

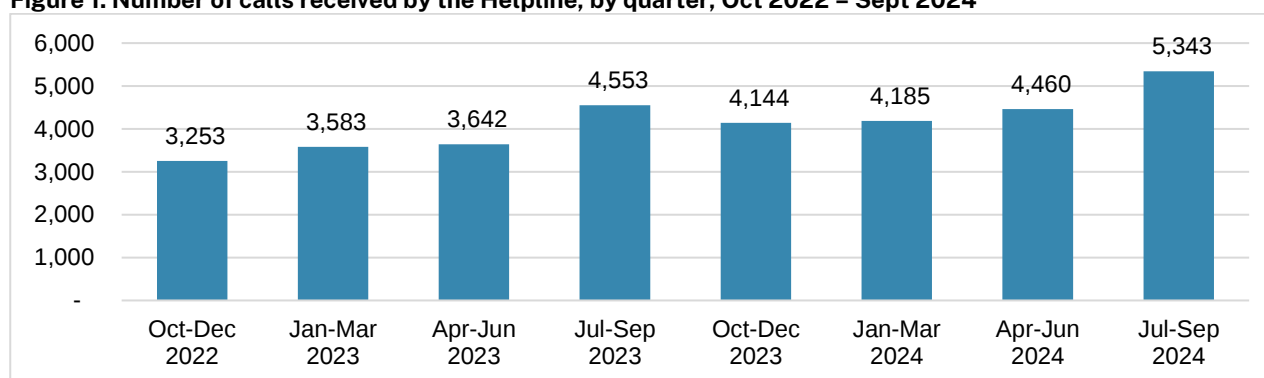
Ageing and Disability Commission (ADC) data July – September 2024

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 2024, the Helpline received **5,343 calls**. This was the highest number of calls to the Helpline in any quarter since the start of the ADC, and 19.8% higher than the number of calls to the Helpline in the previous quarter (4,460).

Figure 1: Number of calls received by the Helpline, by quarter, Oct 2022 – Sept 2024



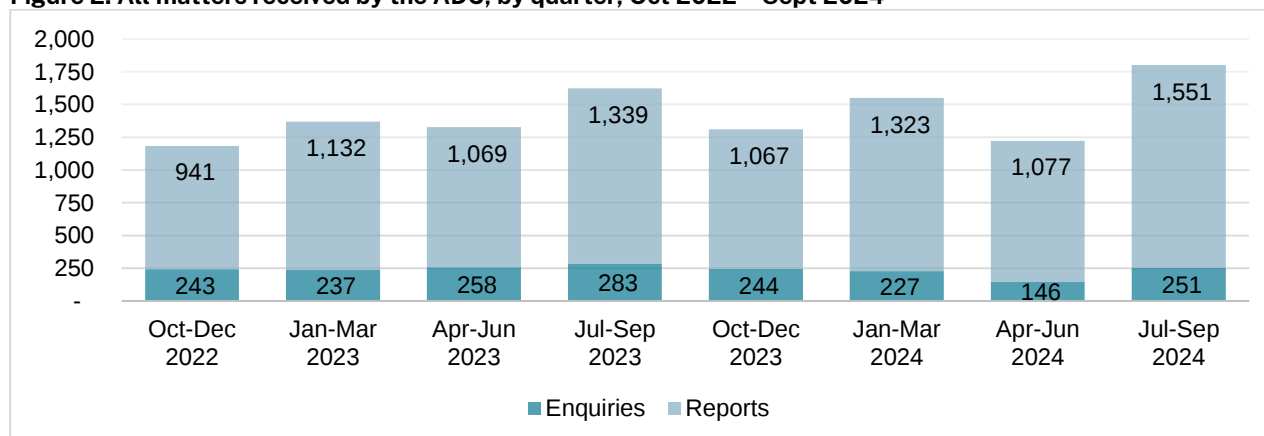
1.2 Number of reports and enquiries

Between 1 July and 30 September 2024, the ADC received **1,802 matters**, comprising:

- **1,551 reports** (86.1%) under section 13 of the *Ageing and Disability Commissioner Act 2019*
- **251 enquiries** (13.9%) – involving 105 general enquiries, and 146 abuse-related enquiries.

This was the highest number of **reports** received by the Helpline in any quarter since the start of the ADC, and 44% higher than the previous quarter (1,077)¹.

Figure 2: All matters received by the ADC, by quarter, Oct 2022 – Sept 2024



¹ In August 2024, we made changes to our intake process that enabled more accurate and contemporaneous recording of contacts with the Helpline. This accounts for some of the rise in the number of reports this quarter.

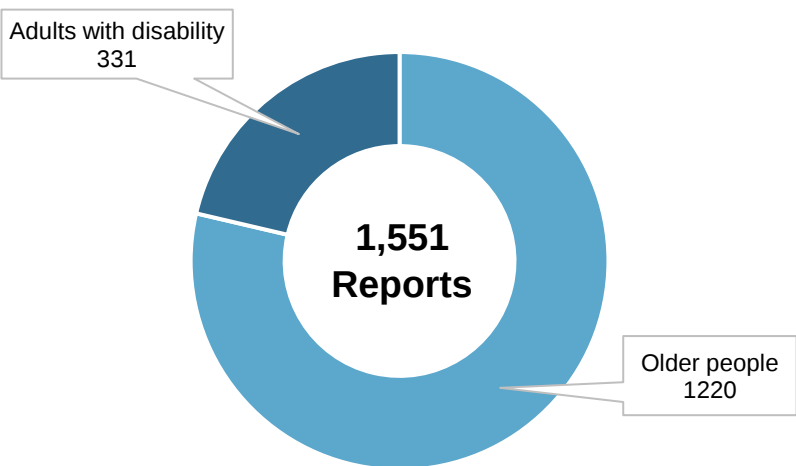
2. Person status and demographics²

2.1 Person status

Of the 1,551 reports received by the ADC in July – September 2024:

- **1,220 reports (78.7%) involved older people³**, including 381 reports about older people with disability.
- **331 reports (21.3%) involved adults with disability⁴** who were not older people.

Figure 3: All reports received by the ADC, by cohort, July – Sept 2024



2.2 First Nations background

In 3.9% of reports to the ADC in July – September 2024, the adult with disability or older person was identified as Aboriginal and/or Torres Strait Islander. This was higher than the previous quarter (3.2%) and 2023-24 (3.7%).

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

	Older people (n=1,220)	% of reports about older people	Adults with disability (n=331)	% of reports about adults with disability	All reports (n=1,551)	% of all reports
Person identified as Aboriginal and/or Torres Strait Islander	45	3.7%	15	4.5%	60	3.9%

² As the data on reports includes active and open cases, some of the data is subject to change. Data current as of 8 October 2024.

³ Adults aged 65 years and older, and Aboriginal and/or Torres Strait Islander adults aged 50 years and older.

⁴ 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 6.4% of reports to the ADC in July – September 2024, the adult with disability or older person was identified as having a culturally and linguistically diverse (CALD) background. This was lower than the previous quarter (8.7%) and 2023-24 (7.9%).

However, the proportion of reports about adults with disability with a CALD background (5.1%) increased in comparison to both the previous quarter (4.5%) and 2023-24 (4.9%).

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

	Older people (n=1,220)	% of reports about older people	Adults with disability (n=331)	% of reports about adults with disability	All reports (n=1,551)	% of all reports
Person identified as having a CALD background	82	6.7%	17	5.1%	99	6.4%

Table 3: Top 10 primary languages other than English spoken at home by people the subject of a report to the ADC, by person status, July – Sept 2024

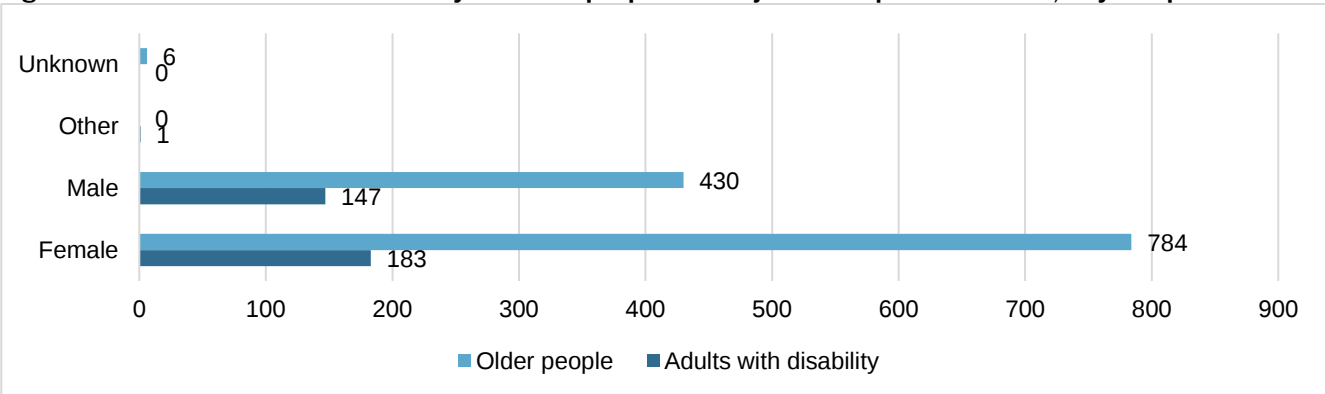
Rank	Older people (n=1,220)	Rank	Adults with disability (n=331)
1	Greek	1	Arabic
2	Arabic	1	Greek
3	Hindi	1	Other
3	Macedonian	4	Croatian
3	Spanish	5	Maltese
6	Mandarin	5	Vietnamese
7	Italian	5	Dari
7	Croatian	5	Khmer
9	Cantonese	5	Sinhalese
9	Polish	5	Italian

2.4 Gender

Consistent with reports since the start of the ADC, most (64.3%) of the 1,220 reports to the ADC about older people in July – September 2024 concerned older women.

Of the 331 reports to the ADC about adults with disability in this quarter, just over half (55.3%) 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 2024



2.5 Age

The largest proportion of the 1,220 reports about older people in July – September 2024 related to people aged 80-84 years (19.6%).

The largest proportion of the 331 reports about adults with disability related to people aged 18-24 years (16.3%).

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

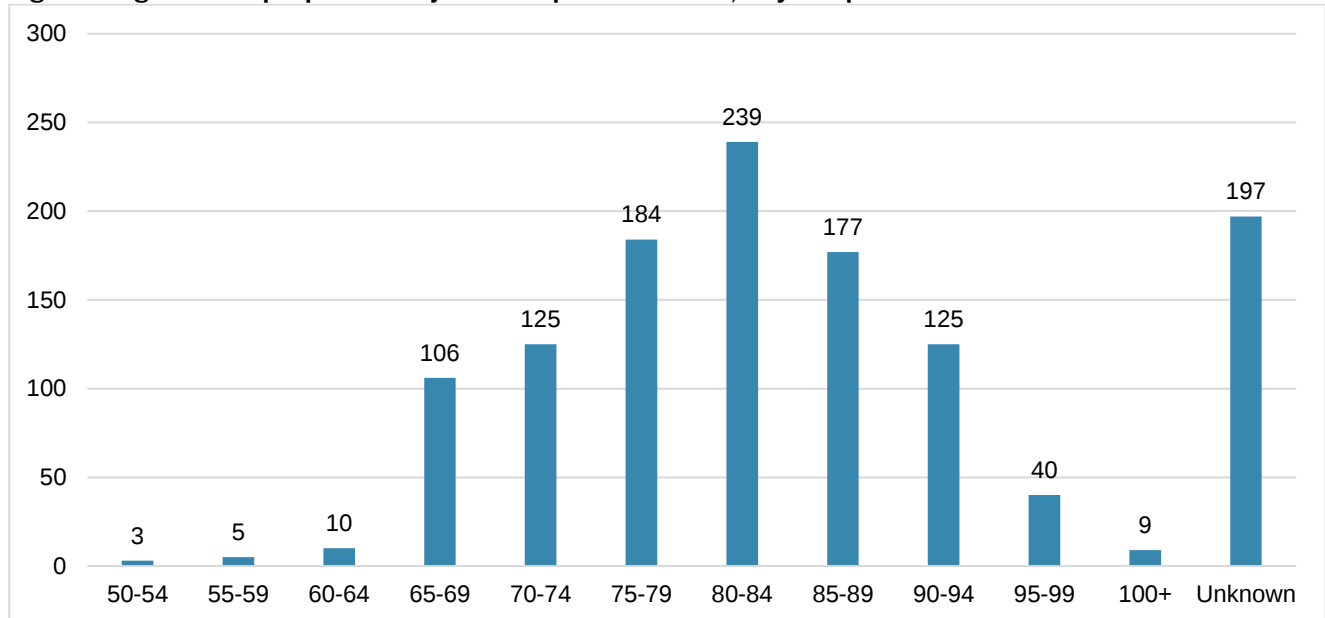
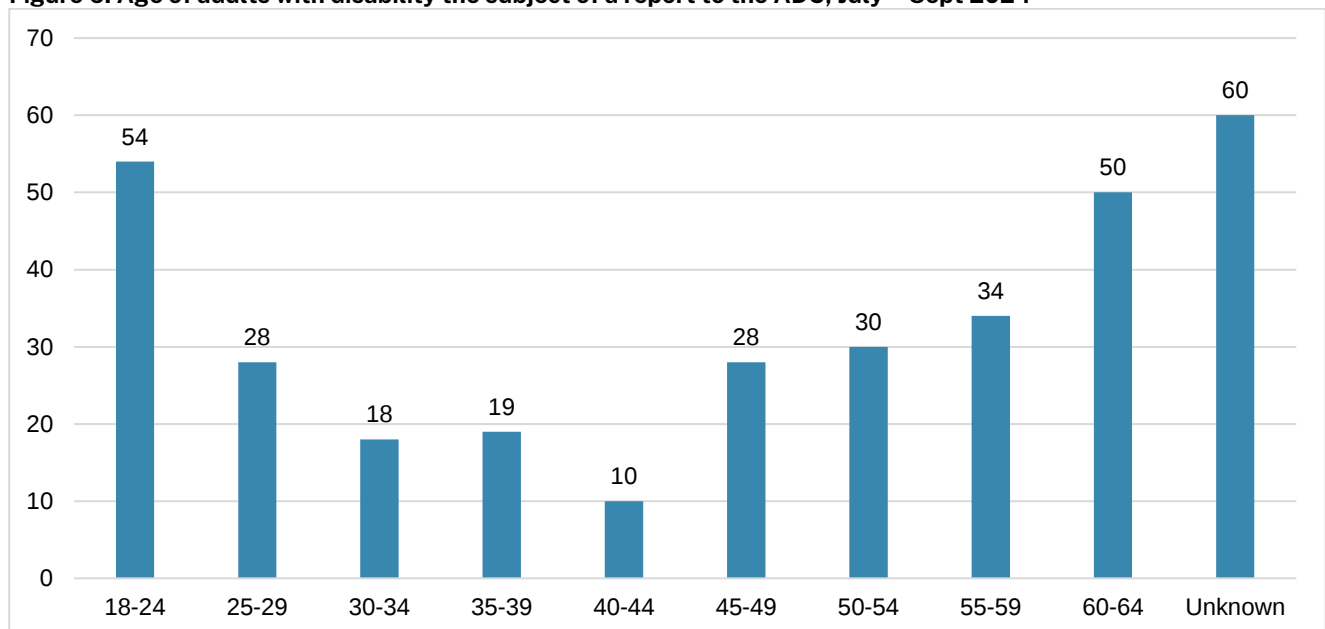
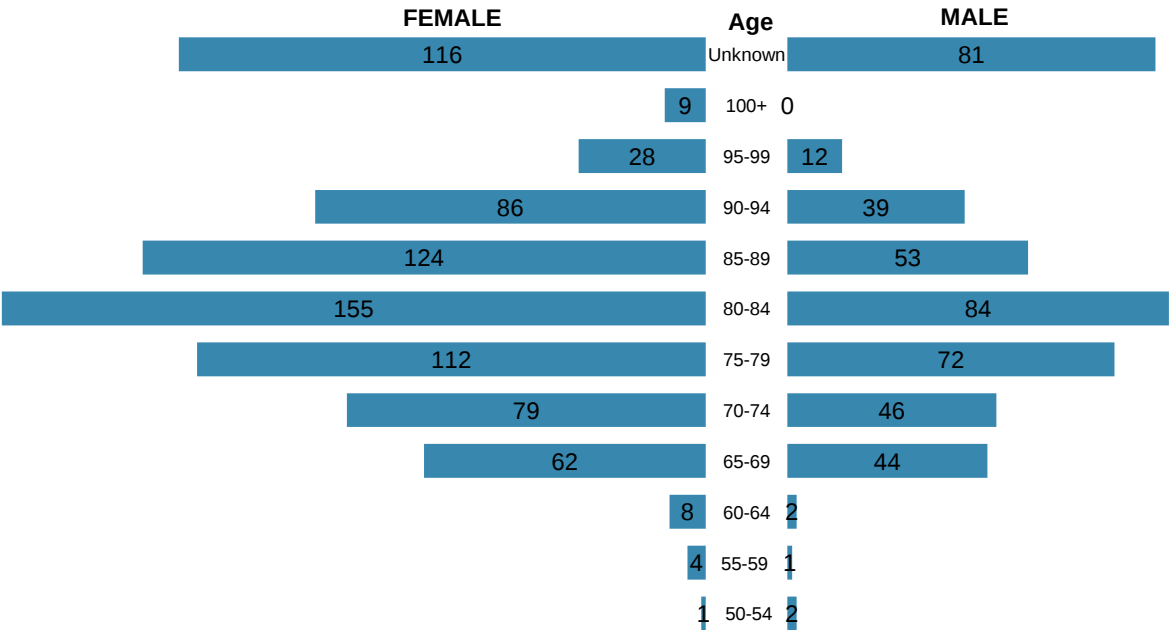


Figure 6: Age of adults with disability the subject of a report to the ADC, July – Sept 2024



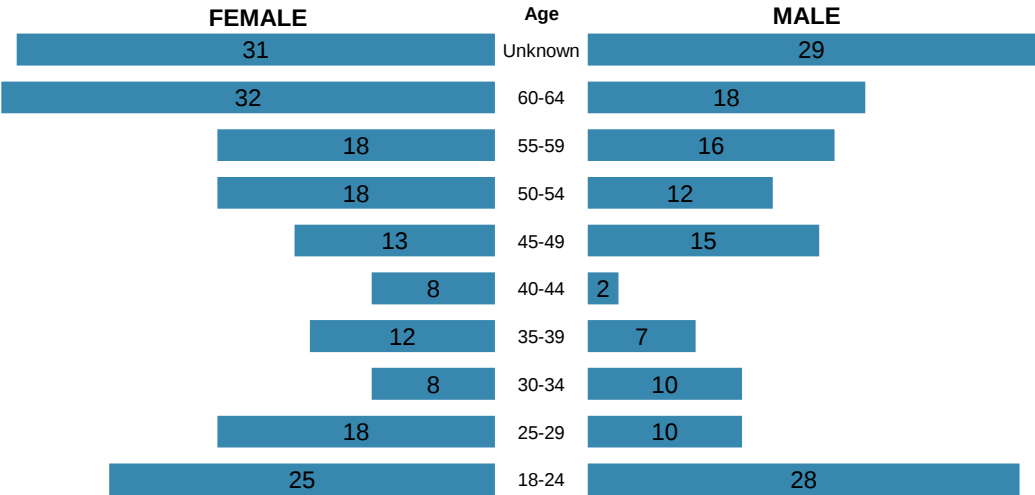
For older people, a higher number of reports were made about females compared to males across all age groups except for 50-54 years.

Figure 7: Age and gender of older people the subject of a report to the ADC, July – Sept 2024



For adults with disability, a higher number of reports were made about females compared to males across most age groups except for 45-49, 30-34, and 18-24 years.

Figure 8: Age and gender of adults with disability the subject of a report to the ADC, July – Sept 2024

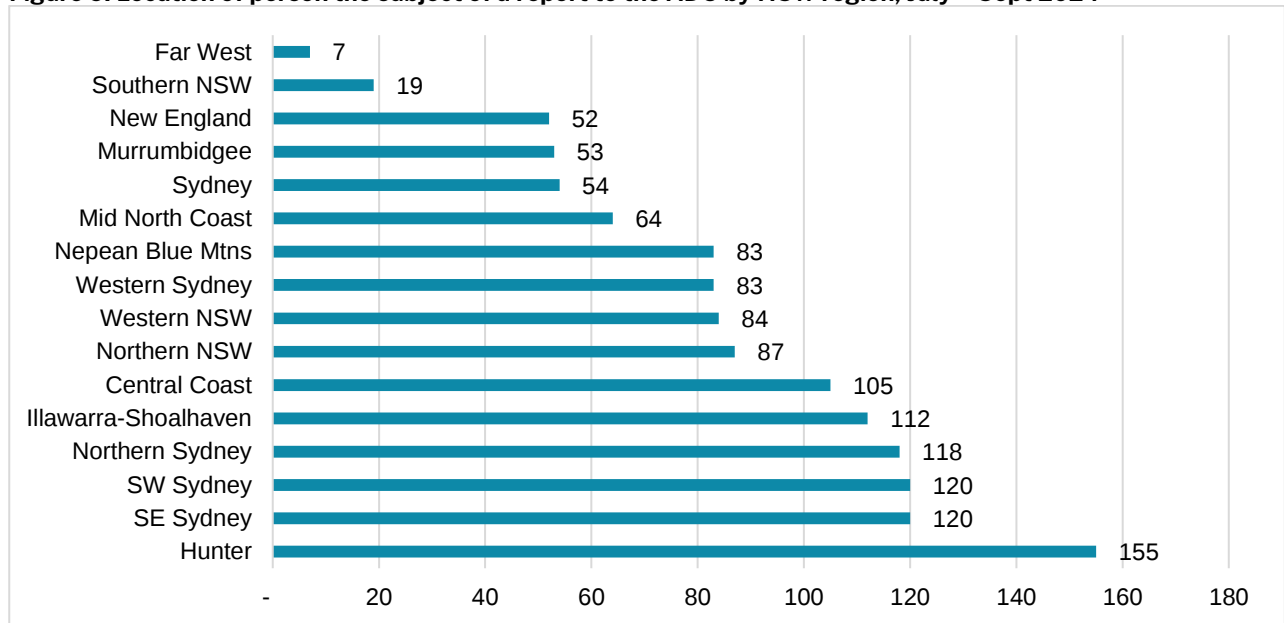


2.6 Location of person

Of the 1,316 reports to the ADC in July – September 2024 in which the location of the person was known, regional NSW accounted for over half of the reports (738; 56.1%). This was the case in relation to reports about both older people (55.1%) and adults with disability (59.6%).

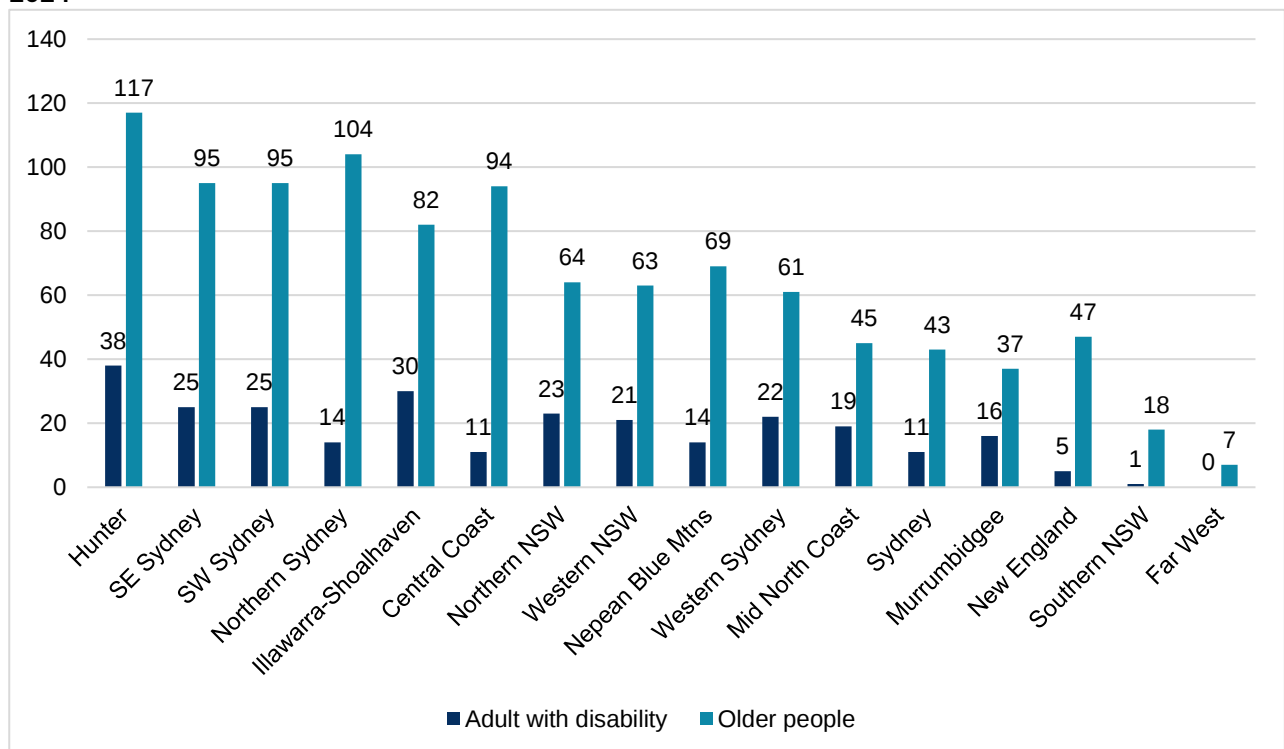
The largest proportion of reports were about adults living in the Hunter region (11.8%), followed by South East Sydney (9.1%) and South West Sydney regions (9.1%).

Figure 9: Location of person the subject of a report to the ADC by NSW region, July – Sept 2024



In relation to older people, the highest number of reports related to people living in the Hunter (11.2%) and Northern Sydney (10%) regions. For adults with disability, the highest number of reports related to people living in the Hunter (13.8%) and Illawarra-Shoalhaven (10.9%) regions.

Figure 10: Location of person the subject of a report to the ADC by person status and NSW region, July – Sept 2024



At a Local Government Area (LGA) level, the adults who were the subject of a report to the ADC in July – September 2024 most 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 – Sept 2024

Local Government Area	Number of cases	Local Government Area	Number of cases
Central Coast	86	Sutherland Shire	31
Blacktown	69	Fairfield	31
Canterbury-Bankstown	66	Shoalhaven	30
Lake Macquarie	45	Mid-Coast	28
Wollongong	42	Cessnock	28
Cumberland	40	Tweed	28
Campbelltown	36	Penrith	27
Newcastle	35	Liverpool	24
Bayside	34	Parramatta	21
Northern Beaches	32	Port Macquarie-Hastings	21

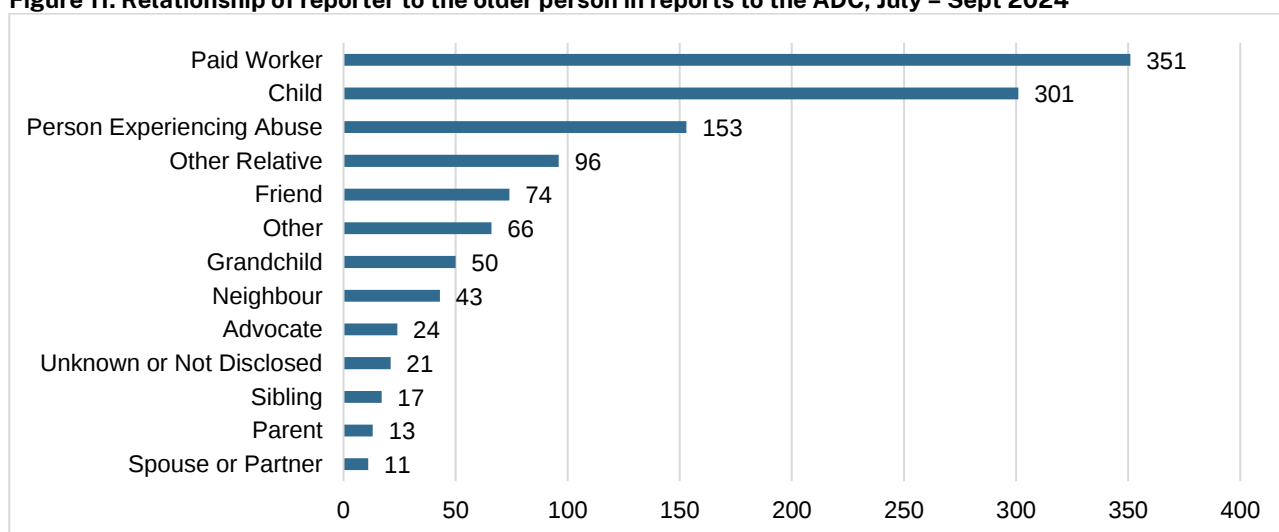
3. Reporters

3.1 Relationship of reporter to the adult

Older people

Paid workers (28.8%) and adult children (24.7%) were the main source of reports to the ADC about older people in July – September 2024. Reports by older people ('Person Experiencing Abuse') accounted for 12.5% of the 1,220 reports about older people in this quarter.

Figure 11: Relationship of reporter to the older person in reports to the ADC, July – Sept 2024

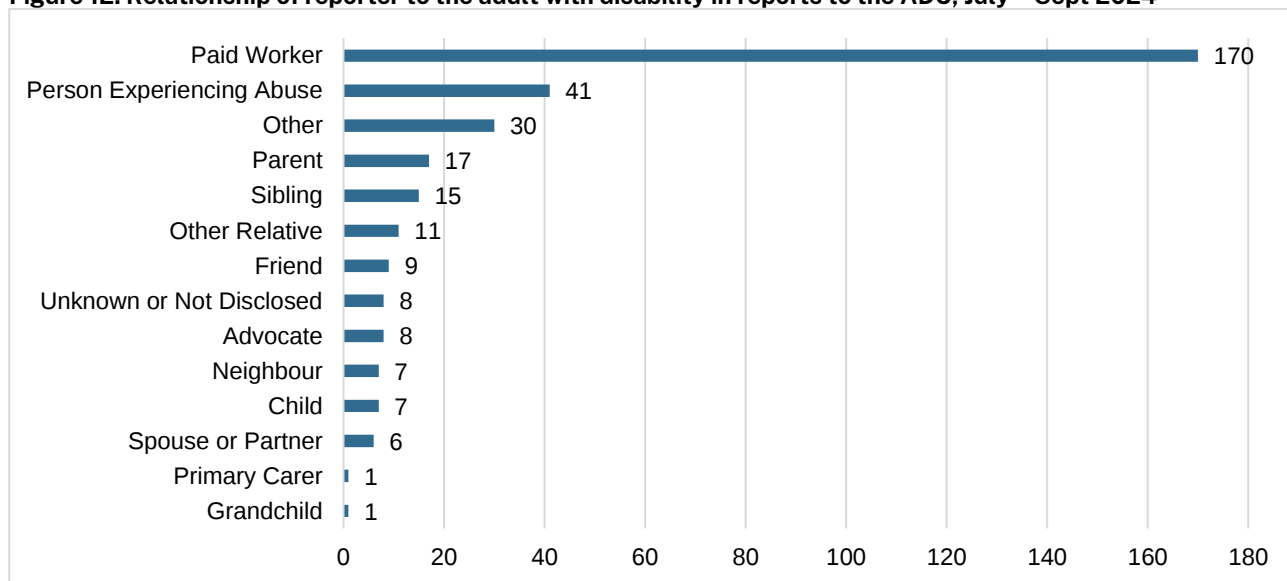


Adults with disability

Paid workers were the main source of reports to the ADC about adults with disability in July – September 2024, accounting for 51.4% of the 331 reports. Adults with disability ('Person

Experiencing Abuse’) were the reporters in 12.4% of reports received about adults with disability this quarter.

Figure 12: Relationship of reporter to the adult with disability in reports to the ADC, July – Sept 2024



4. Subjects of allegation

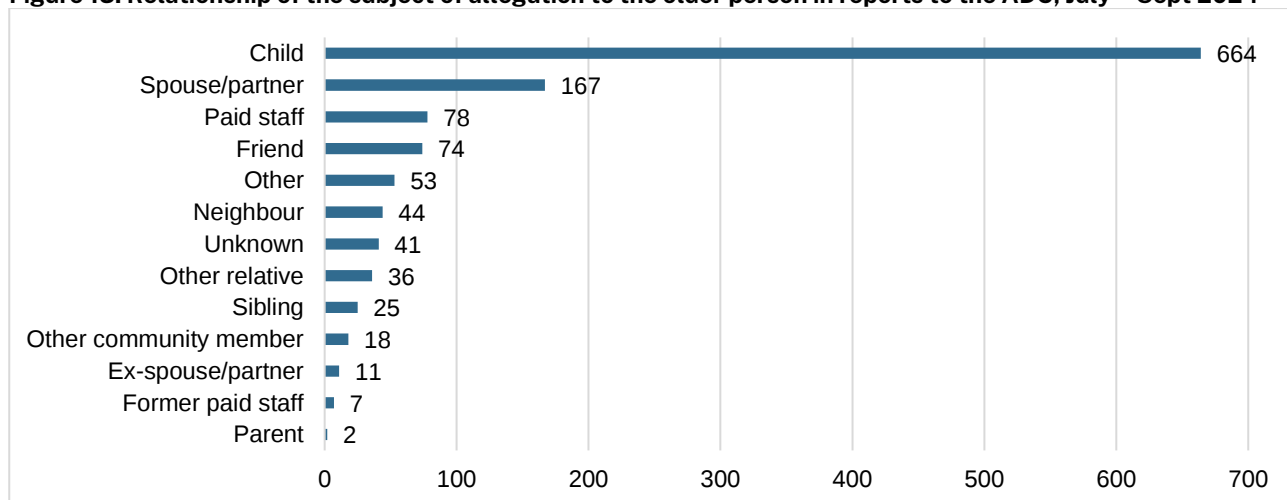
4.1 Relationship of the subject of allegation to the adult

Older people

More than half (54.4%) of the 1,220 reports to the ADC about older people in July – September 2024 related to the person’s adult children. All up, relatives⁵ were the subjects of allegation in 59.6% of the reports about older people in this quarter.

Compared with 2023-24, a higher proportion of reports in this quarter involved allegations against a current or former spouse/partner (14.6% compared with 13.2% last year).

Figure 13: Relationship of the subject of allegation to the older person in reports to the ADC, July – Sept 2024



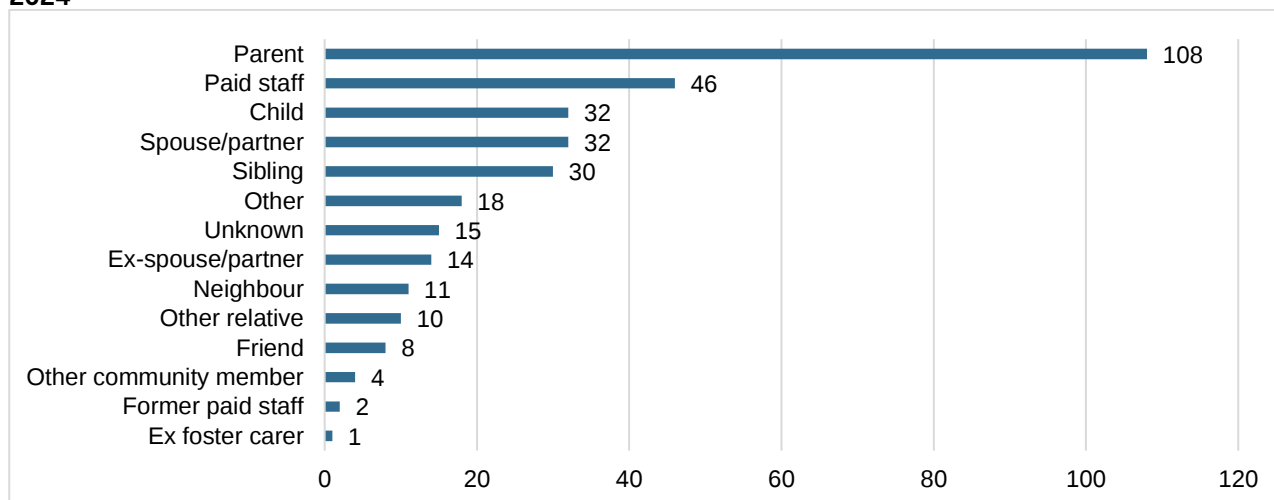
⁵ For the purposes of our analysis, ‘relatives’ does not include the adult’s spouse/partner or ex-spouse/partner.

Adults with disability

In 32.6% of the 331 reports to the ADC about adults with disability in July – September 2024, the allegations were related to the adult's parent(s). All up, relatives⁶ were the subjects of allegation in 54.4% of the reports about adults with disability in this quarter.

In 13.9% of reports, the adult's current or former spouse/partner was the subject of the allegations.

Figure 14: Relationship of the subject of allegation to the adult with disability in reports to the ADC, July – Sept 2024



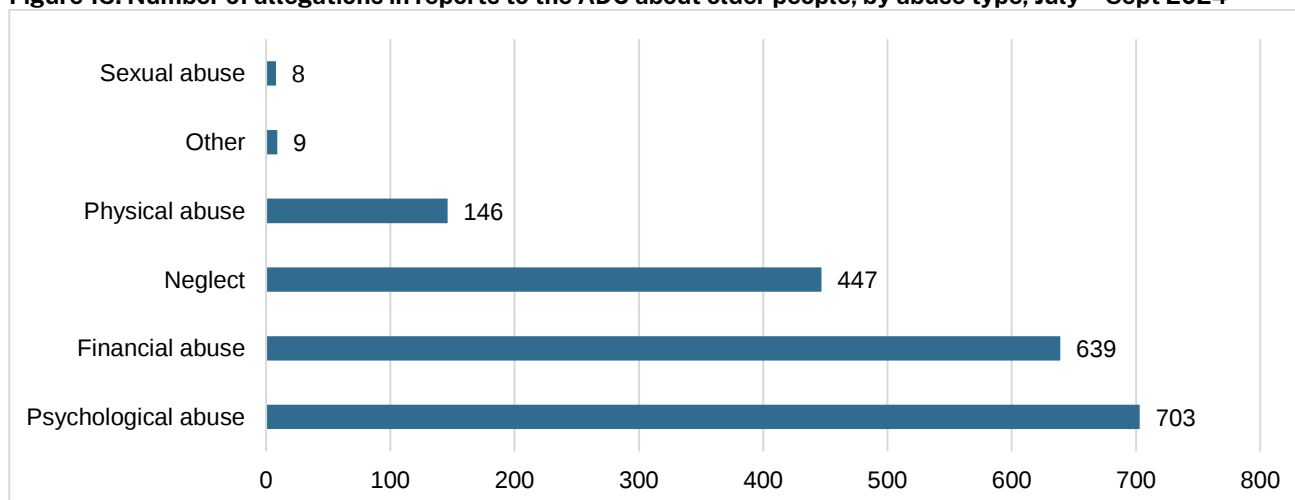
5. Type of alleged abuse

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

Older people

Similar to previous quarters, the most commonly reported types of alleged abuse in relation to older people in July – September 2024 were psychological abuse, financial abuse, and neglect.

Figure 15: Number of allegations in reports to the ADC about older people, by abuse type, July – Sept 2024



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

Table 5: Type of alleged abuse of the older person in reports to the ADC, July – Sept 2024⁷

Type of alleged abuse	Number of allegations	% of all allegations
Psychological abuse (Mainly making excessive or degrading demands; verbal abuse; preventing or restricting access to supports/services)	703	36.0%
Financial abuse (Mainly financial exploitation; misuse of Power of Attorney or Enduring POA; and theft)	639	32.7%
Neglect (Mainly failure to meet support needs; medical care; and clothing/food)	447	22.9%
Physical abuse (Mainly threat of harm; and hitting/kicking/punching)	146	7.5%
Other	9	0.5%
Sexual abuse (Mainly sexual touching)	8	0.4%
Total	1,952	100%

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

	Reported allegation	Number of cases
1	Financial exploitation	365
2	Psychological abuse – Making excessive or degrading demands	222
3	Psychological abuse – Verbal abuse	201
4	Neglect – Failure to meet support needs	179
5	Psychological abuse – Preventing or restricting access to family or others	117
6	Financial abuse – Misuse of Power of Attorney or Enduring POA	97
7	Financial abuse – Theft	85
8	Psychological abuse – Preventing or restricting access to supports/services	79
9	Neglect – Medical care	74
10	Financial abuse – Preventing access to or withholding Person's money	45

Adults with disability

The most commonly reported types of alleged abuse in relation to adults with disability in July – September 2024 were psychological abuse, followed by neglect and financial abuse.

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.

Figure 16: Number of allegations in reports to the ADC about adults with disability, by abuse type, July – Sept 2024

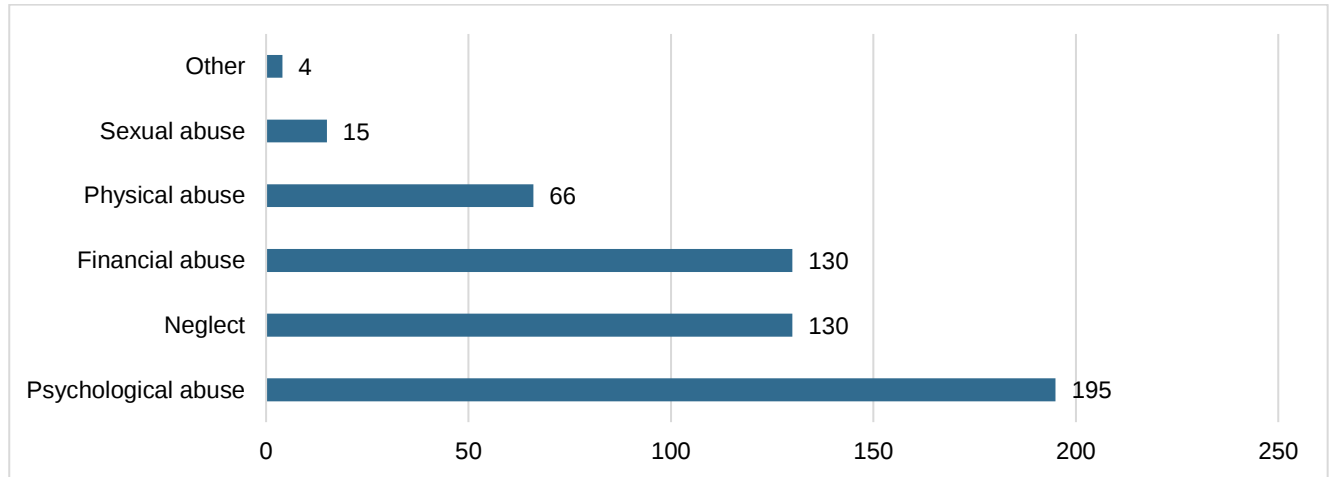


Table 7: Type of alleged abuse of the adult with disability in reports to the ADC, July – Sept 2024⁸

Type of alleged abuse	Number of allegations	% of all allegations
Psychological abuse (Mainly making excessive or degrading demands; verbal abuse; and preventing or restricting access to supports/ services)	195	36.1%
Neglect (Mainly failure to meet support needs; and medical care)	130	24.1%
Financial abuse (Mainly financial exploitation; theft; and preventing access to or withholding Person's money)	130	24.1%
Physical abuse (Mainly hitting/kicking/punching; and threat of harm)	66	12.2%
Sexual abuse (Mainly sexual touching)	15	2.8%
Other	4	0.7%
Total	540	100%

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

	Reported allegation	Number of cases
1	Financial exploitation	79
2	Psychological abuse – Making excessive or degrading demands	66
3	Neglect – Failure to meet support needs	55
4	Psychological abuse – Verbal abuse	46

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.

5	Psychological abuse – Preventing or restricting access to supports/services	37
6	Neglect – Medical care	34
7	Physical abuse – Hitting/kicking/punching	19
8	Psychological abuse – Preventing or restricting access to family or others	17
8	Financial abuse – Theft	17
10	Financial abuse – Preventing access to or withholding Person's money	15

6. Actions/ outcomes

6.1 Primary action by ADC (closed reports)

The ADC closed 1,374 reports in July – September 2024. Most of the reports (1,059; 77.1%) 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.

In 282 (20.5%) reports closed in this period, 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; and/or investigating.

6.2 Person outcomes

In relation to the 1,374 reports closed in July – September 2024, 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 were assisted to move to safer accommodation.

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

Person outcomes	Number of cases ⁹
Will and preference of Person ascertained	170
Will and preference of Person respected/upheld	166
Referral or help to access aged care supports	34
Review or assessment of aged care supports	27
Other supports/services provided/increased	27
Change in accommodation	20
Referral or help to access legal support	20
Aged care support provided/increased	20
Referral or help to access advocacy supports	16
Referral or help to access other supports	15

⁹ There can be multiple outcomes for an individual.

6.3 Subject of allegation outcomes

For the 1,374 reports closed during this quarter, key outcomes in relation to the subject of allegation included that actions were taken to provide them with education/advice and/or more support; to remove their authority in relation to the Person; and/or to prevent or manage their access to the adult.

Table 10: Leading outcomes in relation to the subject of allegation in a report to the ADC, reports closed July – Sept 2024

Subject of allegation outcomes	Number of cases ¹⁰
Education or advice provided	74
Linked to/received more support	49
Removal as Power of Attorney or Enduring POA	10
Removal as Enduring Guardian	8
Reduced/supervised access	5
ADVO put in place	4
APVO put in place	3
Removal of other authority	2
Removal as financial manager	2
Prevented from access	2

¹⁰ There can be multiple outcomes for an individual.