

## 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

Age as reported	2024 – Cases by Month					
	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
<b>Grand Total</b>	<b>48</b>	<b>32</b>	<b>35</b>	<b>32</b>	<b>34</b>	<b>30</b>

Table 2: Hotline reports by Gender

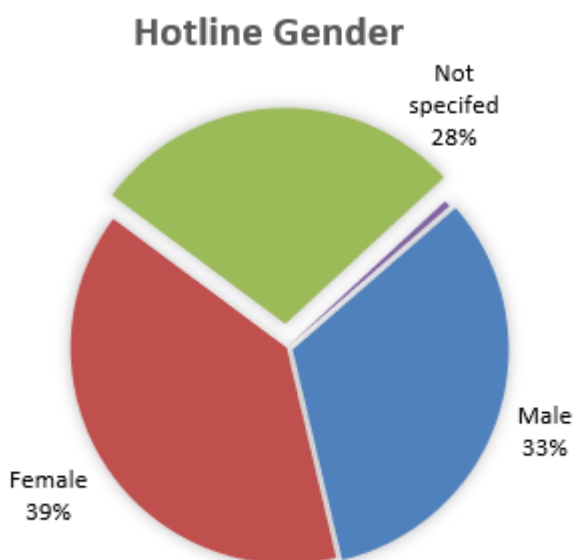


Table 3: Disability Type as reported\*

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
<b>Total</b>	<b>52</b>	<b>41</b>	<b>39</b>	<b>40</b>	<b>40</b>	<b>37</b>	<b>249</b>

\*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
<b>Total</b>	<b>211</b>

Table 5: Timeliness of closure

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

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

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
<b>Total</b>	<b>61</b>	<b>41</b>	<b>50</b>	<b>15</b>	<b>40</b>	<b>26</b>	<b>233</b>

\*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.