# National Disability Abuse and Neglect Hotline data

## Period: January – June 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 January – June 2024 is provided below.

### Table 1: Hotline Clients by Age

#### Count of Case Numbers

|  |  |
| --- | --- |
|  | **2024 – Cases by Month**  |
| **Age as reported** | **Jan** | **Feb** | **March** | **April** | **May** | **June** |
| 16 to 19 | 0 | 1 | 0 | 2 | 0 | 0 |
| 20 to 24 | 1 | 0 | 1 | 0 | 1 | 0 |
| 25 to 40 | 4 | 1 | 2 | 0 | 0 | 3 |
| 41 to 54 | 2 | 1 | 0 | 0 | 3 | 0 |
| Less than 16 | 1 | 0 | 0 | 0 | 0 | 0 |
| Over 54 | 6 | 6 | 3 | 1 | 2 | 2 |
| Not provided | 34 | 23 | 29 | 29 | 28 | 25 |
| **Grand Total** | **48** | **32** | **35** | **32** | **34** | **30** |

### Table 2: Hotline reports by Gender



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

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Disability Type as reported** | **Jan-24** | **Feb 24** | **Mar-24** | **Apr-24** | **May-24** | **Jun-24** | **Total** |
| ABI | 1 | 0 | 2 | 0 | 1 | 0 | 4 |
| Autism Spectrum Disorder | 3 | 1 | 1 | 3 | 3 | 5 | 16 |
| Deafness/Hard of Hearing | 1 | 1 | 1 | 1 | 0 | 0 | 4 |
| Intellectual Disability | 6 | 2 | 4 | 2 | 2 | 0 | 16 |
| Learning Disability | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| Neurological Disability | 2 | 0 | 2 | 1 | 2 | 2 | 9 |
| Physical Disability | 4 | 6 | 2 | 3 | 8 | 5 | 28 |
| Mental Health Condition | 4 | 7 | 7 | 9 | 6 | 6 | 39 |
| Speech/Communication Disorder | 3 | 2 | 1 | 2 | 1 | 0 | 9 |
| Not provided | 27 | 21 | 19 | 19 | 17 | 18 | 121 |
| Blindness/Low Vision | 1 | 1 | 0 | 0 | 0 | 0 | 2 |
| **Total** | **52** | **41** | **39** | **40** | **40** | **37** | **249** |

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

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

|  |  |
| --- | --- |
| **Month** | **Reports** |
| Jan-24 | 48 |
| Feb-24 | 32 |
| Mar-24 | 35 |
| Apr-24 | 32 |
| May-24 | 34 |
| Jun-24 | 30 |
| **Total**  | **211** |

### Table 5: Timeliness of closure

|  |  |
| --- | --- |
| **Time period** | **Total** |
| Less than 30 days | 99% |
| 90 days or less | 0% |
| Greater than 90 days | 1% |
| **Total** | **100%** |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Type of Abuse and Neglect**  | **Jan-24** | **Feb-24** | **Mar-24** | **Apr-24** | **May-24** | **Jun-24** | **Total** |
| Physical Neglect | 6 | 2 | 2 | 0 | 4 | 4 | 18 |
| Passive Neglect | 4 | 2 | 2 | 0 | 5 | 2 | 15 |
| Emotional Neglect | 8 | 7 | 9 | 1 | 6 | 4 | 35 |
| Wilful Neglect | 6 | 5 | 7 | 1 | 5 | 4 | 28 |
| Constraint Abuse | 4 | 2 | 5 | 1 | 1 | 0 | 13 |
| Financial Abuse | 8 | 4 | 8 | 3 | 6 | 2 | 31 |
| Physical Abuse | 6 | 7 | 4 | 4 | 3 | 2 | 26 |
| Psychological Abuse | 11 | 8 | 10 | 5 | 7 | 2 | 43 |
| Sexual Abuse | 2 | 1 | 0 | 0 | 0 | 1 | 4 |
| Systematic Abuse | 4 | 1 | 1 | 0 | 2 | 3 | 11 |
| Legal/Civic Abuse | 2 | 2 | 2 | 0 | 1 | 2 | 9 |
| **Total** | **61** | **41** | **50** | **15** | **40** | **26** | **233** |

### 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 34 accounts of unknown abuse and 47 accounts of unknown neglect for the 6 months reported.