

Ageing and Disability Commission data

2023 – 2024

1. Number of calls, enquiries and reports

1.1 Number of calls to the Ageing and Disability Abuse Helpline

In 2023-24, the Ageing and Disability Abuse Helpline received **17,342 calls**. This was a **24% increase** in calls on the previous year (14,025). Between 2019-20 and 2023-24, calls to the Helpline **increased by 66.1%**.

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

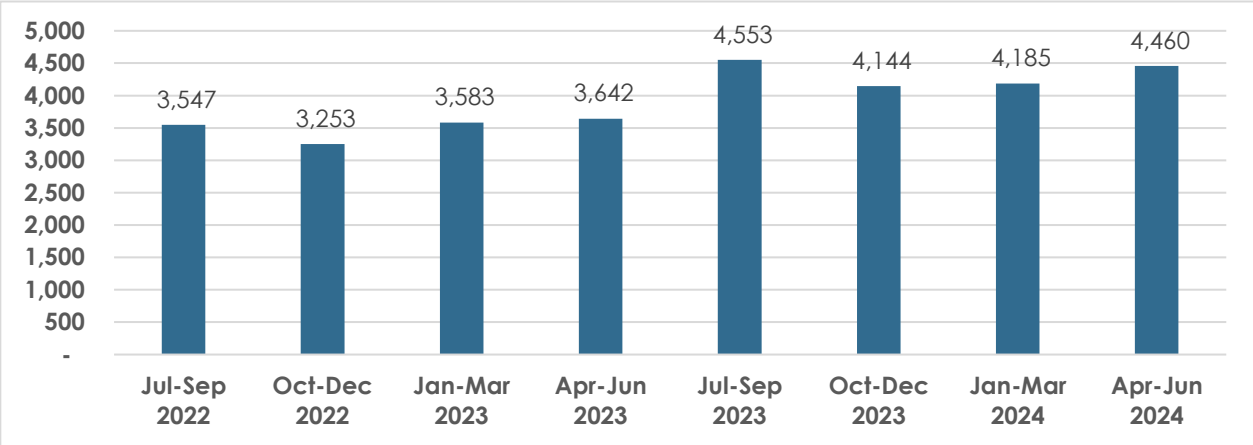
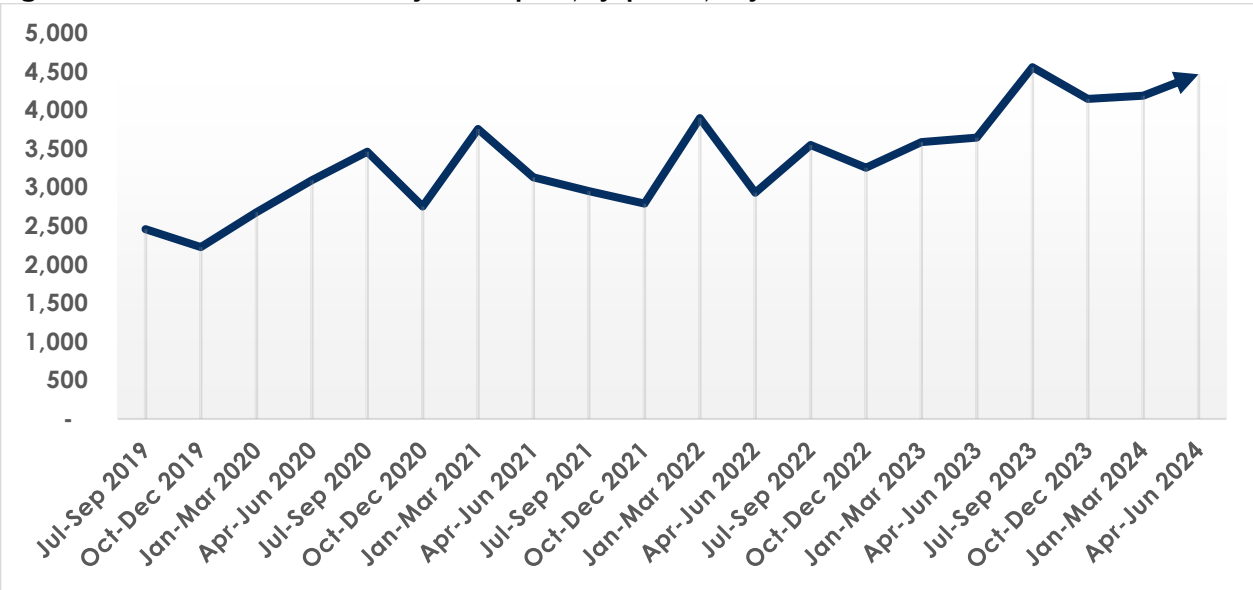


Figure 2: Number of calls received by the Helpline, by quarter, July 2019 – June 2024



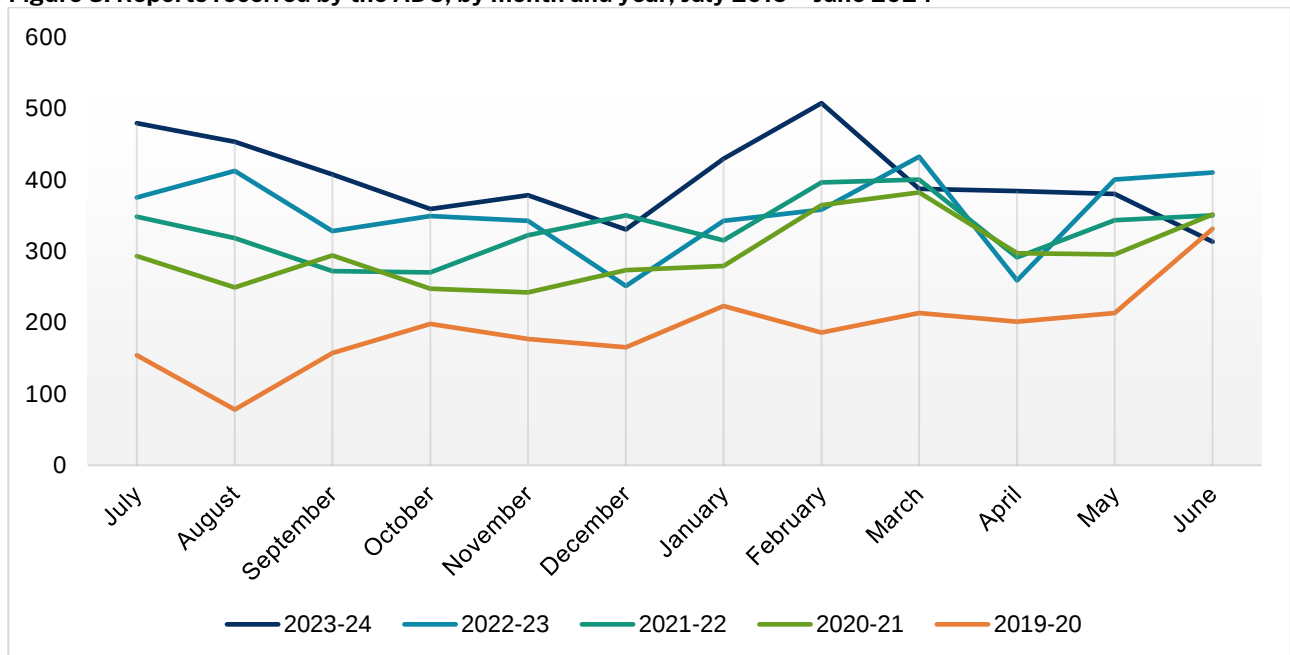
1.2 Number of reports and enquiries

In 2023-24, the ADC received **5,707 matters**, comprising:

- **4,806 reports** under section 13 of the *Ageing and Disability Commissioner Act 2019*
- **901 enquiries** – involving 291 general enquiries, and 610 abuse-related enquiries.

The number of reports to the ADC in 2023-24 was **12.9% higher** than the previous year (4,258). Between 2019/20 and 2023/24, the number of reports **increased by 108.8% (a two-fold increase)**.

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



2. Person status and demographics¹

2.1 Person status

Of the 4,806 reports received by the ADC in 2023-24:

- **3,704 reports (77.1%) related to older people²**, including 1,188 reports about older people with disability.
- **1,102 reports (22.9%) related to adults with disability³** who were not older people.

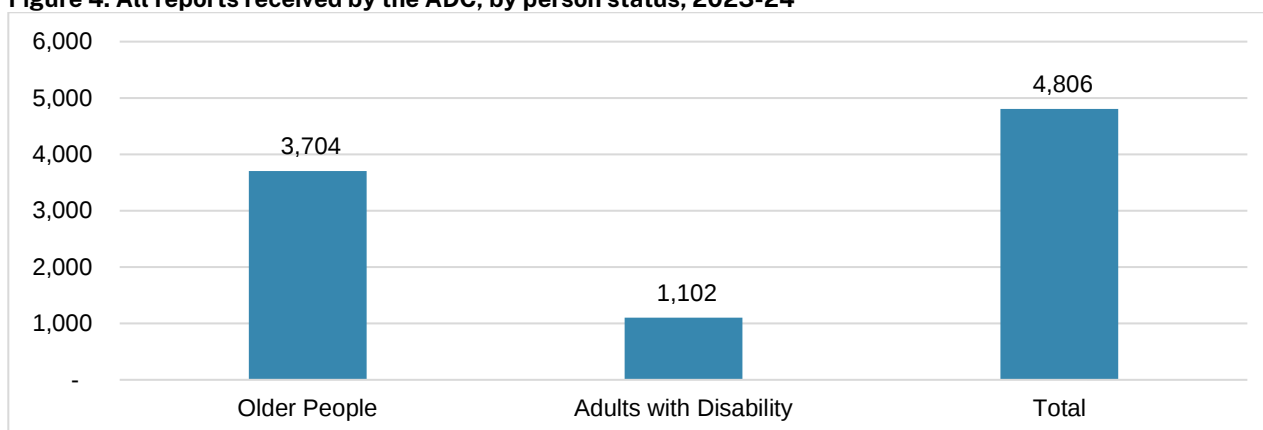
This is consistent with previous years.

¹ As the data on reports includes active and open cases, some of the data is subject to change. Data current as of 12 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*.

Figure 4: All reports received by the ADC, by person status, 2023-24



2.2 Aboriginal and Torres Strait Islander status

In 3.7% of reports to the ADC in 2023-24, the adult with disability or older person was identified as Aboriginal and/or Torres Strait Islander. This number has increased compared to the previous year (from 2.9% to 3.7%).

Table 1: Aboriginal and Torres Strait Islander status of person the subject of a report to the ADC, 2023-24

	Older people (n=3,704)	% of reports about older people	Adults with disability (n=1,102)	% of reports about adults with disability	All reports (n=4,806)	% of all reports
Person identified as Aboriginal and/or Torres Strait Islander	126	3.4%	54	4.9%	180	3.7%

2.3 Culturally and linguistically diverse background status

In 7.9% of reports to the ADC in 2023-24, the adult with disability or older person was identified as having a culturally and linguistically diverse (CALD) background. This was slightly higher than the proportion in 2022-23 (7.2%).

Table 2: CALD status of person the subject of a report to the ADC, by person status, 2023-24

	Older people (n=3,704)	% of reports about older people	Adults with disability (n=1,102)	% of reports about adults with disability	All reports (n=4,806)	% of all reports
Person identified as having a CALD background	325	8.8%	54	4.9%	379	7.9%

Other than English, the most common languages spoken at home by older people who were the subject of a report to the ADC in 2023-24 were Arabic and Italian. For adults with disability, the most common languages spoken at home other than English were Arabic and Mandarin.

Table 3: Primary language other than English spoken at home by people the subject of a report to the ADC, by person status, 2023-24

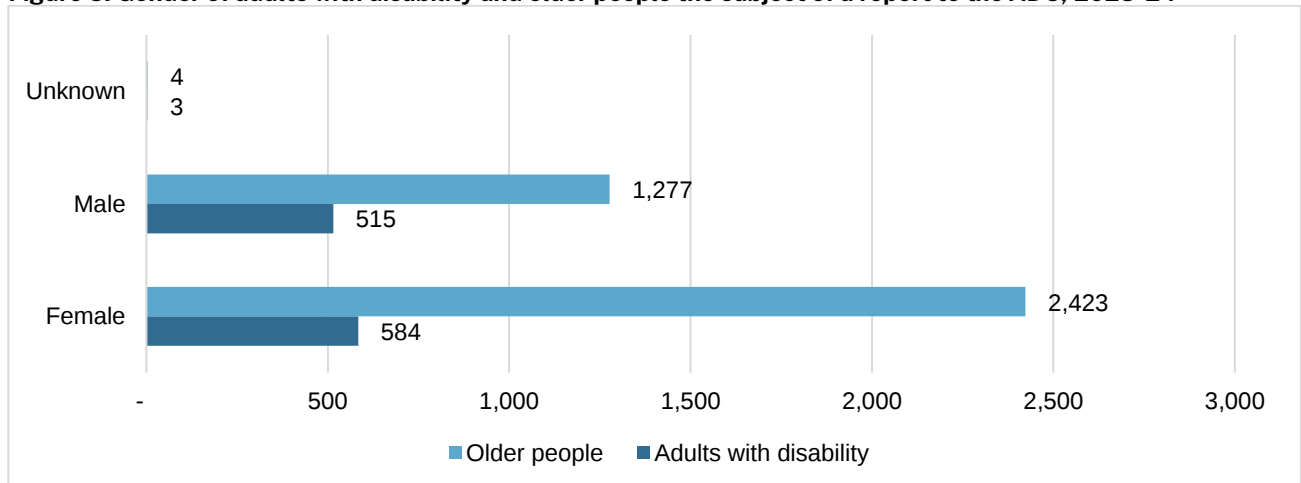
Older people (n=3,704)		Adults with disability (n=1,102)	
Arabic	49	Arabic	9
Italian	49	Mandarin	5
Greek	40	Hindi	4
Spanish	23	Italian	4
Croatian	17	Tamil	4
Cantonese	15	Greek	3
Mandarin	15	Turkish	3
Macedonian	11	Vietnamese	3
German	10	Other	3
Turkish	9	Cantonese	2

2.4 Gender

From the start of the ADC, most reports have been about alleged abuse, neglect and exploitation of women.

In 2023-24, the adults in 62.6% of the 4,806 reports to the ADC were female, including 65.4% of reports about older people (2,423), and 53.0% of reports about adults with disability (584).

Figure 5: Gender of adults with disability and older people the subject of a report to the ADC, 2023-24



2.5 Age

The largest proportion of the 3,704 reports about older people in 2023-24 related to people aged 80-84 years (19.2%). The largest proportion of the 1,102 reports about adults with disability related to people aged 18-24 years (19.9%). These results are consistent with previous years.

Figure 6: Age of older people the subject of a report to the ADC, 2023-24

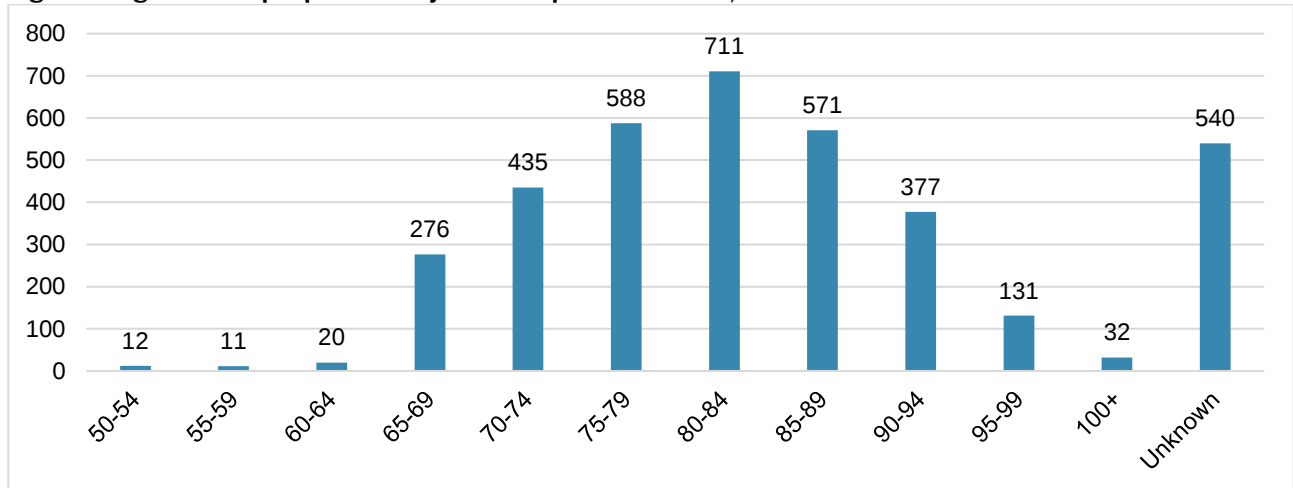
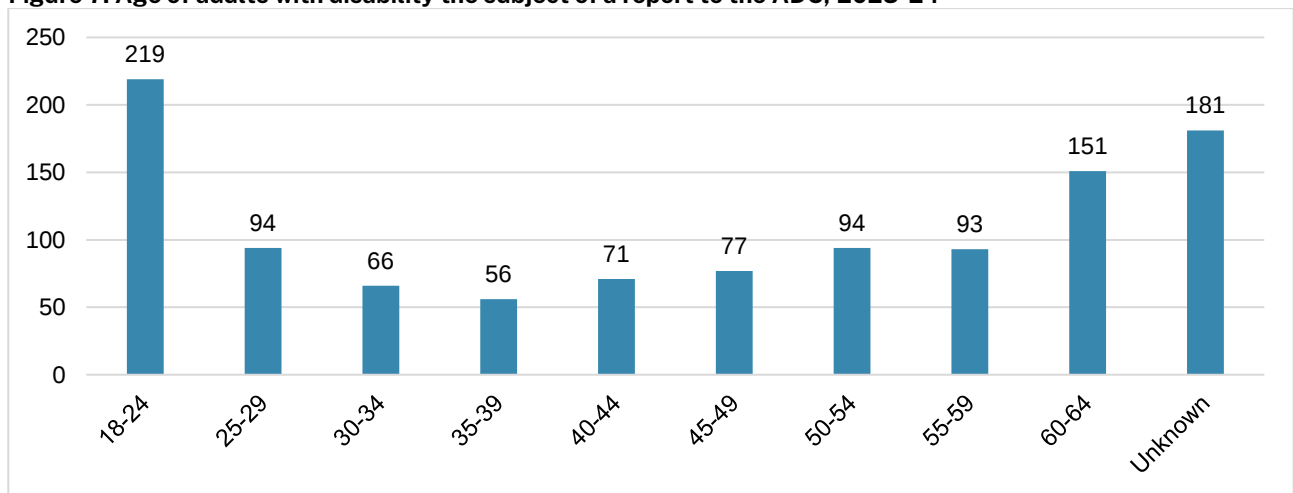


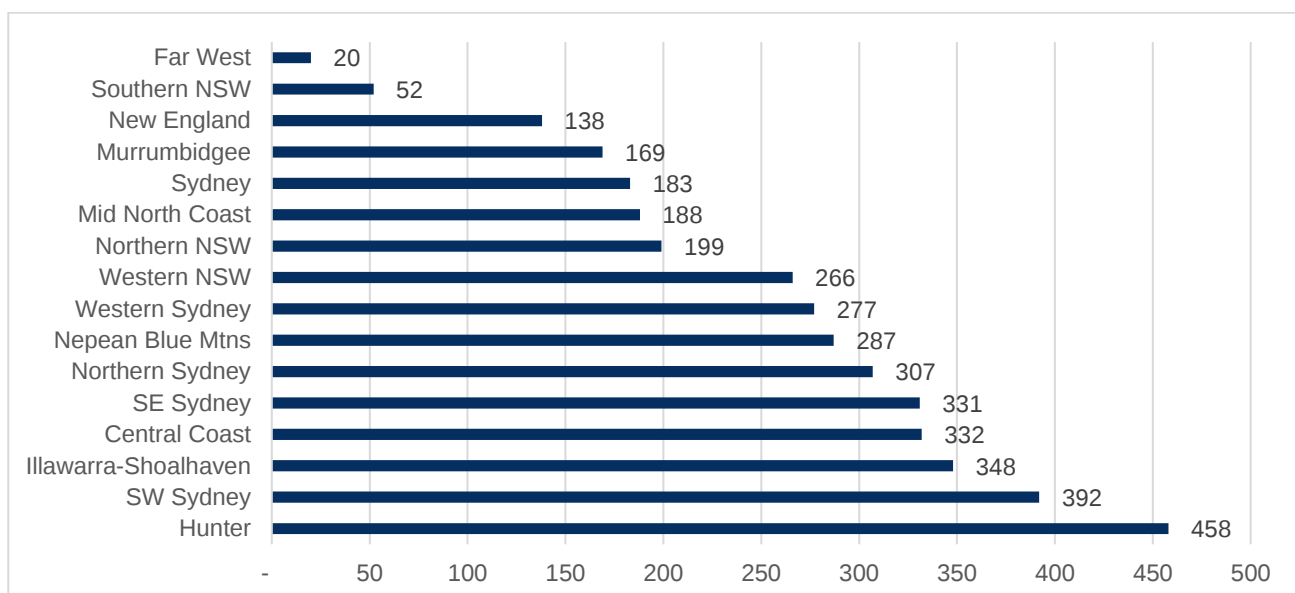
Figure 7: Age of adults with disability the subject of a report to the ADC, 2023-24



2.6 Location of person

Of the 3,947 reports to the ADC in 2023-24 in which the location of the person was known, regional NSW accounted for over half of the reports (2,170; 55.0%). Of the regional areas, Hunter, Illawarra Shoalhaven, and Central Coast featured most often, consistent with previous years.

Figure 8: Location of person the subject of a report to the ADC by NSW region, 2023-24



At a Local Government Area (LGA) level, the adults who were the subjects of a report to the ADC in 2023-24 most commonly lived in the Central Coast, Blacktown and Lake Macquarie LGAs. This is largely consistent with previous years.

Table 4: Main LGAs of people who were the subject of a report to the ADC, 2023-24

	Local Government Area	Number of cases		Local Government Area	Number of cases
1	Central Coast	264	11	Fairfield	89
2	Blacktown	186	12	Bayside	88
3	Lake Macquarie	170	13	Mid-Coast	85
4	Wollongong	164	13	Sutherland Shire	85
5	Canterbury-Bankstown	159	15	Shoalhaven	82
6	Cumberland	116	16	Parramatta	79
7	Northern Beaches	99	17	Penrith	67
8	Campbelltown	93	18	Port Macquarie-Hastings	66
9	Cessnock	92	19	Inner West	61
10	Newcastle	91	19	Tweed	61

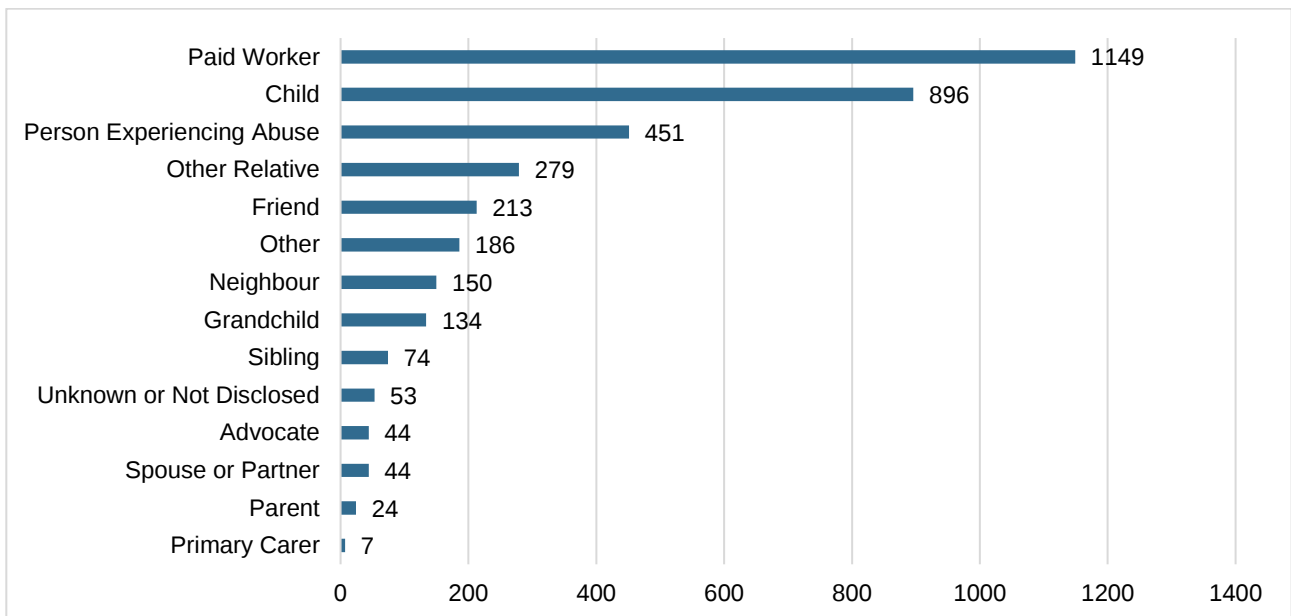
3. Reporters

3.1 Relationship of reporter to the adult

Older people

Paid workers were the main source of reports to the ADC about older people in 2023-24, accounting for 31.0% of the 3,704 reports, just ahead of reports by adult children (24.2%). All up, family members were the reporters in 38.0% of reports about older people. The older person ('Person Experiencing Abuse') was the reporter to the ADC in 12.2% of cases.

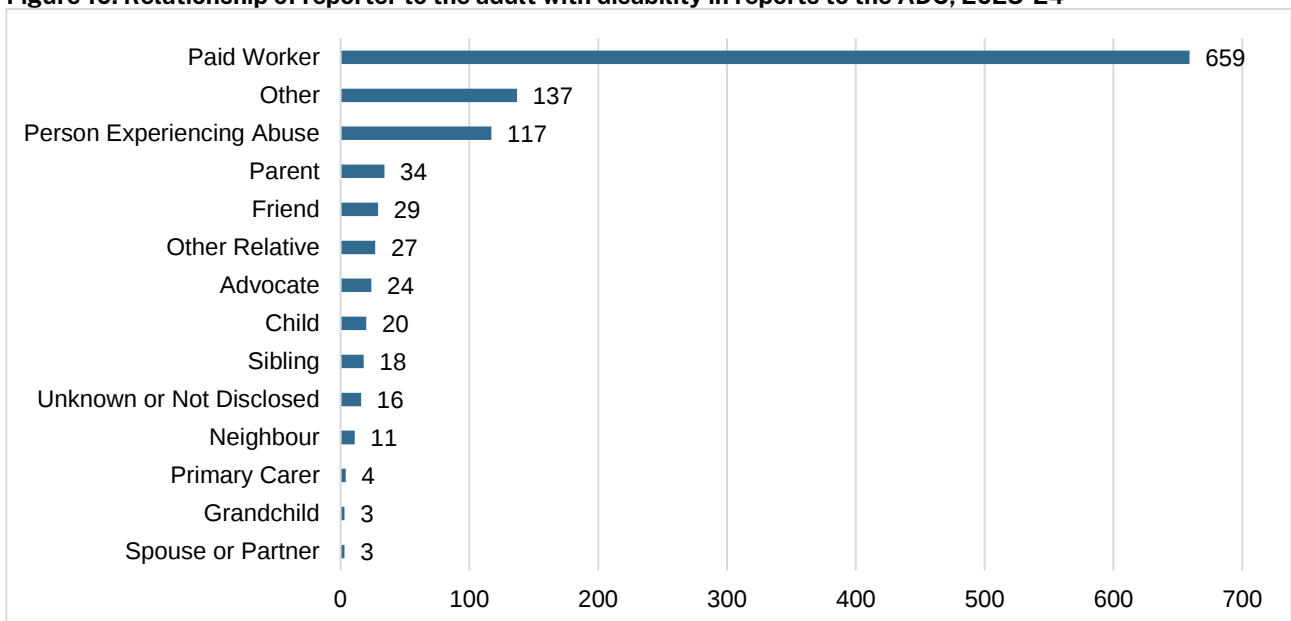
Figure 9: Relationship of reporter to the older person in reports to the ADC, 2023-24



Adults with disability

Paid workers were the main source of reports to the ADC about adults with disability in 2023-24, accounting for over half (59.8%) of the 1,102 reports about adults with disability. Family members were the reporters in 9.3% of reports about adults with disability, and the adult with disability ('Person Experiencing Abuse') was the reporter in 10.6% of cases.

Figure 10: Relationship of reporter to the adult with disability in reports to the ADC, 2023-24



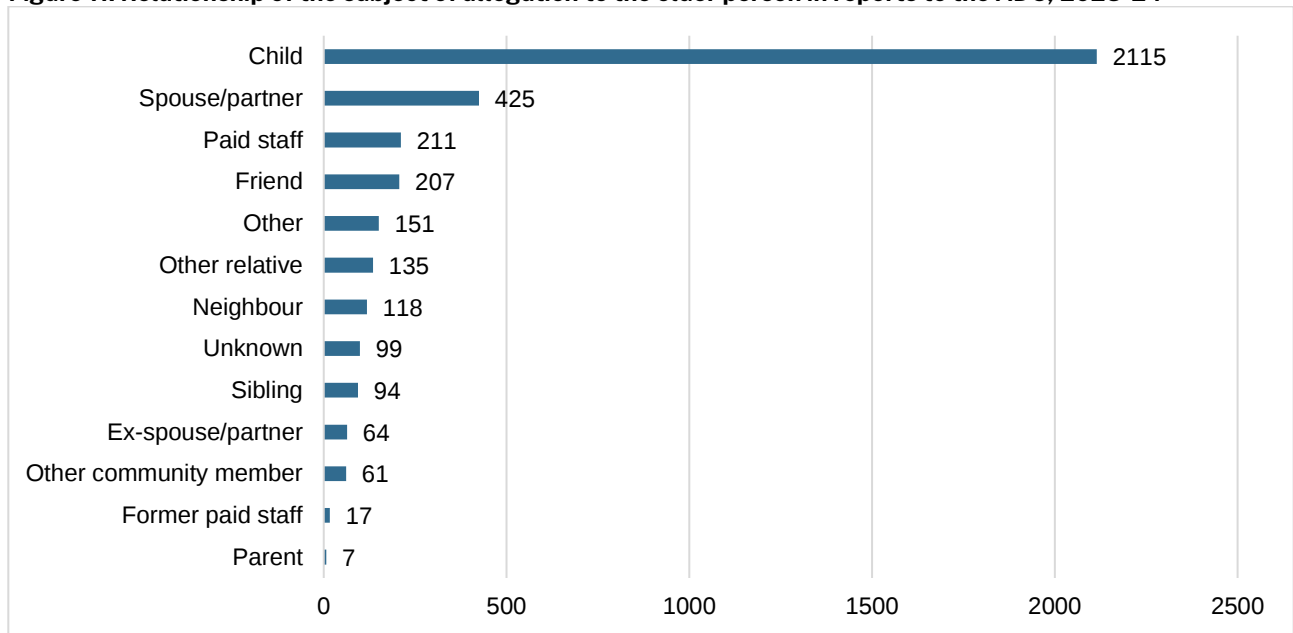
4. Subjects of allegation

4.1 Relationship of the subject of allegation to the adult

Older people

The subjects of allegation in over half (57.1%) of the 3,704 reports about older people in 2023-24 were the person's adult children. All up, relatives were the subjects of allegation in 63.5% of the reports about older people. Allegations against a spouse or partner (or ex-spouse/ partner) featured in 13.2% of the reports about older people.

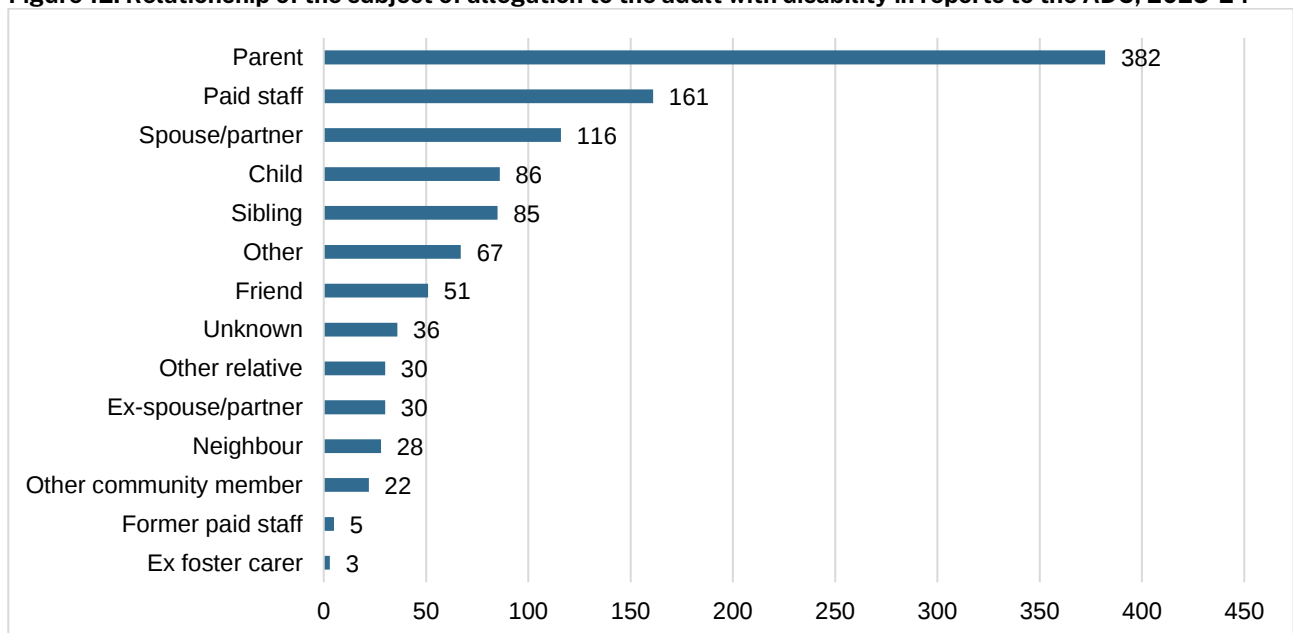
Figure 11: Relationship of the subject of allegation to the older person in reports to the ADC, 2023-24



Adults with disability

In 34.7% of the 1,102 reports about adults with disability in 2023-24, the allegations pertained to the adult's parent(s). All up, relatives were the subjects of allegation in 52.9% of the reports about adults with disability. In 13.2% 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, 2023-24



5. Type of alleged abuse

Older people

The most commonly reported types of alleged abuse in relation to older people in 2023-24 were psychological abuse and financial abuse. This is consistent with previous years.

In comparison to 2022-23, a slightly higher proportion of allegations related to financial abuse (previously 28.2%).

Figure 13: Percentage of allegations by type of abuse, reports to the ADC about older people, 2023-24

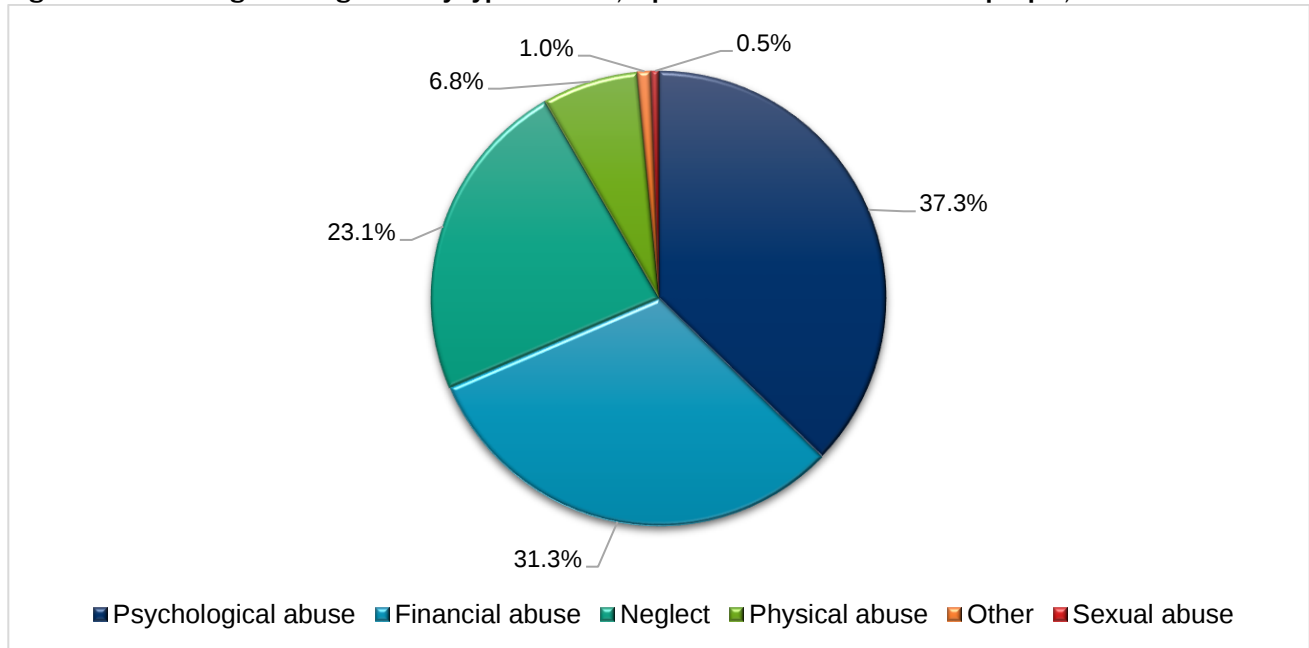


Table 5: Type of alleged abuse of the older person in reports to the ADC, 2023-24⁴

Type of alleged abuse	Number of allegations	% of all allegations
Psychological abuse (Mainly verbal abuse; making excessive or degrading demands; and preventing/restricting access to supports/services)	2,304	37.3%
Financial abuse (Mainly financial exploitation; misuse of POA or EPOA; and theft)	1,934	31.3%
Neglect (Mainly failure to meet support needs; and medical care)	1,428	23.1%
Physical abuse (Mainly threat of harm; and hitting/kicking/punching)	423	6.8%
Other	59	1.0%
Sexual abuse (Mainly sexual touching)	33	0.5%
Total allegations in reports about older people	6,181	100%

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

Table 6: Leading reported allegations in relation to older people, 2023-24

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.

	Reported allegation	Number of cases
1	Financial exploitation	1050
2	Psychological abuse - Verbal abuse	759
3	Neglect - Failure to meet support needs	609
4	Psychological abuse - Making excessive or degrading demands	431
5	Psychological abuse - Preventing/restricting access to family/others	425
6	Financial abuse - Misuse of POA or EPOA	330
7	Psychological abuse - Preventing/restricting access to supports/services	289
8	Psychological abuse - Other psychological abuse	262
9	Neglect - Medical care	250
10	Financial abuse - Theft (taking Person's money)	248

Adults with disability

The most commonly reported types of alleged abuse in relation to adults with disability in 2023-24 were psychological abuse, followed by neglect and financial abuse.

In comparison with 2022-23, a slightly higher proportion of allegations related to neglect (previously 25.5%), physical abuse (previously 10.9%), and sexual abuse (previously 2.7%).

Figure 14: Percentage of allegations by type of abuse, reports to the ADC about adults with disability, 2023-24

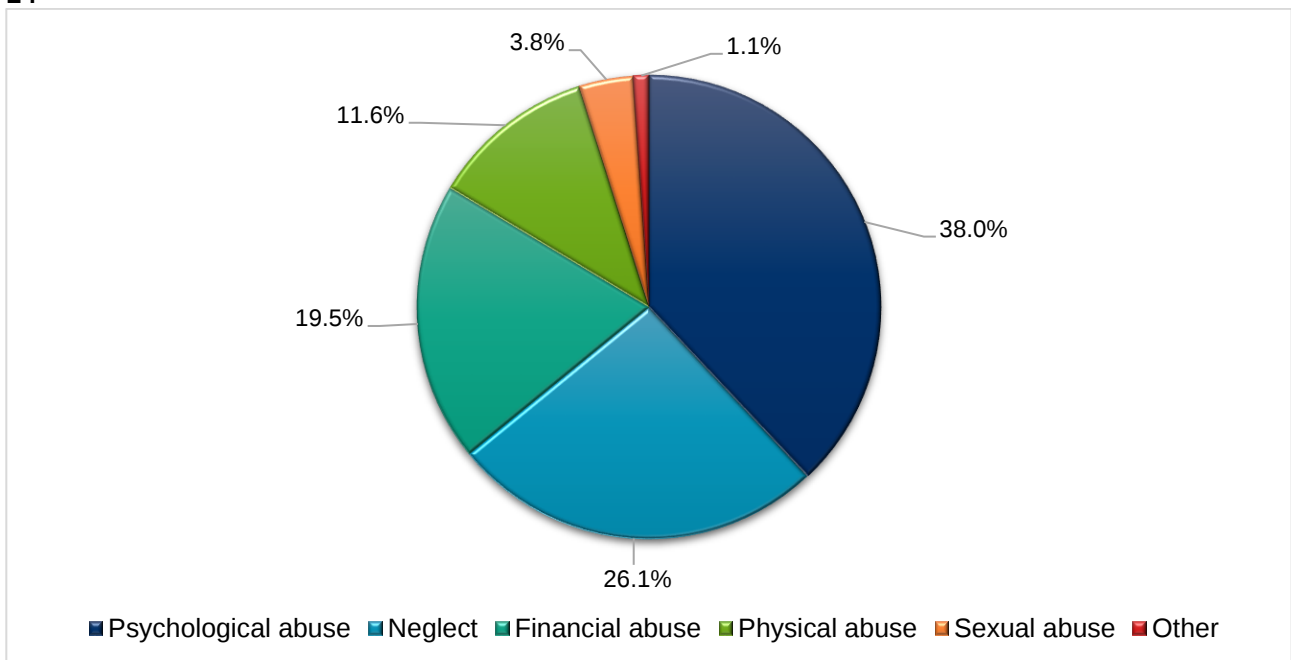


Table 7: Type of alleged abuse of the adult with disability in reports to the ADC, 2023-24⁵

Type of alleged abuse	Number of allegations	% of all allegations
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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.

Psychological abuse (Mainly preventing/restricting access to supports/services; verbal abuse; and making excessive or degrading demands)	760	38.0%
Neglect (Mainly failure to meet support needs; and medical care)	522	26.1%
Financial abuse (Mainly financial exploitation; preventing access to/withholding Person's money; and theft)	390	19.5%
Physical abuse (Mainly hitting/kicking/punching; and pushing/shoving/grabbing/shaking)	231	11.6%
Sexual abuse (Mainly sexual touching; and sexual assault)	76	3.8%
Other	21	1.1%
Total allegations in reports about adults with disability	2,000	100%

The most common allegations reported in relation to adults with disability related to them being financially exploited; being prevented or restricted from accessing supports/services; being verbally abused; and not having their support needs met.

Table 8: Leading reported allegations in relation to adults with disability, 2023-24

	Reported allegation	Number of cases
1	Financial exploitation	205
2	Psychological abuse - Preventing/restricting access to supports/services	203
3	Psychological abuse - Verbal abuse	197
4	Neglect - Failure to meet support needs	182
5	Psychological abuse - Making excessive or degrading demands	134
6	Neglect - Medical care	116
7	Psychological abuse - Other psychological abuse	114
8	Physical abuse - Hitting/kicking/punching	82
9	Financial abuse - Preventing access to/withholding Person's money	61
10	Financial abuse - Theft (taking person's money)	47

6. Actions/ outcomes

6.1 Primary action by ADC (closed reports)

The ADC closed 4,687 reports in 2023-24, an increase of 11.9% on the previous year. Around 77.3% of the reports were handled at an early point by the Ageing and Disability Abuse Helpline providing assistance and support to the caller, referring matters to other appropriate parties, and providing early case coordination to the adult.

In 20.8% of the reports closed in 2023-24 (4,687), 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, reports closed in 2023-24

Primary action by ADC	Number
1. Early intervention/resolution (Helpline only)	3,625
a) Assistance and support provided	3,234
b) Referred externally	308
c) Early case coordination	81
2. Closed after preliminary inquiries	445
a) Appropriate actions underway to address/manage risks	278
b) No or low risk identified	129
c) Person has capacity and refused investigation/involvement	38
3. Community supports	220
a) Risk identified	156
b) No or low risk identified	64
4. Consolidated into another matter	183
5. Declined at outset	89
a) Insufficient details to progress	77
b) Premature/ actions underway	12
6. Investigation	77
a) Risk identified	65
b) No/low risk identified	12
7. Referred to other body	29
8. Referred to Police	19
Total closed reports	4,687

6.2 Person outcomes

In relation to the 4,687 reports closed in 2023-24, 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 and receive increased aged care, disability and legal supports.

Table 10: Leading outcomes for the person the subject of a report to the ADC, reports closed 2023-24

Person outcomes	Number of cases ⁶
Will and preference of Person ascertained	575
Will and preference of Person respected/upheld	549
Referral/help to access aged care supports	85
Referral/help to access legal support	74
Other supports/services provided/increased	62
Change in accommodation	49
Review/assessment of aged care supports	46
Referral/help to access advocacy supports	45
Referral/help to access other supports	43

⁶ There can be multiple outcomes for an individual.

Aged care support provided/increased	43
Review/assessment of disability supports	39
Other police/justice action	30
Disability support provided/increased	30
Referral/help to access health services	27
Guardianship application	27
Reduced/addressed social isolation	26
Review/assessment of decision-making capacity	25
Referral/help to access disability supports	25
Review/assessment of health/medical needs	24
Financial management application	24

6.3 Subject of allegation outcomes

For reports closed in 2023-24, 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 or 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 11: Leading outcomes in relation to the subject of allegation in a report to the ADC, reports closed 2023-24

Subject of allegation outcomes	Number of cases ⁷
Education or advice provided	498
Linked to/received more support	105
PSOA reduced/supervised access	16
PSOA prevented from access	13
ADVO put in place	13
Removal as POA or EPOA	10
Benefit changed	6
Removal as NDIS nominee	6
PSOA removed from premises	5
Criminal charges	5
Removal as enduring guardian	4
Benefit removed	3
Removal of other authority	3
Other action on PSOA worker check	3
Removal as guardian	2
Removal as financial manager	2
Other removal/change to benefit	1
APVO put in place	1

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