

National Disability Abuse and Neglect Hotline data

Period: July – December 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 July – December 2021 is provided below.

Table 1: Hotline Clients by Age

Count of Case Numbers						
Age as reported	2021 – Cases by Month					
	July-21	Aug-21	Sept-21	Oct-21	Nov-21	Dec-21
16 to 19	0	1	0	0	0	1
20 to 24	0	0	0	0	2	1
25 to 40	0	0	0	1	0	0
41 to 54	0	0	0	1	0	0
Less than 16	0	0	0	0	0	0
Over 54	0	2	0	1	3	1
Not provided	25	26	28	22	26	32
Grand Total	25	29	28	25	31	35

Table 2: Hotline reports by Gender

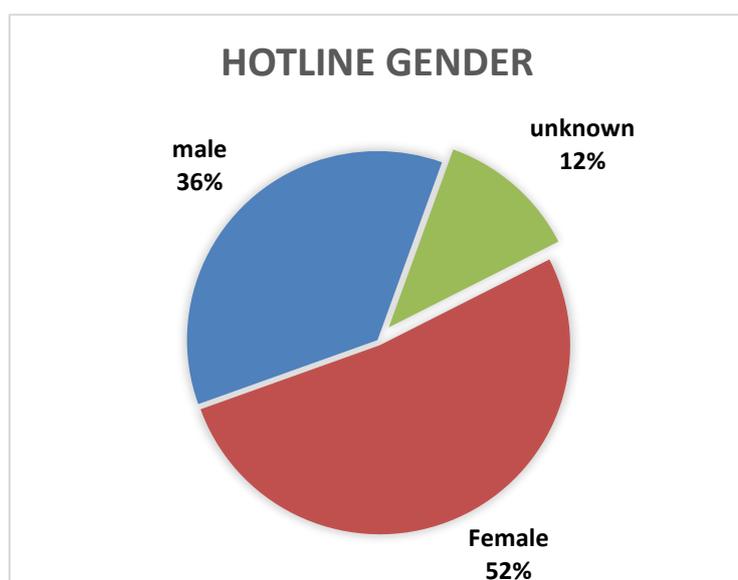


Table 3: Disability Type as reported*

Disability Type as reported	July-21	Aug-21	Sept-21	Oct-21	Nov-21	Dec-21	Total
ABI	1	3	0	0	0	0	4
Autism	3	0	2	2	4	4	15
Hard of Hearing/Deafness	2	2	0	0	2	0	6
Intellectual Disability	4	2	2	4	2	6	20
Learning Disability	0	1	1	0	0	0	2
Neurological Disability	2	1	0	1	0	2	6
Physical Disability	2	8	7	4	6	9	36
Mental Health Condition Disability	3	8	3	5	4	1	24
Speech	0	0	0	2	0	2	4
Not provided	12	12	16	12	17	18	87
Blindness/Low Vision	1	0	0	0	2	1	4
Total	30	37	31	30	37	43	208

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

Table 4: Number of Hotline reports by month

Month	Reports
July-21	25
Aug-21	29
Sept-21	28
Oct-21	25
Nov-21	31
Dec-21	35
Total	173

Table 5: Timeliness of closure

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

Table 6: Reported types of alleged Abuse and Neglect*

Type of Abuse and Neglect	July-21	Aug-21	Sept-21	Oct-21	Nov-21	Dec-21	Total
Physical Neglect	14	7	11	10	10	9	61
Passive Neglect	3	4	6	4	2	1	20
Emotional Neglect	10	13	8	12	9	3	55
Wilful Neglect	2	6	8	3	2	4	25
Constraint Abuse	0	0	2	1	0	3	6
Financial Abuse	9	9	7	7	6	8	46
Physical Abuse	8	5	6	6	9	12	46
Psychological Abuse	3	11	12	8	9	14	57
Sexual Abuse	1	1	2	5	1	0	10
Systematic Abuse	3	1	4	3	7	3	21
Legal / Civic	0	1	2	1	2	2	8
Total	53	58	68	60	57	59	355

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