

Ageing & Disability Commission

Promoting the rights of older people and adults with disability to live free from abuse in their family, home and community.



Agenda

1

Agency overview

2

Key functions

3

Responding to reports

4

Contact details

1

Agency Overview

Ageing and Disability
Commission

The ADC commenced 1 July 2019

Reviews and inquiries highlighted the need to better respond to allegations of abuse, neglect and exploitation of older people and adults with disability in their **family, home and community.**

The ADC:

- supports older people and adults with disability who are subject to or at risk of abuse, neglect and exploitation in their family, home and community
- responds to matters of abuse, neglect and exploitation where no other appropriate body can respond
- protects and promotes the rights of older people and adults with disability



2

Key functions

The ADC has three core functions



Advise government and report on systemic issues affecting older people and adults with disability



Raise community awareness



Respond to reports about abuse, neglect and exploitation





We are **independent**, meaning the Commissioner can provide advice to the government without direction or control of a Minister. We also have oversight of the Official Community Visitor scheme.

Advising & informing government

The ADC inquires into and reports on systemic issues relating to abuse, neglect and exploitation of older people and adults with disability, or the protection and promotion of their rights.

We also advise and make recommendations to relevant Ministers about abuse, neglect and exploitation of older people and adults with disability in their family, home and community.

Community engagement

The ADC raises awareness and educates the public about abuse, neglect and exploitation of adults with disability and older people.

We do this by:

- sharing free resources and information
- partnering with government and non-government organisations to promote the rights of adults with disability and older people
- providing training to improve the detection and response to abuse, neglect and exploitation.



Handling reports

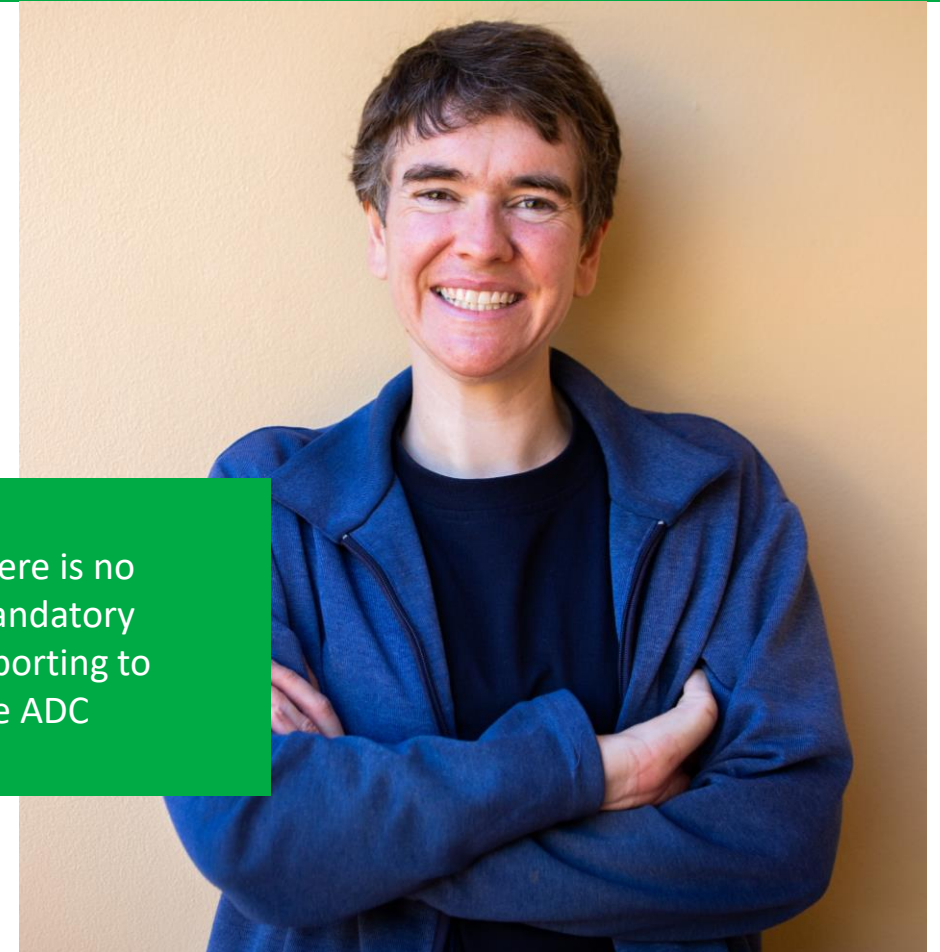
Most reports are handled solely by the Ageing and Disability Abuse Helpline by providing information, advice, and making referrals.

In certain cases, we take further actions on the report – including making inquiries, conducting investigations, and working with the adult and appropriate supporters to improve the adult's safety and circumstances.

We are required to refer certain matters to other agencies, including NSW Police and complaint handling bodies.



There is no mandatory reporting to the ADC



3

Responding to reports

Reporting overview



Who can make a report?

Anyone who has reasonable grounds to believe that an adult with disability or older person is subject to, at risk of, or in circumstances that will result in, abuse, neglect or exploitation.

- Reporters can be **anonymous**.
- Reporters have protections under the law.
- Reports can be made to the Helpline by phone, email or via our online web form.

What can be reported?

Any form of abuse, neglect or exploitation of the adult with disability or older person, including:

- **Financial** abuse or **exploitation**
- **Neglect** – including failing to provide access to health care
- **Physical** abuse
- **Sexual** abuse or **exploitation**
- **Psychological** abuse – including verbal abuse or socially isolating the person.

Responding to reports



Ageing and Disability Abuse Helpline

The Helpline provides information, support, makes referrals, and provides early case coordination.

Depending on the matter, the Helpline may assign the report to the Community Supports and Investigations Unit.

Community Supports and Investigations

The CSI Unit will explore the matter further to better understand what actions are needed, and how best to respond.

In some cases, the CSI Unit may conduct an investigation. In order to investigate, the ADC must obtain the consent of the adult (with some exceptions).

Referrals to other agencies

Depending on the matter, we may refer a report, or part of it, to another body.

This may include NSW Police, the NDIS Quality and Safeguards Commission, the Aged Care Quality and Safety Commission, and the Office of the Children's Guardian.

Themes and trends*



3,566

reports about alleged abuse, neglect and exploitation



Female

Women are the subject of most reports



22%

related to **adults with disability**



78%

related to **older people**

18-24

Largest proportion of reports relating to **adults with disability**



The main source of reports about **adults with disability** are from paid workers, with most **allegations about the adults' parents**

80-84

Largest proportion of reports relating to **older people**



The main source of reports about **older people** are family members (adult children) with most **allegations related to the older person's adult child**



The most common types of alleged abuse of adults with disability are **psychological abuse** and **neglect**







The most common types of alleged abuse of older people are **psychological** and **financial abuse**

*Ageing and Disability Commission data captured between 1 July 2020 – 30 June 2021

Community resources



EVERY OLDER PERSON AND ADULT WITH DISABILITY HAS THE RIGHT TO

-  **Control and access their own money**
-  **Choose to see family and friends when they want to**
-  **Attend appointments without another person**
-  **Have easy access to clean clothes, food and their own medication**


If you or someone you know is not free to make their own choices, contact the Ageing and Disability Abuse Helpline

1800 628 221 (M-F, 9-5)

Everyone has the right to feel safe and be treated with dignity and respect in their own home and in the community.

You can raise concerns about your own wellbeing or of any older person or adult with disability currently being abused or mistreated by someone they know in their home or in the community.

- 1. Get information on what services are available to help.**
- 2. Speak with a trained professional about your concerns.**
- 3. Be supported to make an anonymous report, and be heard without judgement.**

 ageingdisabilitycommission.nsw.gov.au

In an emergency, call 000 or Lifeline 13 11 14 for crisis support
National Relay Service 1800 555 660 | Text Telephone 133 677 | Interpreter Services 131 450

Fact sheet

Ageing and Disability Commission

The Ageing and Disability Commission is an independent agency of the NSW Government. We promote the rights of older people and adults with disability to ensure they live free from abuse, neglect and exploitation in their family, home and community. **Call the Ageing and Disability Abuse Helpline on 1800 628 221 for information, support or to make a report.**

What do we do?

The Ageing and Disability Commission:

- Raises awareness of abuse, neglect and exploitation of older people and adults with disability in their family, home and community.
- Responds to reports of alleged abuse, neglect and exploitation of an older person or adult with disability caused by someone such as a family member, partner or neighbour. Sometimes, this may involve an investigation.
- Provides support, advice and information to ensure an older person or adult with disability is protected from abuse, neglect and exploitation.
- Provides advice to the Government to improve systems and services that can protect and promote the rights of older people and adults with disability.
- Has oversight of the Official Community Visitor Scheme, which visit supported accommodation services and assisted boarding houses in NSW.

How can we help you?

- ✓ We can provide you with free information to help you understand your right to make decisions for yourself as an older person or adult with disability.
- ✓ We offer support and advice over the phone if you are concerned about your wellbeing, or the wellbeing of an older person or adult with disability in their family, home and community.
- ✓ We can support you to make a report if there is a risk of, or concern about abuse, neglect and exploitation of an older person or adult with disability caused by a family member, partner, neighbour or someone else they know in their community.

Anyone can call, and you can be anonymous when you speak with us.

My Wellbeing Checklist

- ☐ I know how much money I have in my bank account
- ☐ I have the freedom to spend my money
- ☐ I have the freedom to see family and friends when I want
- ☐ I attend social activities
- ☐ I receive medical attention when I need it, and have a say about my healthcare plan and treatment
- ☐ My personal care needs (showering; personal hygiene etc.) are taken care of
- ☐ I am treated respectfully by my family and friends
- ☐ I feel safe at home

Think about your responses.
If you have any concerns about your situation, you may wish to talk to someone you trust such as a family member, friend, doctor, religious leader, or you can call the NSW Ageing and Disability Abuse Helpline

1800 628 221
Mon-Fri 9am-5pm

Acknowledgement: adapted from the checklist produced by the Far North Coast Older Persons Wellbeing Collaborative



Find out more

Our website houses all resources, training resources, online reporting forms and contact details.

Use our decision making tool to determine who can help with your concerns.

adc.nsw.gov.au

The screenshot shows the homepage of the Ageing & Disability Commission (ADC) website. At the top, there is a dark header with the NSW Government logo, the ADC name, a search bar, and a 'QUICK EXIT' button. Below the header is a navigation menu with links to Home, About us, Contact us, Tools and resources, News, and Reports and submissions. The main content area features a vision statement: 'Our vision is for older people and adults with disability to feel safe, respected and dignified in their home and community.' Below this are three featured images with captions: 'Contact us' (a woman), 'Downloadable flyers' (a man writing), and 'Online training' (a man on a laptop). At the bottom, there is a 'How can we help?' section with a 'Start' button and a 'More information' section with links to Media releases, Contact information, and Language support.

NSW GOVERNMENT Ageing & Disability Commission

Search for...

Ageing and Disability Abuse Helpline 1800 628 221 (Monday – Friday 9-5) [QUICK EXIT](#)

[Home](#) [About us](#) [Contact us](#) [Tools and resources](#) [News](#) [Reports and submissions](#)

Listen

Our vision is for older people and adults with disability to feel safe, respected and dignified in their home and community.

[Contact us](#)

[Downloadable flyers](#)

[Online training](#)

How can we help? [QUICK EXIT](#)

Answer a few simple questions to find relevant information or services to report concerns of abuse, neglect or exploitation of an older person or adult with disability.

[Start](#)

More information

- [Media releases](#)
- [Contact information](#)
- [Language support](#)

Questions?



4

Contact details



Contact us

Ageing and Disability Abuse Helpline

1800 628 221 (Mon – Fri 9am-5pm)

nswadc@adc.nsw.gov.au

Ageing and Disability Commission

General Enquiries 02 4904 7500 (Mon – Fri 9am-5pm)

commissioner@adc.nsw.gov.au

www.adc.nsw.gov.au

Official Community Visitor scheme

02 9407 1831 (Mon – Fri 9am-5pm)

OCV@adc.nsw.gov.au