

## Ageing and Disability Commission data

July – September 2023

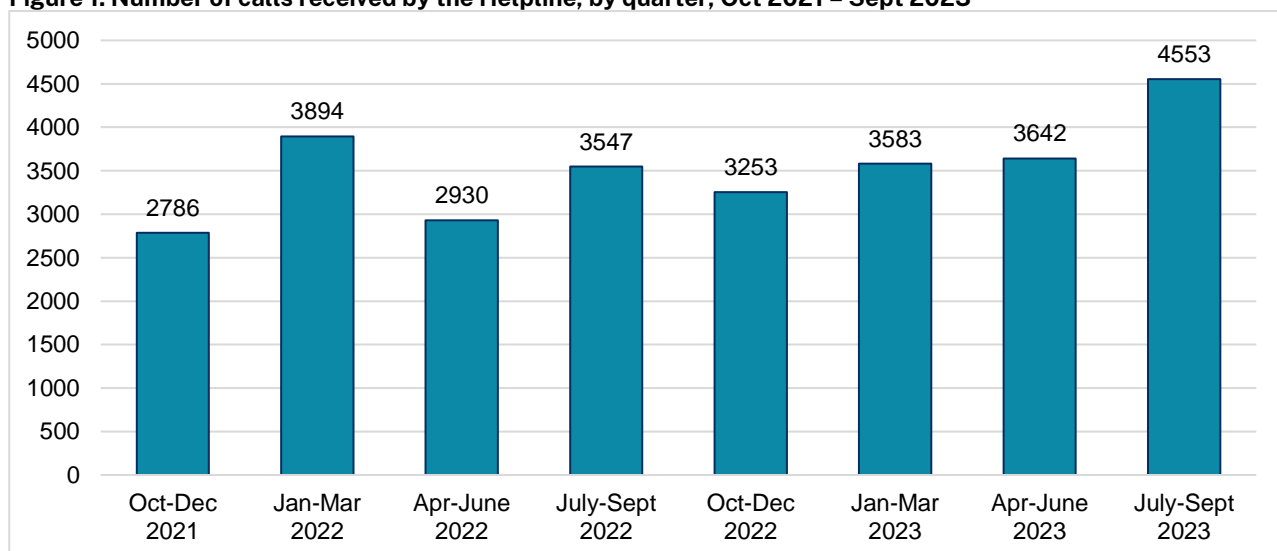
### 1. Number of calls, enquiries and reports

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

Between 1 July and 30 September 2023, the Ageing and Disability Abuse Helpline received **4,553 calls**. This was the highest number of calls to the Helpline in any quarter since the ADC's commencement, and a 25% increase on calls in the previous quarter.

The number of calls to the Helpline in the 12 months to September 2023 (15,031) was 14% higher than the previous year (13,157).

Figure 1: Number of calls received by the Helpline, by quarter, Oct 2021 – Sept 2023



#### 1.2 Number of reports and enquiries

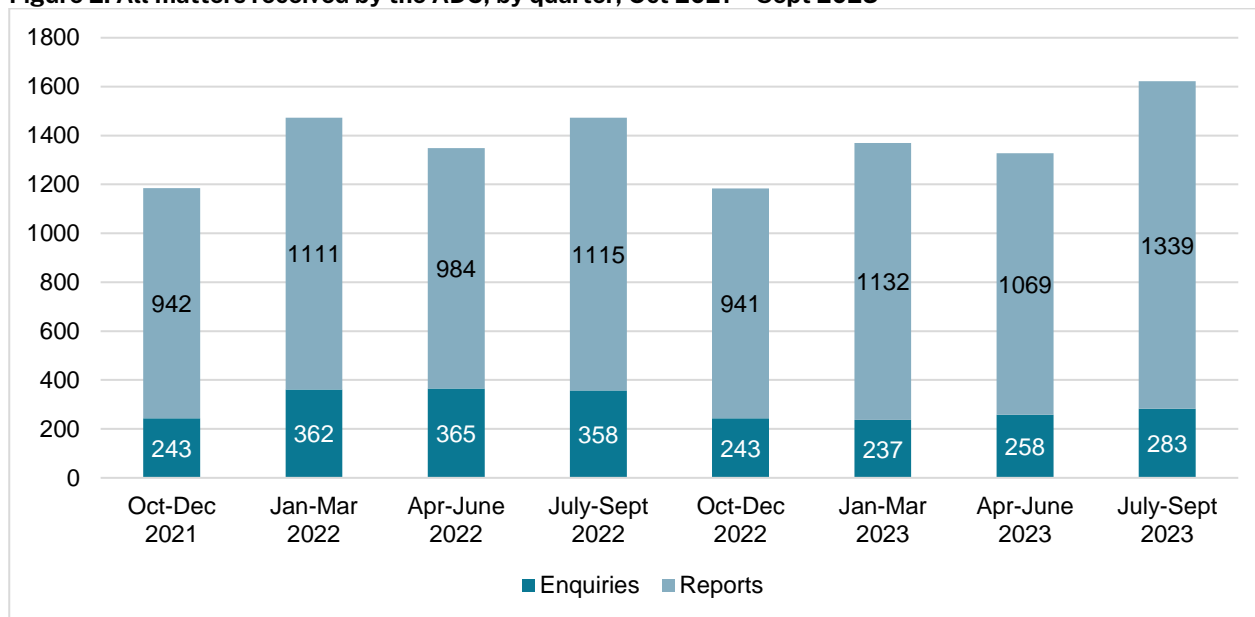
Between 1 July and 30 September 2023, the ADC received **1,622 matters**, comprising:

- **1,339 reports** under section 13 of the *Ageing and Disability Commissioner Act 2019*
- **283 enquiries** – involving 89 general enquiries, and 194 abuse-related enquiries.

The number of **reports** in July – September was the highest number of reports received in any quarter since the ADC's commencement. The number of reports in this quarter was 22% higher than the previous quarter, and 10% higher than the same period last year.

The number of reports in the 12 months to September 2023 (5,502) was 4% higher than the previous year (5,289).

**Figure 2: All matters received by the ADC, by quarter, Oct 2021 – Sept 2023**



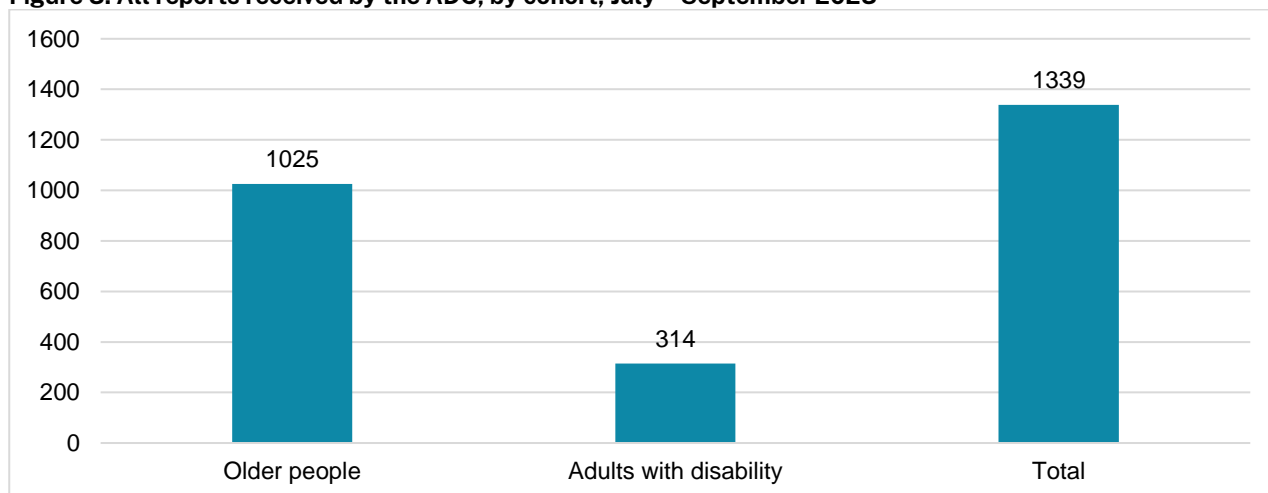
## 2. Person status and demographics<sup>1</sup>

### 2.1 Person status

Of the 1,339 reports received by the ADC in July – September 2023:

- **1,025 reports (77%) involved older people<sup>2</sup>**, including 351 reports about older people with disability
- **314 reports (23%) involved adults with disability<sup>3</sup>** who were not older people.

**Figure 3: All reports received by the ADC, by cohort, July – September 2023**



<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 October 2023.

<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*.

## 2.2 Aboriginal and Torres Strait Islander background

In 3% of reports to the ADC in July – September 2023, the adult with disability or older person was identified as Aboriginal and/or Torres Strait Islander. This was consistent with 2022-23 (2.9%).

**Table 1: Aboriginal and Torres Strait Islander status of person the subject of a report to the ADC, by person status, July – September 2023**

|                                                               | Older people (n=1,025) | % of reports about older people | Adults with disability (n=314) | % of reports about adults with disability | All reports (n=1,339) | % of all reports |
|---------------------------------------------------------------|------------------------|---------------------------------|--------------------------------|-------------------------------------------|-----------------------|------------------|
| Person identified as Aboriginal and/or Torres Strait Islander | 32                     | 3.1                             | 8                              | 2.5                                       | 40                    | 3                |

## 2.3 Culturally and linguistically diverse background

In 7.8% of reports to the ADC in July – September 2023, the adult with disability or older person was identified as having a culturally and linguistically diverse (CALD) background. This was slightly higher than 2022-23 (7.2%).

**Table 2: CALD status of person the subject of a report to the ADC, by person status, July-Sept 2023**

|                                               | Older people (n=1,025) | % of reports about older people | Adults with disability (n=314) | % of reports about adults with disability | All reports (n=1,339) | % of all reports |
|-----------------------------------------------|------------------------|---------------------------------|--------------------------------|-------------------------------------------|-----------------------|------------------|
| Person identified as having a CALD background | 93                     | 9.1                             | 12                             | 3.8                                       | 105                   | 7.8              |

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

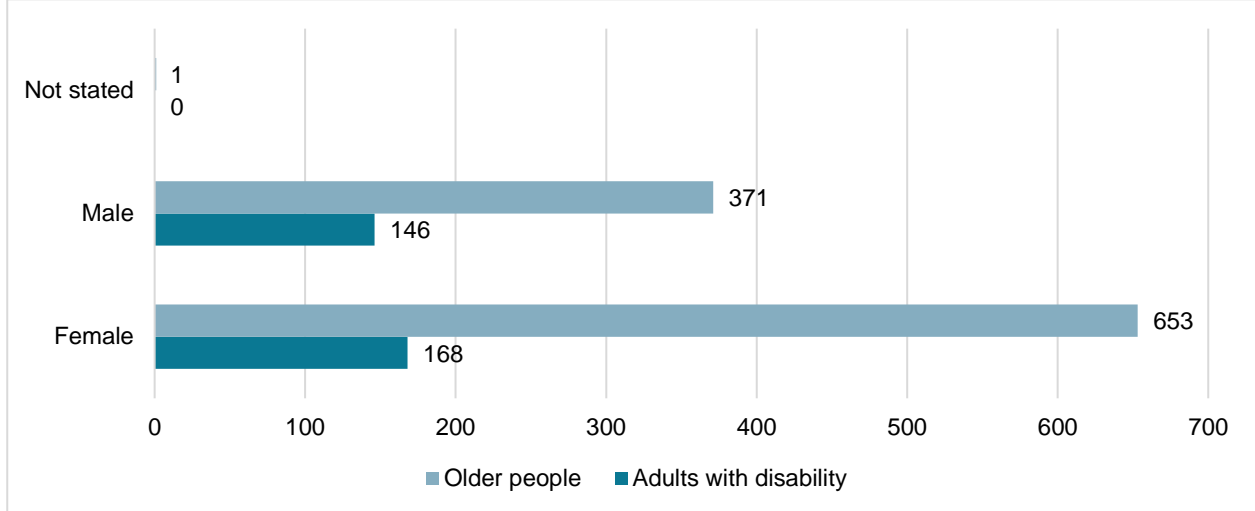
| Older people (n=1,025) |    | Adults with disability (n=314) |    |
|------------------------|----|--------------------------------|----|
| Italian                | 16 | Italian                        | 3  |
| Arabic                 | 15 | Hindi                          | <3 |
| Greek                  | 12 | Tamil                          | <3 |
| Spanish                | 7  | Chinese                        | <3 |
| Croatian               | 4  | Greek                          | <3 |
| Mandarin               | 4  | Spanish                        | <3 |
| Punjabi                | 3  | Turkish                        | <3 |
| Cantonese              | 3  | Vietnamese                     | <3 |
| Dutch                  | 3  |                                |    |
| Macedonian             | 3  |                                |    |

## 2.4 Gender

Consistent with reports since the start of the ADC, most (63.7%) of the 1,025 reports to the ADC about older people in July – September 2023 concerned older women.

Of the 314 reports to the ADC about adults with disability in this quarter, just over half (53.5%) were about women with disability.

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

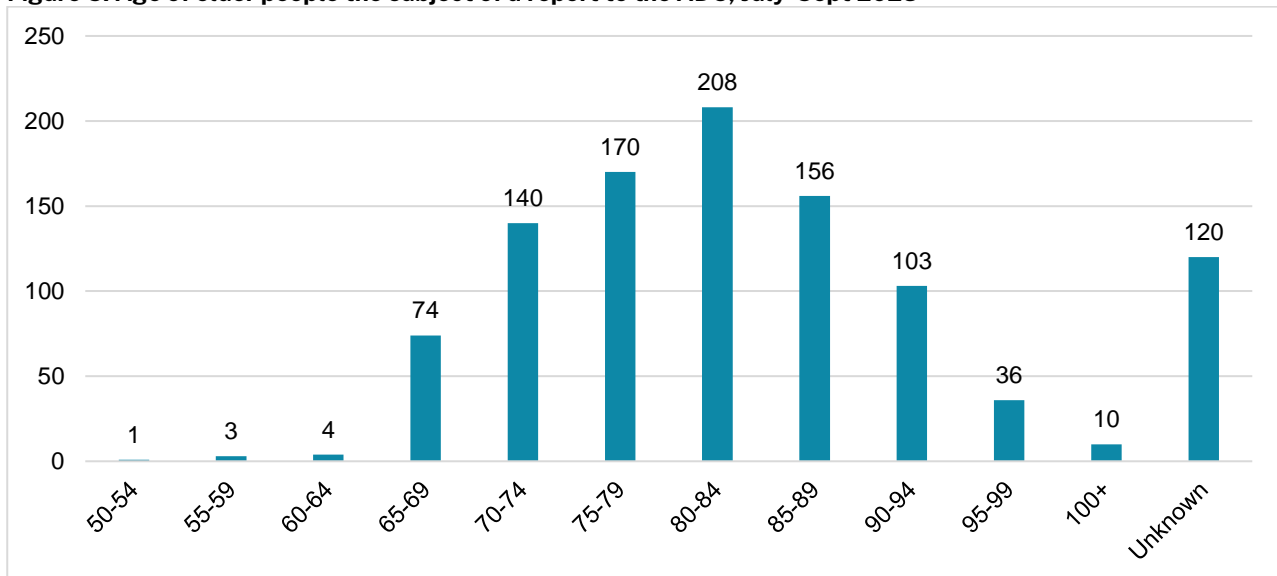


## 2.5 Age

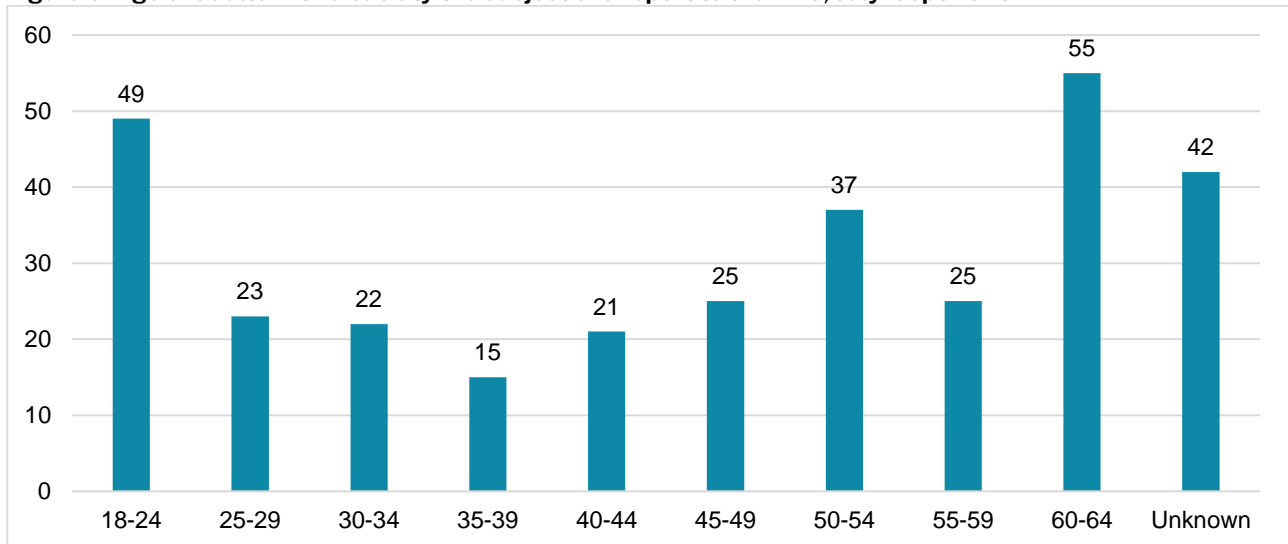
The largest proportion of the 1,025 reports about older people in July – September 2023 related to people aged 80-84 years (20.3%).

The largest proportion of the 314 reports about adults with disability related to people aged 60-64 years (17.5%). This age group slightly outnumbered reports about people aged 18-24 years (15.6%).

**Figure 5: Age of older people the subject of a report to the ADC, July-Sept 2023**



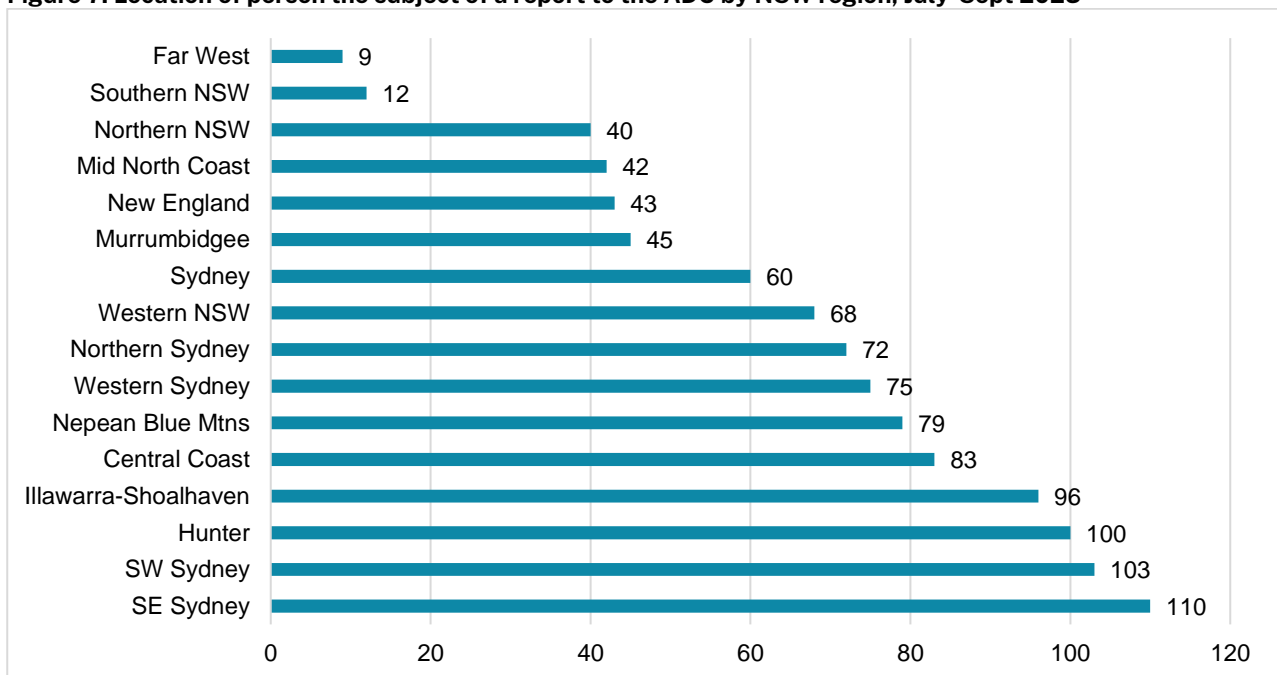
**Figure 6: Age of adults with disability the subject of a report to the ADC, July-Sept 2023**



## 2.6 Location of person

Of the 1,037 reports to the ADC in July – September 2023 in which the location of the person was known, regional NSW accounted for just over half of the reports (538; 51.9%). The largest proportion of reports were about adults living in South East Sydney (10.6%) and South West Sydney (10%).

**Figure 7: Location of person the subject of a report to the ADC by NSW region, July-Sept 2023**



At a Local Government Area (LGA) level, the adults who were the subjects of a report to the ADC in July – September 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, July-Sept 2023**

|     | Local Government Area | Number of cases |
|-----|-----------------------|-----------------|
| 1.  | Central Coast         | 67              |
| 2.  | Wollongong            | 54              |
| 3.  | Blacktown             | 53              |
| 4.  | Canterbury-Bankstown  | 37              |
| 5.  | Inner West            | 34              |
| 5.  | Lake Macquarie        | 34              |
| 7.  | Bayside               | 31              |
| 8.  | Campbelltown          | 24              |
| 8.  | Hornsby               | 24              |
| 10. | Cumberland            | 23              |

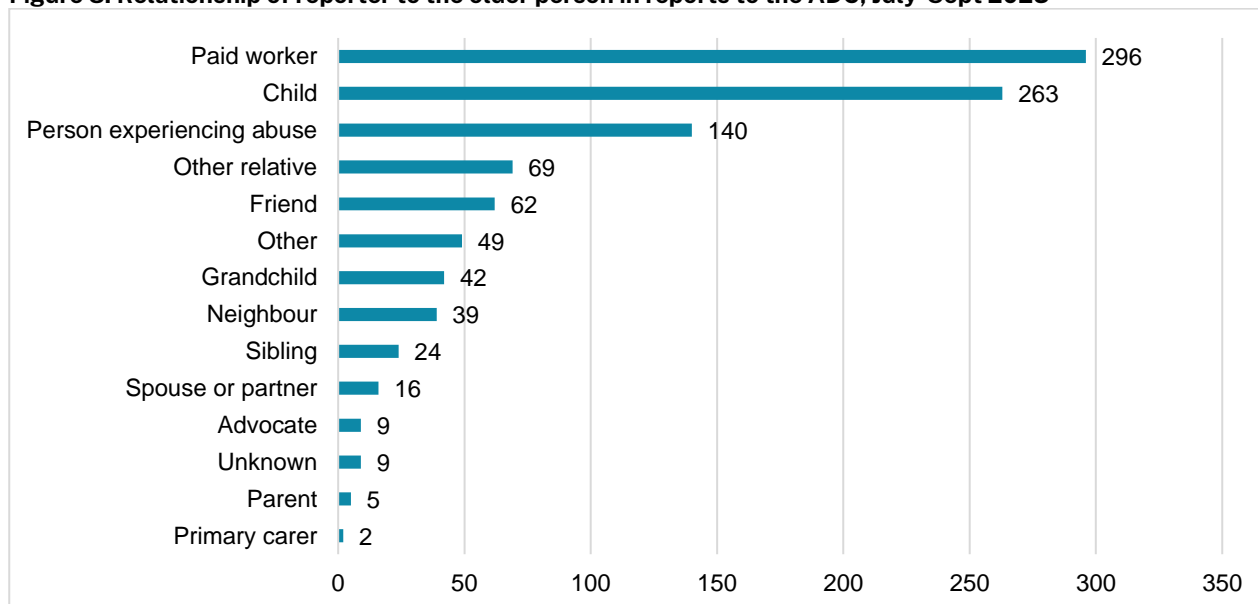
### 3. Reporters

#### 3.1 Relationship of reporter to the adult

##### Older people

Paid workers (28.9%) and adult children (25.7%) were the main source of reports to the ADC about older people in July – September 2023. Reports by older people (‘person experiencing abuse’) accounted for 13.7% of the 1,025 reports about older people in this quarter.

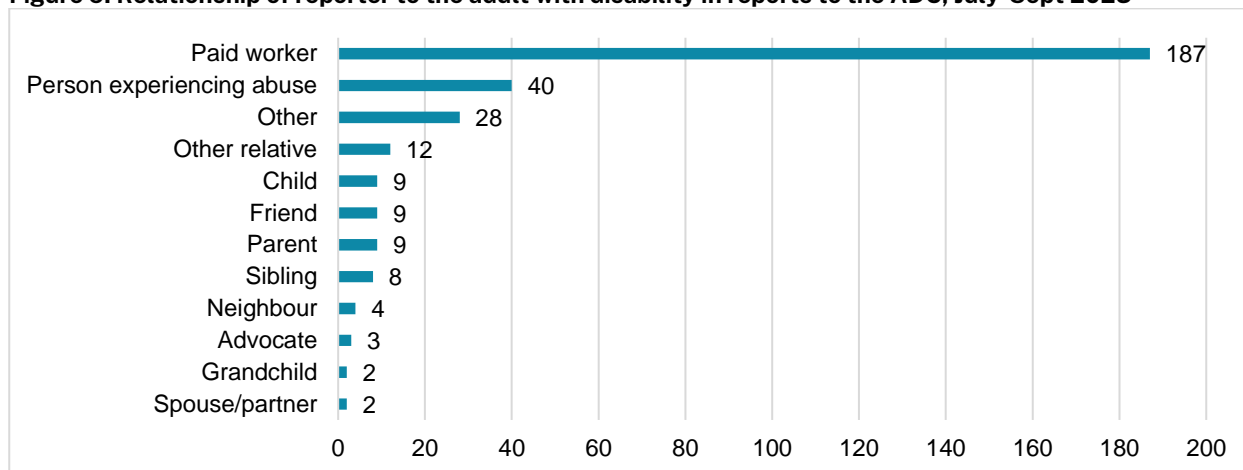
**Figure 8: Relationship of reporter to the older person in reports to the ADC, July-Sept 2023**



##### Adults with disability

Paid workers were the main source of reports to the ADC about adults with disability in July – September 2023, accounting for 59.6% of the 314 reports. Adults with disability (‘person experiencing abuse’) were the reporters in 12.7% of reports received about adults with disability this quarter.

**Figure 9: Relationship of reporter to the adult with disability in reports to the ADC, July-Sept 2023**



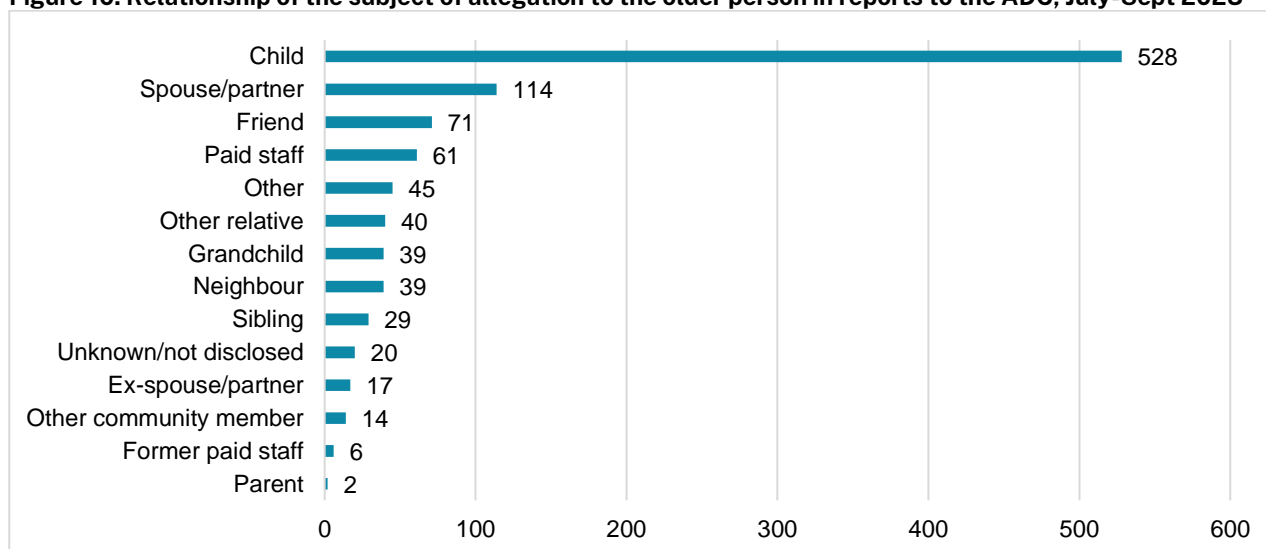
## 4. Subjects of allegation

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

#### Older people

Half (51.5%) of the 1,025 reports to the ADC about older people in July – September 2023 pertained to the person’s adult children. All up, relatives<sup>4</sup> were the subjects of allegation in 62.2% of the reports about older people in this quarter. Allegations against a spouse or partner (or ex-spouse/ partner) featured in 12.8% of the reports about older people.

**Figure 10: Relationship of the subject of allegation to the older person in reports to the ADC, July-Sept 2023**



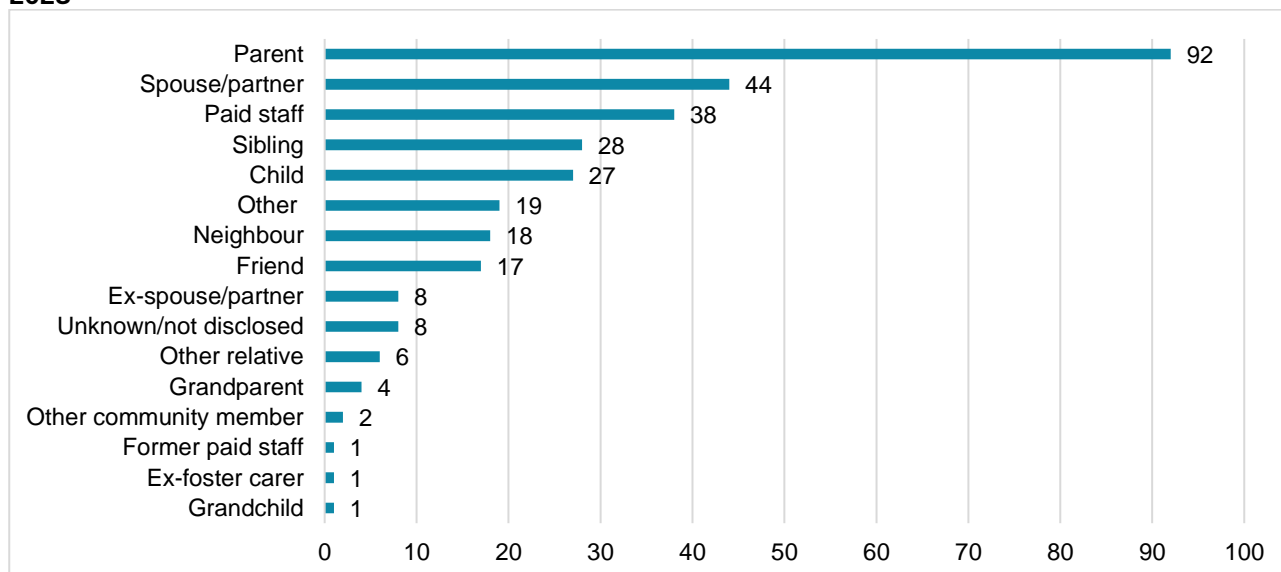
#### Adults with disability

In 29.3% of the 314 reports to the ADC about adults with disability in July – September 2023, the allegations pertained to the adult’s parent(s). All up, relatives<sup>5</sup> were the subjects of allegation in 50.3% of the reports about adults with disability in this quarter. In 16.6% of matters, the adult’s spouse or partner (or ex-spouse/partner) was the subject of the allegations.

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

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

**Figure 11: Relationship of the subject of allegation to the adult with disability in reports to the ADC, July-Sept 2023**



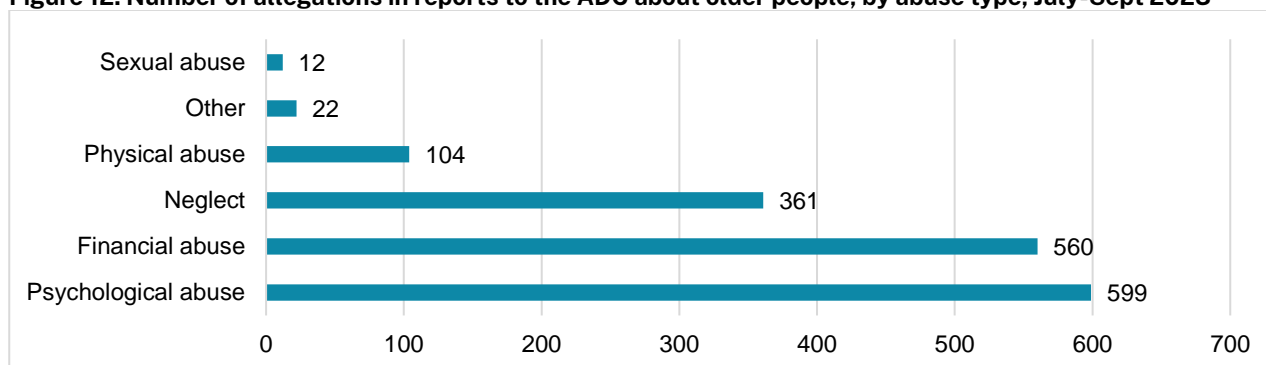
## 5. Type of alleged abuse

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 July – September 2023 were psychological abuse and financial abuse.

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



**Table 5: Type of alleged abuse of the older person in reports to the ADC, July-Sept 2023<sup>6</sup>**

| Type of alleged abuse                                                                                           | Number of allegations | % of all allegations |
|-----------------------------------------------------------------------------------------------------------------|-----------------------|----------------------|
| <b>Psychological abuse</b><br>(Mainly verbal abuse; and making excessive or degrading demands)                  | 599                   | 36.1                 |
| <b>Financial abuse</b><br>(Mainly financial exploitation; misuse of Power of Attorney/ Enduring POA; and theft) | 560                   | 33.8                 |

<sup>6</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.



|                                                                                            |              |            |
|--------------------------------------------------------------------------------------------|--------------|------------|
| <b>Neglect</b><br>(Mainly failure to meet the person’s support needs; and medical neglect) | 361          | 21.8       |
| <b>Physical abuse</b><br>(Mainly threat of harm; and hitting/kicking/ punching)            | 104          | 6.3        |
| <b>Sexual abuse</b><br>(Mainly sexual assault)                                             | 12           | 1.3        |
| <b>Other</b>                                                                               | 22           | 0.7        |
| <b>Total allegations in reports about older people</b>                                     | <b>1,658</b> | <b>100</b> |

The most common allegations reported in relation to older people related to them being financially exploited; being subject to verbal abuse and excessive or degrading demands; and not having their support needs met.

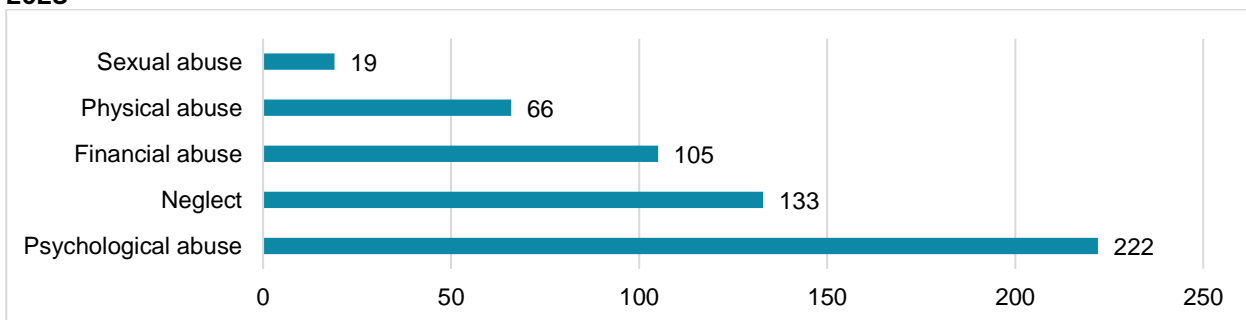
**Table 6: Leading reported allegations in relation to older people, July-Sept 2023**

|     | <b>Reported allegation</b>                                                      | <b>Number of cases</b> |
|-----|---------------------------------------------------------------------------------|------------------------|
| 1.  | Financial exploitation                                                          | 246                    |
| 2.  | Psychological abuse – verbal abuse                                              | 196                    |
| 3.  | Neglect – failure to meet the adult’s support needs                             | 155                    |
| 4.  | Psychological abuse – making excessive or degrading demands                     | 120                    |
| 5.  | Financial abuse – misuse of Power of Attorney/ Enduring Power of Attorney       | 106                    |
| 6.  | Psychological abuse – preventing or restricting access to family/others         | 105                    |
| 7.  | Financial abuse – theft                                                         | 94                     |
| 8.  | Psychological abuse – preventing or restricting access to supports and services | 71                     |
| 9.  | Neglect – medical care                                                          | 68                     |
| 10. | Psychological abuse – other psychological abuse                                 | 64                     |

## Adults with disability

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

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



**Table 7: Type of alleged abuse of the adult with disability in reports to the ADC, July-Sept 2023<sup>7</sup>**

| Type of alleged abuse                                                                                                                                | Number of allegations | % of all allegations |
|------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|----------------------|
| <b>Psychological abuse</b><br>Mainly preventing or restricting the person’s access to supports/services; verbal abuse; and other psychological abuse | 222                   | 40.7                 |
| <b>Neglect</b><br>(Mainly failure to meet the person’s support needs; and other medical neglect)                                                     | 133                   | 24.4                 |
| <b>Financial abuse</b><br>(Mainly financial exploitation; preventing access to or withholding the person’s money; and theft)                         | 105                   | 19.3                 |
| <b>Physical abuse</b><br>(Mainly hitting/ kicking/ punching; and perceived threat of harm)                                                           | 66                    | 12.1                 |
| <b>Sexual abuse</b><br>(Mainly sexual assault; and other sexual offences)                                                                            | 19                    | 3.5                  |
| <b>Total allegations in reports about adults with disability</b>                                                                                     | <b>545</b>            | <b>100</b>           |

The most common allegations reported in relation to adults with disability related to them being prevented from accessing necessary supports and services; being subject to verbal abuse; being financially exploited; and being subject to excessive or degrading demands.

**Table 8: Leading reported allegations in relation to adults with disability, July-Sept 2023**

|     | Reported allegation                                                             | Number of cases |
|-----|---------------------------------------------------------------------------------|-----------------|
| 1.  | Psychological abuse – preventing or restricting access to supports and services | 63              |
| 2.  | Psychological abuse – verbal abuse                                              | 60              |
| 3.  | Financial exploitation                                                          | 52              |
| 4.  | Psychological abuse – making excessive or degrading demands                     | 45              |
| 5.  | Neglect – failure to meet support needs                                         | 43              |
| 6.  | Neglect – medical care                                                          | 35              |
| 7.  | Physical abuse – hitting/kicking/punching                                       | 25              |
| 8.  | Psychological abuse – other psychological abuse                                 | 22              |
| 9.  | Financial abuse – preventing access to or withholding the person’s money        | 21              |
| 10. | Psychological abuse – preventing or restricting access to community             | 19              |

## 6. Actions/ outcomes

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

The ADC closed 1,330 reports in July – September 2023. Most of the reports (1,007; 75.7%) were handled at an early point by providing assistance and support to the caller, referring

<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.

matters to other appropriate parties, and providing early case coordination to the adult.

In 304 reports closed in this period (22.9%), 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 1,330 reports closed in July – September 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 moved to safer accommodation.

**Table 9: Leading outcomes for the person the subject of a report to the ADC, reports closed July-Sept 2023**

| Person outcomes                                | Number of cases <sup>8</sup> |
|------------------------------------------------|------------------------------|
| Will and preference of Person ascertained      | 166                          |
| Will and preference of Person respected/upheld | 153                          |
| Referral or help to access legal support       | 37                           |
| Referral or help to access aged care supports  | 27                           |
| Change in accommodation                        | 15                           |
| Referral or help to access other supports      | 15                           |
| Aged care support provided/increased           | 15                           |
| Other supports provided/increased              | 13                           |
| Other police/justice action                    | 10                           |
| Referral or health to access advocacy support  | 10                           |
| Referral or help to access disability supports | 9                            |
| Disability support provided/increased          | 9                            |
| Review or assessment of health/medical needs   | 8                            |
| Guardianship application                       | 7                            |
| Health or medical support provided/increased   | 7                            |

## 6.3 Subject of allegation outcomes

For the 1,330 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 July-Sept 2023**

| Subject of allegation outcomes  | Number of cases <sup>9</sup> |
|---------------------------------|------------------------------|
| Education or advice provided    | 264                          |
| Linked to/received more support | 26                           |

<sup>8</sup> There can be multiple outcomes for an individual.

<sup>9</sup> There can be multiple outcomes in relation to an individual.

|                                     |   |
|-------------------------------------|---|
| PSOA prevented from access          | 5 |
| ADVO put in place                   | 4 |
| Removal as POA or EPOA              | 3 |
| Benefit removed                     | 2 |
| Removed as NDIS nominee             | 2 |
| Reduced/supervised access to Person | 2 |