

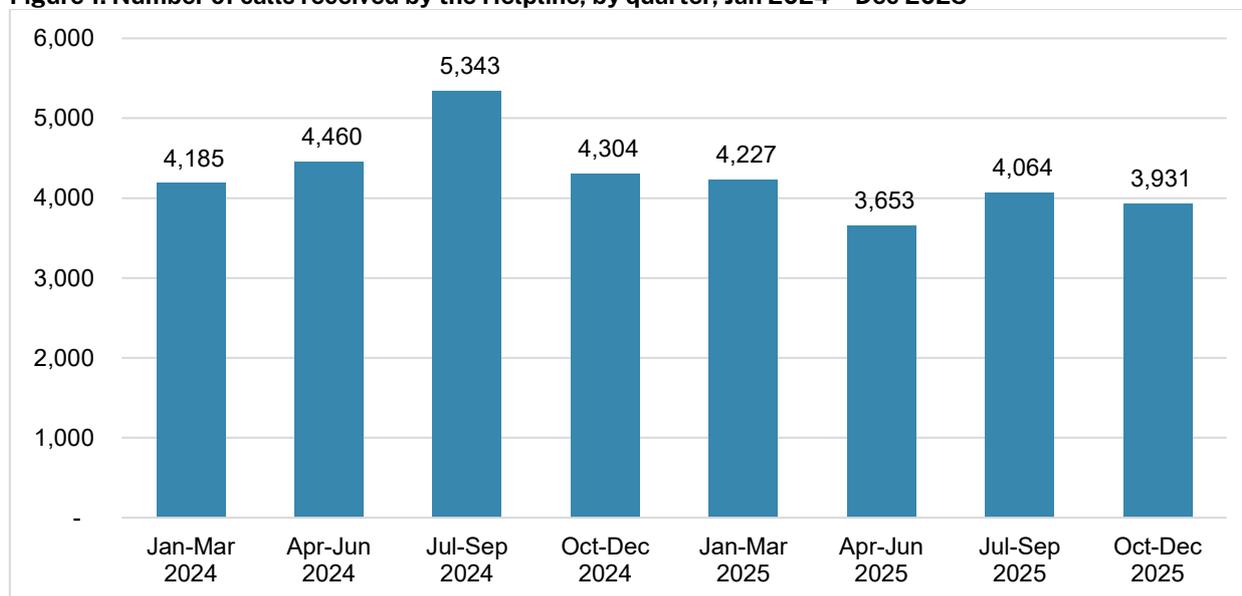
## Ageing and Disability Commission (ADC) data October – December 2025

### 1. Number of calls, enquiries, and reports

#### 1.1 Number of calls to the Ageing and Disability Abuse Helpline

Between 1 October and 31 December 2025, the Helpline received **3,931 calls**. This represented a 3.3% decrease on calls compared with the previous quarter (4,064), and a 8.7% decrease on calls compared with the same quarter in the previous year (4,304).

Figure 1: Number of calls received by the Helpline, by quarter, Jan 2024 – Dec 2025



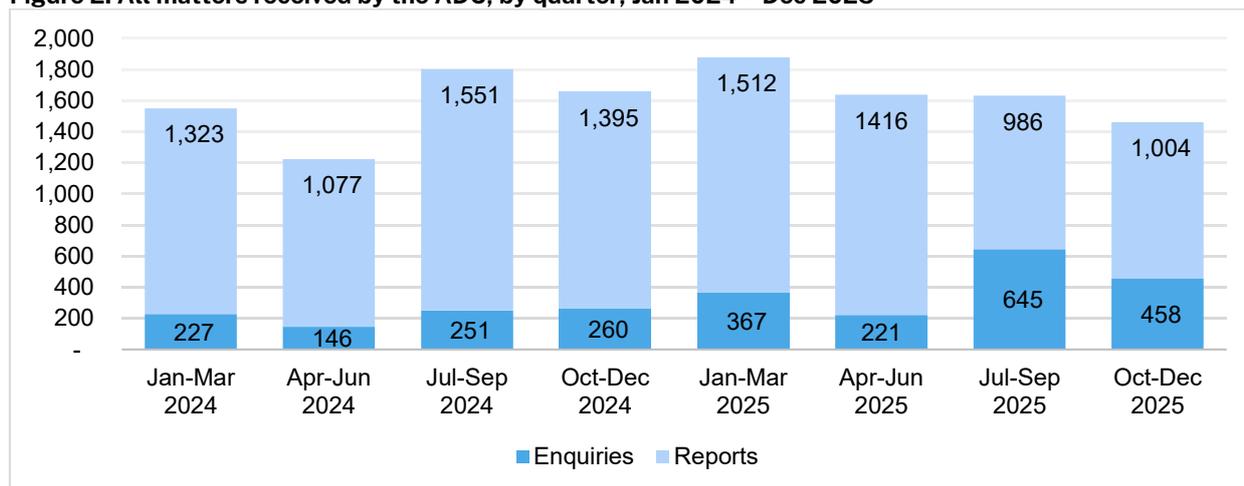
#### 1.2 Number of reports and enquiries

Between 1 October and 31 December 2025, the ADC received **1,462 matters**, comprising:

- **1,004 reports** (68.7%) under section 13 of the *Ageing and Disability Commissioner Act 2019*
- **458 enquiries** (31.3%) – involving 156 general enquiries, and 302 abuse-related enquiries.

The number of **reports** received in this quarter was 1.8% higher than the previous quarter (986).

**Figure 2: All matters received by the ADC, by quarter, Jan 2024 – Dec 2025<sup>1</sup>**



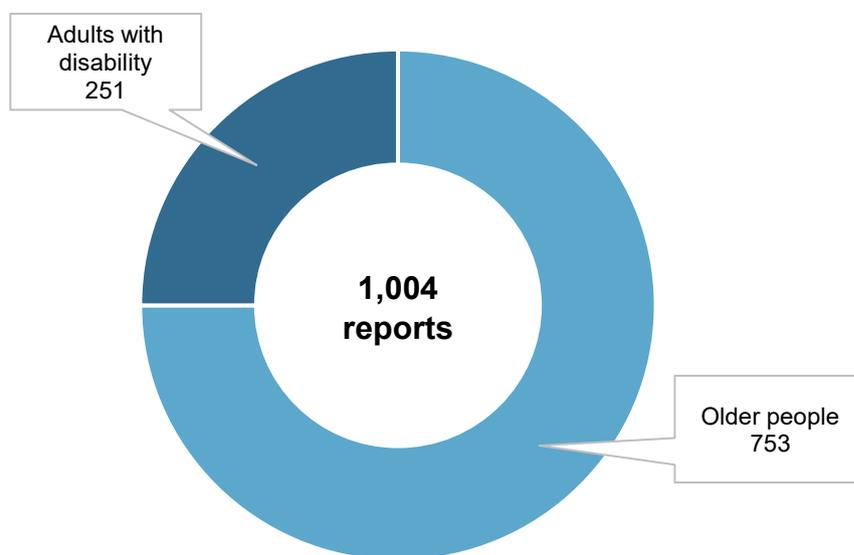
## 2. Person status and demographics<sup>2</sup>

### 2.1 Person status

Of the **1,004 reports** received by the ADC in October – December 2025:

- **753 reports (75%) involved older people<sup>3</sup>**, including 338 reports about older people with disability.
- **251 reports (25%) involved adults with disability<sup>4</sup>** who were not older people.

**Figure 3: All reports received by the ADC, by person status, Oct – Dec 2025**



<sup>1</sup> At the beginning of August 2025, we made changes to our intake process to allow a greater number of matters to be managed as enquiries.

<sup>2</sup> As the data on reports includes active and open cases, some of the data is subject to change. Data is current as of 13 February 2026.

<sup>3</sup> Adults aged 65 years and older, and Aboriginal and/or Torres Strait Islander adults aged 50 years and older.

<sup>4</sup> Adults aged 18 years and older with a disability as defined in the *Disability Inclusion Act 2014*.

## 2.2 First Nations background

In 3.1% of reports to the ADC in October – December 2025, the adult with disability or older person was identified as Aboriginal and/or Torres Strait Islander. This proportion was lower than the previous quarter (4.3%) and 2024-25 (4.7%).

**Table 1: First Nations status of person the subject of a report to the ADC, by person status, Oct – Dec 2025**

	Older people (n=753)	% of reports about older people	Adults with disability (n=251)	% of reports about adults with disability	All reports (n=1,004)	% of all reports
Person identified as Aboriginal and/or Torres Strait Islander	25	3.3%	6	2.4%	31	3.1%

## 2.3 Culturally and linguistically diverse background

In 6.9% of reports to the ADC in October – December 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%) but was lower than 2024-25 (7.5%).

**Table 2: CALD status of person the subject of a report to the ADC, by person status, Oct – Dec 2025**

	Older people (n=753)	% of reports about older people	Adults with disability (n=251)	% of reports about adults with disability	All reports (n=1,004)	% of all reports
Person identified as having a CALD background	58	7.7%	11	4.4%	69	6.9%

**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, Oct – Dec 2025**

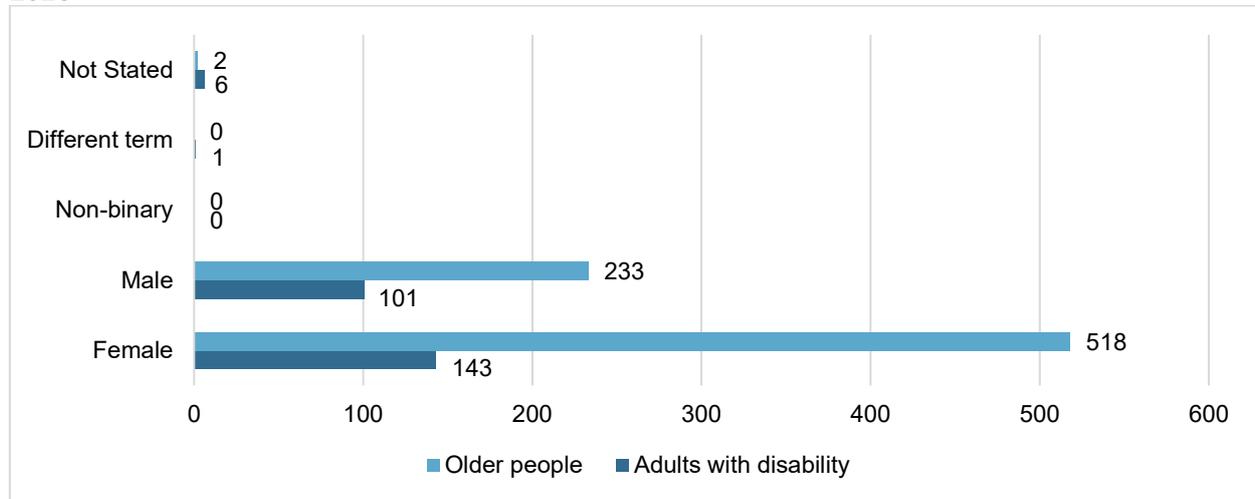
Rank	Older people (n=753)	Rank	Adults with disability (n=251)
1	Greek	1	Greek
2	Italian	2	Portuguese
3	Croatian	3	Maltese
4	Serbian	4	Vietnamese
5	Macedonian	5	Cantonese
6	Arabic	6	Kurdish
7	Turkish	7	Arabic
8	Polish		
9	Hindi		
10	Tamil		

## 2.4 Gender

Consistent with previous reports, more than two-thirds (68.8%) of the 753 reports to the

ADC about older people in October – December 2025 related to females. Similarly, of the 251 reports to the ADC about adults with disability in this quarter, more than half (57%) were about women with disability.

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

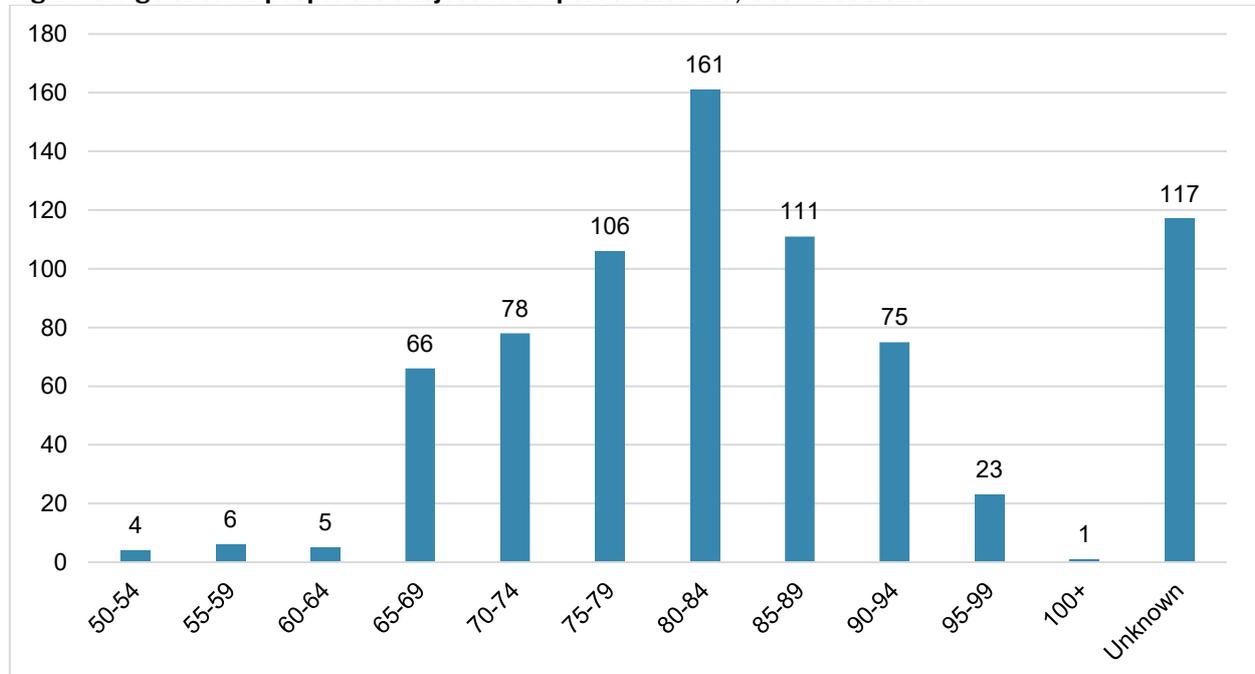


## 2.5 Age

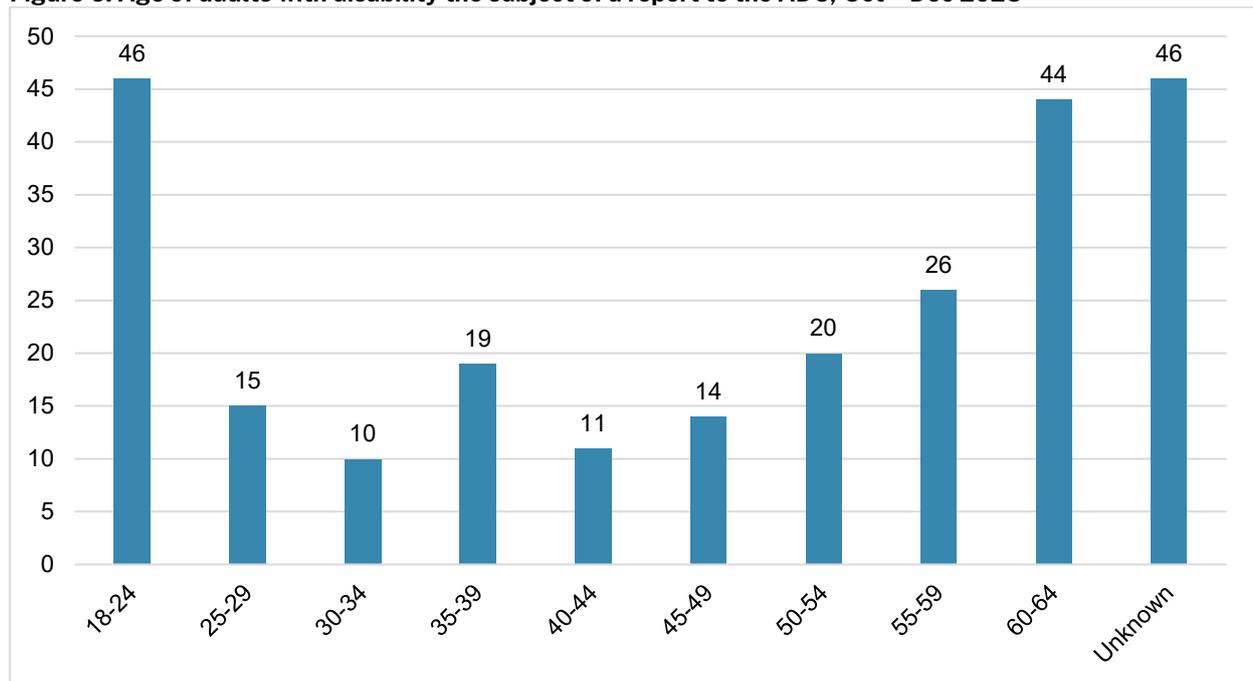
The largest proportion of the 753 reports about older people in October – December 2025 related to people aged 80-84 years (21.4%).

The largest proportion of the 251 reports about adults with disability related to people aged 18-24 years (18.3%).

**Figure 5: Age of older people the subject of a report to the ADC, Oct – Dec 2025**

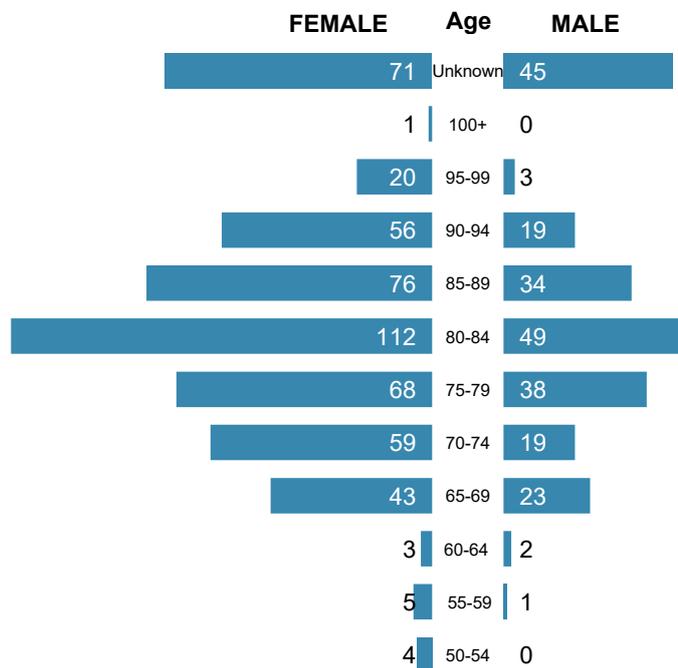


**Figure 6: Age of adults with disability the subject of a report to the ADC, Oct – Dec 2025**



For older people, a higher number of reports were made about females compared to males across all age groups.

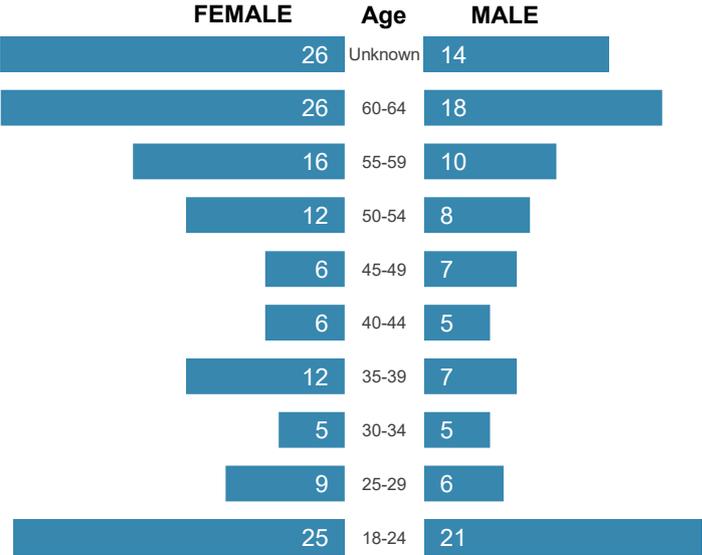
**Figure 7: Age and gender of older people the subject of a report to the ADC, Oct – Dec 2025<sup>5</sup>**



For adults with disability, a higher number of reports were made about females compared to males across most age groups except for 30-34 and 45-49 years.

<sup>5</sup> Excluded numbers of unknown gender and/or other gender (i.e. non-binary and/or different term).

**Figure 8: Age and gender of adults with disability the subject of a report to the ADC, Oct – Dec 2025<sup>6</sup>**

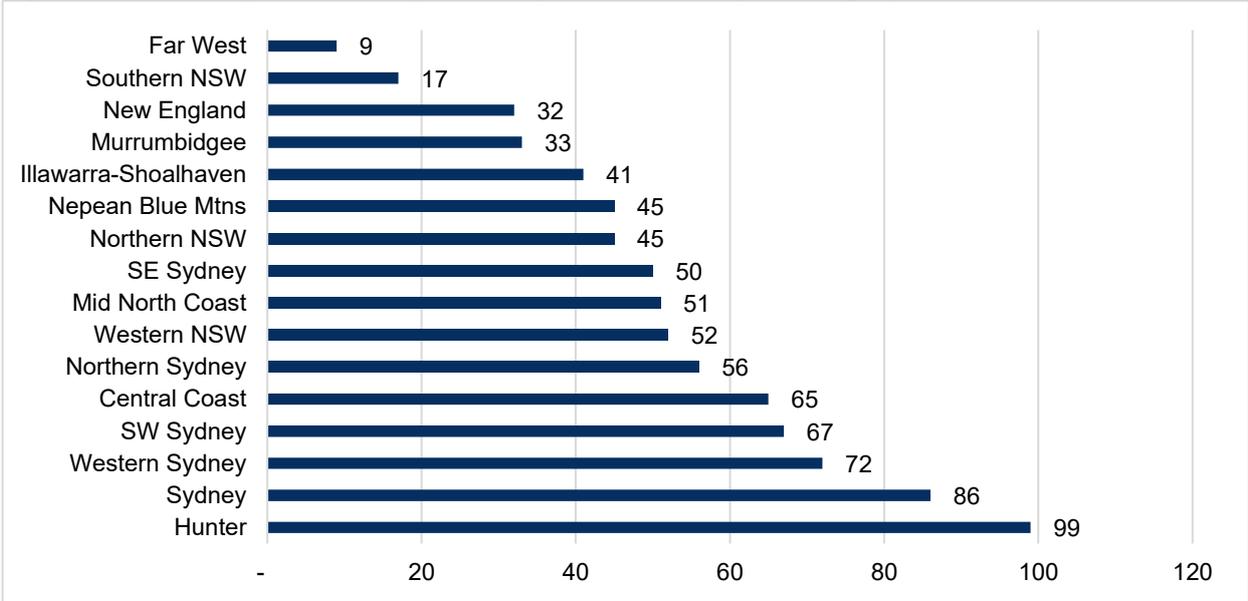


## 2.6 Location of person

Of the 1,004 reports to the ADC in October – December 2025 for which the location of the person was known, regional NSW accounted for more than half of the reports (444; 54.1%). This was the case in relation to reports about both older people (335; 54.6%) and adults with disability (109; 52.9%).

For this quarter, the largest proportion of reports were about adults living in the Hunter region (12.1%), followed by Sydney (10.5%) and Western Sydney regions (8.8%).

**Figure 9: Location of person the subject of a report to the ADC by NSW region, Oct – Dec 2025**

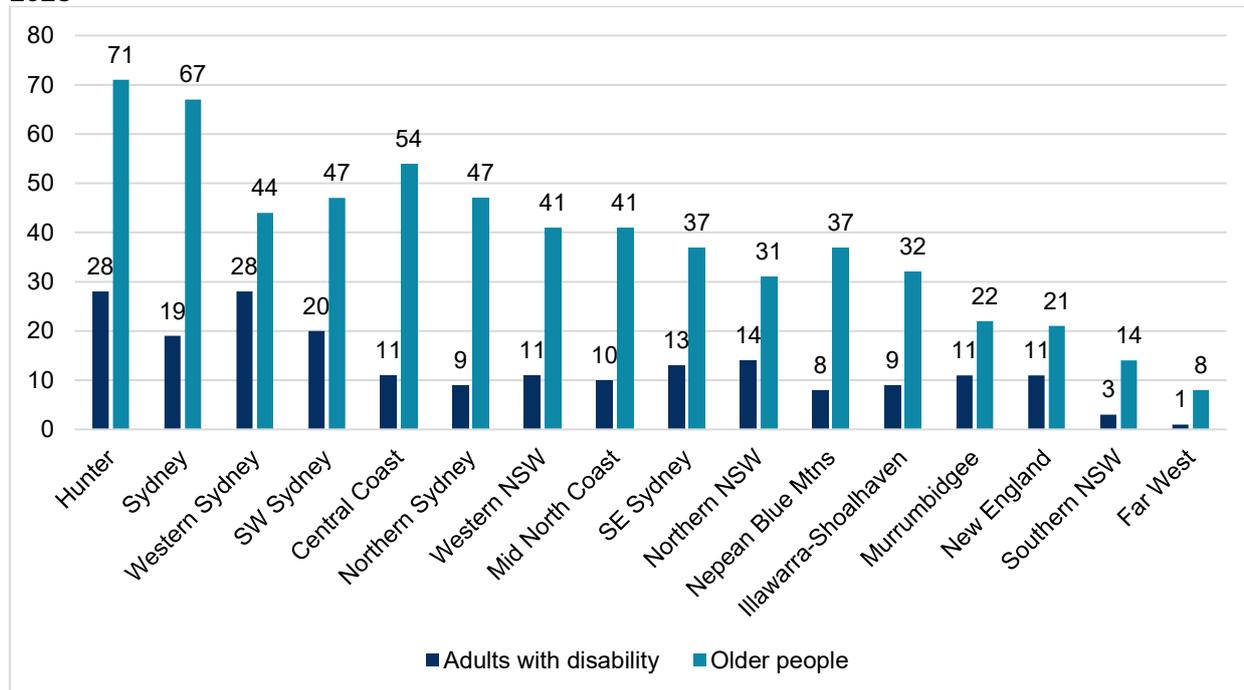


In relation to older people, the highest number of reports related to people living in Hunter

<sup>6</sup> Excluded numbers of unknown gender and/or other gender (i.e. non-binary and/or different term).

(11.6%) and Sydney (10.9%) regions. For adults with disability, the highest number of reports related to people living in Hunter (13.6%) and Western Sydney (13.6%) regions.

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



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

**Table 4: Main LGAs of people who were the subject of a report to the ADC, Oct – Dec 2025**

Rank	Local Government Area	Number of cases	Rank	Local Government Area	Number of cases
1	Central Coast	65	11	Bayside	18
2	Blacktown	46	11	Campbelltown	18
3	Lake Macquarie	36	13	Northern Beaches	17
4	Canterbury-Bankstown	27	13	Blue Mountains	17
5	Newcastle	25	15	Hornsby	16
6	Tweed	24	15	Port Macquarie-Hastings	16
7	Wollongong	21	15	Canada Bay	16
7	Cumberland	21	15	Liverpool	16
9	Fairfield	19	19	Penrith	15
9	Mid-Coast	19	19	Burwood	15

### 3. Reporters

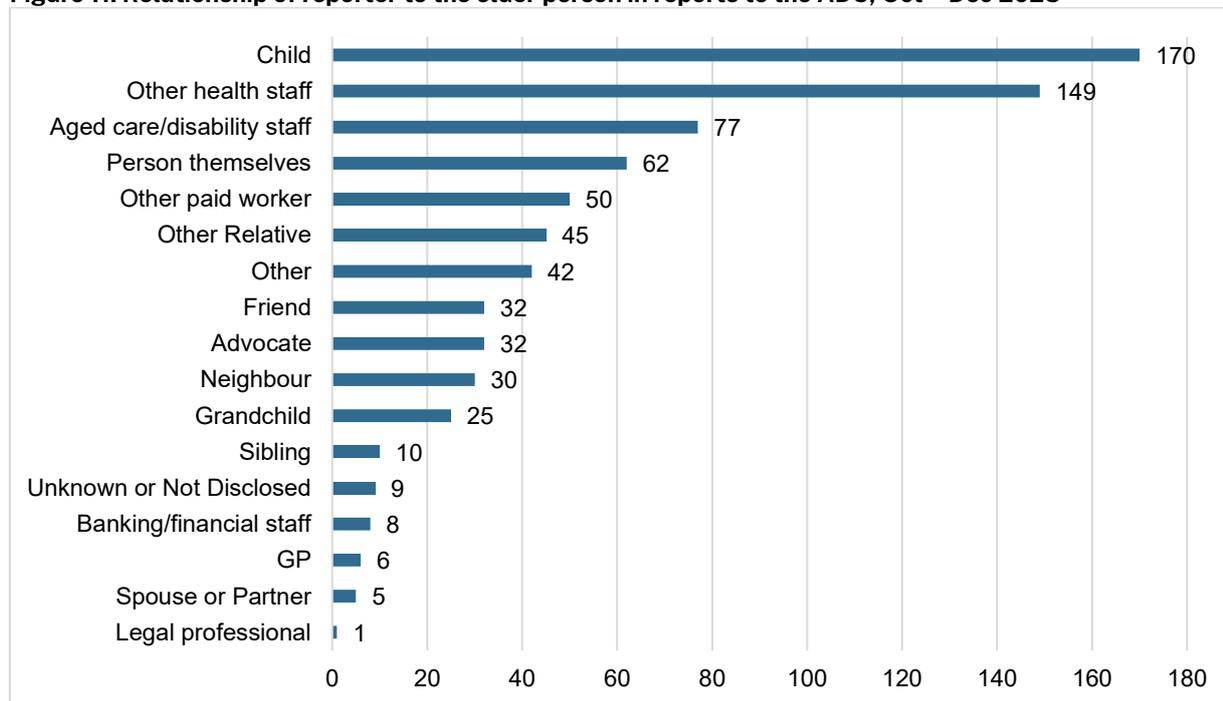
#### 3.1 Relationship of reporter to the adult

##### Older people

Paid workers (38.6%) and adult children (22.6%) were the main sources of reports to the

ADC regarding older people in October – December 2025. Reports by older people ('Person themselves') accounted for 8.2% of the 753 reports about older people in this quarter.

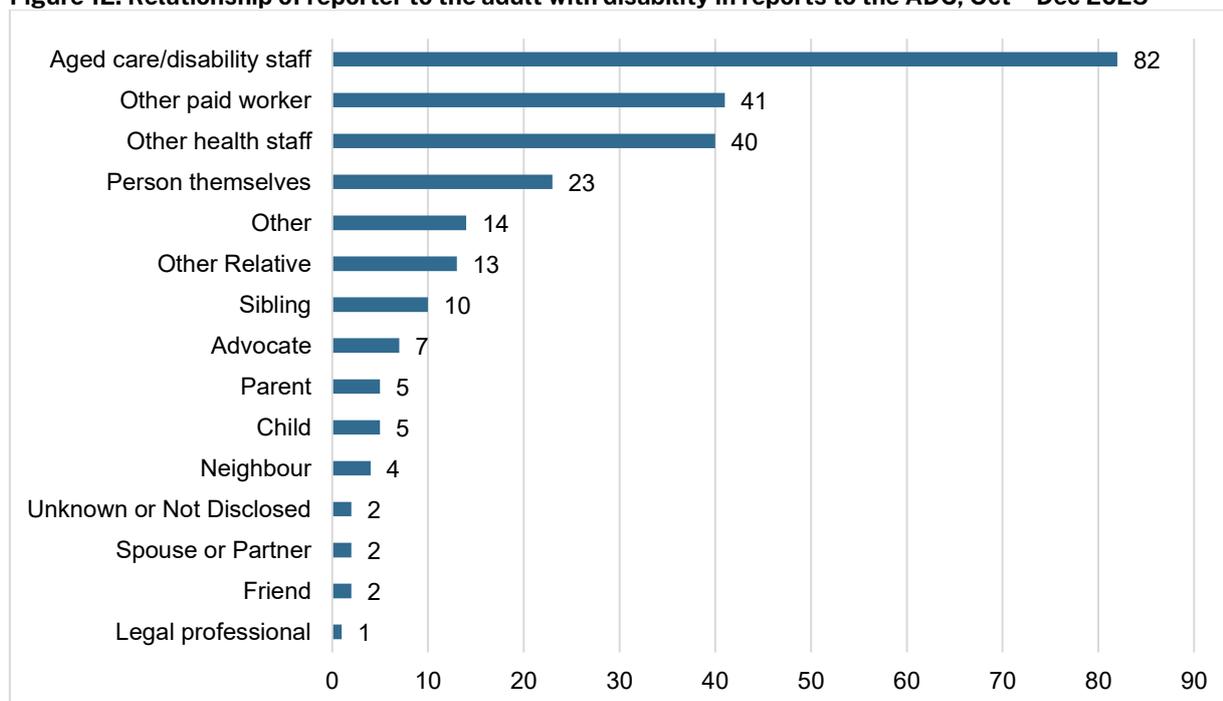
**Figure 11: Relationship of reporter to the older person in reports to the ADC, Oct – Dec 2025**



## Adults with disability

Paid workers were the leading source of reports to the ADC about adults with disability in this quarter, accounting for nearly two-thirds (65.3%) of the 251 reports. Adults with disability ('Person themselves') were the reporters in 9.2% of cases.

**Figure 12: Relationship of reporter to the adult with disability in reports to the ADC, Oct – Dec 2025**



# 4. Subjects of allegation

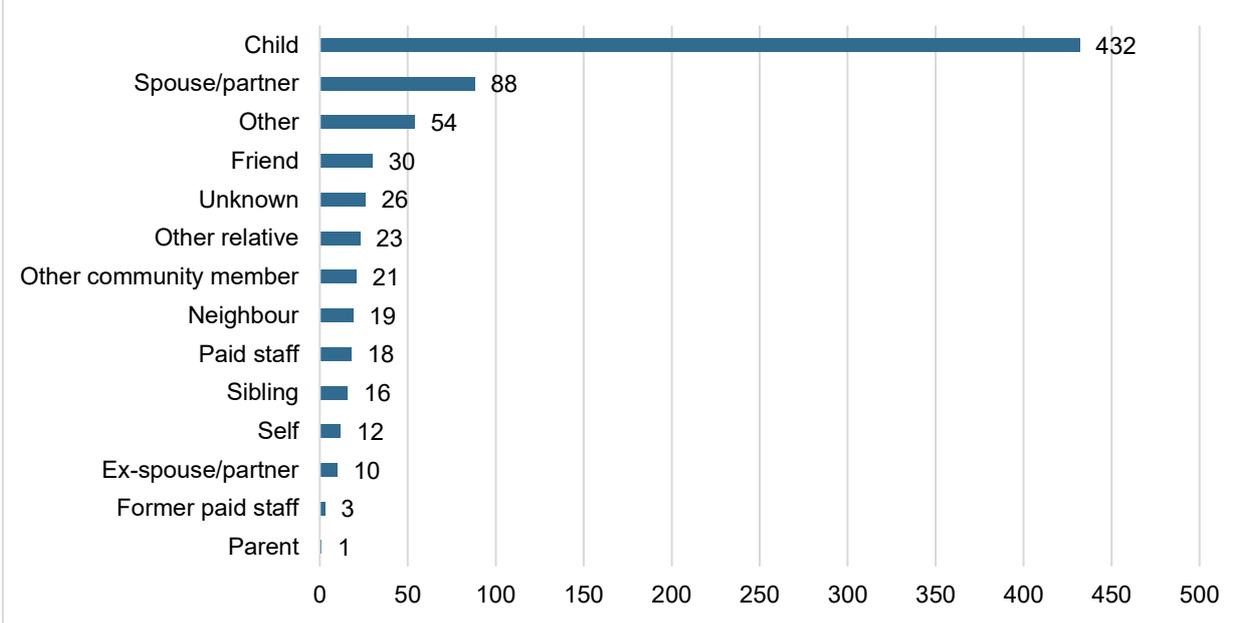
## 4.1 Relationship of the subject of allegation to the adult

### Older people

More than half (57.4%) of the 753 reports to the ADC concerning older people in October – December 2025, the subjects of allegation were the person’s adult children. In total, relatives<sup>7</sup> were the subjects of allegation in 62.7% of the reports about older people in this quarter.

In 98 reports (13%) about older people, the adult’s current or former intimate partner was the subject of allegation.

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



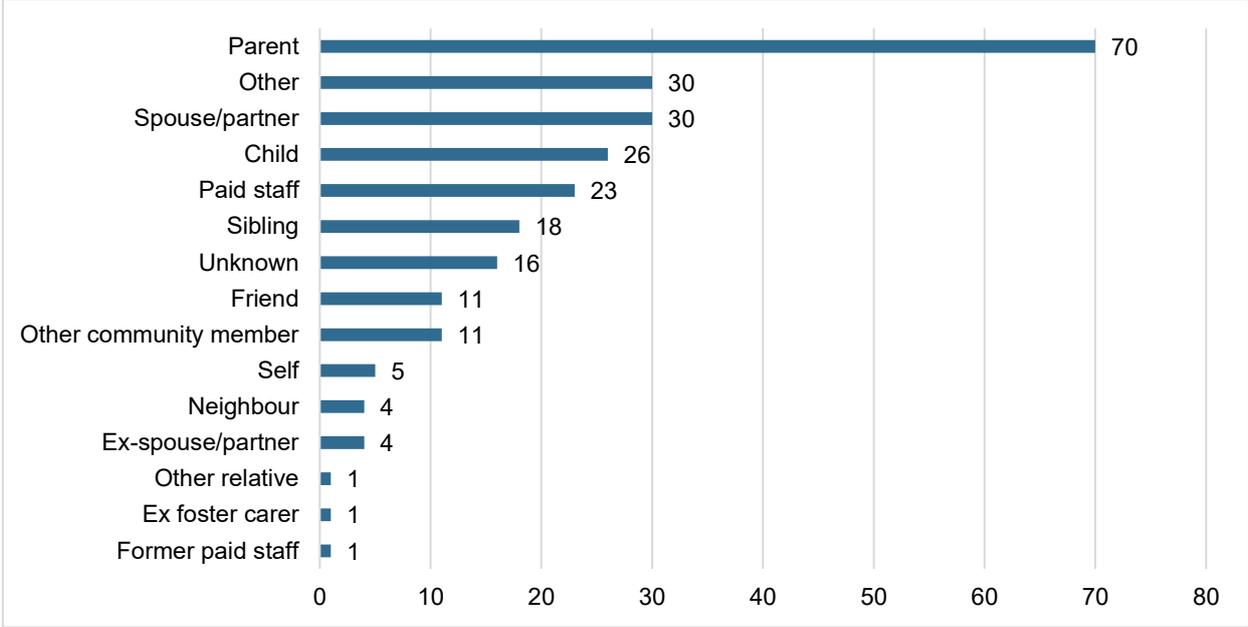
### Adults with disability

A quarter (27.9%) of the 251 reports to the ADC about adults with disability in October – December 2025, the allegations related to the adult’s parent(s). In total, relatives<sup>7</sup> were the subjects of allegation in 45.8% of the reports about adults with disability in this quarter.

In 34 reports (13.5%) about adults with disability, the adult’s current or former intimate partner was the subject of the allegations.

<sup>7</sup> For the purposes of our analysis, ‘relatives’ does not include the adult’s intimate partner or ex-intimate partner.

**Figure 14: Relationship of the subject of allegation to the adult with disability in reports to the ADC, Oct – Dec 2025**



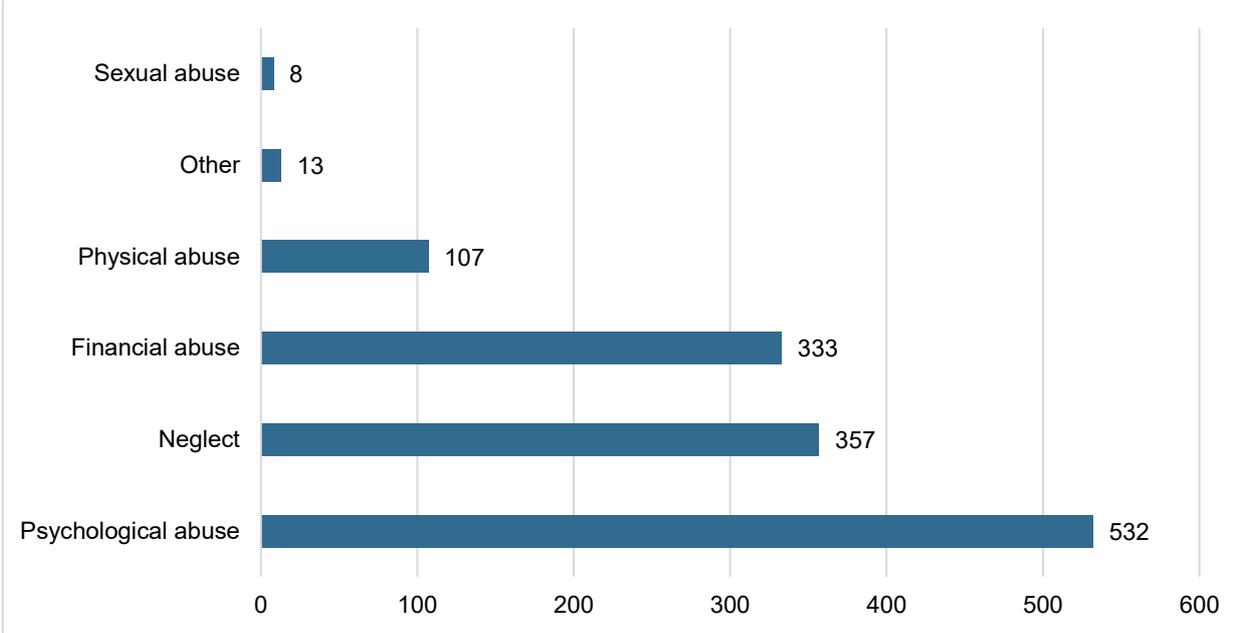
## 5. Type of alleged abuse

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

### Older people

Consistent with past reports, the highest reported alleged abuse concerning older people in October – December 2025 were psychological abuse (39.4%), neglect (26.4%), and financial abuse (24.7%).

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



**Table 5: Type of alleged abuse of the older person in reports to the ADC, Oct – Dec 2025<sup>8</sup>**

Type of alleged abuse	Number of allegations	% of all allegations
<b>Psychological abuse</b> (Mainly verbal abuse; preventing/restricting access to family/others; and making excessive or degrading demands)	532	39.4%
<b>Neglect</b> (Mainly failure to meet support needs; neglect of medical, dental, or allied health care; and supervision)	357	26.4%
<b>Financial abuse</b> (Mainly financial exploitation from undue influence and manipulation; misuse of Power of Attorney or Enduring POA; and theft)	333	24.7%
<b>Physical abuse</b> (Mainly push/shove/grab/shake; hitting/kicking/punching; and perceived threat of harm)	107	7.9%
<b>Other</b>	13	1.0%
<b>Sexual abuse</b> (Mainly sexual assault)	8	0.6%
<b>Total</b>	<b>1,350</b>	<b>100%</b>

**Table 6: Leading reported allegations in relation to older people, Oct – Dec 2025**

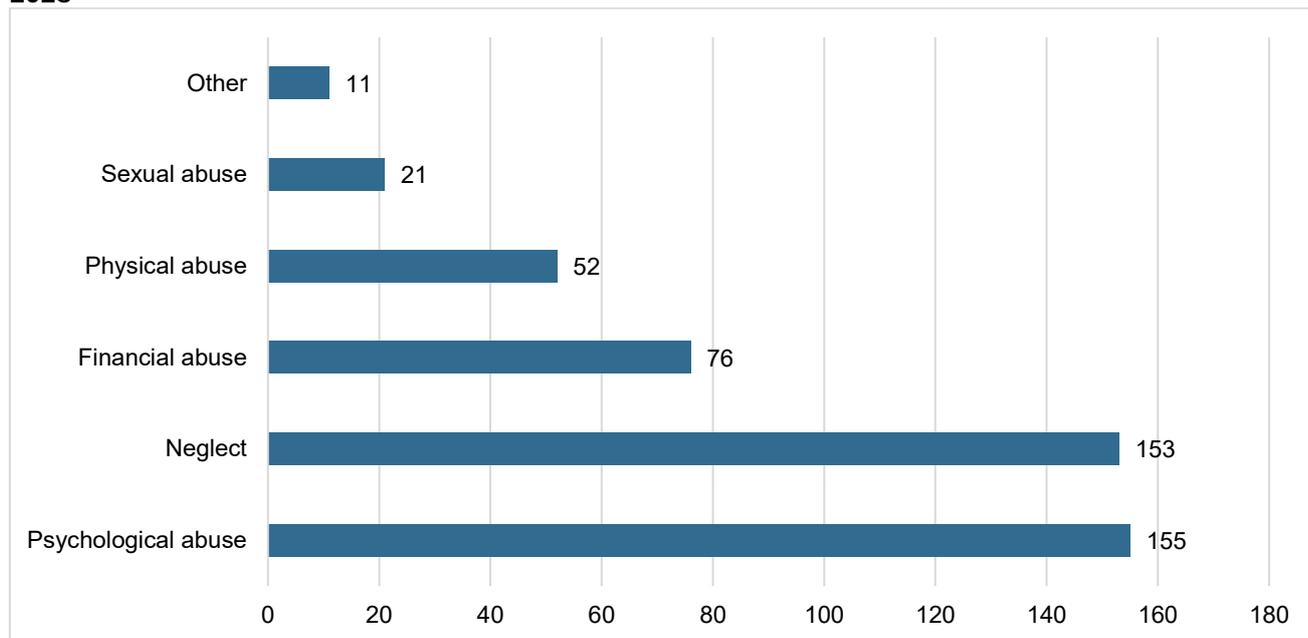
	Reported allegation	Number of cases
1	Psychological abuse - Verbal abuse	160
2	Neglect - Failure to meet support needs	132
3	Financial exploitation - Undue influence, manipulation	113
4	Psychological abuse - Preventing/restricting access to family/others	79
5	Psychological abuse - Making excessive or degrading demands	60
6	Psychological abuse - Preventing/restricting access to supports/services	58
7	Financial abuse - Misuse of POA or EPOA	53
7	Neglect - Medical care/dental/allied health	53
9	Financial abuse - Theft	51
10	Neglect - Supervision	45

## Adults with disability

The most reported alleged forms of abuse in relation to adults with disability in October – December 2025 were psychological abuse (33.1%), neglect (32.7%), and financial abuse (16.2%).

<sup>8</sup> 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, Oct – Dec 2025**



**Table 7: Type of alleged abuse of the adult with disability in reports to the ADC, Oct – Dec 2025<sup>9</sup>**

Type of alleged abuse	Number of allegations	% of all allegations
<b>Psychological abuse</b> (Mainly preventing/restricting access to supports/services; verbal abuse; and making excessive or degrading demands)	155	33.1%
<b>Neglect</b> (Mainly failure to meet support needs; neglect of medical, dental, or allied health care; and hoarding, squalor, or unsafe environment)	153	32.7%
<b>Financial abuse</b> (Mainly financial exploitation from undue influence and manipulation; theft; and preventing access to/withholding person's money)	76	16.2%
<b>Physical abuse</b> (Mainly hitting/kicking/punching; and perceived threat of harm)	52	11.1%
<b>Sexual abuse</b> (Mainly sexual assault; and sexual touching)	21	4.5%
<b>Other</b>	11	2.4%
<b>Total</b>	<b>468</b>	<b>100%</b>

<sup>9</sup> 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.

**Table 8: Leading reported allegations in relation to adults with disability, Oct – Dec 2025**

	<b>Reported allegation</b>	<b>Number of cases</b>
1	Neglect - Failure to meet support needs	54
2	Psychological abuse - Preventing/restricting access to supports/services	33
3	Psychological abuse - Verbal abuse	33
4	Neglect - Medical care/dental/allied health	28
4	Financial exploitation - Undue influence, manipulation	23
6	Neglect - Hoarding/squalor/unsafe environment	19
7	Psychological abuse - Making excessive or degrading demands	18
8	Financial abuse - Theft	16
8	Psychological abuse - Preventing/restricting access to family/others	15
10	Neglect - Supervision	13

## 6. Actions/outcomes

### 6.1 Primary action by ADC (closed reports)

The ADC closed 917 reports in October – December 2025, which was 20% lower than the previous quarter (1,146 reports). Most of these reports (702; 76.6%) were resolved at an early point through actions such as providing advice and assistance to the caller, referring matters to other appropriate parties, and offering early case coordination.

For 202 reports (22%), the ADC undertook further work, which included making preliminary inquiries; engaging with the adult and relevant parties to address risks and improve outcomes; and/or conducting investigations.

The remaining 13 reports (1.4%) were declined at the outset, primarily due to insufficient information to proceed.

### 6.2 Person outcomes

For the 917 reports closed in October – December 2025, a range of positive outcomes was achieved for older people and adults with disability.

The key outcomes included that individuals' will and preferences were identified and upheld, and tailored, person-centred advice was provided to service providers as well as to family members and friends. In a number of cases, individuals were supported to transition to safer accommodation settings. Support was also provided to facilitate access to, or review and enhancement of, health services, disability supports, and other relevant services. Where required, guardianship and/or financial management orders were established to safeguard individuals' interests.

**Table 9: Leading outcomes for the person the subject of a report to the ADC, reports closed Oct-Dec 2025**

Person outcomes	Number of cases <sup>10</sup>
Will and preference ascertained/upheld	111
Educated providers - person-centred focus	58
Advice to family/friends - person-centred	41
Moved to alternative accommodation	24
Helped to access or review/increase disability support	17
Helped to access or review/increase health/medical services	17
Guardianship order put in place	16
Helped to access or review/increase other supports	15
Helped to access or increase aged care supports	15
Financial Management order put in place	14

### 6.3 Subject of allegation outcomes

For the 917 reports closed in October – December 2025, a range of outcomes was achieved in relation to subjects of allegation. These outcomes focused on reducing risk, strengthening accountability, and supporting behaviour change where appropriate.

Key outcomes included the provision of education, advice and/or additional supports to subjects of allegation, as well as referrals to carer support services. In higher-risk matters, protective and restrictive actions were taken, including the removal of access to accounts, revocation of authority held under an Enduring Guardianship or Power of Attorney arrangement, and removal as an authorised representative or nominee. In some cases, Apprehended Domestic Violence Orders (ADVOs) or Apprehended Personal Violence Orders (APVOs) were put in place to enhance safety. A number of matters still remained under active investigation at the end of the reporting period.

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

Subject of allegation outcomes	Number of cases <sup>10</sup>
Education or advice provided	60
Linked to other support or assistance	31
Linked to carer support	20
Removed access to accounts	10
ADVO/APVO put in place	7
Removal as Power of Attorney or Enduring POA	6
Removal as NDIS nominee	6
Investigation continuing	6
Removal as authorised representative	4
Removal as Enduring Guardian	3

<sup>10</sup> There can be multiple outcomes for an individual.