

# National Disability Abuse and Neglect Hotline data

## Period: July – December 2024

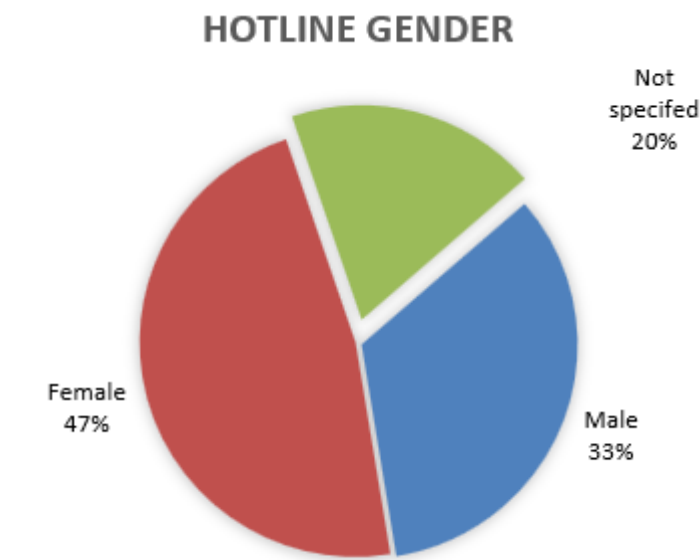
The Hotline is a nationally accessible service designed to aid reporting of abuse and neglect of people with disability in Commonwealth, State and Territory funded disability services, and to refer the reports appropriately. The Hotline is not a complaints resolution service or an individual advocacy 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 1 July – 23 December 2024 is provided below.

Table 1: Hotline Clients by Age

2024 – Cases by Month						
Age as reported	Jul	Aug	Sept	Oct	Nov	Dec
16 to 19	0	0	1	0	0	0
20 to 24	2	2	1	0	1	0
25 to 40	2	1	4	1	3	0
41 to 54	0	1	3	1	0	1
Less than 16	0	1	0	0	0	0
Over 54	3	10	7	3	6	8
Not provided	27	18	30	26	30	17
Grand Total	34	33	46	31	40	26

Table 2: Hotline reports by Gender



**Table 3: Disability Type as reported\***

Disability Type as reported	Jul	Aug	Sept	Oct	Nov	Dec	Total
ABI	1	3	2	0	3	0	9
Autism Spectrum Disorder	1	5	4	5	3	0	18
Deafness/Hard of Hearing	1	0	0	0	0	0	1
Intellectual Disability	3	4	5	1	7	2	22
Learning Disability	1	0	1	0	0	0	2
Neurological Disability	1	0	3	1	2	1	8
Physical Disability	7	4	6	3	2	4	26
Mental Health Condition	9	10	12	7	7	1	46
Speech/Communication Disorder	0	0	0	0	0	0	0
Not provided	18	14	21	18	22	19	112
Blindness/Low Vision	1	0	0	0	0	0	1
<b>Total</b>	<b>43</b>	<b>40</b>	<b>54</b>	<b>35</b>	<b>46</b>	<b>27</b>	<b>245</b>

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

**Table 4: Number of Hotline reports by month**

Month	Reports
Jul-24	34
Aug-24	33
Sept-24	46
Oct-24	31
Nov-24	40
Dec-24	26
<b>Total</b>	<b>210</b>

**Table 5: Timeliness of closure**

Time period	Total
Less than 30 days	99%
90 days or less	1%
Greater than 90 days	0%
<b>Total</b>	<b>100%</b>

**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 29\* accounts of unknown abuse and 58\* accounts of unknown neglect for the 6 months reported.

Type of Abuse and Neglect	Jul	Aug	Sept	Oct	Nov	Dec	Total
Physical Neglect	3	6	7	7	7	3	33
Passive Neglect	3	4	4	2	2	4	19
Emotional Neglect	6	5	9	3	10	2	35
Wilful Neglect	3	8	7	4	4	2	28
Constraint Abuse	2	0	2	1	2	1	8
Financial Abuse	10	9	10	7	5	7	48
Physical Abuse	7	5	6	9	5	7	39
Psychological Abuse	9	11	12	9	13	10	64
Sexual Abuse	2	1	2	1	1	5	12
Systematic Abuse	3	4	3	3	2	2	17
Legal/Civic Abuse	2	0	3	0	0	1	6
<b>Total</b>	<b>50</b>	<b>53</b>	<b>65</b>	<b>46</b>	<b>51</b>	<b>44</b>	<b>309</b>