the Ageing and Disability Abuse Helpline

Between 1 April and 30 June 2024, the Ageing and Disability Abuse Helpline received **4,460 calls**. This was 22% higher than the number of calls to the Helpline in the same quarter last year (3,642).

Figure 1: Number of calls received by the Helpline, by quarter, July 2022 – June 2024



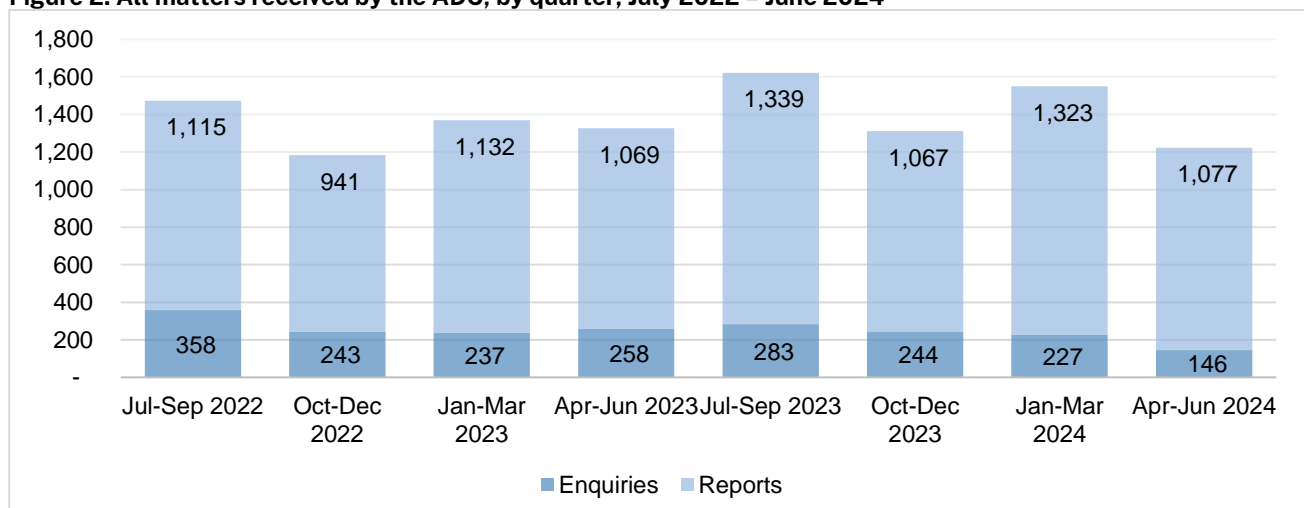
1.2 Number of reports and enquiries

Between 1 April and 30 June 2024, the ADC received **1,223 matters**, comprising:

- **1,077 reports** under section 13 of the *Ageing and Disability Commissioner Act 2019*.
- **146 enquiries** – involving 37 general enquiries, and 109 abuse-related enquiries.

The number of **reports** in this quarter was 18.6% lower than the previous quarter (1,323), and 0.7% higher than the same period last year (1,069).

Figure 2: All matters received by the ADC, by quarter, July 2022 – June 2024



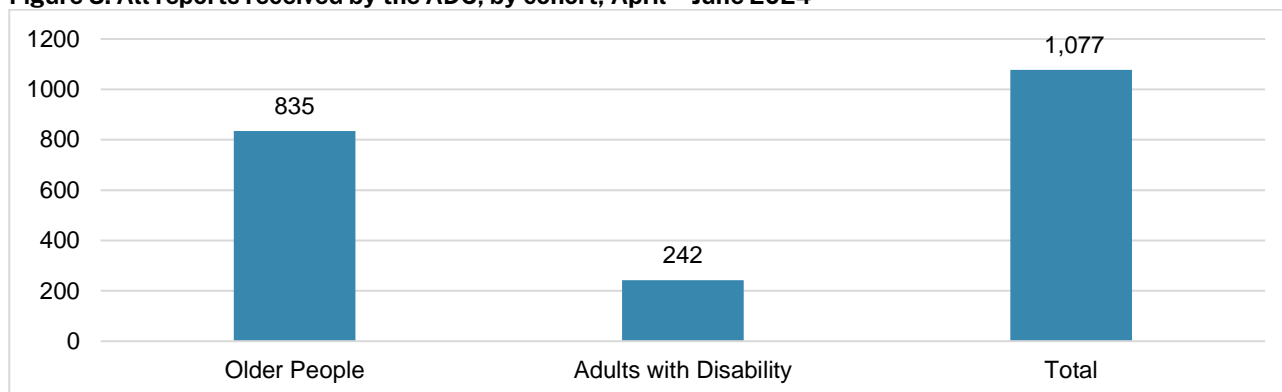
2. Person status and demographics¹

2.1 Person status

Of the 1,077 reports received by the ADC in April – June 2024:

- **835 reports (77.5%) involved older people²**, including 265 reports about older people with disability.
- **242 reports (22.5%) involved adults with disability³** who were not older people.

Figure 3: All reports received by the ADC, by cohort, April – June 2024



2.2 First Nations background

In 3.2% of reports to the ADC in April – June 2024, the adult with disability or older person was identified as Aboriginal and/or Torres Strait Islander. This was lower than the previous quarter (4.3%) and 2022-23 (4%).

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

	Older people (n=835)	% of reports about older people	Adults with disability (n=242)	% of reports about adults with disability	All reports (n=1,077)	% of all reports
Person identified as Aboriginal and/or Torres Strait Islander	22	2.6%	12	5.0%	34	3.2%

2.3 Culturally and linguistically diverse background

In 8.7% of reports to the ADC in April – June 2024, the adult with disability or older person was identified as having a culturally and linguistically diverse (CALD) background. This was higher than previous quarter (6.1%) and the same with 2022-23 (9%).

¹ As the data on reports includes active and open cases, some of the data is subject to change. Data current as of 11 July 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*.

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

	Older people (n=835)	% of reports about older people	Adults with disability (n=242)	% of reports about adults with disability	All reports (n=1,077)	% of all reports
Person identified as having a CALD background	83	9.9%	11	4.5%	94	8.7%

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

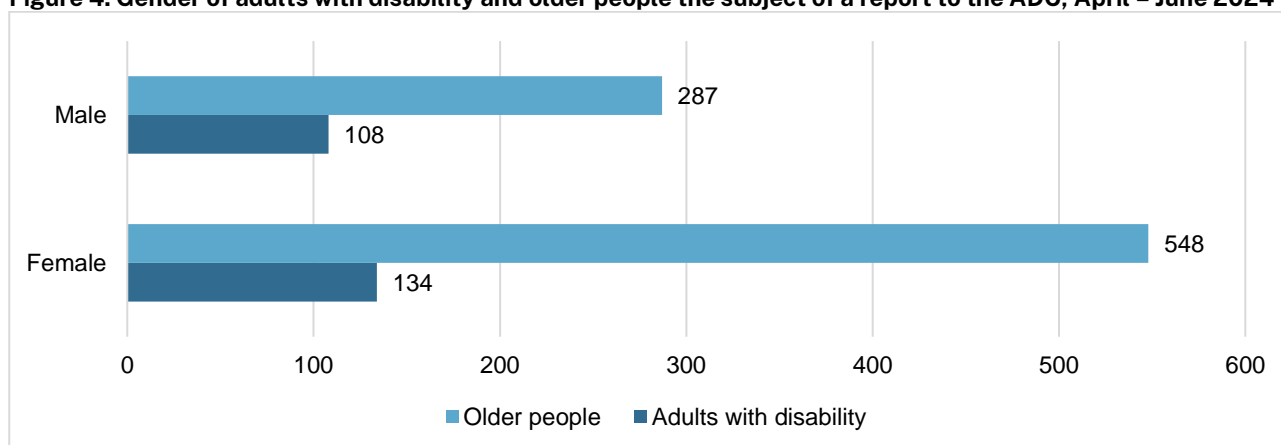
Older people (n=835) ⁴		Adults with disability (n=242)	
Arabic	12	Arabic	3
Greek	12	Macedonian	2
Spanish	5	Vietnamese	1
Italian	5	Fijian	1
Croatian	5	Urdu	1
Cantonese	4	Greek	1
Turkish	4	Italian	1
Korean	4	Filipino (Tagalog)	1
Mandarin	3		
Fijian	3		
Japanese	3		
Chinese	3		

2.4 Gender

Consistent with reports since the start of the ADC, most (65.6%) of the 835 reports to the ADC about older people in April – June 2024 concerned older women.

Of the 242 reports to the ADC about adults with disability in this quarter, just over half (55.4%) were about women with disability.

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



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

2.5 Age

The largest proportion of the 835 reports about older people in April – June 2024 related to people aged 80-84 years (18.2%).

The largest proportion of the 242 reports about adults with disability related to people aged 18-24 years (22.7%).

Figure 5: Age of older people the subject of a report to the ADC, April – June 2024

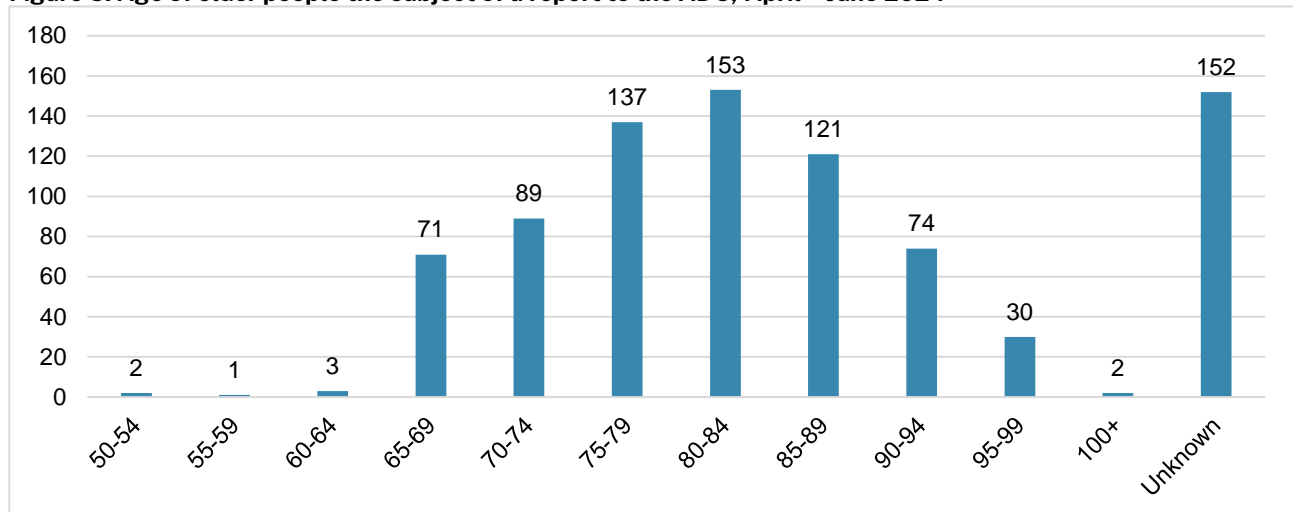
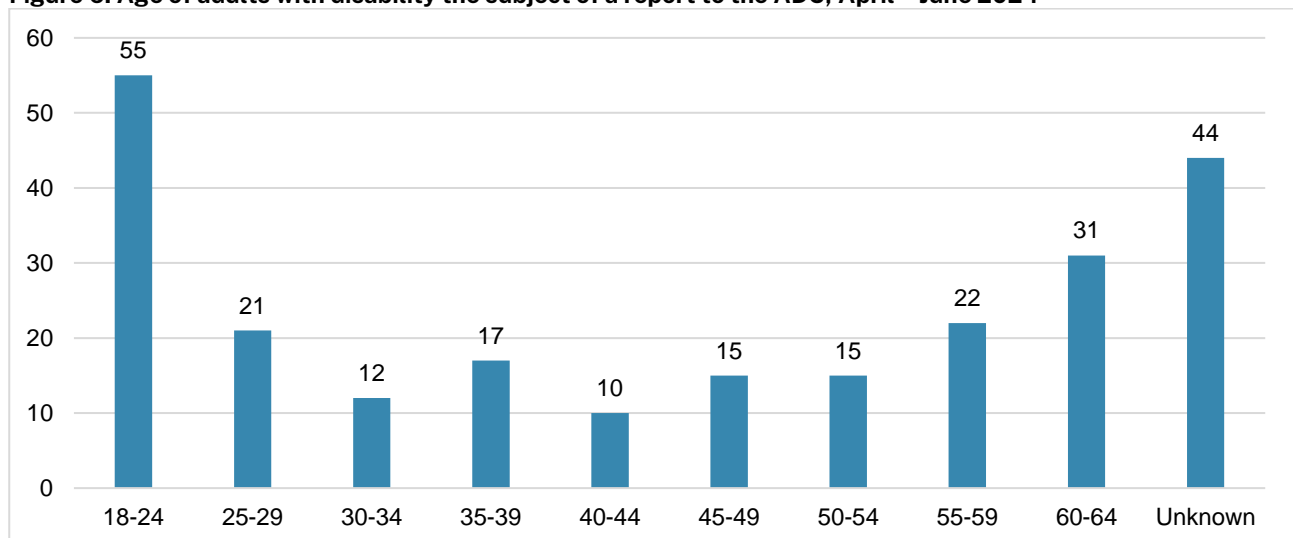


Figure 6: Age of adults with disability the subject of a report to the ADC, April – June 2024

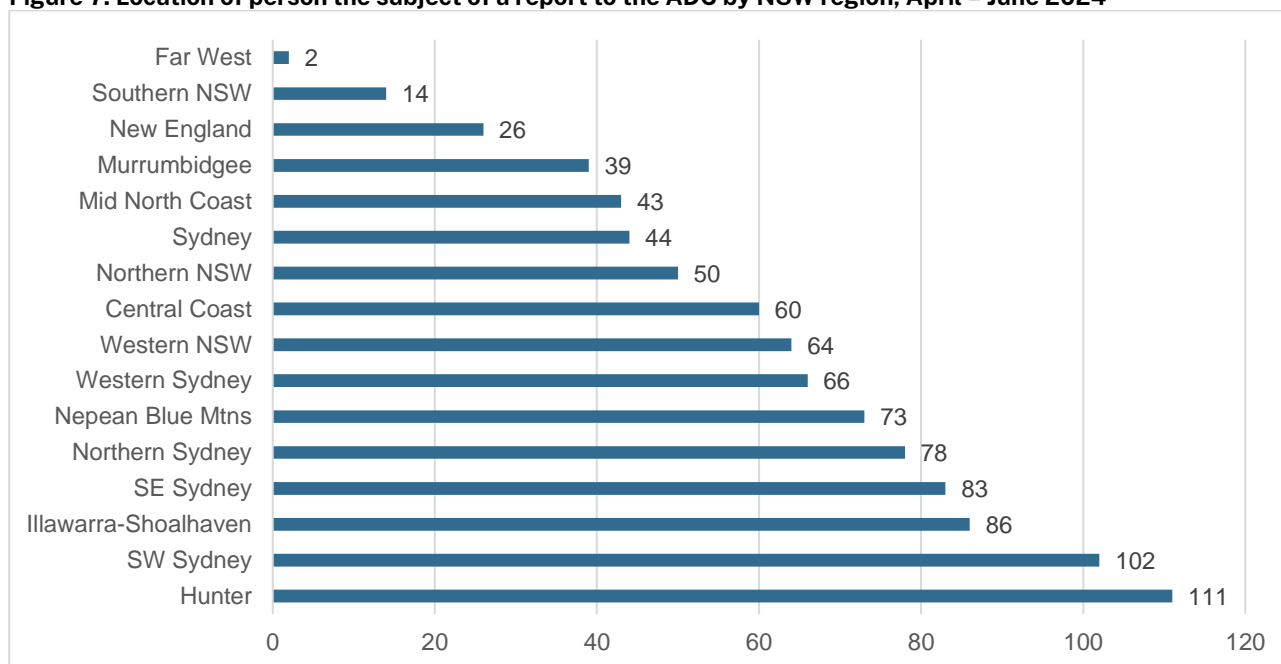


2.6 Location of person

Of the 941 reports to the ADC in April – June 2024 in which the location of the person was known, regional NSW accounted for over half of the reports (495; 52.6%).

The largest proportion of reports were about adults living in the Hunter region (11.8%) and South West Sydney (10.8%).

Figure 7: Location of person the subject of a report to the ADC by NSW region, April – June 2024



At a Local Government Area (LGA) level, the adults who were the subjects of a report to the ADC in April – June 2024 most commonly lived in the Blacktown, Central Coast, and Lake Macquarie LGAs.

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

	Local Government Area	Number of cases
1	Blacktown	54
2	Central Coast	44
3	Lake Macquarie	42
4	Canterbury-Bankstown	41
5	Wollongong	39
6	Cumberland	35
7	Cessnock	28
8	Fairfield	24
8	Shoalhaven	24
10	Campbelltown	23

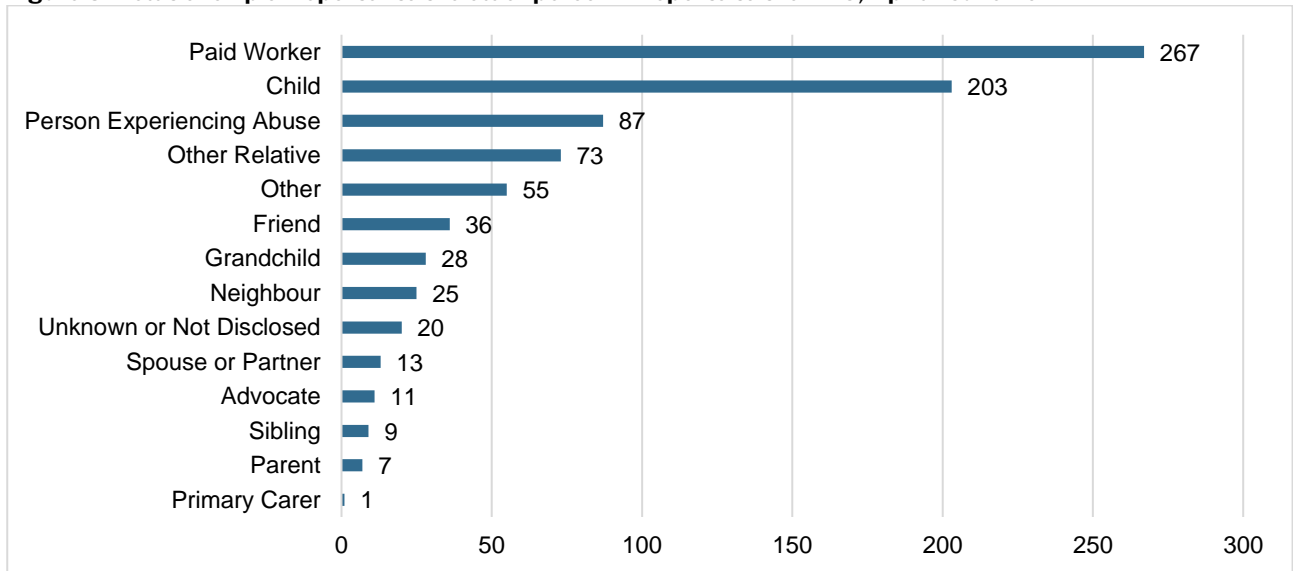
3. Reporters

3.1 Relationship of reporter to the adult

Older people

Paid workers (32%) and adult children (24.3%) were the main source of reports to the ADC about older people in April – June 2024. Reports by older people ('Person Experiencing Abuse') accounted for 10.4% of the 835 reports about older people in this quarter.

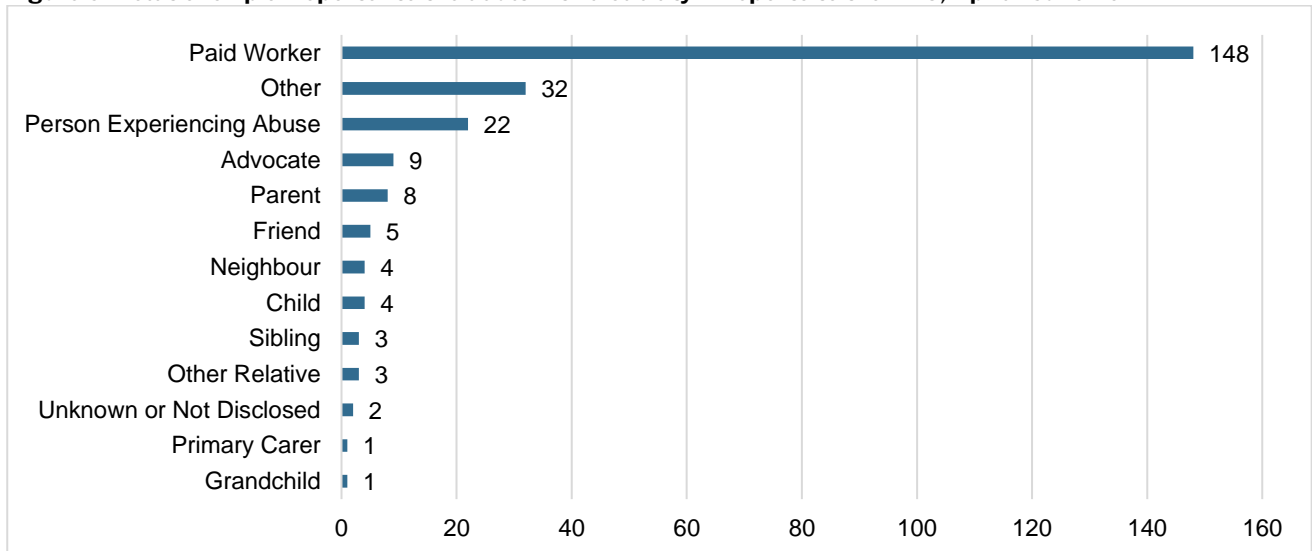
Figure 8: Relationship of reporter to the older person in reports to the ADC, April – June 2024



Adults with disability

Paid workers were the main source of reports to the ADC about adults with disability in April – June 2024, accounting for 61.2% of the 242 reports. Adults with disability (‘Person Experiencing Abuse’) were the reporters in 9.1% of reports received about adults with disability this quarter.

Figure 9: Relationship of reporter to the adult with disability in reports to the ADC, April – June 2024



4. Subjects of allegation

4.1 Relationship of the subject of allegation to the adult

Older people

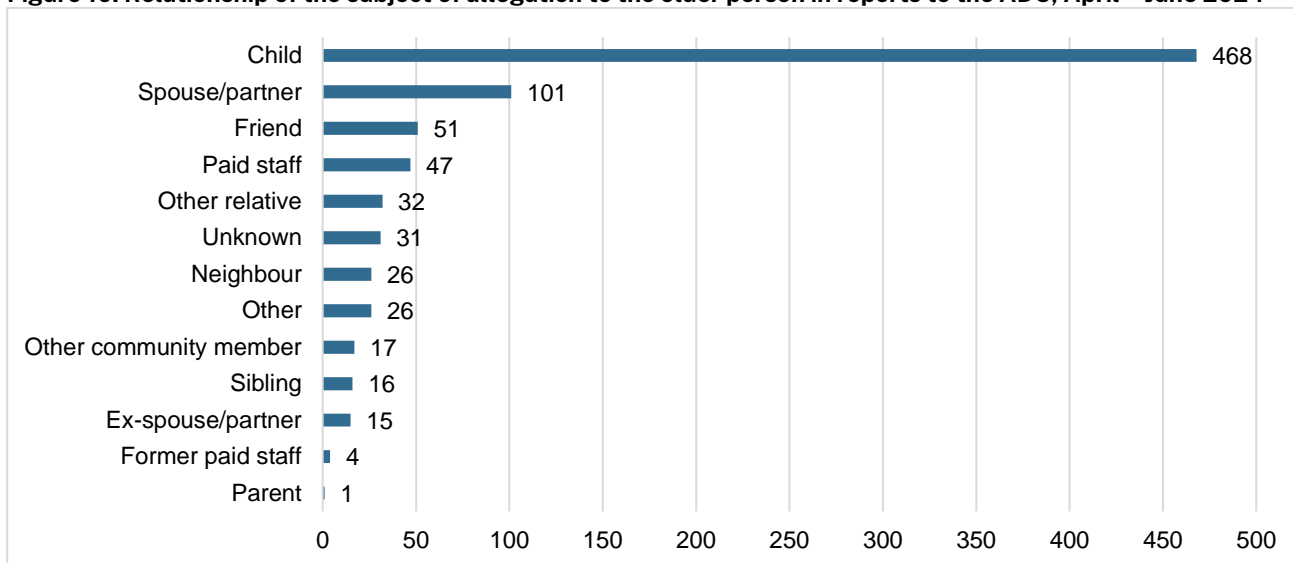
Over half (56%) of the 835 reports to the ADC about older people in April – June 2024 pertained to the person’s adult children. All up, relatives⁵ were the subjects of allegation in

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

61.9% of the reports about older people in this quarter.

Allegations against a current or former spouse/ partner featured in 13.9% of the reports about older people.

Figure 10: Relationship of the subject of allegation to the older person in reports to the ADC, April – June 2024

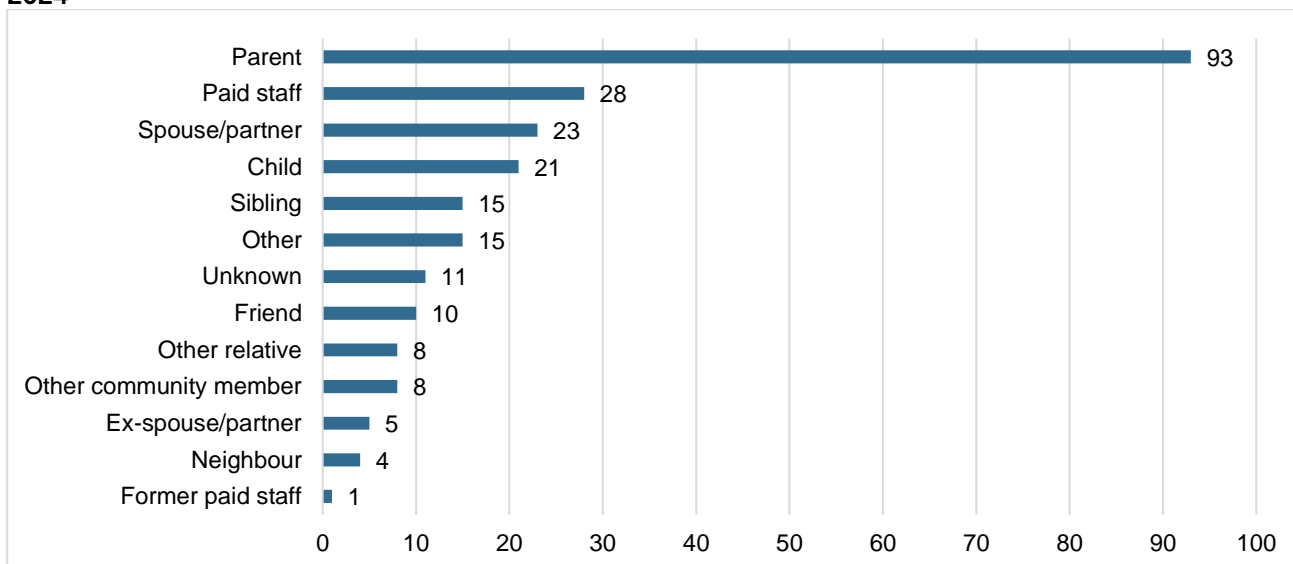


Adults with disability

In 38.4% of the 242 reports to the ADC about adults with disability in April – June 2024, the allegations pertained to the adult’s parent(s). All up, relatives⁶ were the subjects of allegation in 56.6% of the reports about adults with disability in this quarter.

In 11.6% 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, April – June 2024



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 April – June 2024 were psychological abuse and financial abuse.

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

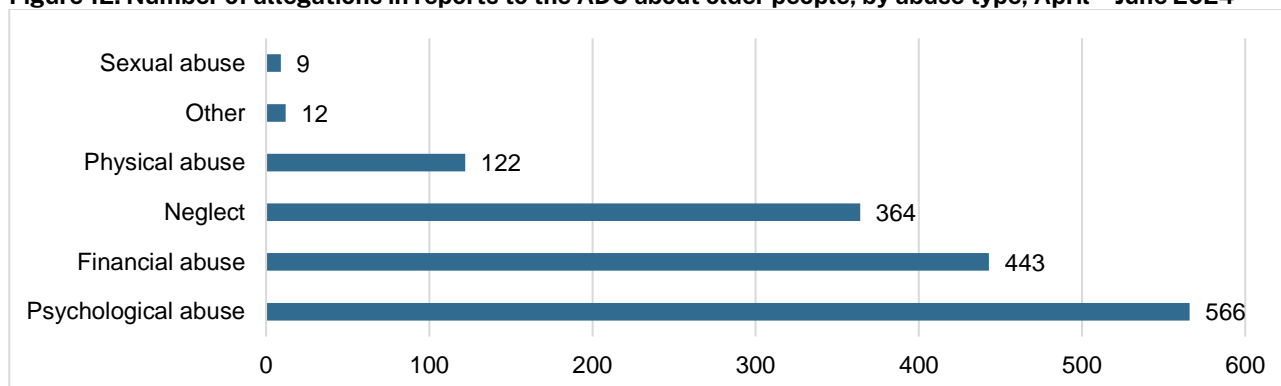


Table 5: Type of alleged abuse of the older person in reports to the ADC, April – June 2024 ⁷

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)	566	37.3%
Financial abuse (Mainly financial exploitation; misuse of POA or EPOA; and theft)	443	29.2%
Neglect (Mainly failure to meet support needs; and medical care)	364	24.0%
Physical abuse (Mainly hitting/kicking/punching; and threat of harm)	122	8.0%
Other	12	0.8%
Sexual abuse (Mainly sexual touching)	9	0.6%
Total	1,516	100%

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.

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

	Reported allegation	Number of cases
1	Financial exploitation	267
2	Psychological abuse - Verbal abuse	170
3	Neglect - Failure to meet support needs	145
4	Psychological abuse - Preventing/restricting access to family/others	112
5	Psychological abuse - Making excessive or degrading demands	101
6	Psychological abuse - Preventing/restricting access to supports/services	84
7	Neglect - Medical care	78
8	Financial abuse - Misuse of POA or EPOA	65
9	Psychological abuse - Other psychological abuse	62
10	Financial abuse - Theft (taking person's money)	45

Adults with disability

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

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

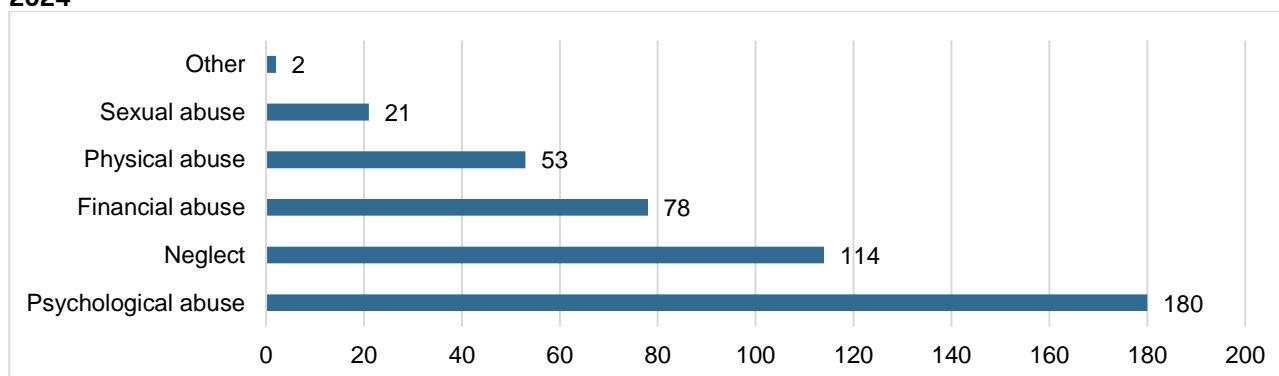


Table 7: Type of alleged abuse of the adult with disability in reports to the ADC, April – June 2024⁸

Type of alleged abuse	Number of allegations	% of all allegations
Psychological abuse (Mainly preventing/restricting access to supports/services; verbal abuse; and making excessive or degrading demands)	180	40.2%
Neglect (Mainly failure to meet support needs; and medical care)	114	25.4%

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.

Financial abuse (Mainly financial exploitation; theft (taking person's money); and Preventing access to/withholding Person's money)	78	17.4%
Physical abuse (Mainly inappropriate restraint/excessive use of force; and hitting/kicking/punching)	53	11.8%
Sexual abuse (Mainly sexual touching)	21	4.7%
Other	2	0.4%
Total	448	100%

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

	Reported allegation	Number of cases
1	Psychological abuse - Preventing/restricting access to supports/services	55
2	Financial exploitation	46
3	Psychological abuse - Verbal abuse	44
4	Neglect - Failure to meet support needs	39
5	Neglect - Medical care	29
6	Psychological abuse - Other psychological abuse	27
7	Physical abuse - Hitting/kicking/punching	26
7	Psychological abuse - Making excessive or degrading demands	26
9	Sexual abuse - Other sexual offences	14
10	Psychological abuse - Preventing/restricting access to community	13

6. Actions/ outcomes

6.1 Primary action by ADC (closed reports)

The ADC closed 1,026 reports in April – June 2024. Most of the reports (823; 80.2%) 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 174 reports closed in this period (17%), the primary action taken by the ADC involved further work on the report, including making inquiries; and referring the matter to NSW Police; or investigating.

6.2 Person outcomes

In relation to the 1,026 reports closed in April – June 2024, key outcomes for the older people and adults with disability included that their views and wishes were ascertained and respected; and they were assisted to access necessary and increased supports.

Table 9: Leading outcomes for the person the subject of a report to the ADC, reports closed April-June 2024

Person outcomes	Number of cases ⁹
Will and preference of Person ascertained	128
Will and preference of Person respected/upheld	128
Referral/help to access aged care supports	18
Review/assessment of aged care supports	12
Change in accommodation	12
Review/assessment of decision-making capacity	11
Review/assessment of disability supports	11
Referral/help to access other supports	11
Aged care support provided/increased	11
Other supports/services provided/increased	11

6.3 Subject of allegation outcomes

For the 1,026 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 April – June 2024

Subject of allegation outcomes	Number of cases ¹⁰
Education or advice provided	46
Linked to/received more support	30
PSOA reduced/supervised access	4
Removal as POA or EPOA	3
Removal as NDIS nominee	3
PSOA prevented from access	3
ADVO put in place	3
Removal as enduring guardian	2
Criminal charges	2
Removal as guardian	1

⁹ There can be multiple outcomes for an individual.

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