

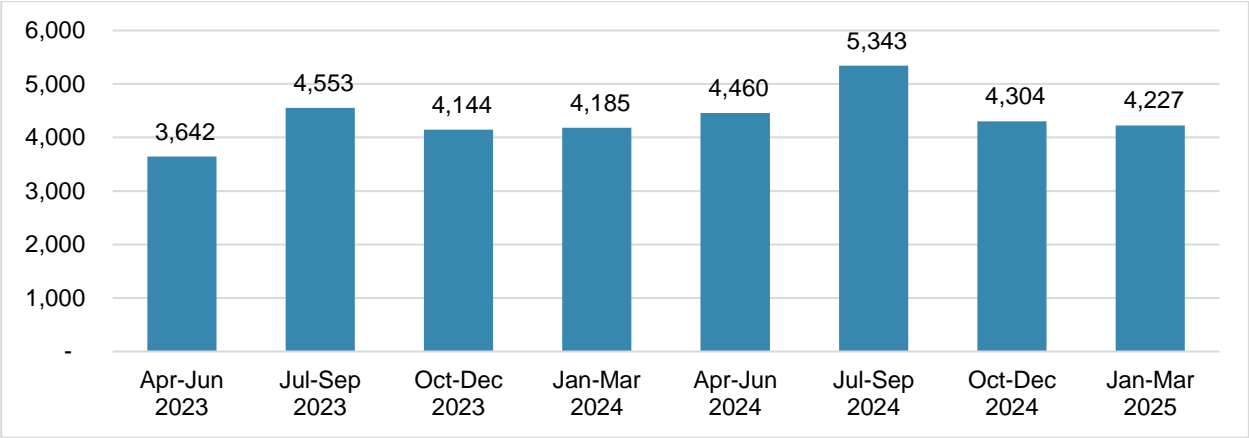
Ageing and Disability Commission (ADC) data January – March 2025

1. Number of calls, enquiries, and reports

1.1 Number of calls to the Ageing and Disability Abuse Helpline

Between 1 January and 31 March 2025, the Helpline received **4,227 calls**. This was similar to the number of calls to the Helpline in the previous quarter (4,304) and in the same quarter last year (4,185).

Figure 1: Number of calls received by the Helpline, by quarter, Apr 2023 – Mar 2025



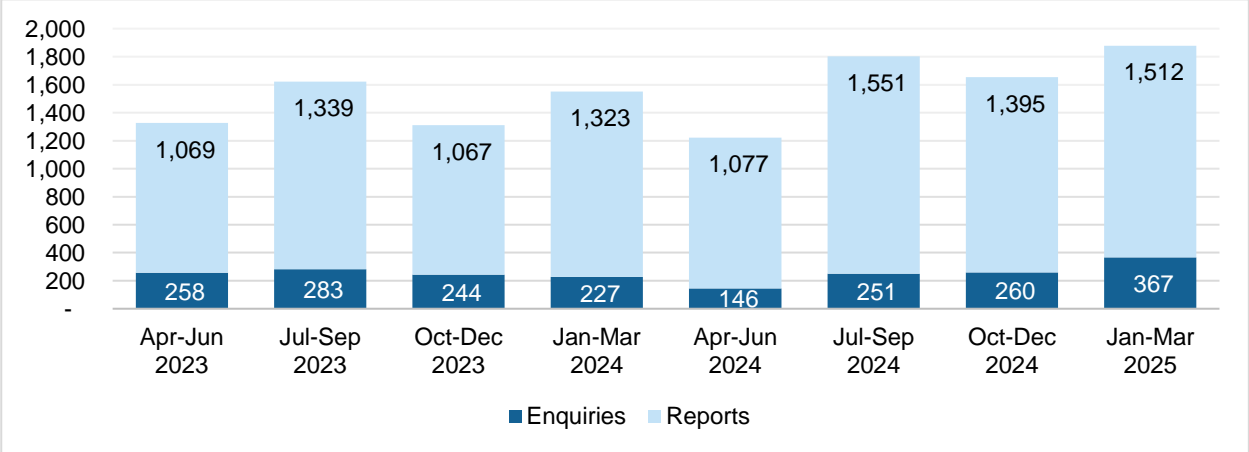
1.2 Number of reports and enquiries

Between 1 January and 31 March 2025, the ADC received **1,879 matters**, comprising:

- **1,512 reports** (80.5%) under section 13 of the *Ageing and Disability Commissioner Act 2019*
- **367 enquiries** (19.5%) – involving 254 general enquiries, and 113 abuse-related enquiries.

The number of **reports** in this quarter was 8.4% higher than the previous quarter (1,395), and 14.3% higher than the same period last year (1,323).

Figure 2: All matters received by the ADC, by quarter, Apr 2023 – Mar 2025



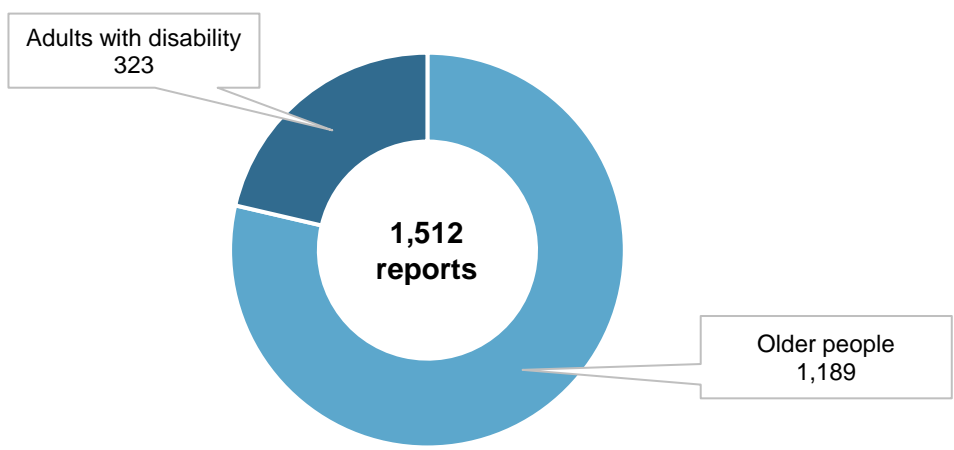
2. Person status and demographics¹

2.1 Person status

Of the **1,512 reports** received by the ADC in January – March 2025:

- **1,189 reports (78.6%) involved older people²**, including 463 reports about older people with disability.
- **323 reports (21.4%) involved adults with disability³** who were not older people.

Figure 3: All reports received by the ADC, by person status, Jan – Mar 2025



2.2 First Nations background

In 3.4% of reports to the ADC in January – March 2025, the adult with disability or older person was identified as Aboriginal and/or Torres Strait Islander. This was lower than the previous quarter (5.1%) and 2023-24 (3.7%).

Table 1: First Nations status of person the subject of a report to the ADC, by person status, Jan – Mar 2025

	Older people (n=1,189)	% of reports about older people	Adults with disability (n=323)	% of reports about adults with disability	All reports (n=1,512)	% of all reports
Person identified as Aboriginal and/or Torres Strait Islander	42	3.5%	10	3.1%	52	3.4%

¹ As the data on reports includes active and open cases, some of the data is subject to change. Data is current as of 14 April 2025.

² Adults aged 65 years and older, and Aboriginal and/or Torres Strait Islander adults aged 50 years and older.

³ Adults aged 18 years and older with a disability as defined in the *Disability Inclusion Act 2014*.

2.3 Culturally and linguistically diverse background

In 8.9% of reports to the ADC in January – March 2025, the adult with disability or older person was identified as having a culturally and linguistically diverse (CALD) background. This was higher than the previous quarter (6.6%) and 2023-24 (7.9%).

Table 2: CALD status of person the subject of a report to the ADC, by person status, Jan – Mar 2025

	Older people (n=1,189)	% of reports about older people	Adults with disability (n=323)	% of reports about adults with disability	All reports (n=1,512)	% of all reports
Person identified as having a CALD background	122	10.3%	12	3.7%	134	8.9%

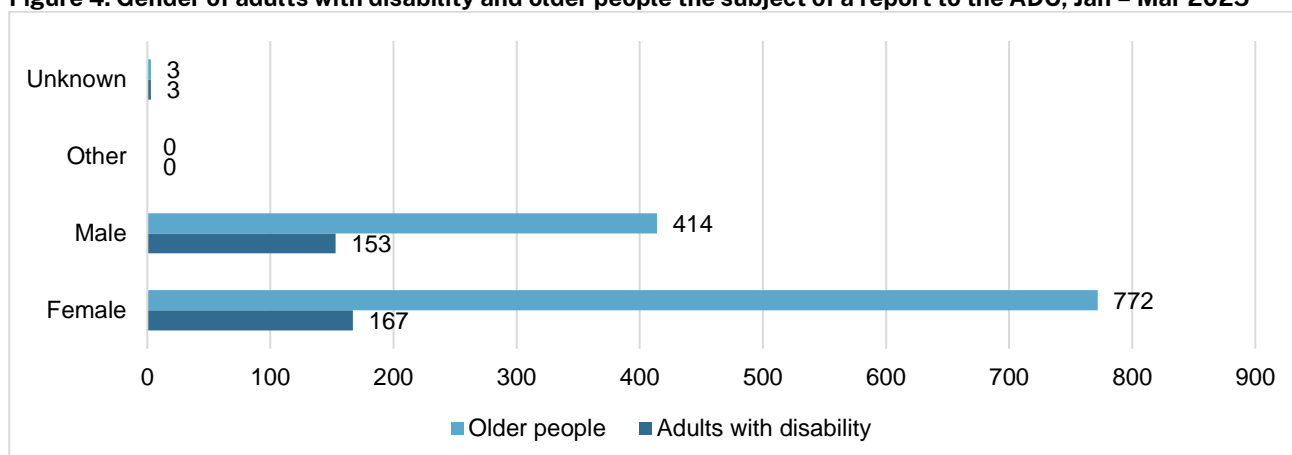
Table 3: Top 10 primary languages other than English spoken at home by people the subject of a report to the ADC, by person status, Jan – Mar 2025

Rank	Older people (n=1,189)	Rank	Adults with disability (n=323)
1	Greek	1	Punjabi
2	Italian	2	Cantonese
3	Spanish	3	Arabic
4	Mandarin	4	Greek
5	Hindi	5	Italian
6	Arabic	6	Filipino (Tagalog)
7	Macedonian	7	Vietnamese
8	Serbian	8	Lao
9	Vietnamese	9	Mandarin
10	Turkish	10	-

2.4 Gender

Consistent with previous quarters, nearly two-thirds (64.9%) of the 1,189 reports to the ADC about older people in January – March 2025 concerned females. In relation to adults with disability, just over half (51.7%) of the 323 reports were about females.

Figure 4: Gender of adults with disability and older people the subject of a report to the ADC, Jan – Mar 2025



2.5 Age

The largest proportion of the 1,189 reports about older people in January – March 2025 related to people aged 80-84 years (18.6%).

For adults with disability, the largest proportion of the 323 reports related to people aged 18-24 years (19.8%).

Figure 5: Age of older people the subject of a report to the ADC, Jan – Mar 2025

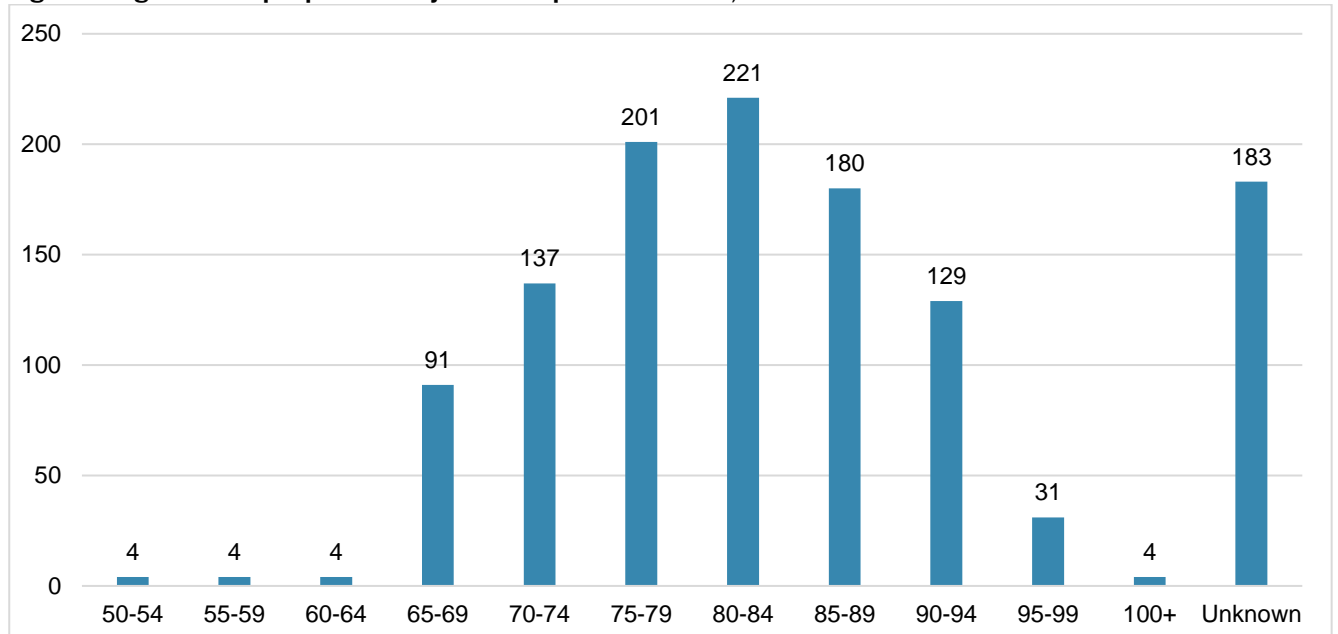
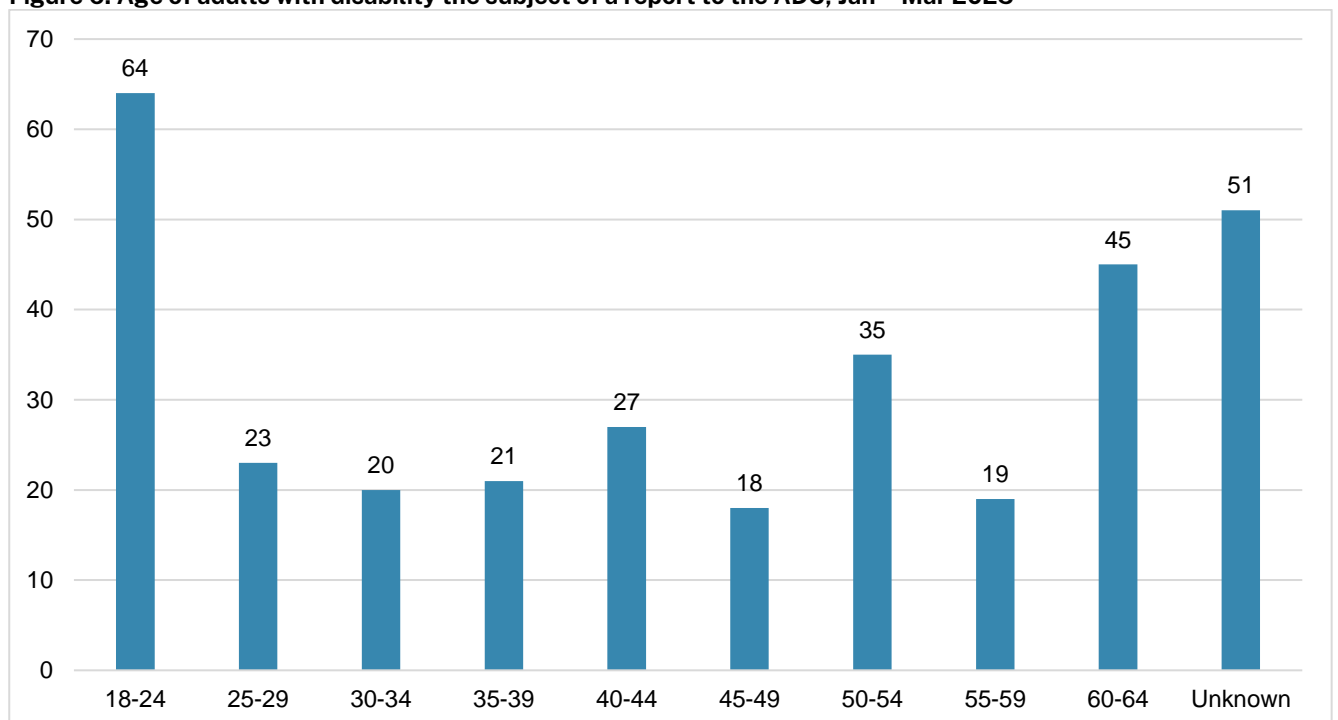
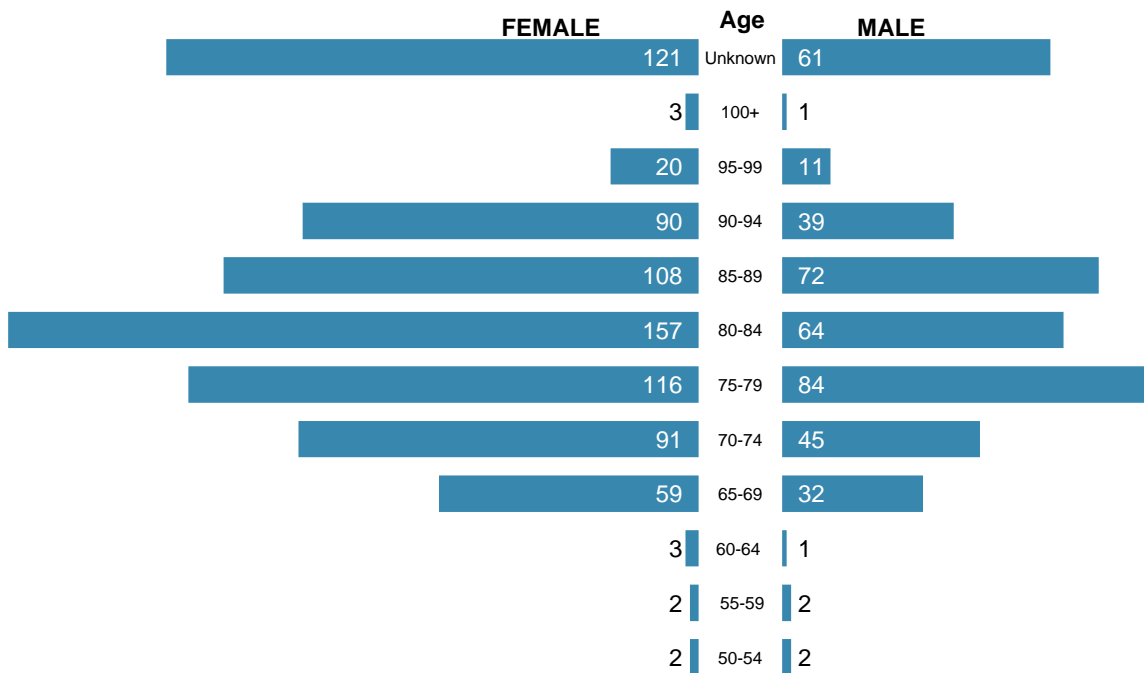


Figure 6: Age of adults with disability the subject of a report to the ADC, Jan – Mar 2025



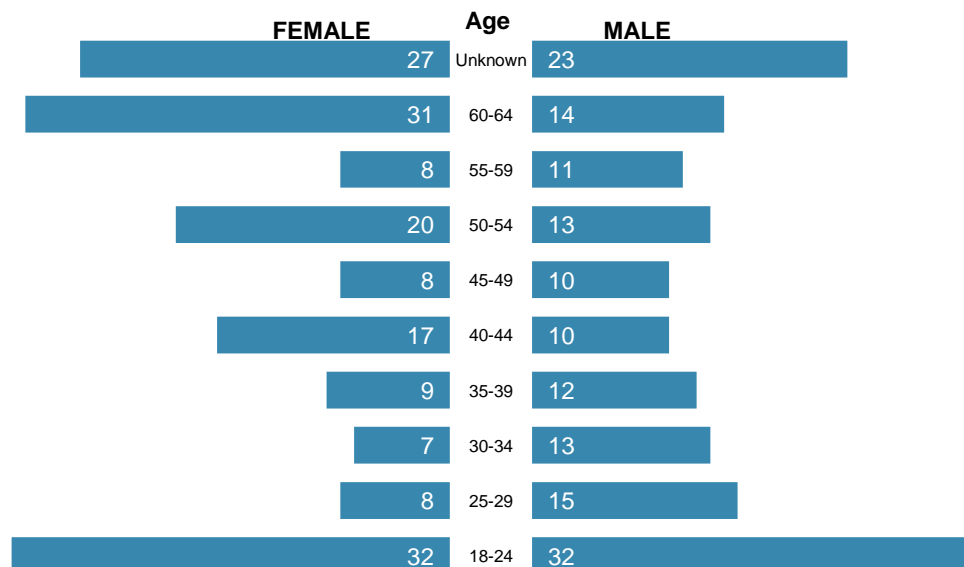
For older people, a higher number of reports were made about females compared to males across all age groups except for 50-54 and 55-59 years.

Figure 7: Age and gender of older people the subject of a report to the ADC, Jan – Mar 2025⁴



For adults with disability, a higher number of reports were made about males compared to females across most age groups except for 18-24, 40-44, 50-54, and 60-64 years.

Figure 8: Age and gender of adults with disability the subject of a report to the ADC, Jan – Mar 2025⁴



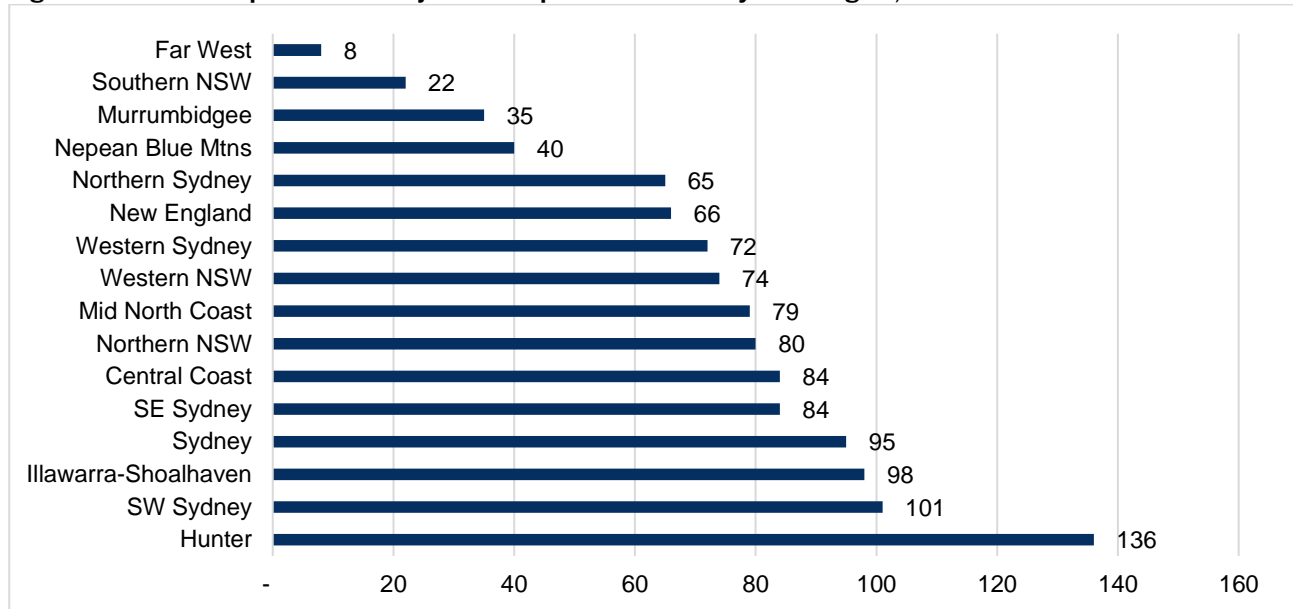
⁴ Excluded numbers of unknown gender and/or other gender.

2.6 Location of person

Of the 1,139 reports to the ADC in January – March 2025 in which the location of the person was known, regional NSW accounted for more than half of the reports (682; 59.9%). This was the case in relation to reports about both older people (60.2%) and adults with disability (58.7%).

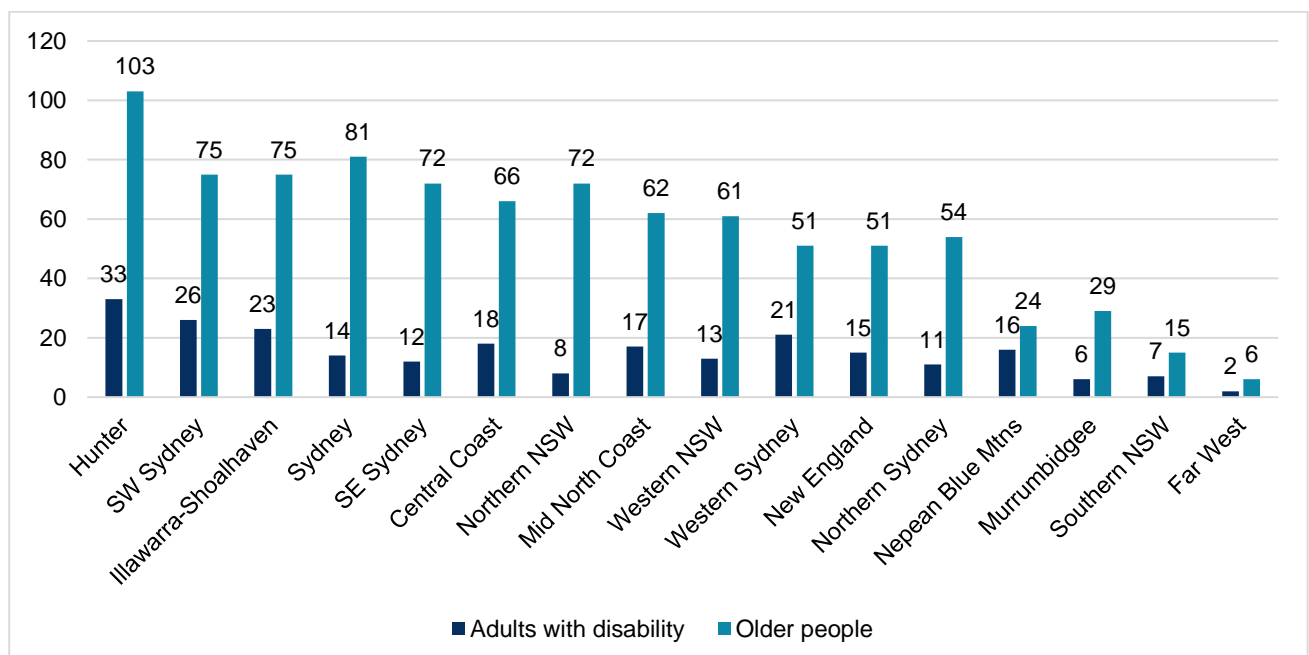
The largest proportion of reports were about adults living in the Hunter region (11.9%), followed by South West Sydney (8.9%) and Illawarra-Shoalhaven regions (8.6%).

Figure 9: Location of person the subject of a report to the ADC by NSW region, Jan – Mar 2025



In relation to older people, the highest number of reports related to people living in the Hunter (11.5%) and South West Sydney (8.4%) regions. For adults with disability, the highest number of reports also related to people living in the Hunter (13.6%) and South West Sydney (10.7%) regions.

Figure 10: Location of person the subject of a report to the ADC by person status and NSW region, Jan – Mar 2025



At a Local Government Area (LGA) level, the adults who were the subject of a report to the ADC in January – March 2025 most commonly lived in the Central Coast, Lake Macquarie, and Wollongong LGAs.

Table 4: Main LGAs of people who were the subject of a report to the ADC, Jan – Mar 2025

Local Government Area	Number of cases	Local Government Area	Number of cases
Central Coast	84	Cessnock	25
Lake Macquarie	59	Tweed	24
Wollongong	55	Northern Beaches	24
Canterbury-Bankstown	43	Fairfield	23
Blacktown	37	Cumberland	23
Bayside	34	Clarence Valley	22
Newcastle	32	Shoalhaven	20
Campbelltown	32	Liverpool	20
Port Macquarie-Hastings	27	Sutherland Shire	19
Mid-Coast	25	Bathurst Regional	16

3. Reporters

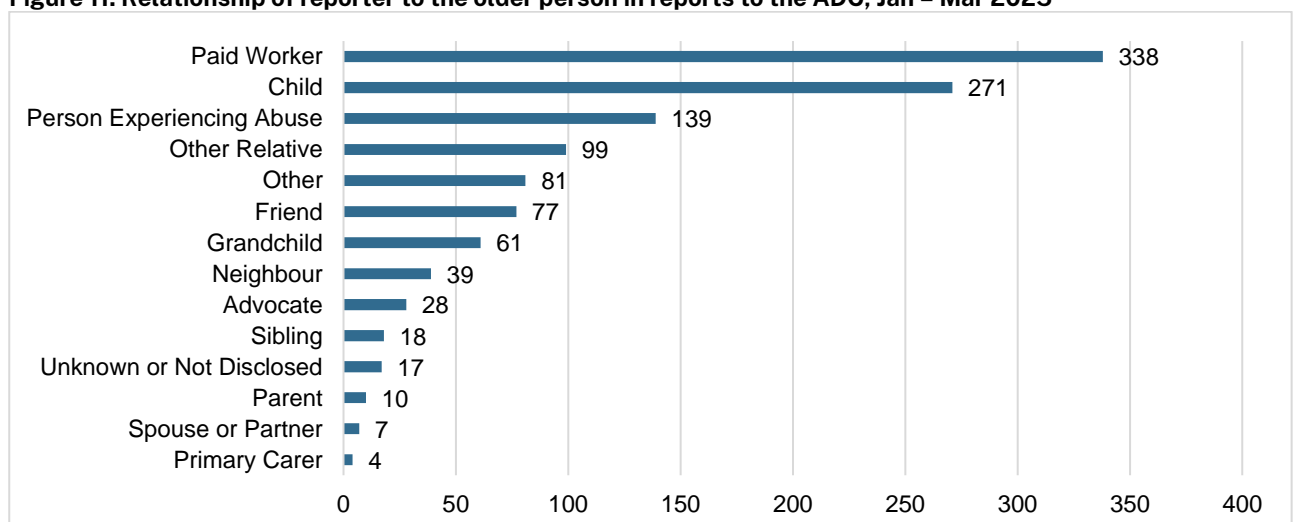
3.1 Relationship of reporter to the adult

Older people

Paid workers (28.4%) and adult children (22.8%) were the main source of reports to the ADC about older people in January – March 2025. Reports by older people ('Person Experiencing Abuse') accounted for 11.7% of the 1,189 reports about older people in this quarter.

Compared with 2023-24, a higher proportion of reports were made by other relatives (8.3%), friends (6.5%), grandchildren (5.1%), and advocates (2.4%).

Figure 11: Relationship of reporter to the older person in reports to the ADC, Jan – Mar 2025

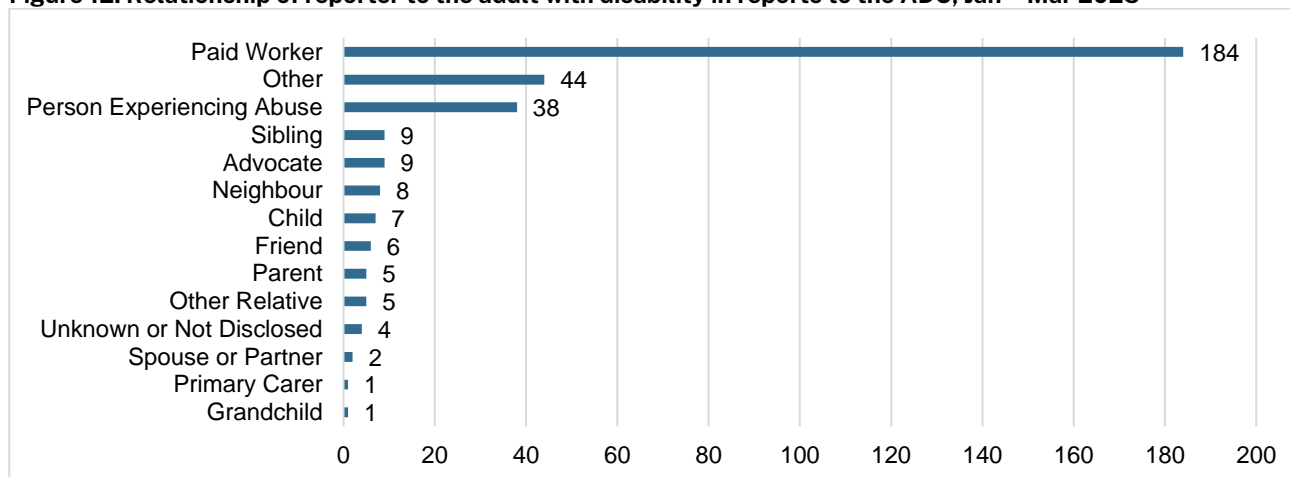


Adults with disability

Paid workers were the main source of reports to the ADC about adults with disability in this quarter, accounting for more than half (57%) of the 323 reports. Adults with disability ('Person Experiencing Abuse') were the reporters in 11.8% of reports received about adults with disability.

Compared with 2023-24, a higher proportion of reports were made by advocates (2.8%) and neighbours (2.5%).

Figure 12: Relationship of reporter to the adult with disability in reports to the ADC, Jan – Mar 2025



4. Subjects of allegation

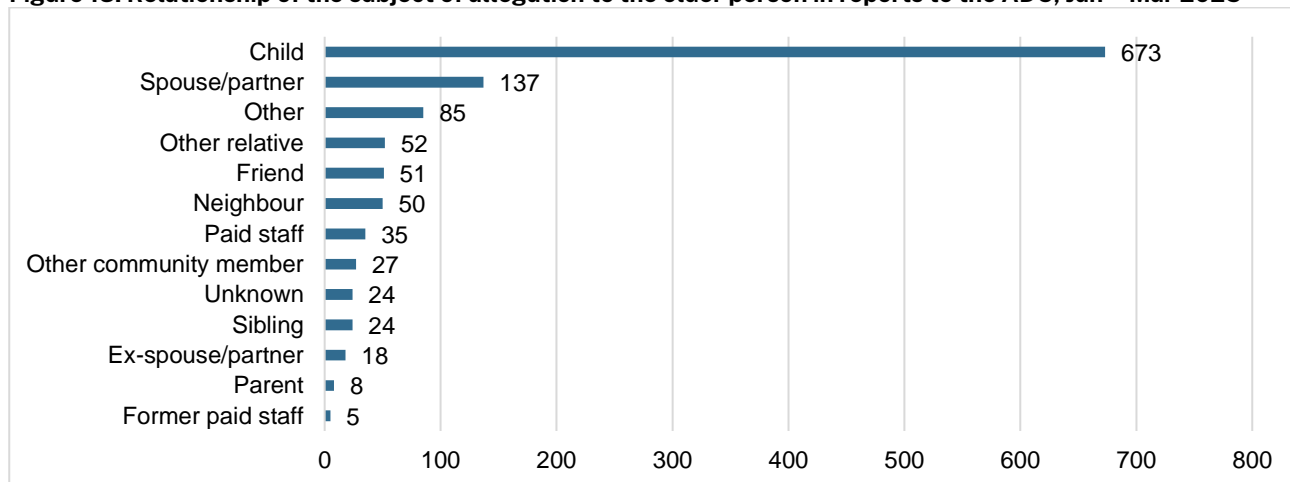
4.1 Relationship of the subject of allegation to the adult

Older people

The subjects of allegation in over half (56.6%) of the 1,189 reports to the ADC about older people in January – March 2025 were the person's adult children. In total, relatives⁵ were the subjects of allegation in 63.7% of the reports about older people in this quarter.

In 13% of reports about older people, the adult's current or former spouse/partner was the subject of allegations.

Figure 13: Relationship of the subject of allegation to the older person in reports to the ADC, Jan – Mar 2025



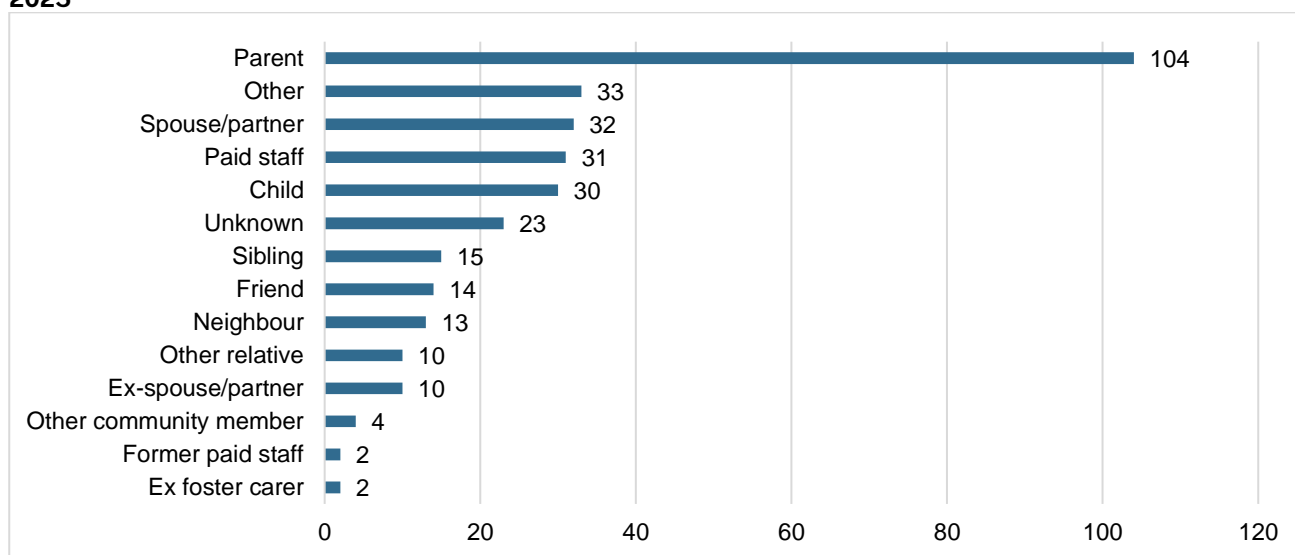
⁵ For the purposes of our analysis, 'relatives' does not include the adult's spouse/partner or ex-spouse/partner.

Adults with disability

In one-third (32.2%) of the 323 reports to the ADC about adults with disability in January – March 2025, the allegations related to the adult's parent(s). In total, relatives⁶ were the subjects of allegation in 49.2% of the reports about adults with disability in this quarter.

In 13% of reports about adults with disability, the adult's current or former spouse/partner was the subject of the allegations.

Figure 14: Relationship of the subject of allegation to the adult with disability in reports to the ADC, Jan – Mar 2025



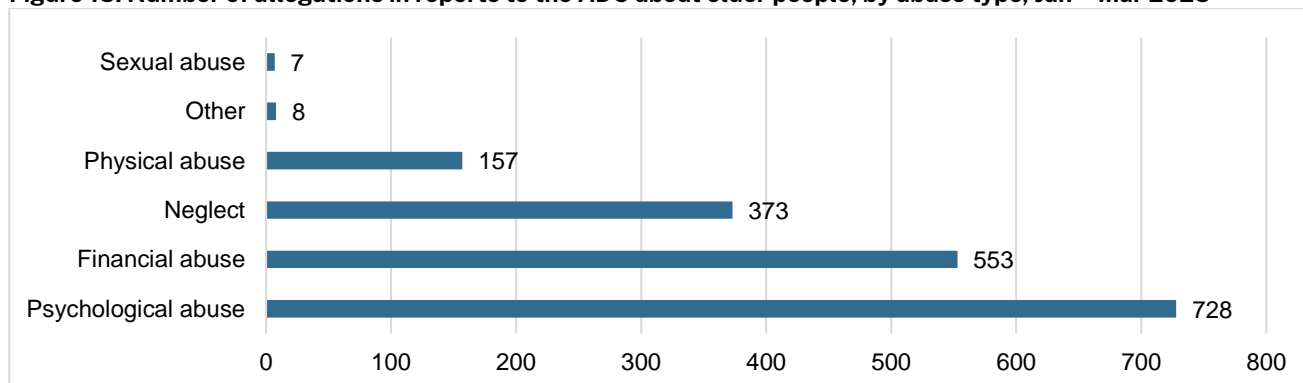
5. Type of alleged abuse

Most reports to the ADC involve more than one type of abuse.

Older people

Consistent with previous quarters, the highest reported alleged abuse in relation to older people in January – March 2025 was psychological abuse (39.9%), financial abuse (30.3%), and neglect (20.4%).

Figure 15: Number of allegations in reports to the ADC about older people, by abuse type, Jan – Mar 2025



⁶ For the purposes of our analysis, 'relatives' does not include the adult's spouse/partner or ex-spouse/partner.

Table 5: Type of alleged abuse of the older person in reports to the ADC, Jan – Mar 2025⁷

Type of alleged abuse	Number of allegations	% of all allegations
Psychological abuse (Mainly verbal abuse; making excessive or degrading demands; preventing/restricting access to supports/services)	728	39.9%
Financial abuse (Mainly financial exploitation; theft; and misuse of Power of Attorney or Enduring POA)	553	30.3%
Neglect (Mainly failure to meet support needs; medical care; and clothing/food)	373	20.4%
Physical abuse (Mainly hitting/kicking/punching; and perceived threat of harm)	157	8.6%
Other	8	0.4%
Sexual abuse (Mainly sexual offences)	7	0.4%
Total	1,826	100%

Table 6: Leading reported allegations in relation to older people, Jan – Mar 2025

	Reported allegation	Number of cases
1	Psychological abuse – Verbal abuse	224
2	Financial exploitation	190
3	Psychological abuse – Making excessive or degrading demands	163
4	Neglect – Failure to meet support needs	158
5	Psychological abuse – Other psychological abuse	120
6	Financial abuse – Theft	114
7	Financial abuse – Misuse of Power of Attorney or Enduring POA	96
8	Psychological abuse – Preventing/restricting access to supports/services	91
9	Psychological abuse – Preventing/restricting access to family/others	78
10	Financial abuse – Other financial abuse	73

Adults with disability

The most reported alleged abuse in relation to adults with disability in January – March 2025 was psychological abuse (33.1%), neglect (28%), and financial abuse (18.4%).

⁷ The data captures all matters in which that type of abuse has been reported; in the majority of matters, more than one type of abuse is reported.

Figure 16: Number of allegations in reports to the ADC about adults with disability, by abuse type, Jan – Mar 2025

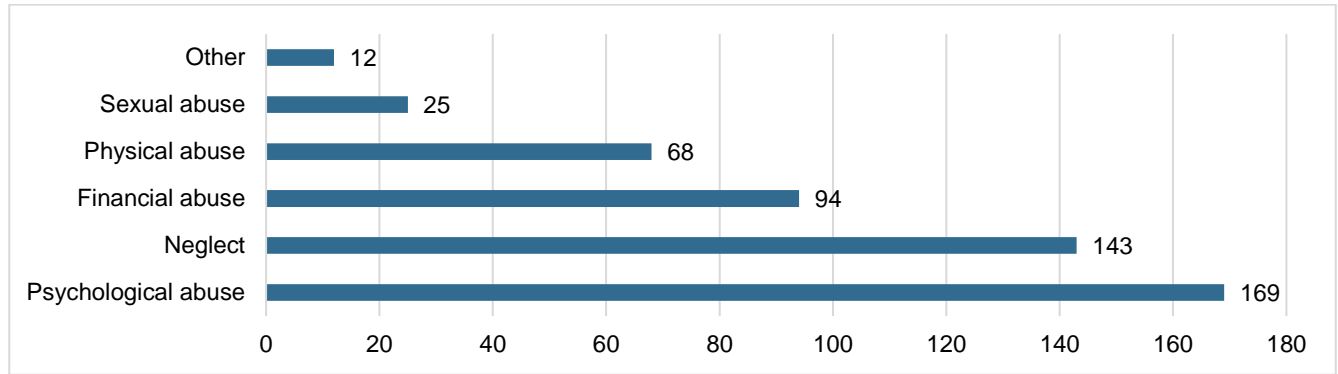


Table 7: Type of alleged abuse of the adult with disability in reports to the ADC, Jan – Mar 2025⁸

Type of alleged abuse	Number of allegations	% of all allegations
Psychological abuse (Mainly making verbal abuse; preventing/restricting access to supports/services; and making excessive or degrading demands)	169	33.1%
Neglect (Mainly failure to meet support needs; medical care; and shelter)	143	28.0%
Financial abuse (Mainly financial exploitation; and theft)	94	18.4%
Physical abuse (Mainly hitting/kicking/punching; and perceived threat of harm)	68	13.3%
Sexual abuse (Mainly sexual offences)	25	4.9%
Other	12	2.3%
Total	511	100%

Table 8: Leading reported allegations in relation to adults with disability, Jan – Mar 2025

	Reported allegation	Number of cases
1	Neglect – Failure to meet support needs	56
2	Psychological abuse – Verbal abuse	47
3	Financial exploitation	41
4	Psychological abuse – Preventing/restricting access to supports/services	38
5	Neglect – Medical care	32
6	Psychological abuse – Making excessive or degrading demands	29
7	Psychological abuse – Other psychological abuse	23

⁸ The data captures all matters in which that type of abuse has been reported; in the majority of matters, more than one type of abuse is reported.

8	Physical abuse – Hitting/kicking/punching	20
8	Neglect – Shelter	20
10	Financial abuse – Theft	17

6. Actions/outcomes

6.1 Primary action by ADC (closed reports)

The ADC closed 1,404 reports in January – March 2025, an increase of 5.2% on the previous quarter (1,334). Most of the reports (1,070; 76.2%) were handled at an early point by providing assistance and support to the caller, referring matters to other appropriate parties, and providing early case coordination.

For 297 (21.2%) reports closed in this period, the primary action taken by the ADC involved further work on the report, including making preliminary inquiries; working with the adult and other parties to address risks and improve outcomes; and/or investigating.

37 reports (2.6%) were declined at the outset mainly due to insufficient details to progress.

6.2 Person outcomes

In relation to the 1,404 reports closed in January – March 2025, the key outcomes for older people and adults with disability included that they were assisted to access and receive increased support services, their views and preferences were ascertained and respected, and they moved to safer accommodation.

Table 9: Leading outcomes for the person the subject of a report to the ADC, reports closed Jan-Mar 2025

Person outcomes	Number of cases ⁹
Referral/help to access other supports	255
Will and preference of Person ascertained	134
Will and preference of Person respected/upheld	119
Other supports/services provided/increased	37
Change in accommodation	29
Referral/help to access aged care supports	23
Referral/help to access legal support	22
Health/medical support provided/increased	22
Review/assessment of aged care supports	21
Referral/help to access health services	20

⁹ There can be multiple outcomes for an individual.

6.3 Subject of allegation outcomes

For the 1,404 reports closed during this quarter, the key outcomes in relation to the subject of allegation included that actions were taken to provide them with education/advice and/or more support; prevent or manage their access to the adult; and/or remove their authority as power of attorney.

Table 10: Leading outcomes in relation to the subject of allegation in a report to the ADC, reports closed Jan – Mar 2025

Subject of allegation outcomes	Number of cases ¹⁰
Education or advice provided	122
Linked to/received more support	48
Prevented from access	10
Reduced/supervised access	9
ADVO put in place	9
Removal as Power of Attorney or Enduring POA	6
Removed from premises	5
Other removal/change to benefit	4
Benefit changed	3
Criminal charges	3

¹⁰ There can be multiple outcomes for an individual.