

**QUESTION ON NOTICE  
ASKED  
Thursday, 27 May 2021  
Answer Due: Monday, 28 June 2021**

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**717 MR J LANGBROEK** ASKED MINISTER FOR SENIORS AND DISABILITY SERVICES AND MINISTER FOR ABORIGINAL AND TORRES STRAIT ISLANDER PARTNERSHIPS (HON C CRAWFORD) -

Will the Minister advise for 2019-20 to 2020-21 to date (a) the total number of calls made to the Elder Abuse Helpline, (b) a breakdown of whether the call was in relation to (i) emotional, (ii) psychological, (iii) physical abuse or (iv) other and (c) the calls that went unanswered?

**ANSWER:**

- a) Elder Abuse Prevention Unit (EAPU) data is provided to the Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships on a quarterly basis as part of the funding contract. The most recent round of quarterly reporting concluded on 31 March 2021. Data beyond this date will not be available until late July 2021.

For the period 1 July 2019 to 31 March 2021, the EAPU received a total of 5389 calls to their Helpline.

- b) (i) Emotional - psychological and emotional abuse are both recorded by the EAPU as "psychological abuse". A total of 2201 calls were received regarding psychological abuse.

(ii) Psychological – 2201 calls (as per answer to (i) above)  
(iii) Physical abuse - 504 calls  
(iv) Other - 3095 calls

This data is based on the number of calls rather than the number of cases managed by the EAPU and will therefore differ to data reported in EAPU's *Year in Review*.

Calls may involve reports of physical and psychological abuse occurring simultaneously; hence the total number reported under b) is higher than the total number of calls reported under a).

- c) Callers to 1300 651 192 can leave a message and will receive a return call if all support lines are busy or calls are received outside EAPU hours of operation. There are no calls that are left unanswered.