**National Disability Abuse and Neglect Hotline data**

**Period: 01 July 2020 – 31 December 2020**

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 01 July 2020 – 31 December 2020 is provided below.

Table 1: Hotline Clients by Age

|  |
| --- |
| **Count of Case Numbers** |
| **Age as reported** | **2020– Cases by Month**  |
| **Jul**  | **Aug**  | **Sep**  | **Oct**  | **Nov**  | **Dec**  |
| 16 to 19 | 5 | 0 | 0 | 3 | 2 | 0 |
| 20 to 24 | 7 | 2 | 3 | 2 | 1 | 1 |
| 25 to 40 | 8 | 5 | 3 | 7 | 12 | 10 |
| 41 to 54 | 3 | 6 | 5 | 6 | 1 | 4 |
| Less than 16 | 0 | 2 | 0 | 1 | 1 | 1 |
| Over 54 | 8 | 3 | 5 | 3 | 7 | 15 |
| Not provided | 11 | 10 | 16 | 15 | 10 | 5 |
| **Grand Total** | **42** | **28** | **32** | **37** | **34** | **36** |

Table 2: Hotline reports by Gender



Table 3: Disability Type as reported\*

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Disability Type as reported** | **Jul 2020**  | **Aug 2020** | **Sep 2020** | **Oct 2020** | **Nov 2020** | **Dec 2020** | **Total** |
| ABI | 3 | 3 | 4 | 2 | 1 | 2 | 15 |
| Autism | 4 | 3 | 2 | 5 | 4 | 2 | 20 |
| Hearing Disability | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| Intellectual Disability | 9 | 6 | 5 | 9 | 9 | 6 | 44 |
| Learning Disability | 1 | 0 | 2 | 1 | 0 | 1 | 5 |
| Neurological Disability | 2 | 0 | 1 | 1 | 0 | 4 | 8 |
| Physical Disability | 11 | 5 | 5 | 11 | 9 | 11 | 52 |
| Psychiatric Disability | 4 | 2 | 5 | 5 | 4 | 9 | 29 |
| Speech | 1 | 3 | 2 | 3 | 3 | 0 | 12 |
| Not provided |  18 | 9 | 6 | 16 | 19 | 19 | 87 |
| Vision Impairment  | 0 | 2 | 0 | 0 | 2 | 1 | 5 |
| **Total** | **53** | **33** | **32** | **53** | **51** | **56** | **278** |

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

Table 4: Number of Hotline reports by month

|  |  |
| --- | --- |
| **Month** | **Reports** |
| Jul 2020 | 42 |
| Aug 2020 | 28 |
| Sep 2020 | 32 |
| Oct 2020 | 37 |
| Nov 2020 | 34 |
| Dec 2020 | 36 |
| **Total**  | **209** |

Table 5: Timeliness of closure

|  |  |
| --- | --- |
| **Time period** | **Total** |
| Less than 30 days | 99.5% |
| 90 days or less | 0.5% |
| Greater than 90 days | 0.0% |
| **Total** | **100%** |

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

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Type of Abuse and Neglect**  | **Jul 2020**  | **Aug 2020** | **Sep 2020** | **Oct 2020** | **Nov 2020** | **Dec 2020** | **Total**  |
| Physical Neglect | 12 | 6 | 8 | 5 | 10 | 8 | 49 |
| Passive Neglect | 0 | 1 | 1 | 1 | 1 | 4 | 8 |
| Emotional Neglect | 7 | 5 | 7 | 5 | 10 | 13 | 47 |
| Wilful Neglect | 2 | 1 | 7 | 3 | 2 | 2 | 17 |
| Constraint Abuse | 3 | 2 | 3 | 0 | 1 | 3 | 12 |
| Financial Abuse | 12 | 7 | 7 | 8 | 12 | 10 | 56 |
| Physical Abuse | 15 | 8 | 7 | 14 | 15 | 11 | 70 |
| Psychological Abuse | 16 | 10 | 9 | 8 | 16 | 19 | 78 |
| Sexual Abuse | 3 | 1 | 1 | 2 | 2 | 1 | 10 |
| Systematic Abuse | 2 | 0 | 5 | 2 | 6 | 8 | 23 |
| **Total** | **72** | **41** | **55** | **48** | **75** | **79** | **370** |

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