

Ageing and Disability Commission data 2024 – 2025

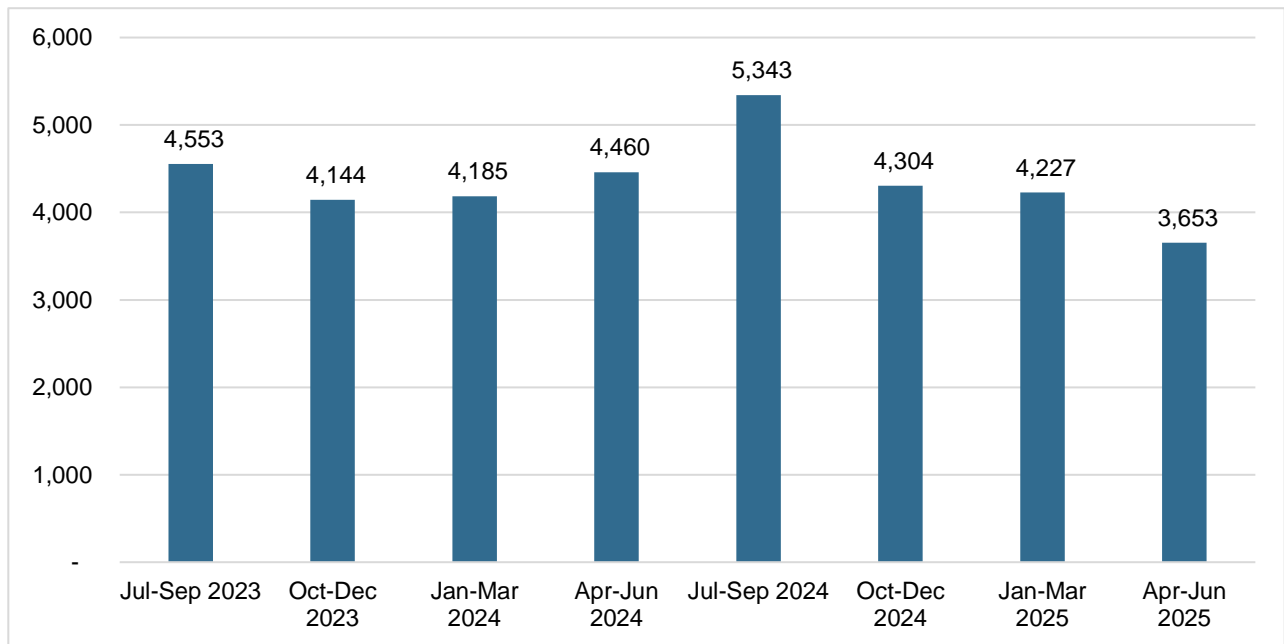
1. Number of calls, enquiries and reports

1.1 Number of calls to the Ageing and Disability Abuse Helpline

In 2024-25, the Ageing and Disability Abuse Helpline received **17,527 calls**, a figure similar to the previous year (17,342). The trend in higher call numbers this year was reversed in the last quarter of the year following changes to the Helpline phone system¹.

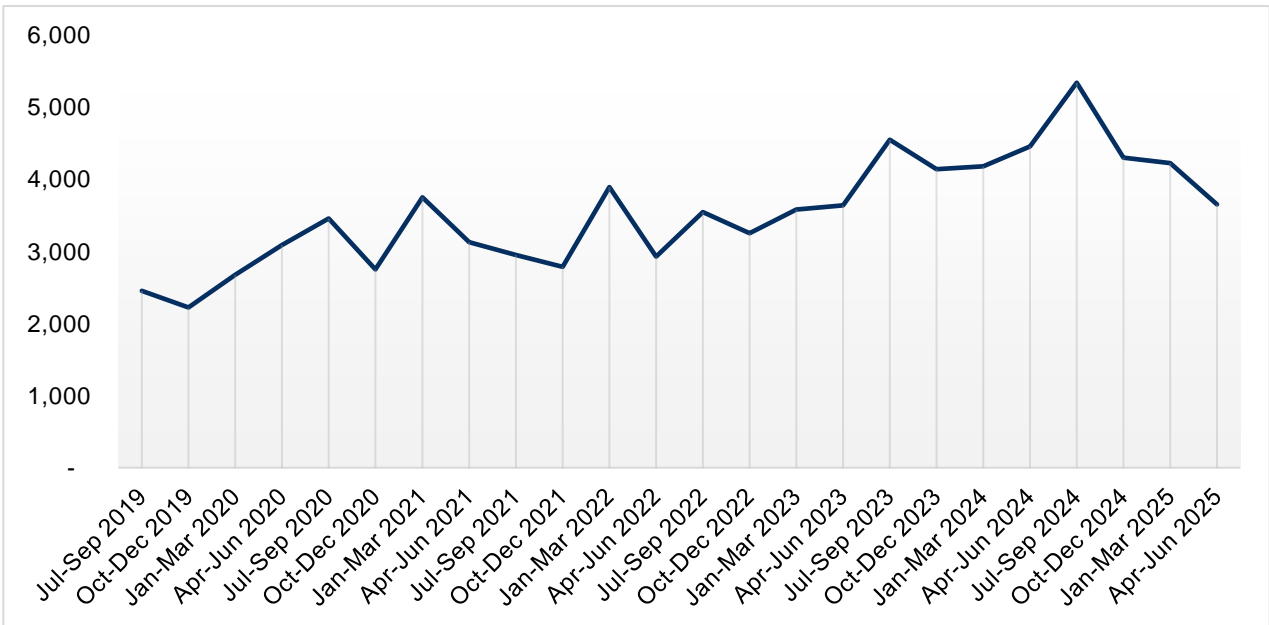
Between 2019-20 and 2024-25, calls to the Helpline **increased by 67.8%** (from 10,443 to 17,527 calls).

Figure 1: Number of calls received by the Helpline, by quarter, July 2023 – June 2025



¹ On 1 April 2025, the ADC introduced changes to its Helpline phone system to enable a higher proportion of calls to be answered at the first point of contact. This has assisted in reducing the number of calls associated with parties recontacting or returning the calls of the Helpline.

Figure 2: Number of calls received by the Helpline, by quarter, July 2019 – June 2025



1.2 Number of reports and enquiries

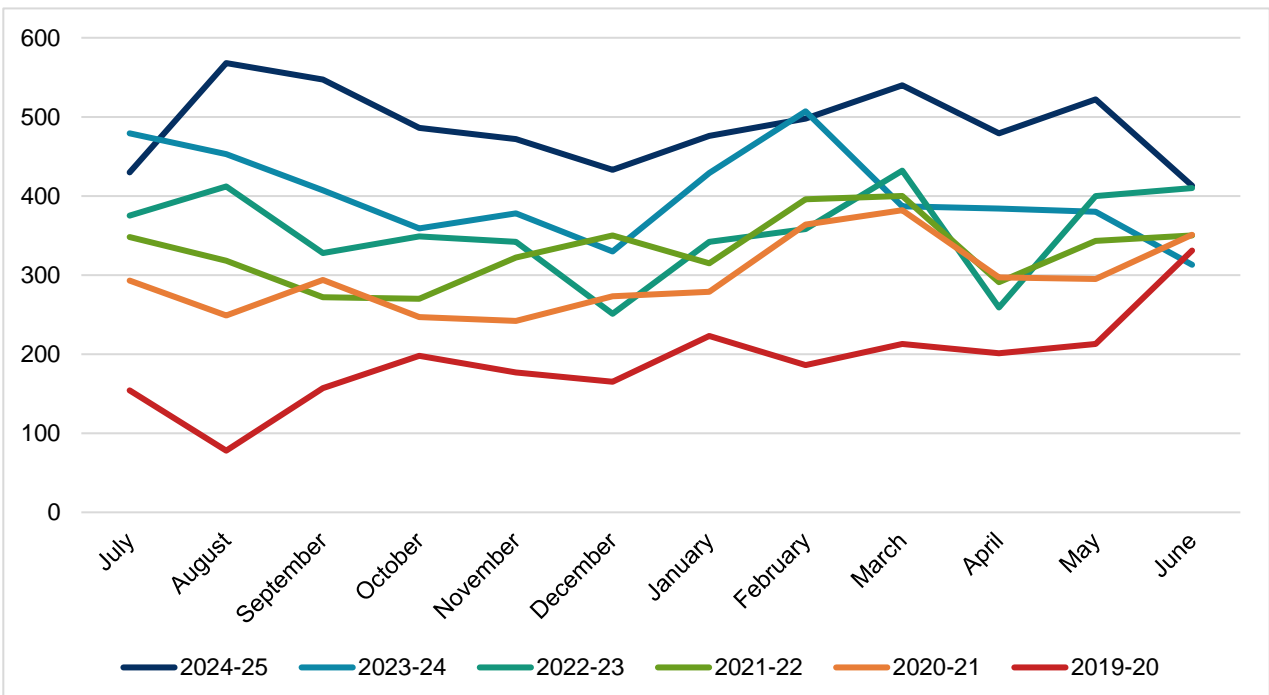
In 2024-25, the ADC received **6,975 matters**, comprising:

- **5,864 reports** under section 13 of the *Ageing and Disability Commissioner Act 2019*
- **1,111 enquiries** – involving 607 general enquiries, and 504 abuse-related enquiries.

The number of reports to the ADC in 2024-25 was **22% higher** than the previous year (4,806).

Between 2019-20 and 2024-25, the number of reports **increased by 154.7% (a 2.5-fold increase)**.

Figure 3: Reports received by the ADC, by month and year, July 2019 – June 2025



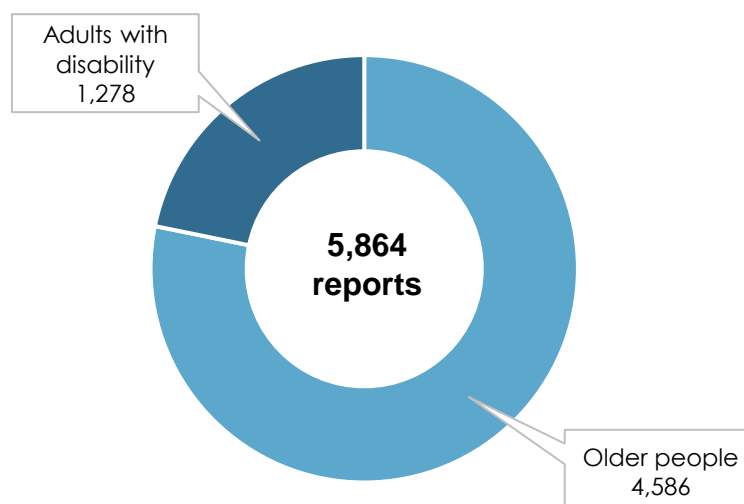
2. Person status and demographics²

2.1 Person status

Of the 5,864 reports received by the ADC in 2024-25:

- **4,586 reports (78.2%) related to older people³**, including 1,826 reports about older people with disability.
- **1,278 reports (21.8%) related to adults with disability⁴** who were not older people.

Figure 4: All reports received by the ADC, by person status, 2024-25



2.2 Aboriginal and Torres Strait Islander status

In 4.7% of reports to the ADC in 2024-25, the adult with disability or older person was identified as Aboriginal and/or Torres Strait Islander. This was an increase on the previous year (3.7%) and reflected increased reports in relation to both Aboriginal older people and adults with disability.

Table 1: Aboriginal and Torres Strait Islander status of person the subject of a report to the ADC, 2024-25

	Older people (n=4,586)	% of reports about older people	Adults with disability (n=1,278)	% of reports about adults with disability	All reports (n=5,864)	% of all reports
Person identified as Aboriginal and/or Torres Strait Islander	209	4.6%	69	5.4%	278	4.7%

² As the data on reports includes active and open cases, some of the data is subject to change. Data current as of 23 July 2025.

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

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

2.3 Culturally and linguistically diverse background status

In 7.5% of reports to the ADC in 2024-25, the adult with disability or older person was identified as having a culturally and linguistically diverse (CALD) background. This was slightly lower than 2023-24 (7.9%) and reflected fewer reports in relation to both older people and adults with disability from CALD backgrounds.

Table 2: CALD status of person the subject of a report to the ADC, by person status, 2024-25

	Older people (n=4,586)	% of reports about older people	Adults with disability (n=1,278)	% of reports about adults with disability	All reports (n=5,864)	% of all reports
Person identified as having a CALD background	385	8.4%	53	4.1%	438	7.5%

Apart from English, the most common languages spoken at home by older people who were the subject of a report to the ADC in 2024-25 were Greek, Italian, and Arabic. For adults with disability, the most common languages spoken at home other than English were Arabic, Cantonese, and Mandarin.

Table 3: Primary language other than English spoken at home by people the subject of a report to the ADC, by person status, 2024-25

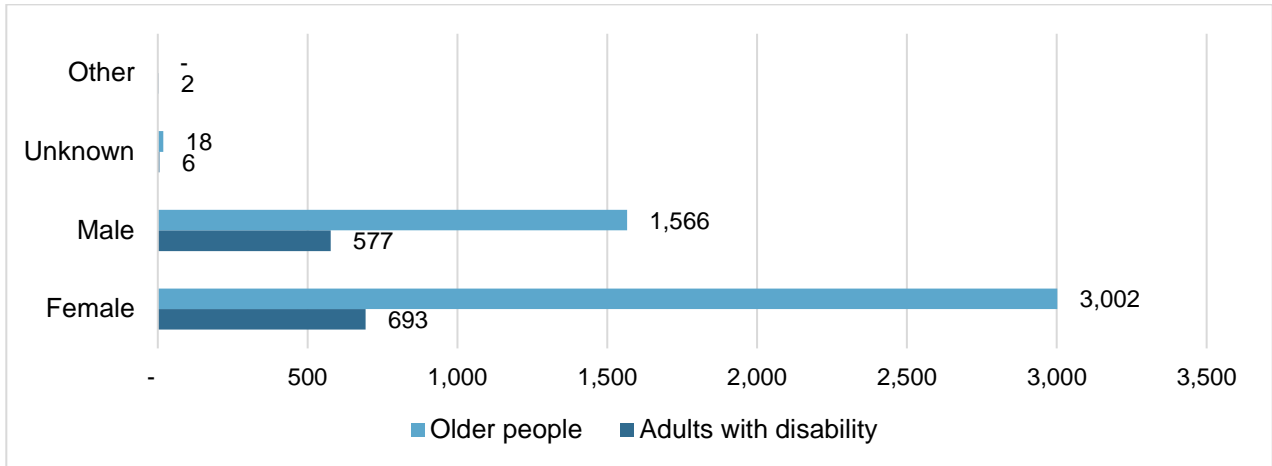
Older people (n = 4,586)		Adults with disability (n = 1,278)	
Greek	57	Arabic	10
Italian	46	Cantonese	5
Arabic	40	Mandarin	5
Spanish	27	Greek	4
Macedonian	25	Other	4
Mandarin	21	Vietnamese	4
Hindi	21	Sinhalese	2
Vietnamese	14	Croatian	2
Turkish	13	Filipino (Tagalog)	2
Croatian	12	Maltese	2

2.4 Gender

Consistent with previous years, most reports have been about alleged abuse, neglect and exploitation of women.

In 2024-25, the adults in 63% of the 5,864 reports to the ADC were female, which includes 65.5% of reports about older people (3,002), and 54.2% of reports about adults with disability (693).

Figure 5: Gender of adults with disability and older people the subject of a report to the ADC, 2024-25



2.5 Age

The largest proportion of the 4,586 reports about older people in 2024-25 related to people aged 80-84 years (19.9%). The largest proportion of the 1,278 reports about adults with disability related to people aged 18-24 years (17%). These results are consistent with previous years.

Figure 6: Age of older people the subject of a report to the ADC, 2024-25

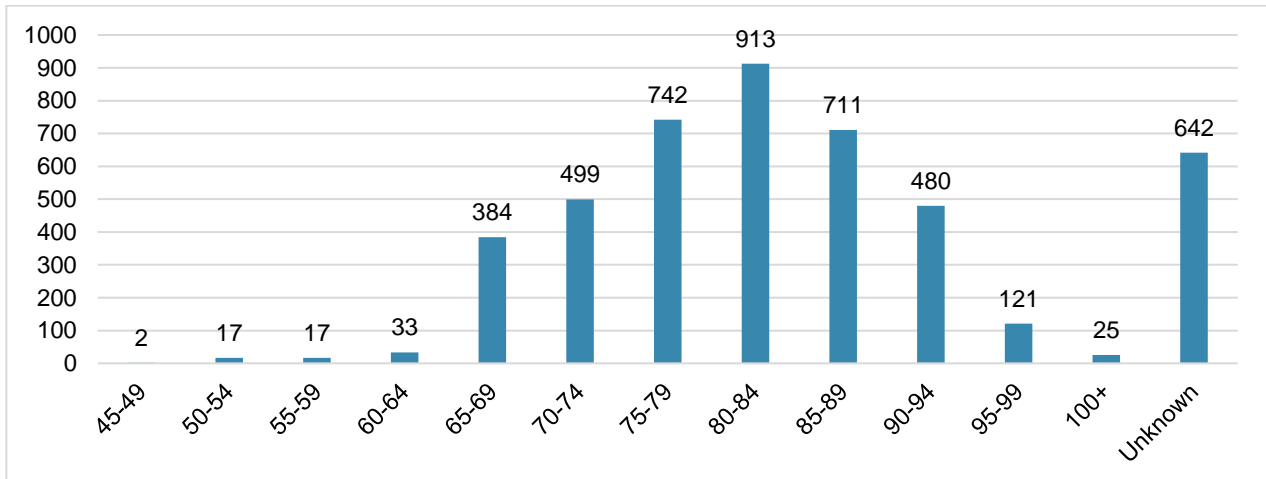
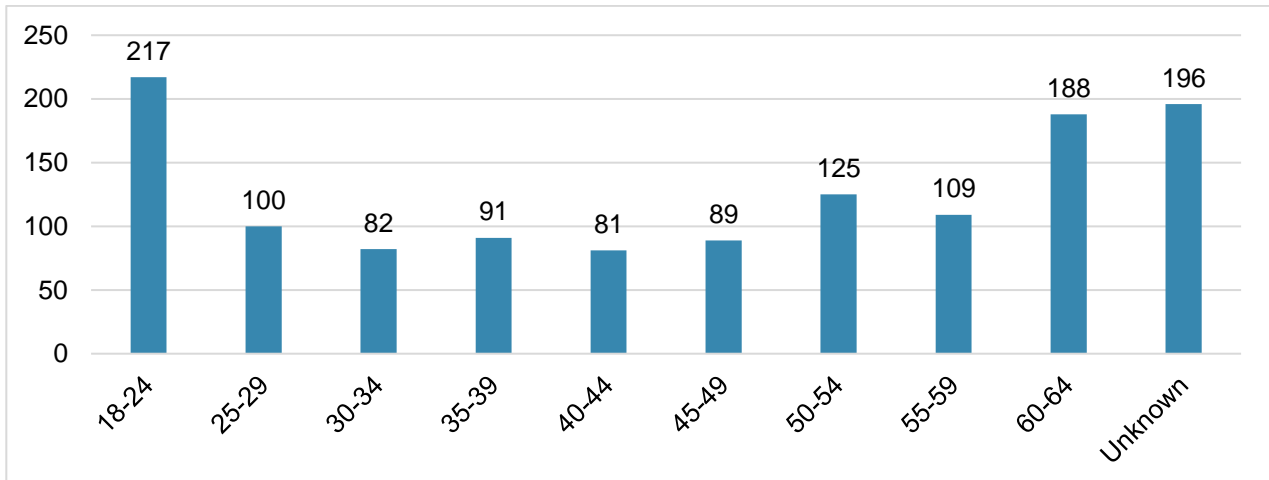
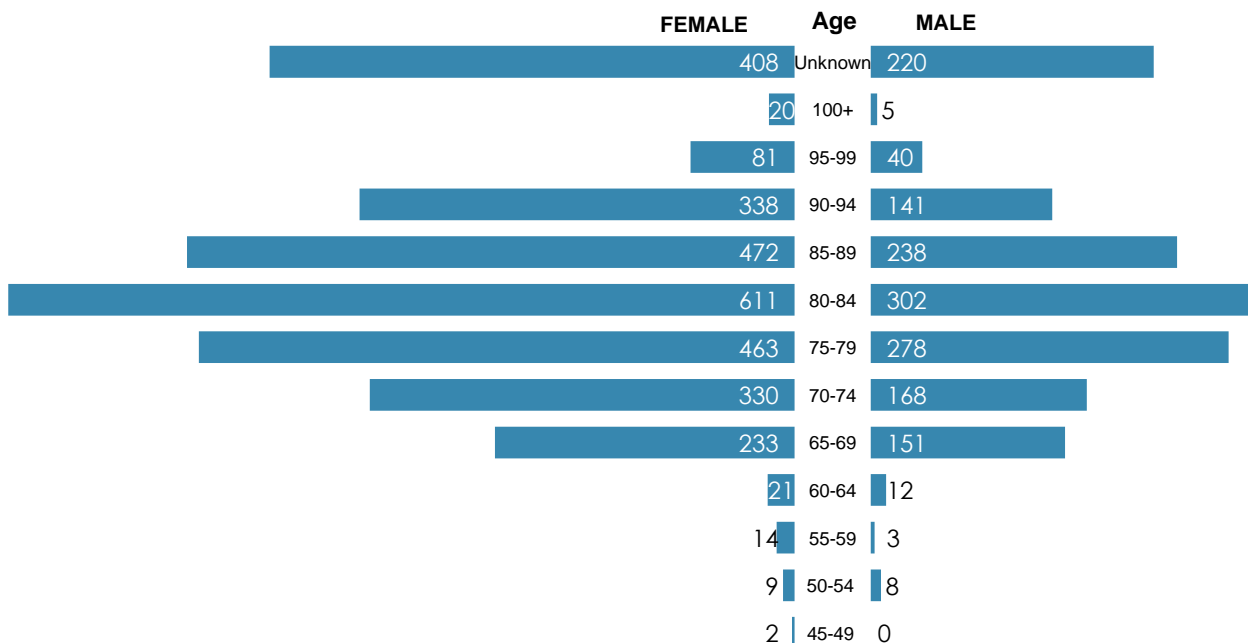


Figure 7: Age of adults with disability the subject of a report to the ADC, 2024-25



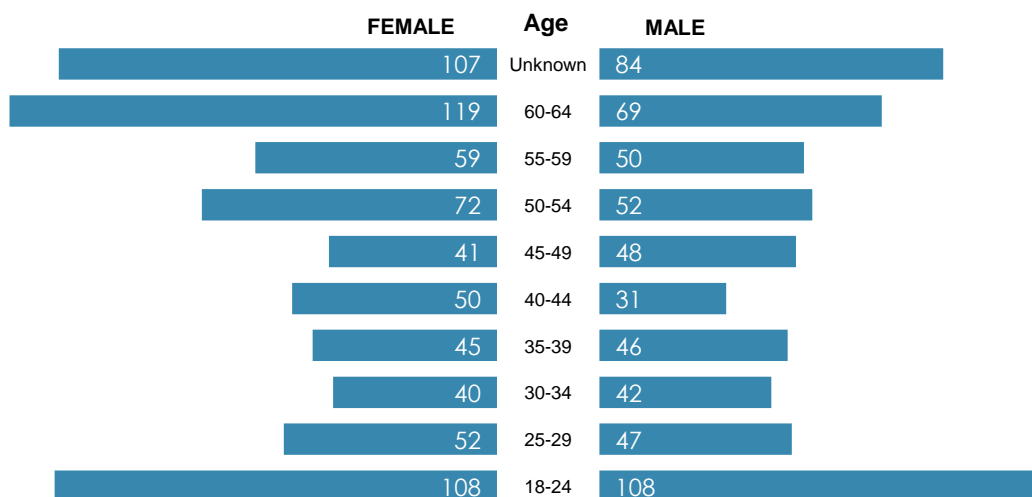
For older people, a higher number of reports were made about females compared to males across all age groups.

Figure 8: Age and gender of older people the subject of a report to the ADC, 2024-25⁵



For adults with disability, a higher number of reports were made about females compared to males across most age groups except for 18-24, 30-34, 35-39, and 45-49 years.

Figure 9: Age and gender of adults with disability the subject of a report to the ADC, 2024-25⁵

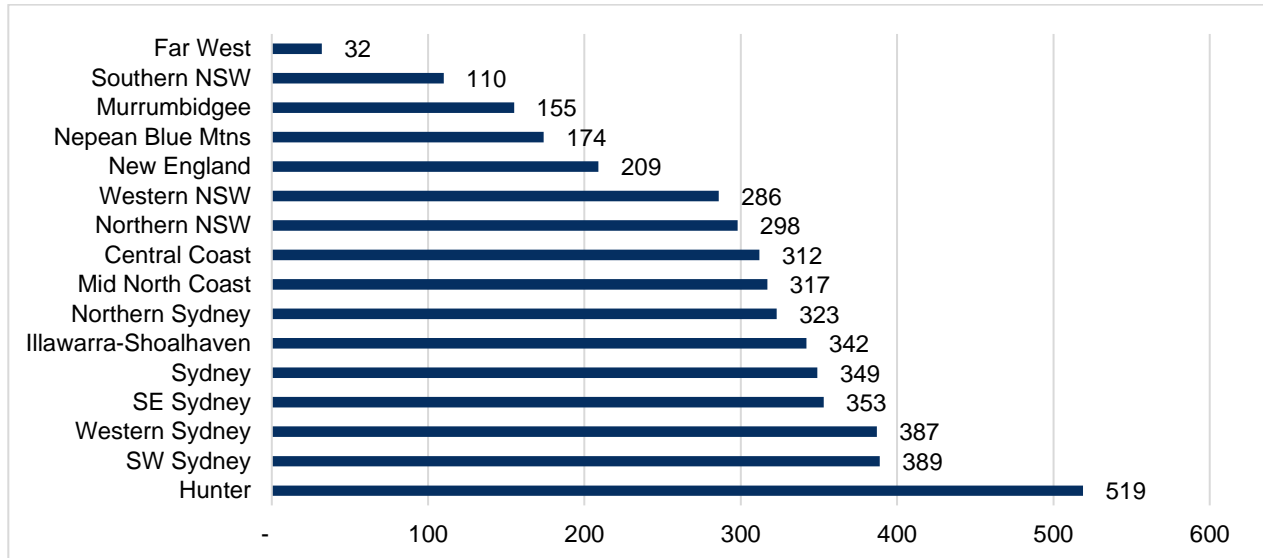


⁵ Excluded numbers of unknown gender and/or other gender.

2.6 Location of person

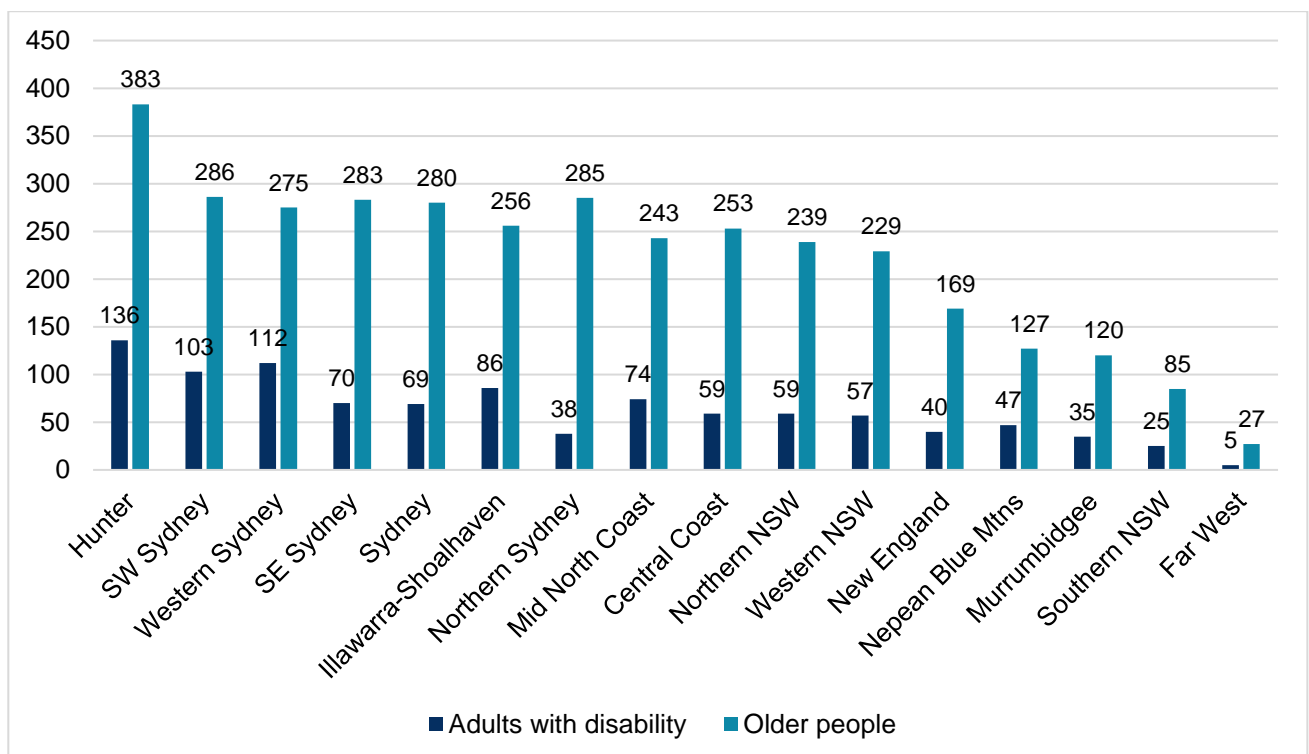
Of the 4,555 reports to the ADC in 2024-25 in which the location of the person was known, regional NSW accounted for more than half of the reports (2,580; 56.6%). Of the regional areas, Hunter (519; 11.4%) and Illawarra Shoalhaven (342; 7.5%) featured most often, which is consistent with previous years.

Figure 10: Location of person the subject of a report to the ADC by NSW region, 2024-25



For older people, the highest number of reports related to people living in the Hunter (10.8%) and South West Sydney (8.1%) regions. For adults with disability, the highest number of reports also related to people living in the Hunter (13.4%) and Western Sydney (11%) regions.

Figure 11: Location of person the subject of a report to the ADC by person status and NSW region, 2024-25



At a Local Government Area (LGA) level, the adults who were the subjects of a report to the ADC in 2024-25 most commonly lived in the Central Coast, Blacktown and Lake Macquarie LGAs. This is largely consistent with previous years.

Table 4: Main LGAs of people who were the subject of a report to the ADC, 2024-25

Rank	Local Government Area	Number of cases	Rank	Local Government Area	Number of cases
1	Central Coast	312	11	Northern Beaches	97
2	Blacktown	215	11	Tweed	97
3	Lake Macquarie	206	13	Sutherland Shire	96
4	Wollongong	171	14	Fairfield	94
5	Canterbury-Bankstown	167	15	Cumberland	93
6	Bayside	141	16	Shoalhaven	91
7	Campbelltown	127	17	Port Macquarie-Hastings	84
8	Newcastle	126	18	Liverpool	81
9	Mid-Coast	108	19	Parramatta	77
10	Cessnock	101	20	Dubbo Regional	72

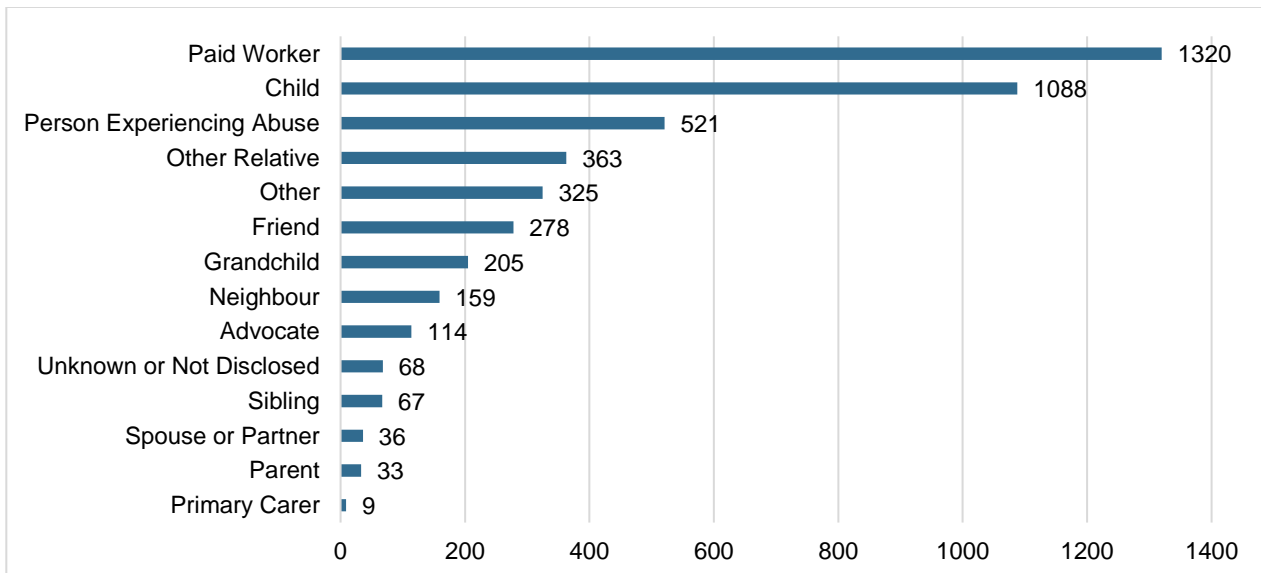
3. Reporters

3.1 Relationship of reporter to the adult

Older people

Paid workers (28.8%) and adult children (23.7%) were the main source of the 4,586 reports to the ADC about older people in 2024-25. Overall, relatives made 38.3% of the reports about older people. The older person ('Person Experiencing Abuse') was the reporter in 11.4% of cases.

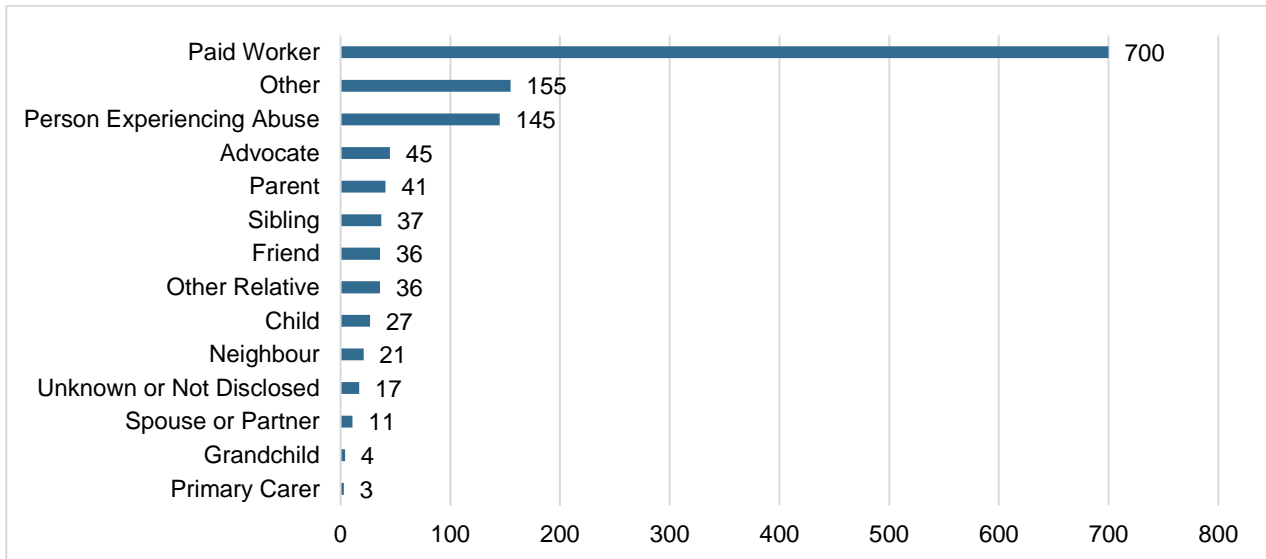
Figure 12: Relationship of reporter to the older person in reports to the ADC, 2024-25



Adults with disability

Paid workers were the main source of reports to the ADC about adults with disability in 2024-25, accounting for more than half (54.8%) of the 1,278 reports about adults with disability. Relatives made 11.3% of the reports, and the adult with disability ('Person Experiencing Abuse') was the reporter in 11.3% of cases.

Figure 13: Relationship of reporter to the adult with disability in reports to the ADC, 2024-25



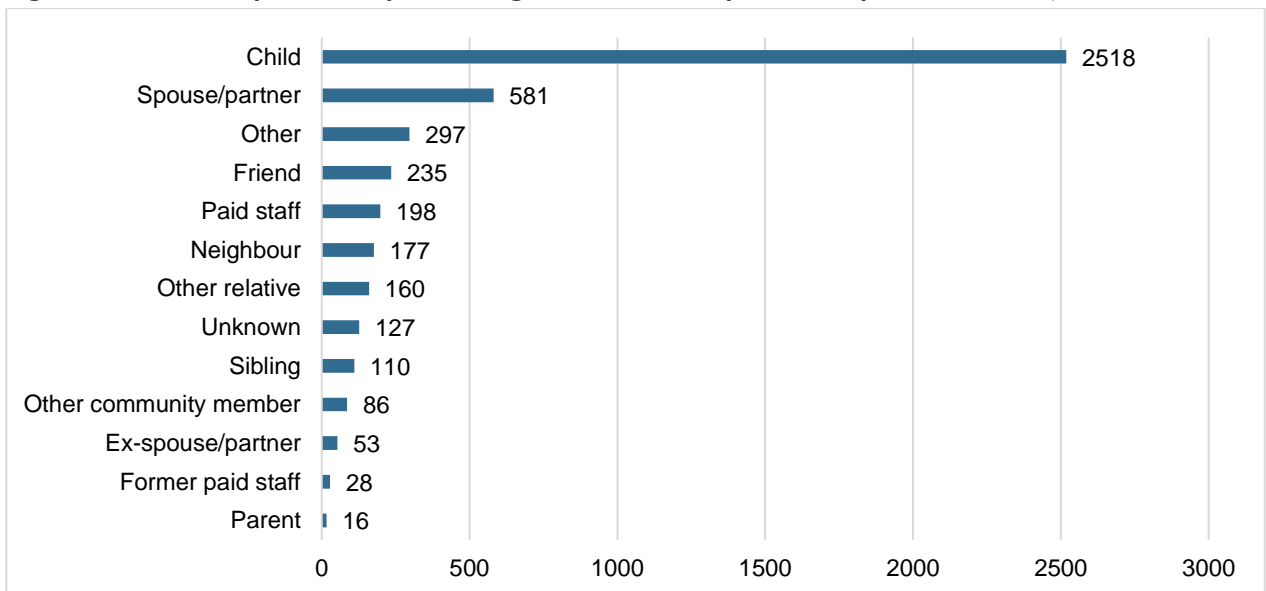
4. Subjects of allegation

4.1 Relationship of the subject of allegation to the adult

Older people

The subjects of allegation in over half (54.9%) of the 4,586 reports about older people in 2024-25 were the person’s adult children. All up, relatives were the subjects of allegation in 61.1% of the reports about older people. Allegations against a spouse or partner (or ex-spouse/ partner) featured in 13.8% of the reports about older people.

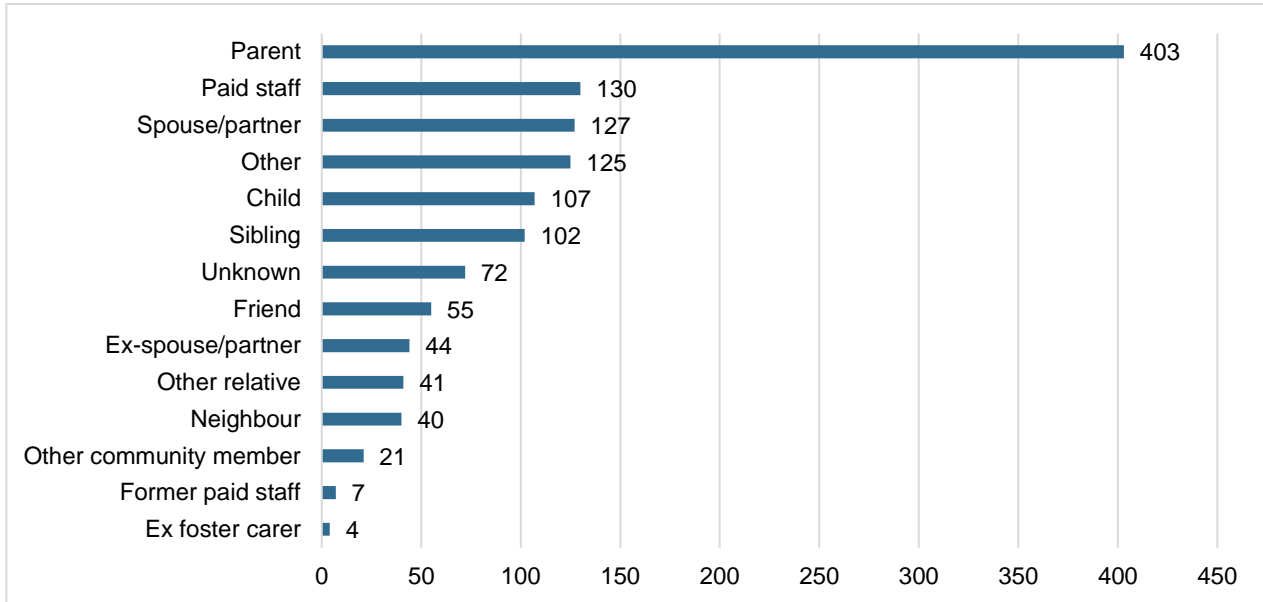
Figure 14: Relationship of the subject of allegation to the older person in reports to the ADC, 2024-25



Adults with disability

In 31.5% of the 1,278 reports about adults with disability in 2024-25, the allegations pertained to the adult’s parent(s). All up, relatives were the subjects of allegation in 51.1% of the reports about adults with disability. In 13.4% of matters, the adult’s spouse or partner (or ex-spouse/partner) was the subject of the allegations.

Figure 15: Relationship of the subject of allegation to the adult with disability in reports to the ADC, 2024-25



5. Type of alleged abuse

Older people

The most commonly reported types of alleged abuse in relation to older people in 2024-25 were psychological abuse, financial abuse, and neglect. This is consistent with previous years.

Figure 16: Percentage of allegations by abuse type, reports to the ADC about older people, 2024-25

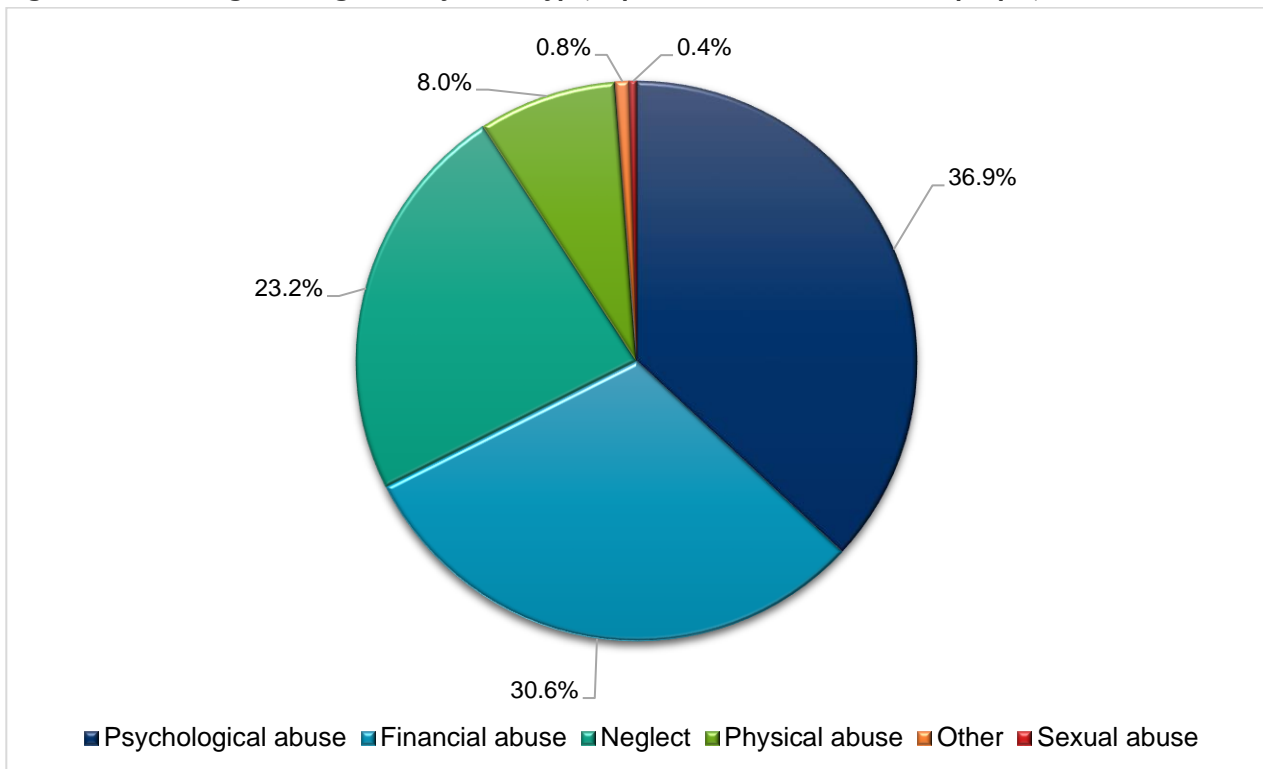


Table 5: Type of alleged abuse of the older person in reports to the ADC, 2024-25⁶

Type of alleged abuse	Number of allegations	% of all allegations
Psychological abuse (Mainly verbal abuse; making excessive or degrading demands; and preventing/restricting access to supports/services)	2,635	36.9%
Financial abuse (Mainly financial exploitation; misuse of Power of Attorney or Enduring POA; and theft)	2,186	30.6%
Neglect (Mainly failure to meet support needs; medical care; and clothing/food)	1,656	23.2%
Physical abuse (Mainly threat of harm; and hitting/kicking/punching)	569	8.0%
Other	58	0.8%
Sexual abuse (Mainly sexual exploitation; and sexual touching)	29	0.4%
Total allegations in reports about older people	7,133	100%

The most common allegations reported in relation to older people related them being financially exploited; being verbally abused; being subjected to excessive or degrading demands; and not having their support needs met.

Table 6: Leading reported allegations in relation to older people, 2024-25

	Reported allegation	Number of cases
1	Financial exploitation	1022
2	Psychological abuse - Verbal abuse	792
3	Psychological abuse - Making excessive or degrading demands	729
4	Neglect - Failure to meet support needs	698
5	Financial abuse - Misuse of POA or EPOA	368
6	Financial abuse - Theft (taking person's money)	362
7	Psychological abuse - Preventing/restricting access to family/others	340
8	Psychological abuse - Preventing/restricting access to supports/services	324
9	Psychological abuse - Other psychological abuse	266
10	Neglect - Medical care	264

Adults with disability

The most commonly reported types of alleged abuse in relation to adults with disability in 2024-25 were psychological abuse, neglect, and followed by financial abuse.

⁶ The data captures all cases in which that type of abuse has been reported; in the majority of cases, more than one type of abuse is reported.

Figure 17: Percentage of allegations by abuse type, reports to the ADC about adults with disability, 2024-25

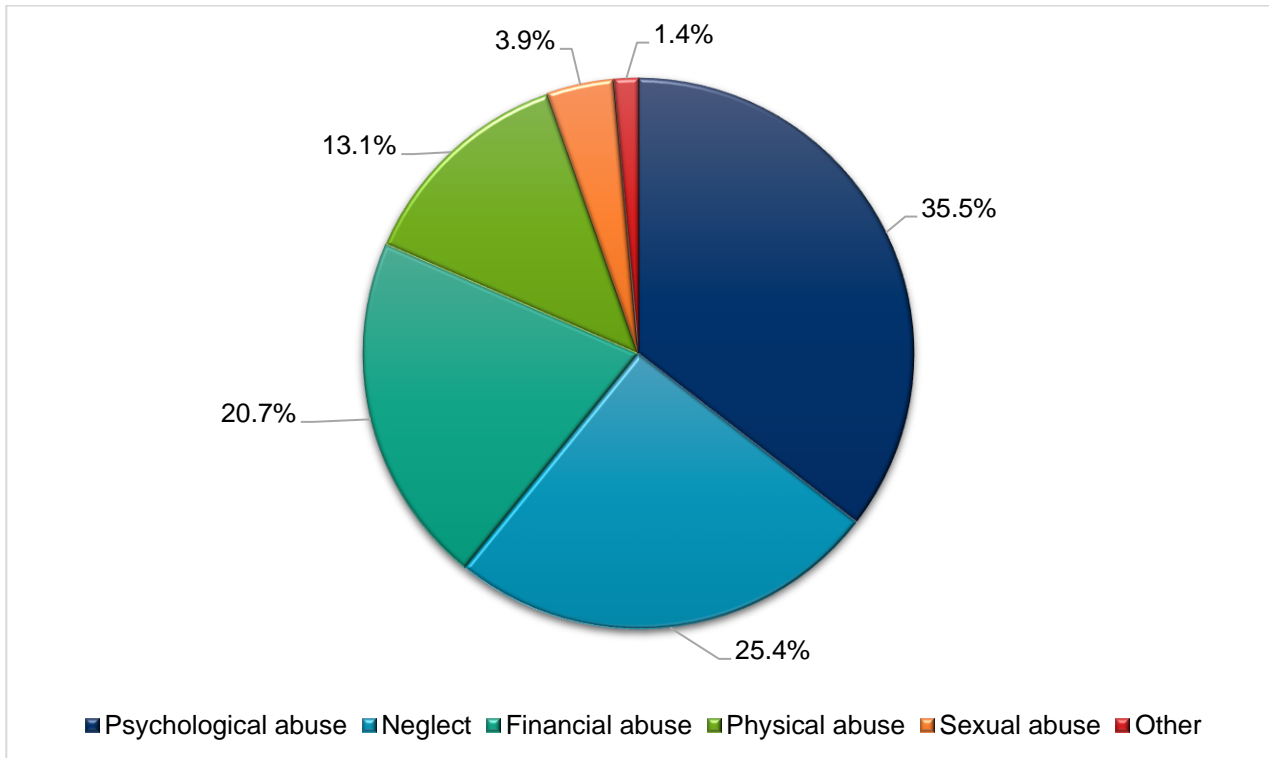


Table 7: Type of alleged abuse of the adult with disability in reports to the ADC, 2024-25⁷

Type of alleged abuse	Number of allegations	% of all allegations
Psychological abuse (Mainly making excessive or degrading demands; verbal abuse; and preventing/restricting access to supports/services)	749	35.5%
Neglect (Mainly failure to meet support needs; and medical care)	535	25.4%
Financial abuse (Mainly financial exploitation; theft; and preventing access to/withholding Person’s money)	436	20.7%
Physical abuse (Mainly hitting/kicking/punching; and perceived threat of harm)	277	13.1%
Sexual abuse (Mainly sexual touching; and sexual assault)	83	3.9%
Other	30	1.4%
Total allegations in reports about adults with disability	2,110	100%

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

The most common allegations reported in relation to adults with disability related to them being financially exploited; being subjected to excessive or degrading demands; not having their support needs met; and being verbally abused.

Table 8: Leading reported allegations in relation to adults with disability, 2024-25

	Reported allegation	Number of cases
1	Financial exploitation	225
2	Psychological abuse - Making excessive or degrading demands	214
3	Neglect - Failure to meet support needs	211
4	Psychological abuse - Verbal abuse	184
5	Psychological abuse - Preventing/restricting access to supports/services	154
6	Neglect - Medical care	124
7	Physical abuse - Hitting/kicking/punching	84
8	Psychological abuse - Other psychological abuse	81
9	Financial abuse - Theft (taking person's money)	70
10	Financial abuse - Preventing access to/withholding Person's money	55

6. Actions/ outcomes

6.1 Primary action by ADC (closed reports)

The ADC closed 5,476 reports in 2024-25, an increase of 16.8% on the previous year (4,687). Around 74.7% of the reports were handled at an early point by the Ageing and Disability Abuse Helpline providing assistance and support to the caller, referring matters to other appropriate parties, and providing early case coordination to the adult.

In 23% of the reports closed in 2024-25, the primary action taken by the ADC involved further work on the report, including making inquiries; working with the adult and other parties to address risks and improve outcomes; referring the matter to NSW Police; and/or investigating.

Table 9: Primary action taken by the ADC on reports closed in 2024-25

Primary action by ADC	Number
1. Early intervention/resolution (Helpline only)	4,093
a) Assistance and support provided	3,871
b) Referred externally	138
c) Early case coordination	84
2. Community supports	469
a) Risk identified – risk removed or managed with intervention	191
b) No or low risk identified	118
c) Risk identified – risk removed or managed prior to intervention	90
d) Risk identified – risk remained	70
3. Consolidated into another matter	395
4. Closed after preliminary inquiries	266
a) Appropriate actions underway to address/manage risks	187
b) No or low risk identified	51

c) Person has capacity and refused investigation/involvement	28
5. Declined at outset	125
a) Insufficient details to progress	109
b) Premature/actions underway	16
6. Investigation	91
a) Risk identified – risk removed or managed with intervention	61
b) Risk identified – risk remained	13
c) No/low risk identified	9
d) Risk identified – risk removed or managed prior to intervention	8
7. Referred to other body	26
8. Referred to Police	11
Total closed reports	5,476

6.2 Person outcomes

In relation to the 5,476 reports closed in 2024-25, key outcomes for the older people and adults with disability included that their views and wishes were ascertained and respected; they were assisted to access and receive increased aged care, disability and legal supports; and they were helped with their accommodations.

Table 10: Leading outcomes for the person the subject of a report to the ADC, reports closed 2024-25

Person outcomes	Number of cases⁸
Will and preference of Person ascertained	627
Will and preference of Person respected/upheld	605
Referral/help to access other supports	510
Other supports/services provided/increased	118
Referral/help to access aged care supports	107
Review/assessment of aged care supports	87
Change in accommodation	80
Referral/help to access legal support	78
Aged care support provided/increased	75
Health/medical support provided/increased	58
Review/assessment of health/medical needs	58
Referral/help to access health services	55
Review/assessment of disability supports	48
Other police/justice action	48
Referral/help to access advocacy supports	48
Referral/help to access disability supports	46
Disability support provided/increased	43
Review/assessment of decision-making capacity	42
Guardianship application	41
Financial management application	39

⁸ There can be multiple outcomes for an individual.

6.3 Subject of allegation outcomes

For reports closed in 2024-25, key outcomes in relation to the subjects of allegation included that actions were taken to provide them with education/advice or more support; remove their authority as power of attorney; and reduce or manage their contact with and access to the adult with disability or older person (including through an ADVO).

Table 11: Leading outcomes in relation to the subject of allegation in a report to the ADC, reports closed 2024-25

Subject of allegation outcomes	Number of cases⁹
Education or advice provided	414
Linked to/received more support	199
PSOA reduced/supervised access	29
Removal as POA or EPOA	22
PSOA prevented from access	21
ADVO put in place	18
PSOA removed from premises	13
Removal as enduring guardian	12
Other removal/change to benefit	9
Removal as financial manager	9
Removal as guardian	8
Removal of other authority	7
Benefit changed	6
Removal as NDIS nominee	6
Criminal charges	6
APVO put in place	6
Benefit removed	5
Other action on PSOA worker check	2
Worker ban imposed	1

⁹ There can be multiple outcomes in relation to an individual.