

National Disability Abuse and Neglect Hotline data

Period: July – December 2023

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 2023 is provided below.

Table 1: Hotline Clients by Age

Count of Case Numbers						
Age as reported	2023 – Cases by Month					
	Jul-23	Aug-23	Sept-23	Oct-23	Nov-23	Dec-23
16 to 19	0	0	0	2	0	1
20 to 24	1	1	0	1	1	0
25 to 40	3	2	2	1	4	5
41 to 54	3	3	3	1	1	1
Less than 16	0	0	0	1	0	1
Over 54	7	9	8	4	4	0
Not provided	28	32	28	30	30	36
Grand Total	42	47	41	40	39	44

Table 2: Hotline reports by Gender

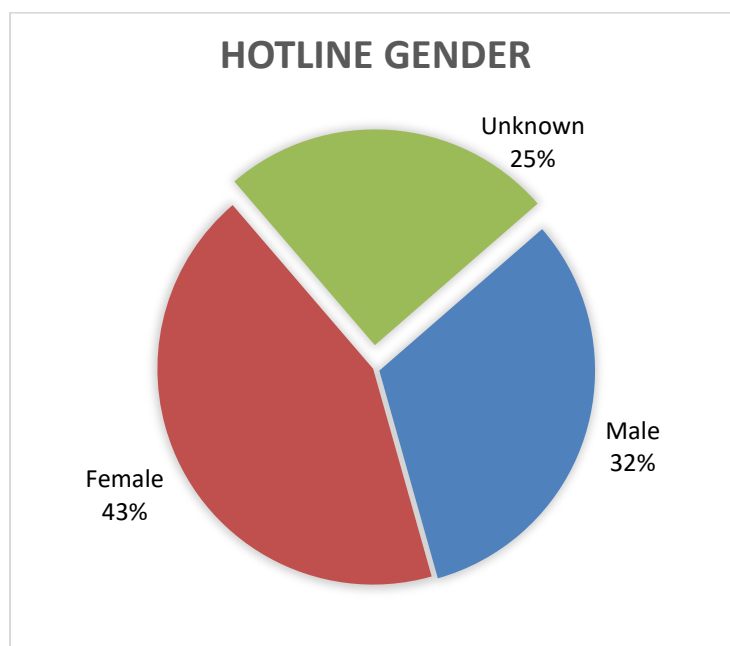


Table 3: Disability Type as reported*

Disability Type as reported	Jul-23	Aug-23	Sept-23	Oct-23	Nov-23	Dec-23	Total
ABI	1	0	1	0	0	0	2
Autism	2	4	3	5	5	2	21
Deafness/Hard of Hearing	1	1	0	0	0	0	2
Intellectual Disability	4	3	3	5	3	4	22
Learning Disability	1	1	0	1	1	2	6
Neurological Disability	2	3	2	3	1	1	12
Physical Disability	9	13	4	3	6	4	39
Mental Health Condition	12	8	8	8	9	9	54
Speech	1	1	0	1	1	2	6
Not provided	21	22	21	18	19	27	128
Blindness/Low Vision	0	1	1	2	1	2	7
Total	54	57	43	46	46	53	299

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

Table 4: Number of Hotline reports by month

Month	Reports
Jul-23	42
Aug-23	47
Sept-23	41
Oct-23	40
Nov-23	39
Dec-23	44
Total	253

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-23	Aug-23	Sept-23	Oct-23	Nov-23	Dec-23	Total
Physical Neglect	1	6	2	2	2	5	18
Passive Neglect	2	3	1	6	2	2	16
Emotional Neglect	2	4	6	5	8	5	30
Wilful Neglect	2	8	7	5	5	4	31
Constraint Abuse	1	3	3	1	0	1	9
Financial Abuse	7	4	5	9	6	5	36
Physical Abuse	4	8	3	6	7	3	31
Psychological Abuse	6	10	13	13	11	12	65
Sexual Abuse	2	2	2	4	1	2	13
Systematic Abuse	2	10	4	3	4	2	25
Legal/Civic Abuse	1	0	1	0	0	2	4
Total	30	58	47	54	46	43	278

*N.B. reports may include more than one type of abuse and/or neglect. There were also 15 accounts of unknown abuse and 36 accounts of unknown neglect for the 6 months reported.