**National Disability Abuse and Neglect Hotline data**

**Period: July – December 2022**

The Hotline is a free, independent and confidential service for reporting abuse and neglect of people with disability. Anyone can contact the Hotline, including family members, friends, service providers or a person with disability. The Hotline is not a complaints resolution service or an individual advocacy service. Hotline staff work with callers to find appropriate ways of dealing with reports of abuse and neglect of people with disability through a process of referral, including providing information and support. Referrals are directed to the complaints handling mechanisms relevant to the appropriate state and territory, as well as other complaints handling bodies such as the various Ombudsmen, Anti-Discrimination Boards and the Complaints Resolution and Referral Service (CRRS).

Data from the Hotline from July – December 2022 is provided below.

Table 1: Hotline Clients by Age

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Count of Case Numbers** | | | | | | |
| **Age as reported** | **2022 – Cases by Month** | | | | | |
| **Jul-22** | **Aug-22** | **Sept-22** | **Oct-22** | **Nov-22** | **Dec-22** |
| 16 to 19 | 0 | 0 | 3 | 1 | 1 | 0 |
| 20 to 24 | 1 | 4 | 0 | 1 | 2 | 5 |
| 25 to 40 | 2 | 5 | 1 | 2 | 2 | 2 |
| 41 to 54 | 2 | 2 | 4 | 0 | 1 | 3 |
| Less than 16 | 0 | 1 | 4 | 0 | 0 | 1 |
| Over 54 | 1 | 4 | 6 | 4 | 4 | 7 |
| Not provided | 13 | 19 | 13 | 27 | 21 | 17 |
| **Grand Total** | **19** | **35** | **31** | **35** | **31** | **35** |

Table 2: Hotline reports by Gender

Table 3: Disability Type as reported\*

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Disability Type as reported** | **Jul-22** | **Aug-22** | **Sept-22** | **Oct-22** | **Nov-22** | **Dec-22** | **Total** |
| ABI | 1 | 0 | 4 | 2 | 0 | 1 | 8 |
| Autism | 2 | 3 | 7 | 3 | 3 | 4 | 22 |
| Deafness/Hard of Hearing | 0 | 0 | 0 | 0 | 2 | 0 | 2 |
| Intellectual Disability | 1 | 7 | 6 | 2 | 2 | 3 | 21 |
| Learning Disability | 1 | 0 | 0 | 1 | 0 | 0 | 2 |
| Neurological Disability | 1 | 0 | 2 | 1 | 3 | 1 | 8 |
| Physical Disability | 5 | 5 | 6 | 5 | 3 | 5 | 29 |
| Mental Health Condition | 1 | 3 | 5 | 8 | 2 | 9 | 28 |
| Speech | 2 | 1 | 2 | 0 | 1 | 1 | 7 |
| Not provided | 4 | 12 | 4 | 5 | 5 | 11 | 41 |
| Blindness/Low Vision | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| **Total** | **18** | **31** | **36** | **27** | **21** | **35** | **168** |

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

Table 4: Number of Hotline reports by month

|  |  |
| --- | --- |
| **Month** | **Reports** |
| Jul-22 | 19 |
| Aug-22 | 35 |
| Sept-22 | 31 |
| Oct-22 | 35 |
| Nov-22 | 31 |
| Dec-22 | 35 |
| **Total** | **186** |

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-22** | **Aug-22** | **Sept-22** | **Oct-22** | **Nov-22** | **Dec-22** | **Total** |
| Physical Neglect | 7 | 13 | 13 | 8 | 4 | 9 | 54 |
| Passive Neglect | 4 | 6 | 10 | 5 | 4 | 4 | 33 |
| Emotional Neglect | 7 | 13 | 15 | 9 | 8 | 9 | 61 |
| Wilful Neglect | 8 | 9 | 9 | 11 | 9 | 7 | 53 |
| Constraint Abuse | 3 | 3 | 1 | 1 | 3 | 3 | 14 |
| Financial Abuse | 4 | 10 | 3 | 7 | 4 | 5 | 33 |
| Physical Abuse | 1 | 8 | 7 | 5 | 3 | 9 | 33 |
| Psychological Abuse | 5 | 11 | 9 | 12 | 8 | 13 | 58 |
| Sexual Abuse | 0 | 7 | 1 | 1 | 1 | 0 | 10 |
| Systematic Abuse | 3 | 5 | 2 | 6 | 4 | 4 | 24 |
| Legal/Civic Abuse | 2 | 1 | 1 | 0 | 0 | 4 | 8 |
| **Total** | **44** | **86** | **71** | **65** | **48** | **67** | **381** |

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

\*N.B. reports may include more than one type of abuse and/or neglect.