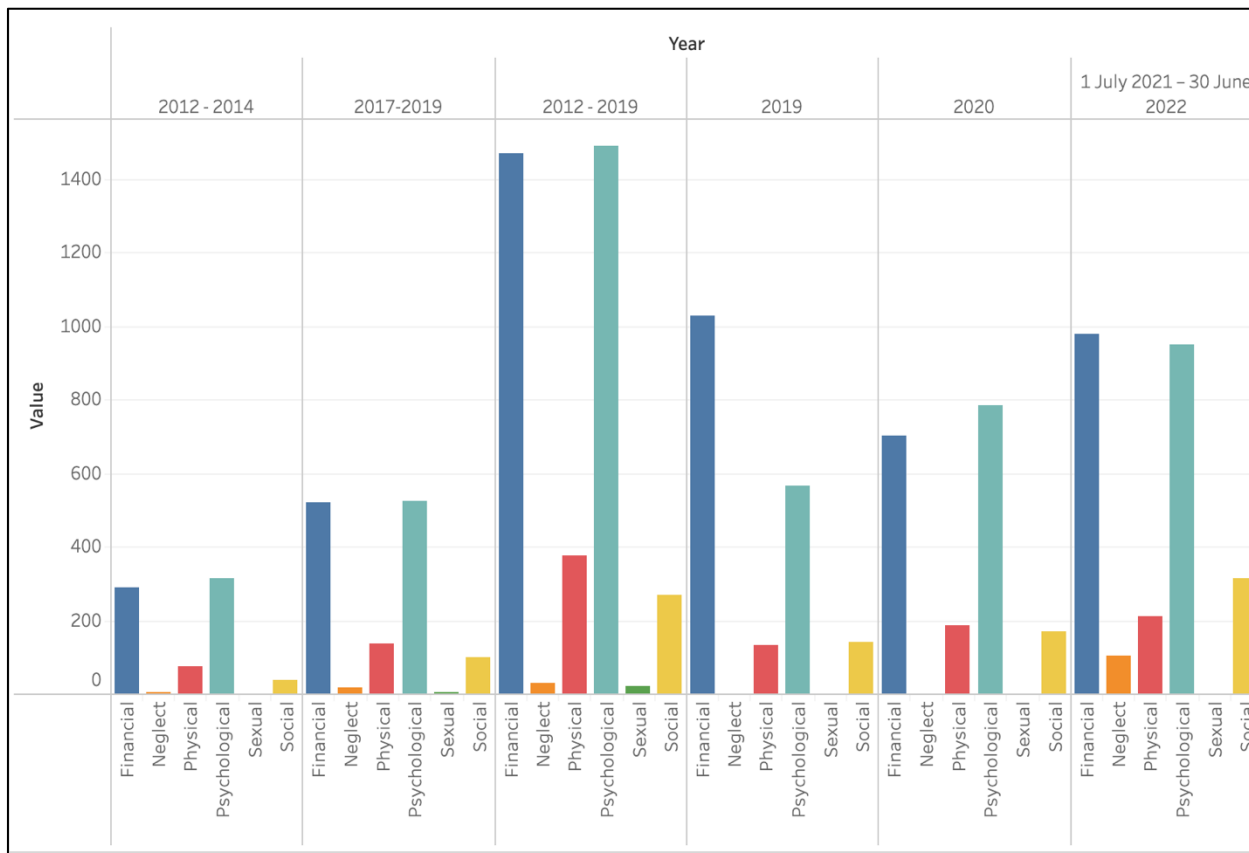


## SENIOR RIGHTS VICTORIA HELPLINE DATA

### *Frequency of main types of abuse reported to the helpline*

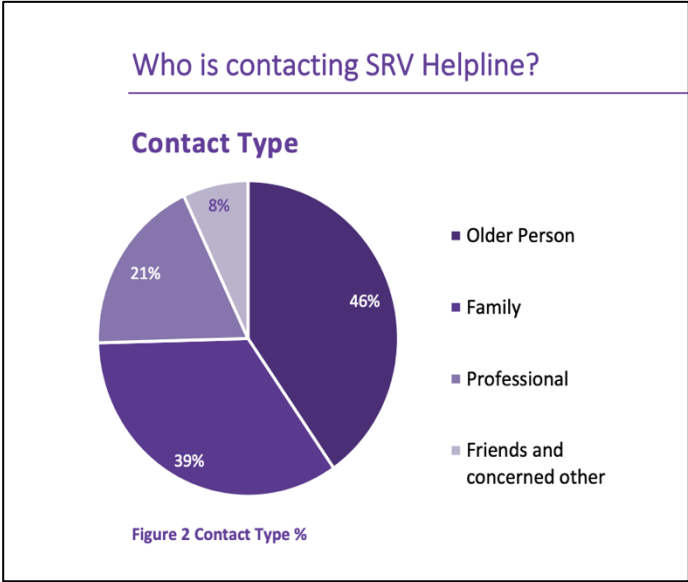
Year	Psychological	Financial	Physical	Social	Neglect	Sexual
2012 - 2014	314	289	75	39	6	1
2017-2019	525	521	138	98	15	5
2012 - 2019	1491	1472	375	267	29	19
2019	567	1030	131	141	NA	NA
2020	784	703	184	170	NA	NA
1 July 2021 – 30 June 2022	952	980	210	315	105	NA



By collecting and analyzing data over multiple years, we can identify trends and patterns in the main types of abuse being reported. For example, an increase in reports of psychological abuse over time can signal a growing issue that needs more attention.

This also helps in predicting future trends ( represented via graphs or reports) and preparing the staff accordingly, ensuring the helpline is equipped to handle expected surges in specific types of inquiries.

Example use of the data in the ticketing system: When an inquiry is logged, the system can categorize the ticket based on the type of abuse reported (physical, psychological, social, etc.). This helps in organizing the tickets efficiently and ensures that they are routed to the appropriate department.



Example Ticket:

Ticket ID	Description	Category	Assigned Staff
1	Need help with financial issues	Financial	Staff A
2	Feeling depressed and isolated	Psychological	Staff B
3	Looking for social support	Social	Staff D
4	Experiencing physical abuse	Physical	Staff E

Reference:

<https://seniorsrights.org.au/wp-content/uploads/2021/03/2020August26PolicySevenYearsEADDataVictoria.pdf>

[https://seniorsrights.org.au/wp-content/uploads/2021/07/Summary-of-COVID-19-impact-on-SRV\\_web.pdf](https://seniorsrights.org.au/wp-content/uploads/2021/07/Summary-of-COVID-19-impact-on-SRV_web.pdf)

[https://seniorsrights.org.au/wp-content/uploads/2022/08/SRV-FY-Client-Statistics\\_July-2021-June-2022\\_For-website.pdf](https://seniorsrights.org.au/wp-content/uploads/2022/08/SRV-FY-Client-Statistics_July-2021-June-2022_For-website.pdf)

(The above reports published by SRV contain historical data collected over the years regarding various helpline inquiries)