

National Disability Abuse and Neglect Hotline data

Period: 01 January 2021 – 30 June 2021

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 January 2021 – 30 June 2021 is provided below.

Table 1: Hotline Clients by Age

Count of Case Numbers						
Age as reported	2021– Cases by Month					
	Jan	Feb	Mar	Apr	May	Jun
16 to 19	4	4	5	4	2	2
20 to 24	3	3	5	3	1	0
25 to 40	10	8	5	2	4	3
41 to 54	3	2	3	2	2	3
Less than 16	1	0	4	0	0	1
Over 54	6	9	10	8	3	2
Not provided	13	26	29	27	14	23
Grand Total	40	52	61	46	26	34

Table 2: Hotline reports by Gender

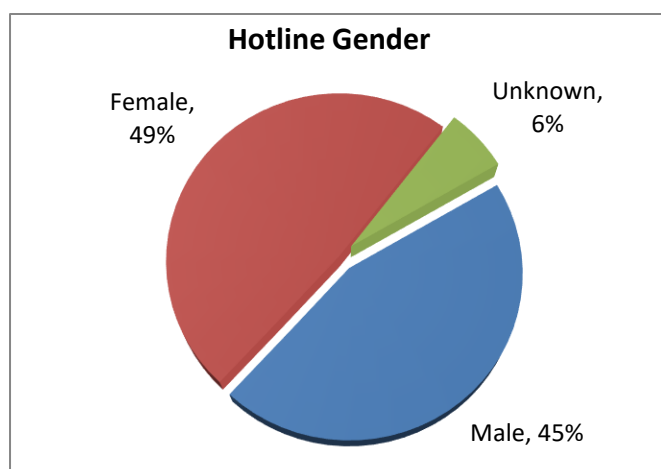


Table 3: Disability Type as reported*

Disability Type as reported	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Total
ABI	2	2	5	2	0	0	11
Autism	5	6	5	7	6	3	32
Hearing Disability	1	2	1	1	0	1	6
Intellectual Disability	10	5	11	4	2	7	39
Learning Disability	0	1	1	0	1	0	3
Neurological Disability	1	7	5	2	5	0	20
Physical Disability	9	13	7	5	3	5	42
Psychiatric Disability	8	7	8	10	2	5	40
Speech	5	3	0	0	0	0	8
Not provided	18	19	15	17	19	25	113
Vision Impairment	1	2	0	1	0	0	4
Total	60	67	58	49	38	46	318

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

Table 4: Number of Hotline reports by month

Month	Reports
Jan 21	40
Feb 21	52
Mar 21	61
Apr 21	46
May 21	26
Jun 21	34
Total	259

Table 5: Timeliness of closure

Time period	Total
Less than 30 days	99.7%
90 days or less	0.3%
Greater than 90 days	0.0%
Total	100%

Table 6: Reported types of alleged Abuse and Neglect*

Type of Abuse and Neglect	Jan 21	Feb 21	Mar 21	Apr 21	May 21	June 21	Total
Physical Neglect	13	14	24	12	5	13	81
Passive Neglect	2	9	13	7	2	6	39
Emotional Neglect	8	14	21	15	13	18	89
Wilful Neglect	7	8	12	11	2	4	44
Constrain Abuse	2	5	5	5	2	2	21
Financial Abuse	12	13	15	18	8	9	75
Physical Abuse	13	16	15	17	7	16	84
Psychological Abuse	18	20	24	20	12	16	110
Sexual Abuse	0	5	1	2	3	2	13
Systematic Abuse	5	5	5	5	4	1	25
Total	80	109	135	112	58	87	581

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