

## National Disability Abuse and Neglect Hotline data

### Period: January 2020 to June 2020

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 2020 to June 2020 is provided below.

Table 1: Hotline Clients by Age

Count of Case Numbers						
Age as reported	Jan - Jun 2020 – Cases by Month					
	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20
16 to 19	1	1	3	5	3	2
20 to 24	5	2	1	3	6	5
25 to 40	6	1	3	4	4	10
41 to 54	6	7	3	7	10	9
Less than 16	0	1	0	0	2	0
Over 54	9	4	4	22	7	10
Not provided	14	22	18	10	23	18
<b>Grand Total</b>	<b>41</b>	<b>38</b>	<b>32</b>	<b>51</b>	<b>55</b>	<b>54</b>

Table 2: Hotline reports by Gender

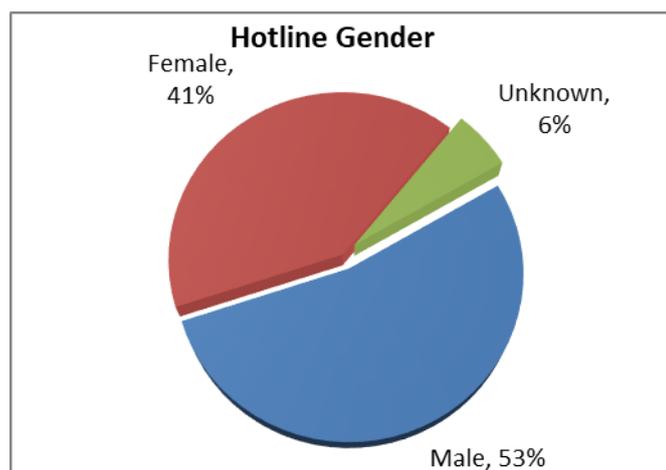


Table 3: Disability Type as reported\*

Disability Type as reported	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Total
ABI	5	3	1	5	7	3	24
Autism	1	2	3	3	1	1	11
Hearing Disability	1	0	0	0	1	1	3
Intellectual Disability	6	7	6	11	7	13	50
Learning Disability	1	1	1	1	1	3	8
Neurological Disability	4	2	2	1	5	2	16
Physical Disability	11	7	8	11	19	19	75
Psychiatric Disability	9	8	3	7	11	13	51
Speech	1	0	3	3	1	0	8
Not provided	14	13	15	13	32	25	112
Vision Impairment	0	0	0	1	0	0	1
<b>Total</b>	<b>53</b>	<b>43</b>	<b>42</b>	<b>56</b>	<b>85</b>	<b>80</b>	<b>359</b>

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

Table 4: Number of Hotline reports by month

Month	Reports
Jan 2020	41
Feb 2020	38
Mar 2020	32
Apr 2020	51
May 2020	55
Jun 2020	54
<b>Total</b>	<b>271</b>

Table 5: Timeliness of closure

Time period	Total
Less than 30 days	98.6%
90 days or less	0.8%
Greater than 90 days	0.6%
<b>Total</b>	<b>100%</b>

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

Type of Abuse and Neglect	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Total
Physical Neglect	9	12	3	20	17	12	73
Passive Neglect	2	1	0	1	2	1	7
Emotional Neglect	10	5	4	9	21	11	60
Wilful Neglect	9	3	1	5	1	5	24
Constrain Abuse	1	0	0	6	1	1	9
Financial Abuse	11	8	3	6	18	12	58
Physical Abuse	16	9	8	11	15	20	79
Psychological Abuse	14	11	11	19	25	24	104
Sexual Abuse	1	1	1	2	2	3	10
Systematic Abuse	6	3	4	8	8	10	39
<b>Total</b>	<b>79</b>	<b>53</b>	<b>35</b>	<b>87</b>	<b>110</b>	<b>99</b>	<b>463</b>

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