**National Disability Abuse and Neglect Hotline data**

**Period: July – December 2023**

The Hotline is a nationally accessible service designed to aid reporting of abuse and neglect of people with disability in Commonwealth, State and Territory funded disability services, and to refer the reports appropriately. The Hotline is not a complaints resolution service or an individual advocacy service. It works with callers to find appropriate ways of dealing with reports of abuse or neglect through a process of referral, including providing information and support, but also direct referrals to the complaints handling mechanisms relevant to the appropriate state and territory, as well as other complaints handling bodies such as the various Ombudsman, Anti-Discrimination Boards and the Complaints Resolution and Referral Service (CRRS).

Data from the Hotline from July – December 2023 is provided below.

Table 1: Hotline Clients by Age

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Count of Case Numbers** | | | | | | |
| **Age as reported** | **2023 – Cases by Month** | | | | | |
| **Jul-23** | **Aug-23** | **Sept-23** | **Oct-23** | **Nov-23** | **Dec-23** |
| 16 to 19 | 0 | 0 | 0 | 2 | 0 | 1 |
| 20 to 24 | 1 | 1 | 0 | 1 | 1 | 0 |
| 25 to 40 | 3 | 2 | 2 | 1 | 4 | 5 |
| 41 to 54 | 3 | 3 | 3 | 1 | 1 | 1 |
| Less than 16 | 0 | 0 | 0 | 1 | 0 | 1 |
| Over 54 | 7 | 9 | 8 | 4 | 4 | 0 |
| Not provided | 28 | 32 | 28 | 30 | 30 | 36 |
| **Grand Total** | **42** | **47** | **41** | **40** | **39** | **44** |

Table 2: Hotline reports by Gender

Table 3: Disability Type as reported\*

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Disability Type as reported** | **Jul-23** | **Aug-23** | **Sept-23** | **Oct-23** | **Nov-23** | **Dec-23** | **Total** |
| ABI | 1 | 0 | 1 | 0 | 0 | 0 | 2 |
| Autism | 2 | 4 | 3 | 5 | 5 | 2 | 21 |
| Deafness/Hard of Hearing | 1 | 1 | 0 | 0 | 0 | 0 | 2 |
| Intellectual Disability | 4 | 3 | 3 | 5 | 3 | 4 | 22 |
| Learning Disability | 1 | 1 | 0 | 1 | 1 | 2 | 6 |
| Neurological Disability | 2 | 3 | 2 | 3 | 1 | 1 | 12 |
| Physical Disability | 9 | 13 | 4 | 3 | 6 | 4 | 39 |
| Mental Health Condition | 12 | 8 | 8 | 8 | 9 | 9 | 54 |
| Speech | 1 | 1 | 0 | 1 | 1 | 2 | 6 |
| Not provided | 21 | 22 | 21 | 18 | 19 | 27 | 128 |
| Blindness/Low Vision | 0 | 1 | 1 | 2 | 1 | 2 | 7 |
| **Total** | **54** | **57** | **43** | **46** | **46** | **53** | **299** |

\*N.B. people may report more than one disability

Table 4: Number of Hotline reports by month

|  |  |  |
| --- | --- | --- |
| **Month** | | **Reports** |
| Jul-23 | 42 | |
| Aug-23 | 47 | |
| Sept-23 | 41 | |
| Oct-23 | 40 | |
| Nov-23 | 39 | |
| Dec-23 | 44 | |
| **Total** | | **253** |

Table 5: Timeliness of closure

|  |  |
| --- | --- |
| **Time period** | **Total** |
| Less than 30 days | 100% |
| 90 days or less | 0% |
| Greater than 90 days | 0% |
| **Total** | **100%** |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Type of Abuse and Neglect** | **Jul-23** | **Aug-23** | **Sept-23** | **Oct-23** | **Nov-23** | **Dec-23** | **Total** |
| Physical Neglect | 1 | 6 | 2 | 2 | 2 | 5 | 18 |
| Passive Neglect | 2 | 3 | 1 | 6 | 2 | 2 | 16 |
| Emotional Neglect | 2 | 4 | 6 | 5 | 8 | 5 | 30 |
| Wilful Neglect | 2 | 8 | 7 | 5 | 5 | 4 | 31 |
| Constraint Abuse | 1 | 3 | 3 | 1 | 0 | 1 | 9 |
| Financial Abuse | 7 | 4 | 5 | 9 | 6 | 5 | 36 |
| Physical Abuse | 4 | 8 | 3 | 6 | 7 | 3 | 31 |
| Psychological Abuse | 6 | 10 | 13 | 13 | 11 | 12 | 65 |
| Sexual Abuse | 2 | 2 | 2 | 4 | 1 | 2 | 13 |
| Systematic Abuse | 2 | 10 | 4 | 3 | 4 | 2 | 25 |
| Legal/Civic Abuse | 1 | 0 | 1 | 0 | 0 | 2 | 4 |
| **Total** | **30** | **58** | **47** | **54** | **46** | **43** | **278** |

Table 6: Reported types of alleged Abuse and Neglect\*

\*N.B. reports may include more than one type of abuse and/or neglect. There were also 15 accounts of unknown abuse and 36 accounts of unknown neglect for the 6 months reported.