

National Disability Abuse and Neglect Hotline data

Period: January – June 2022

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 2022 is provided below.

Table 1: Hotline Clients by Age

Count of Case Numbers						
Age as reported	2022 – Cases by Month					
	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22
16 to 19	0	1	0	0	0	0
20 to 24	0	2	1	0	1	0
25 to 40	2	6	0	6	5	1
41 to 54	0	3	0	0	2	1
Less than 16	0	0	1	0	0	0
Over 54	1	4	6	4	2	3
Not provided	47	31	29	17	30	21
Grand Total	50	47	37	27	40	26

Table 2: Hotline reports by Gender

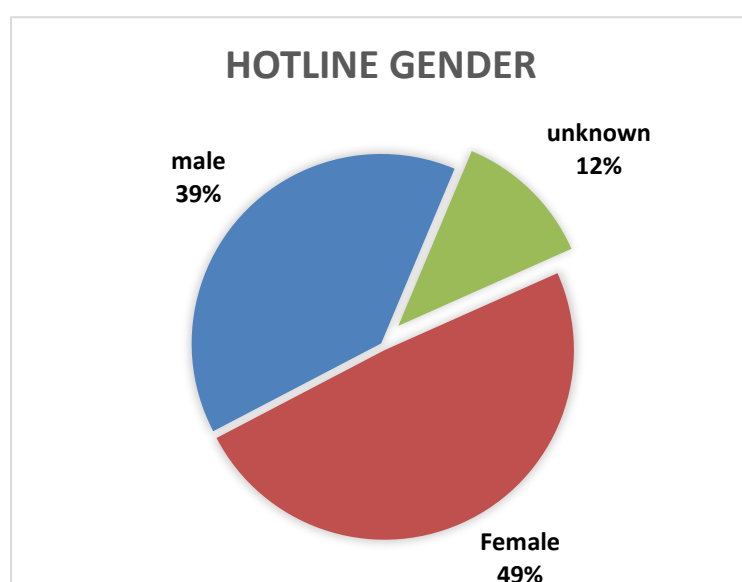


Table 3: Disability Type as reported*

Disability Type as reported	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Total
ABI	0	3	0	3	2	2	10
Autism	4	10	3	3	4	3	27
Hard of Hearing/Deafness	0	2	0	1	1	0	4
Intellectual Disability	5	6	5	4	3	3	26
Learning Disability	1	3	1	1	2	1	9
Neurological Disability	0	0	3	1	1	0	5
Physical Disability	5	10	10	5	9	5	44
Mental Health Condition	10	12	4	11	4	7	48
Speech	2	2	2	0	1	1	8
Not provided	28	12	19	7	21	13	100
Blindness/ Low Vision	1	2	1	0	2	0	6
Total	56	62	48	36	50	35	287

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

Table 4: Number of Hotline reports by month

Month	Reports
Jan-22	50
Feb-22	47
Mar-22	37
Apr-22	27
May-22	40
Jun-22	26
Total	227

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	

Table 6: Reported types of alleged Abuse and Neglect*

Type of Abuse and Neglect	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Total
Physical Neglect	11	13	11	10	7	5	57
Passive Neglect	1	2	2	1	7	3	16
Emotional Neglect	5	5	6	10	13	10	49
Wilful Neglect	7	8	6	2	9	8	40
Constraint Abuse	7	0	1	2	1	0	11
Financial Abuse	7	10	4	8	5	4	38
Physical Abuse	12	14	6	4	6	2	44
Psychological Abuse	10	15	5	11	7	11	59
Sexual Abuse	1	1	0	1	1	1	5
Systematic Abuse	6	2	7	6	2	3	26
Legal/Civic	2	1	2	1	1	1	8
Total	69	71	50	56	59	48	353

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