

National Disability Abuse and Neglect Hotline data

Period: January – June 2025

The National Disability Abuse and Neglect Hotline is a free, independent and confidential service for reporting abuse and neglect of people with disability. The Hotline works with callers to find appropriate ways of dealing with reports of abuse or neglect through referral, information and support.

Reports are received by the Hotline by phone call or email/online form submission.

The below figures are for the period 1 January – 30 June 2025.

Table 1: Hotline Clients by Age

2025 – Cases by Month						
Age as reported	Jan	Feb	Mar	Apr	May	June
14 or under	2	6	5	2	5	1
15 to 18	6	13	3	11	7	2
19 to 30	23	24	19	12	22	10
31 to 45	25	35	23	14	10	9
46 to 64	36	25	15	17	19	18
65+	10	13	8	5	6	6
Not provided	75	70	102	81	103	105
Grand Total	177	186	175	142	172	151

Table 2: Disability Type as reported*

Disability Type as reported	Jan	Feb	Mar	Apr	May	Jun	Total
Learning Disability	2	0	2	0	0	0	4
Mental Health Condition	22	15	14	9	11	6	77
Blindness/Low Vision	4	4	0	0	1	0	9
Acquired Brain Injury	5	4	5	2	6	5	27
Deafness/Hard of hearing	0	0	0	0	0	0	0
Intellectual Disability	24	17	15	14	15	9	94
Neurological Impairment	19	24	16	18	23	21	121
Physical Disability	16	18	6	8	5	7	60
Speech/Communication Disorder	0	3	1	1	2	0	7
Multiple disabilities reported	14	47	41	39	47	44	232
Not provided	71	54	75	51	62	59	372
Total	177	186	175	142	172	151	1003

Table 3: Number of Hotline reports by month

Month	Reports
Jan-25	177
Feb-25	186
Mar-25	175
Apr-25	142
May-25	172
Jun-25	151
Total	1003

Table 4: Timeliness of closure

Time period	Total
Same day	97%
30 days or less	3%
Greater than 90 days	0%
Total	100%

Table 5: Reported types of alleged Abuse and Neglect

Type of Abuse and Neglect	Jan	Feb	Mar	Apr	May	Jun	Total
Constraint (abuse)	5	1	4	0	2	5	17
Financial (abuse)	8	18	13	18	7	7	71
Physical (abuse)	17	7	7	12	11	6	60
Psychological (abuse)	13	13	11	9	6	8	60
Sexual (abuse)	4	1	5	2	6	1	19
Systemic (abuse)	2	2	7	3	8	9	31
Legal/Civic (abuse)	1	1	1	0	2	0	5
Emotional (neglect)	2	1	2	0	0	0	5
Passive (neglect)	4	6	4	5	4	7	30
Physical (neglect)	7	6	10	3	7	1	34
Wilful (neglect)	3	6	3	8	4	4	28
Multiple types reported	79	108	86	74	103	98	548
Other/unknown	32	16	22	8	12	5	95
Total	177	186	175	142	172	151	1003

*N.B - to better align with principles of privacy, inclusivity, and relevance, the National Disability Abuse and Neglect Hotline (Hotline) have ceased reporting on gender. Gender is not a mandatory data field and is often not disclosed by callers. As such, reporting on incomplete or inconsistent data may lead to inaccurate or misleading representations. Additionally, the decision supports a more inclusive approach, respecting diverse gender identities and avoids assumptions. It also ensures individuals who do not identify within binary categories are not excluded or misrepresented

