National Disability Abuse and Neglect Hotline data

Period: July – December 2022

The Hotline is a free, independent and confidential service for reporting abuse and neglect of people with disability. Anyone can contact the Hotline, including family members, friends, service providers or a person with disability. The Hotline is not a complaints resolution service or an individual advocacy service. Hotline staff work with callers to find appropriate ways of dealing with reports of abuse and neglect of people with disability through a process of referral, including providing information and support. Referrals are directed to the complaints handling mechanisms relevant to the appropriate state and territory, as well as other complaints handling bodies such as the various Ombudsmen, Anti-Discrimination Boards and the Complaints Resolution and Referral Service (CRRS).

Data from the Hotline from July – December 2022 is provided below.

Table 1: Hotline Clients by Age

Count of Case Numbers						
	2022 – Cases by Month					
Age as reported	Jul-22	Aug-22	Sept-22	Oct-22	Nov-22	Dec-22
16 to 19	0	0	3	1	1	0
20 to 24	1	4	0	1	2	5
25 to 40	2	5	1	2	2	2
41 to 54	2	2	4	0	1	3
Less than 16	0	1	4	0	0	1
Over 54	1	4	6	4	4	7
Not provided	13	19	13	27	21	17
Grand Total	19	35	31	35	31	35

Table 2: Hotline reports by Gender
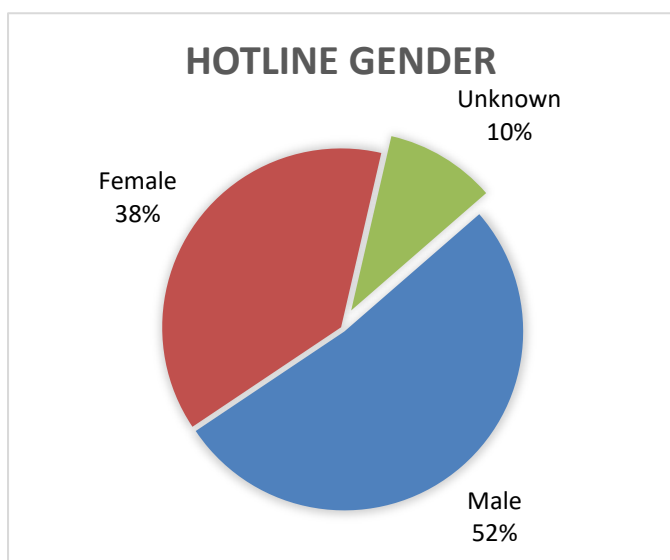
Table 3: Disability Type as reported*

Disability Type as reported	Jul-22	Aug-22	Sept-22	Oct-22	Nov-22	Dec-22	Total
ABI	1	0	4	2	0	1	8
Autism	2	3	7	3	3	4	22
Deafness/Hard of Hearing	0	0	0	0	2	0	2
Intellectual Disability	1	7	6	2	2	3	21
Learning Disability	1	0	0	1	0	0	2
Neurological Disability	1	0	2	1	3	1	8
Physical Disability	5	5	6	5	3	5	29
Mental Health Condition	1	3	5	8	2	9	28
Speech	2	1	2	0	1	1	7
Not provided	4	12	4	5	5	11	41
Blindness/Low Vision	0	0	0	0	0	0	0
Total	18	31	36	27	21	35	168

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

Table 4: Number of Hotline reports by month

Month	Reports
Jul-22	19
Aug-22	35
Sept-22	31
Oct-22	35
Nov-22	31
Dec-22	35
Total	186

Table 5: Timeliness of closure

Time period	Total
Less than 30 days	100%
90 days or less	0%
Greater than 90 days	0%
Total	100%

Table 6: Reported types of alleged Abuse and Neglect*

Type of Abuse and Neglect	Jul-22	Aug-22	Sept-22	Oct-22	Nov-22	Dec-22	Total
Physical Neglect	7	13	13	8	4	9	54
Passive Neglect	4	6	10	5	4	4	33
Emotional Neglect	7	13	15	9	8	9	61
Wilful Neglect	8	9	9	11	9	7	53
Constraint Abuse	3	3	1	1	3	3	14
Financial Abuse	4	10	3	7	4	5	33
Physical Abuse	1	8	7	5	3	9	33
Psychological Abuse	5	11	9	12	8	13	58
Sexual Abuse	0	7	1	1	1	0	10
Systematic Abuse	3	5	2	6	4	4	24
Legal/Civic Abuse	2	1	1	0	0	4	8
Total	**44**	**86**	**71**	**65**	**48**	**67**	**381**

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