

## National Disability Abuse and Neglect Hotline data

**Period: 01 July 2020 – 31 December 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 01 July 2020 – 31 December 2020 is provided below.

Table 1: Hotline Clients by Age

Count of Case Numbers						
Age as reported	2020– Cases by Month					
	Jul	Aug	Sep	Oct	Nov	Dec
16 to 19	5	0	0	3	2	0
20 to 24	7	2	3	2	1	1
25 to 40	8	5	3	7	12	10
41 to 54	3	6	5	6	1	4
Less than 16	0	2	0	1	1	1
Over 54	8	3	5	3	7	15
Not provided	11	10	16	15	10	5
<b>Grand Total</b>	<b>42</b>	<b>28</b>	<b>32</b>	<b>37</b>	<b>34</b>	<b>36</b>

Table 2: Hotline reports by Gender

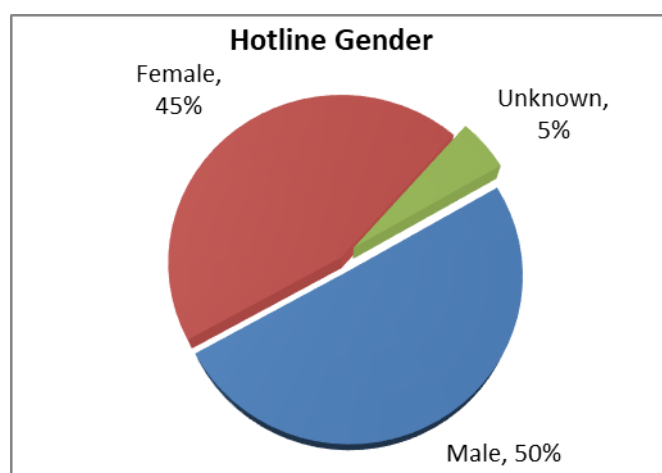


Table 3: Disability Type as reported\*

Disability Type as reported	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Total
ABI	3	3	4	2	1	2	15
Autism	4	3	2	5	4	2	20
Hearing Disability	0	0	0	0	0	1	1
Intellectual Disability	9	6	5	9	9	6	44
Learning Disability	1	0	2	1	0	1	5
Neurological Disability	2	0	1	1	0	4	8
Physical Disability	11	5	5	11	9	11	52
Psychiatric Disability	4	2	5	5	4	9	29
Speech	1	3	2	3	3	0	12
Not provided	18	9	6	16	19	19	87
Vision Impairment	0	2	0	0	2	1	5
<b>Total</b>	<b>53</b>	<b>33</b>	<b>32</b>	<b>53</b>	<b>51</b>	<b>56</b>	<b>278</b>

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

Table 4: Number of Hotline reports by month

Month	Reports
Jul 2020	42
Aug 2020	28
Sep 2020	32
Oct 2020	37
Nov 2020	34
Dec 2020	36
<b>Total</b>	<b>209</b>

Table 5: Timeliness of closure

Time period	Total
Less than 30 days	99.5%
90 days or less	0.5%
Greater than 90 days	0.0%
<b>Total</b>	<b>100%</b>

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

Type of Abuse and Neglect	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Total
Physical Neglect	12	6	8	5	10	8	49
Passive Neglect	0	1	1	1	1	4	8
Emotional Neglect	7	5	7	5	10	13	47
Wilful Neglect	2	1	7	3	2	2	17
Constraint Abuse	3	2	3	0	1	3	12
Financial Abuse	12	7	7	8	12	10	56
Physical Abuse	15	8	7	14	15	11	70
Psychological Abuse	16	10	9	8	16	19	78
Sexual Abuse	3	1	1	2	2	1	10
Systematic Abuse	2	0	5	2	6	8	23
<b>Total</b>	<b>72</b>	<b>41</b>	<b>55</b>	<b>48</b>	<b>75</b>	<b>79</b>	<b>370</b>

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