

# About the NSW Ageing and Disability Commission

## Information for carers, friends and families

### What is the NSW Ageing and Disability Commission?

The Ageing and Disability Commission (ADC) is an independent NSW government agency established to promote the rights of **older people** and **adults with disability** to live free from **abuse, neglect and exploitation** in their family, home and community.

### What does the NSW Ageing and Disability Commission do?

The main roles of the ADC are focused on preventing and responding to abuse, neglect and exploitation of older people and adults with disability. They do this by:

- Raising awareness in the community about what abuse, neglect and exploitation is.
- Providing free information, support and advice about how to better support an older person or adult with disability who may be at risk of, or experiencing, abuse.
- Responding to enquiries and reports to the **NSW Ageing and Disability Abuse Helpline** about alleged or suspected abuse, neglect or exploitation of older people and adults with disability.

### Why would you contact the NSW Ageing and Disability Commission?

Carers are often closely involved in the lives of the people they care for and may witness or suspect abuse, neglect or exploitation of an older person or adult with disability.

If you have concerns that an older person or adult with disability might be at risk of, or is experiencing abuse, neglect or exploitation you can contact the NSW Ageing and Disability Abuse Helpline. It's a free call.

You will speak with trained professionals about your concerns and get free information and support.

You can also be anonymous when speaking with them.

### How do I make a report to the NSW Ageing and Disability Commission?

You can call the **NSW Ageing and Disability Abuse Helpline** on 1800 628 221 (Monday to Friday 9am – 4pm) if you have concerns that an older person or adult with disability is at risk of, or is experiencing, abuse, neglect or exploitation in their family, home and community.

You can also report your concerns via email to [helpline@adc.nsw.gov.au](mailto:helpline@adc.nsw.gov.au) or through their online report form.

If you're unsure what to do, you can [answer a few questions on their website](#) to decide who to call, or you can call the Helpline for information or advice.

For more information about what abuse, neglect or exploitation is, you can visit the ADC's [website](#).

### What happens after I make a report to the NSW Ageing Disability Commission?

There are many ways the ADC may respond to a report. In most cases, the Helpline will speak with you to better understand the situation and how we can best help. The ADC may provide information, advice and support relating to your concerns, or work with the older person or adult with disability to better connect them with needed or additional support services.

In some cases, the ADC may conduct an investigation. If this happens, the ADC will usually seek the consent of the older person or adult with disability. Following an investigation, the ADC may take further action, with a focus on upholding the right of the older person or adult with disability to live in safety.

### **What happens if a report is made about me?**

When the ADC is responding to a report that has been made about a carer, family member or friend, the ADC will tend to work with the older person or adult with disability and carer to understand what is happening, why a report was made, and what help may be needed.

The ADC may seek to speak with the older person or adult with disability without you present. Please know that this is standard practice and should not cause concern.

While the primary focus of the ADC is to protect the rights and wellbeing of older people and adults with disability, they also recognise the importance of supporting carers and sustaining caring arrangements where possible and appropriate.

### **What does the NSW Ageing and Disability Commission not do?**

The ADC usually does not handle reports involving concerns about paid disability, aged care or health services or workers, as other agencies have that responsibility.

If you are concerned about abuse, neglect or exploitation by aged care services or workers and this cannot be resolved with the service or worker, you can contact the [Aged Care Quality and Safety Commission](#).

If you have concerns about abuse, neglect or exploitation in relation to NDIS services or NDIS workers and this cannot be resolved with the provider, you can contact the [NDIS Quality and Safeguards Commission](#).

Concerns about abuse, neglect or exploitation by health care services or practitioners in NSW can be raised with the [NSW Health Care Complaints Commission](#).

The ADC also does not handle reports about abuse, neglect or exploitation of children (under 18 years of age). If you have concerns about abuse, neglect or exploitation of a child in NSW, you can contact the [NSW Child Protection Helpline](#) on 13 21 11 (open 24/7).

### **How do I make a complaint about the NSW Ageing and Disability Commission?**

If you are unhappy with your experience with the ADC, you can make a complaint to the ADC staff member directly, or by phone to the Helpline on 1800 628 221 or email to [helpline@adc.nsw.gov.au](mailto:helpline@adc.nsw.gov.au). Information about the ADC complaints process is available on its [website](#).

If you are unhappy with the outcome of this complaint, you can make a complaint to the [NSW Ombudsman](#) by submitting an [online form](#) or by calling 1800 451 524 (Monday – Friday, 9am – 4pm).

### **More information**

For more information or to report concerns about abuse, neglect and exploitation of an older person or adult with disability in their family, home or community, visit the ADC [website](#) or call the [NSW Ageing and Disability Abuse Helpline](#) on 1800 628 221 (Monday – Friday, 9am – 4pm).