

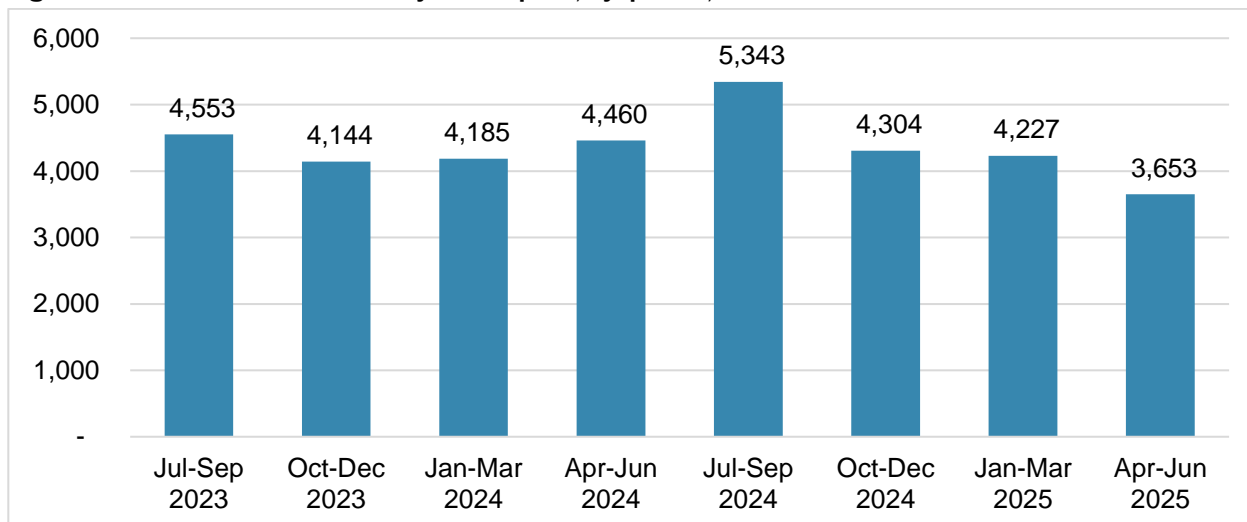
## Ageing and Disability Commission (ADC) data April – June 2025

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

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

Between 1 April and 30 June 2025, the Helpline received **3,653 calls**. This was a 13.6% decrease on calls in the previous quarter (4,227), and a 18.1% decrease on calls in the same quarter last year (4,460). The lower number of calls in this quarter reflects changes that were introduced to the Helpline phone system on 1 April to improve our ability to take more calls at their first point of contact.<sup>1</sup>

Figure 1: Number of calls received by the Helpline, by quarter, Jul 2023 – Jun 2025



#### 1.2 Number of reports and enquiries

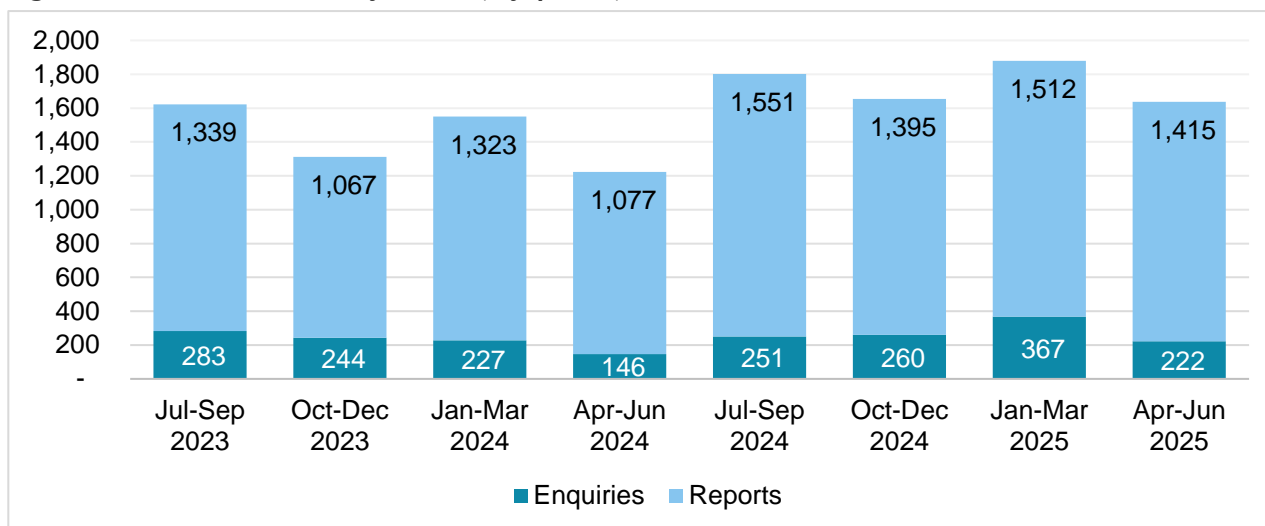
Between 1 April and 30 June 2025, the ADC received **1,637 matters**, comprising:

- **1,415 reports** (86.4%) under section 13 of the *Ageing and Disability Commissioner Act 2019*
- **222 enquiries** (13.6%) – involving 116 general enquiries, and 106 abuse-related enquiries.

The number of **reports** in this quarter was 6.4% lower than the previous quarter (1,512) but 31.4% higher than the same period last year (1,077).

<sup>1</sup> 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: All matters received by the ADC, by quarter, Jul 2023 – Jun 2025



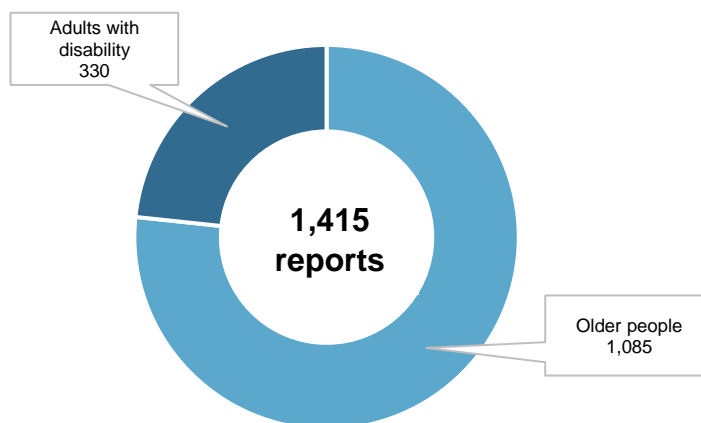
## 2. Person status and demographics<sup>2</sup>

### 2.1 Person status

Of the **1,415 reports** received by the ADC in April – June 2025:

- **1,085 reports (76.7%) involved older people<sup>3</sup>**, including 476 reports about older people with disability.
- **330 reports (23.3%) involved adults with disability<sup>4</sup>** who were not older people.

Figure 3: All reports received by the ADC, by person status, Apr – Jun 2025



### 2.2 First Nations background

In 5.4% of reports to the ADC in April – June 2025, the adult with disability or older person was identified as Aboriginal and/or Torres Strait Islander. This was higher than the previous quarter (3.4%) and 2023-24 (3.7%).

<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 23 July 2025.

<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*.

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

	Older people (n=1,085)	% of reports about older people	Adults with disability (n=330)	% of reports about adults with disability	All reports (n=1,415)	% of all reports
Person identified as Aboriginal and/or Torres Strait Islander	56	5.2%	20	6.1%	76	5.4%

## 2.3 Culturally and linguistically diverse background

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

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

	Older people (n=1,085)	% of reports about older people	Adults with disability (n=330)	% of reports about adults with disability	All reports (n=1,415)	% of all reports
Person identified as having a CALD background	83	7.6%	10	3.0%	93	6.6%

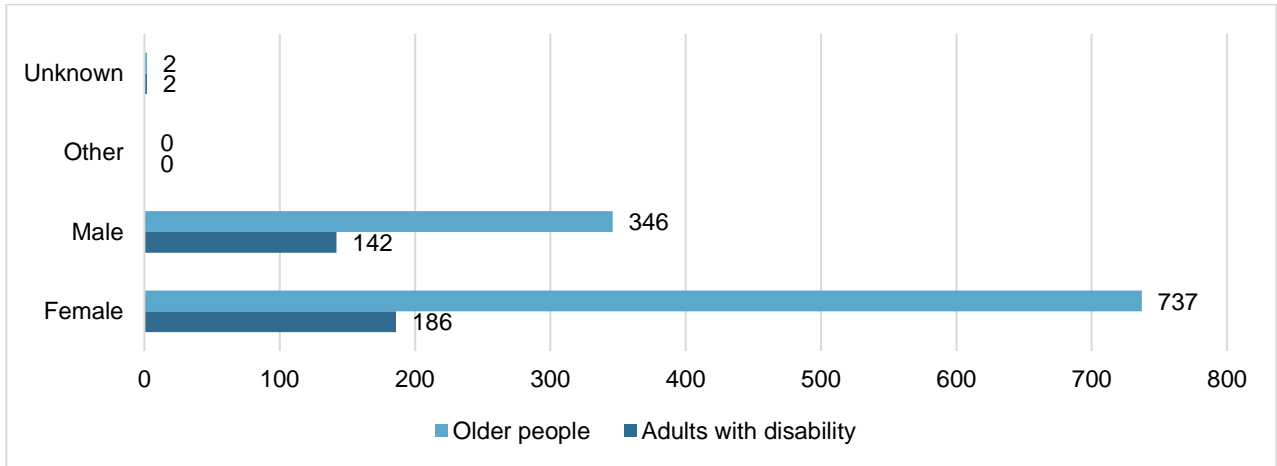
**Table 3: Top 10 primary languages other than English spoken at home by people the subject of a report to the ADC, by person status, Apr – Jun 2025**

Rank	Older people (n=1,085)	Rank	Adults with disability (n=330)
1	Greek	1	Mandarin
2	Italian	2	Other
3	Arabic	3	Vietnamese
4	Mandarin	4	Cantonese
5	Macedonian	5	Arabic
6	Hindi	6	Greek
7	Chinese	7	Maltese
8	Maltese	8	-
9	Turkish	9	-
10	Vietnamese	10	-

## 2.4 Gender

Two-thirds (67.9%) of the 1,085 reports to the ADC about older people in April – June 2025 concerned females. In relation to adults with disability, more than half (56.4%) of the 330 reports were about females.

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

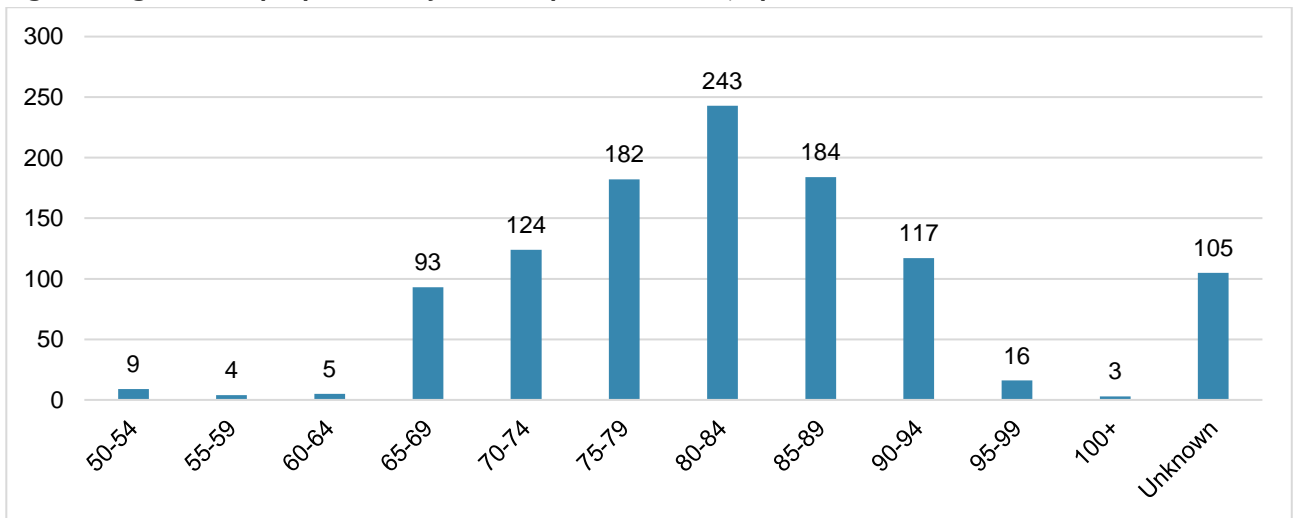


## 2.5 Age

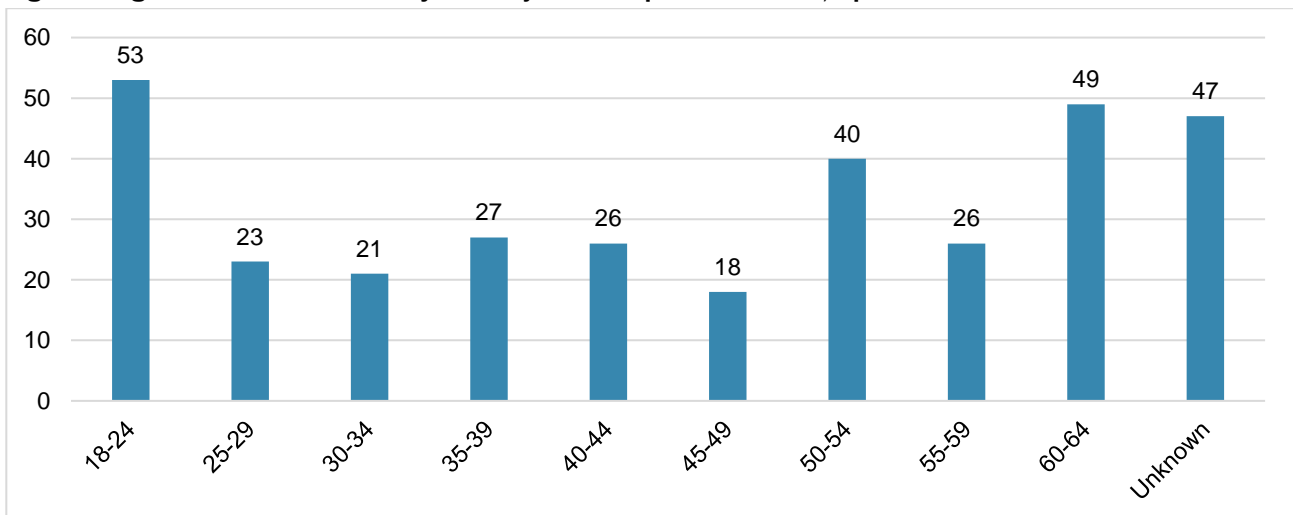
The largest proportion of the 1,085 reports about older people in April – June 2025 related to people aged 80-84 years (22.4%).

The largest proportion of the 330 reports about adults with disability related to people aged 18-24 years (16.1%).

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

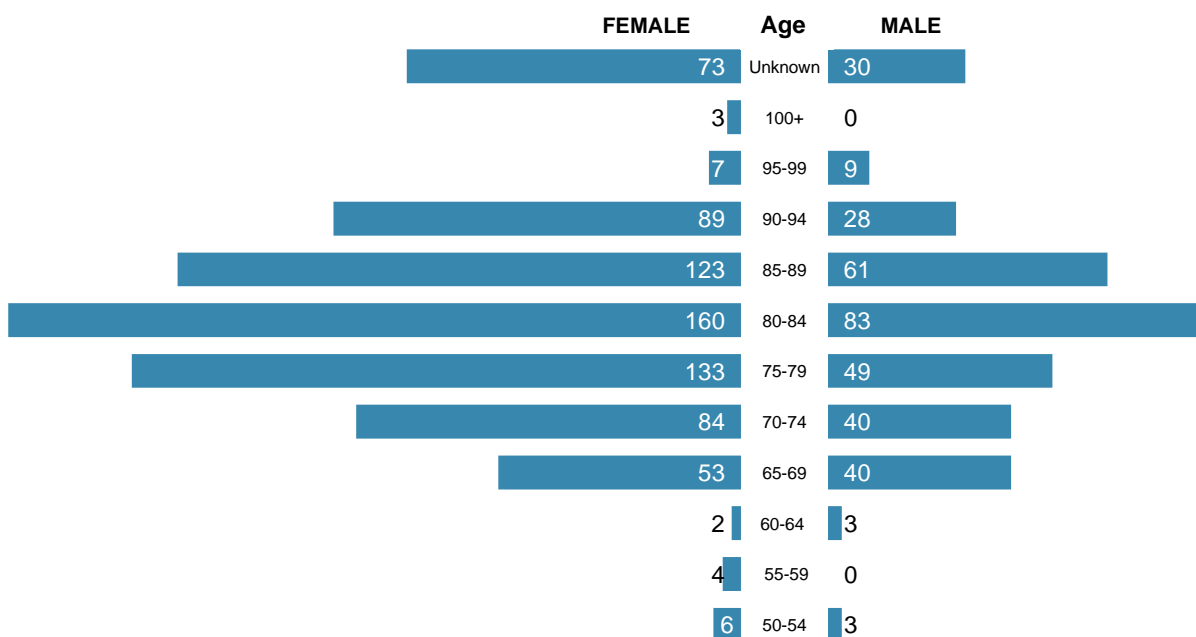


**Figure 6: Age of adults with disability the subject of a report to the ADC, Apr – Jun 2025**



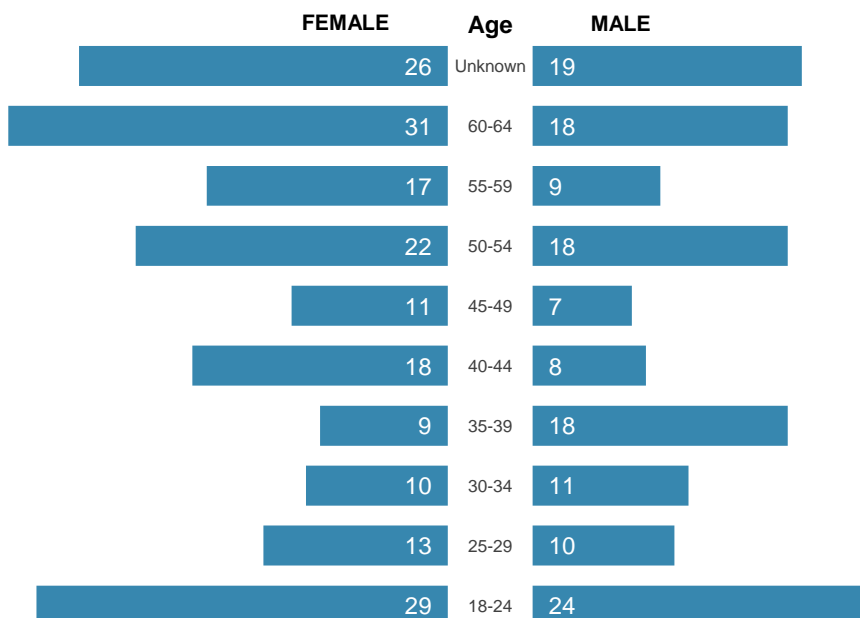
For older people, a higher number of reports were made about females compared to males across all age groups except for 60-64 and 95-99 years.

**Figure 7: Age and gender of older people the subject of a report to the ADC, Apr – Jun 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 35-39 years.

**Figure 8: Age and gender of adults with disability the subject of a report to the ADC, Apr – Jun 2025<sup>5</sup>**



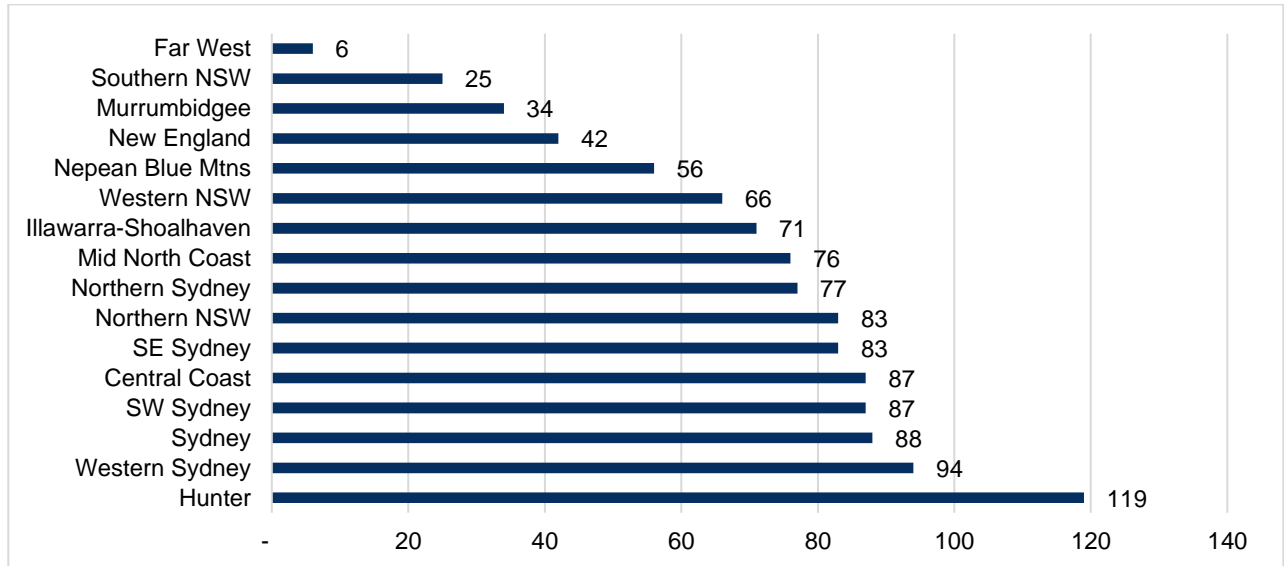
<sup>5</sup> Excluded numbers of unknown gender and/or other gender.

## 2.6 Location of person

Of the 1,094 reports to the ADC in April – June 2025 in which the location of the person was known, regional NSW accounted for more than half of the reports (609; 55.7%). This was the case in relation to reports about both older people (470; 56.4%) and adults with disability (139; 53.3%).

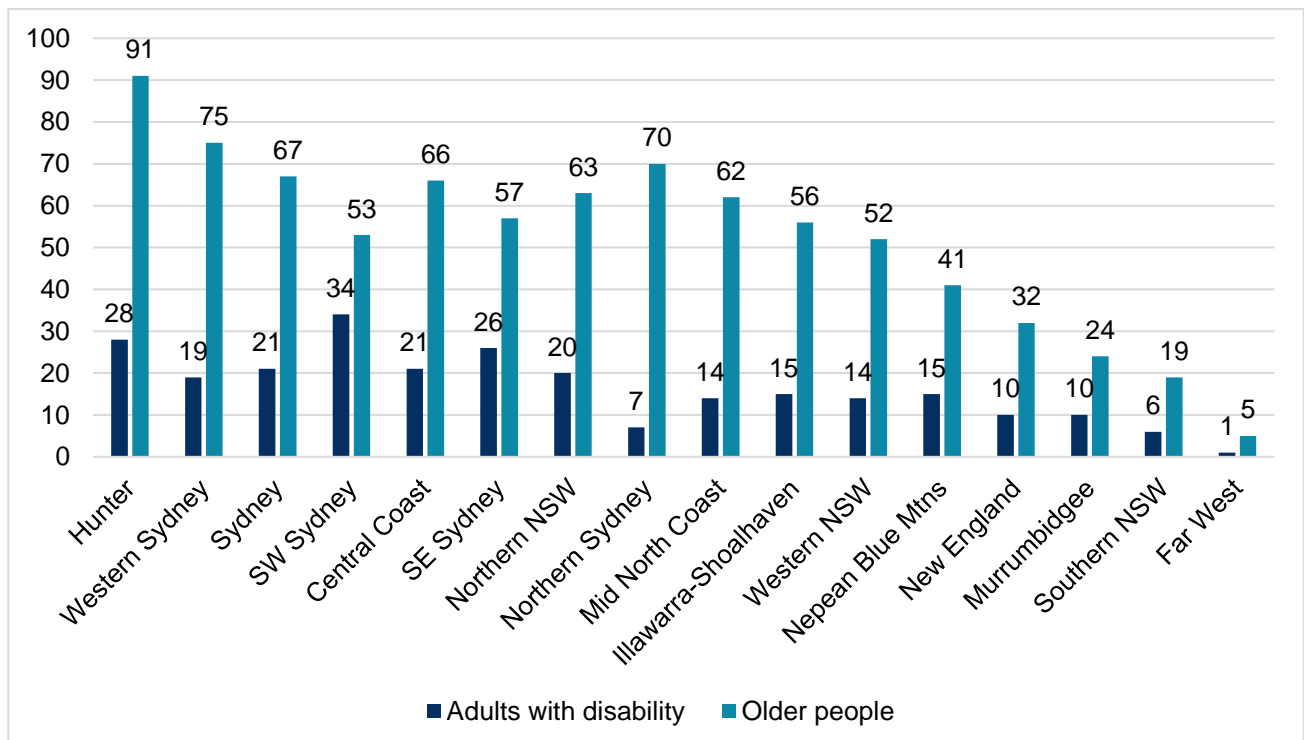
The largest proportion of reports were about adults living in the Hunter region (10.9%), followed by Western Sydney (8.6%) and Sydney regions (8%).

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



In relation to older people, the highest number of reports related to people living in the Hunter (10.9%) and Western Sydney (9%) regions. For adults with disability, the highest number of reports related to people living in South West Sydney (13%) and Hunter (10.7%) regions.

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



At a Local Government Area (LGA) level, the adults who were the subject of a report to the ADC in April – June 2025 most commonly lived in the Central Coast, Blacktown, and Canterbury-Bankstown LGAs.

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

Rank	Local Government Area	Number of cases	Rank	Local Government Area	Number of cases
1	Central Coast	87	11	Shoalhaven	22
2	Blacktown	57	11	Sydney	22
3	Canterbury-Bankstown	42	13	Penrith	21
4	Lake Macquarie	41	13	Cumberland	21
5	Wollongong	39	15	Sutherland Shire	20
6	Tweed	32	15	Port Macquarie-Hastings	20
7	Campbelltown	31	15	Cessnock	20
8	Bayside	29	18	Clarence Valley	19
9	Newcastle	27	19	Liverpool	18
10	Mid-Coast	25	19	Northern Beaches	18

### 3. Reporters

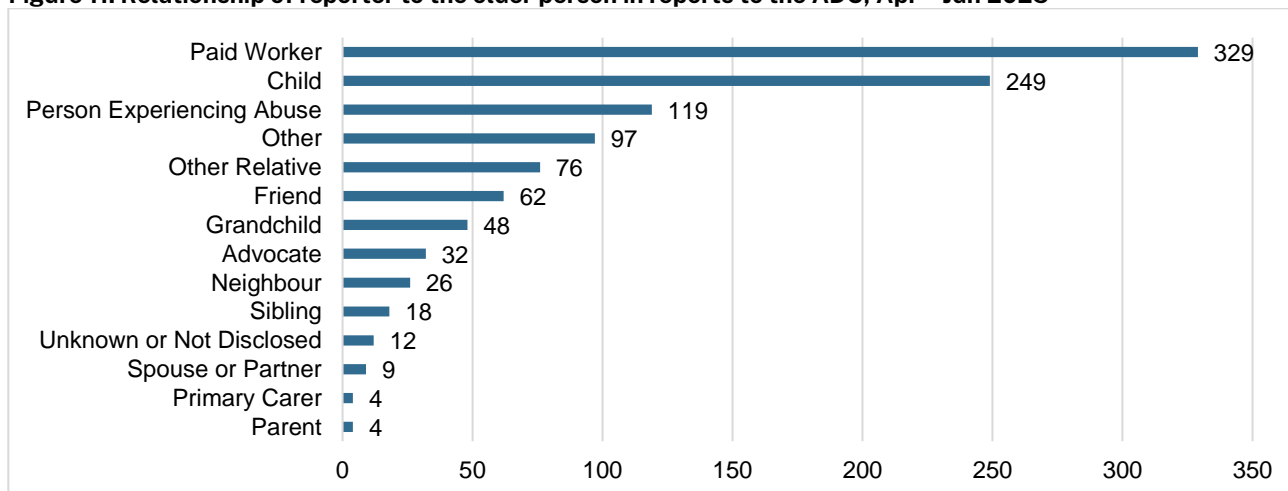
#### 3.1 Relationship of reporter to the adult

##### Older people

Paid workers (30.3%) and adult children (22.9%) were the main source of reports to the ADC about older people in April – June 2025. Reports by older people ('Person Experiencing Abuse') accounted for 11% of the 1,085 reports about older people in this quarter.

Compared with 2023-24, a higher proportion of reports were made by grandchildren (4.4%) and advocates (2.9%).

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

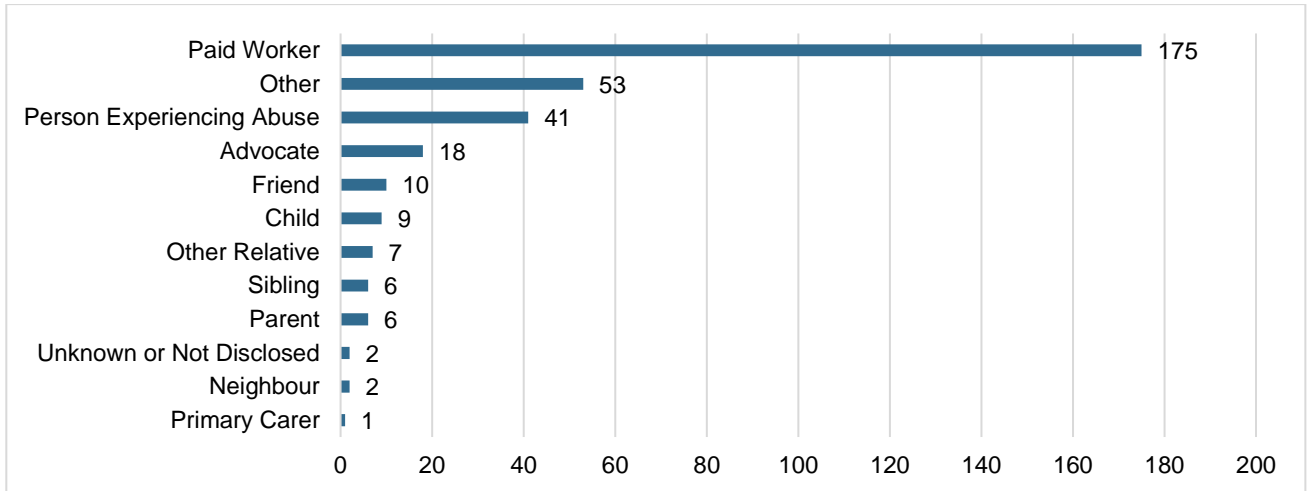


## Adults with disability

Paid workers were the main source of reports to the ADC about adults with disability in this quarter, accounting for more than half (53%) of the 330 reports. Adults with disability ('Person Experiencing Abuse') were the reporters in 12.4% of cases.

Compared with 2023-24, a higher proportion of reports were made by advocates (5.5%), friends (3%), adult children (2.7%), and siblings (1.8%).

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



## 4. Subjects of allegation

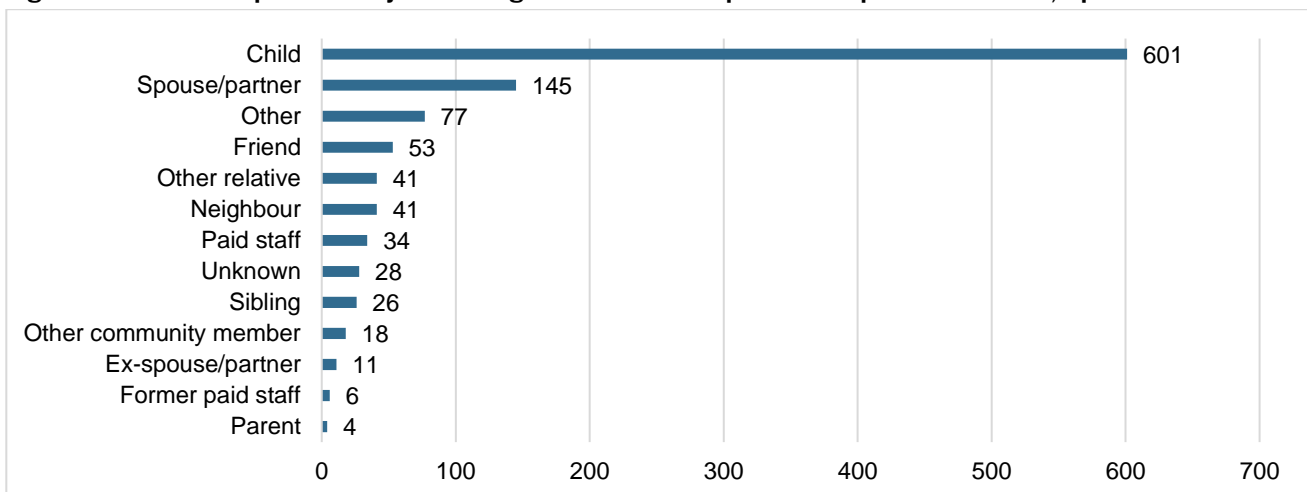
### 4.1 Relationship of the subject of allegation to the adult

#### Older people

The subjects of allegation in over half (55.4%) of the 1,085 reports to the ADC about older people in April – June 2025 were the person's adult children. In total, relatives<sup>6</sup> were the subjects of allegation in 61.9% of the reports about older people for this quarter.

In 14.4% 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, Apr – Jun 2025**



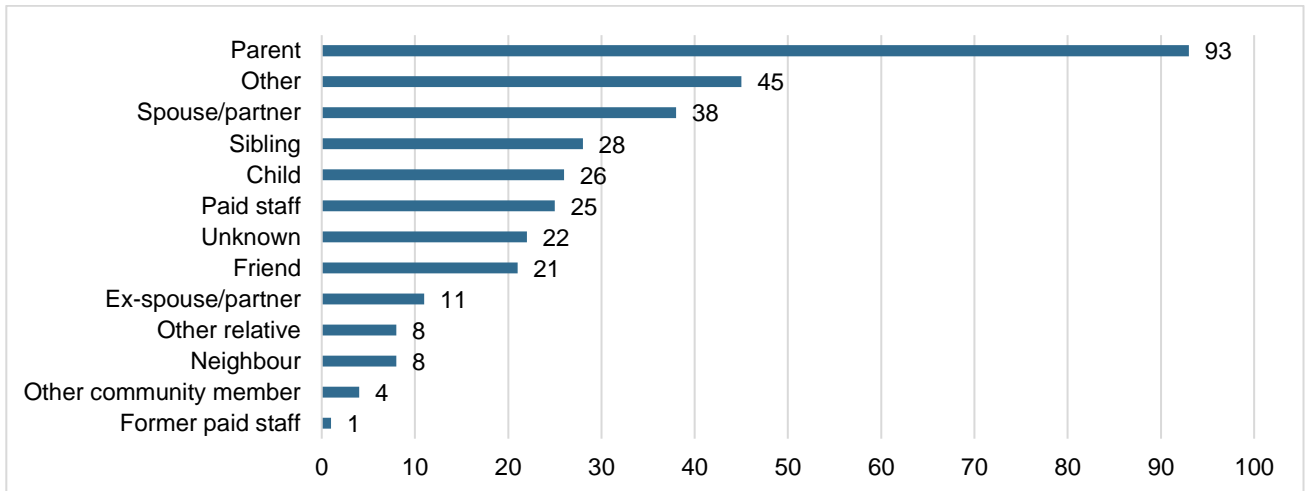
<sup>6</sup> For the purposes of our analysis, 'relatives' does not include the adult's spouse/partner or ex-spouse/partner.

## Adults with disability

In more than a quarter (28.2%) of the 330 reports to the ADC about adults with disability in April – June 2025, the allegations related to the adult’s parent(s). In total, relatives<sup>7</sup> were the subjects of allegation in 47% of the reports about adults with disability in this quarter.

In 14.8% 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, Apr – Jun 2025**



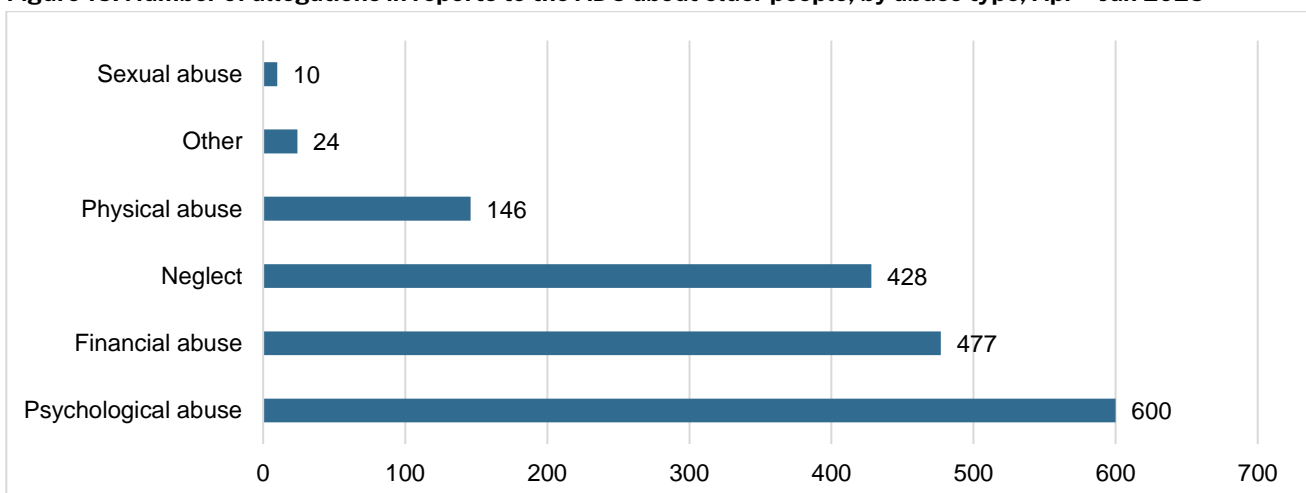
## 5. Type of alleged abuse

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 April – June 2025 was psychological abuse (35.6%), financial abuse (28.3%), and neglect (25.4%).

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



<sup>7</sup> 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, Apr – Jun 2025<sup>8</sup>**

Type of alleged abuse	Number of allegations	% of all allegations
<b>Psychological abuse</b> (Mainly making excessive or degrading demands; verbal abuse; and preventing/restricting access to supports/services)	600	35.6%
<b>Financial abuse</b> (Mainly financial exploitation; misuse of Power of Attorney or Enduring POA; and theft)	477	28.3%
<b>Neglect</b> (Mainly failure to meet support needs; and medical care)	428	25.4%
<b>Physical abuse</b> (Mainly perceived threat of harm; and hitting/kicking/punching)	146	8.7%
<b>Other</b>	24	1.4%
<b>Sexual abuse</b> (Mainly sexual offences)	10	0.6%
<b>Total</b>	<b>1,685</b>	<b>100%</b>

**Table 6: Leading reported allegations in relation to older people, Apr – Jun 2025**

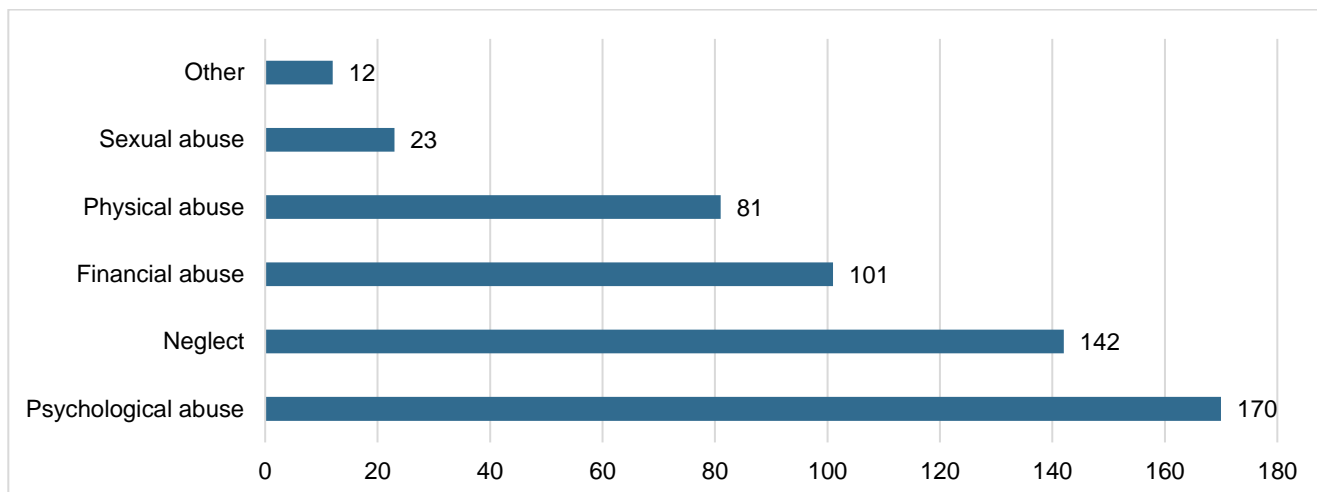
	Reported allegation	Number of cases
1	Financial exploitation	212
2	Psychological abuse - Making excessive or degrading demands	183
3	Psychological abuse - Verbal abuse	176
4	Neglect - Failure to meet support needs	170
5	Financial abuse - Misuse of POA or EPOA	86
6	Financial abuse - Theft (taking person's money)	75
7	Psychological abuse - Preventing/restricting access to family/others	72
8	Psychological abuse - Other psychological abuse	69
9	Neglect - Medical care	68
10	Psychological abuse - Preventing/restricting access to supports/services	63

## Adults with disability

The most reported alleged abuse in relation to adults with disability in April – June 2025 was psychological abuse (32.1%), neglect (26.8%), and financial abuse (19.1%).

<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, Apr – Jun 2025**



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

Type of alleged abuse	Number of allegations	% of all allegations
<b>Psychological abuse</b> (Mainly verbal abuse; making excessive or degrading demands; and preventing/restricting access to supports/services)	170	32.1%
<b>Neglect</b> (Mainly failure to meet support needs; medical care; and reckless act/failure to act)	142	26.8%
<b>Financial abuse</b> (Mainly financial exploitation; and theft)	101	19.1%
<b>Physical abuse</b> (Mainly hitting/kicking/punching; and perceived threat of harm)	81	15.3%
<b>Sexual abuse</b> (Mainly sexual offences)	23	4.3%
<b>Other</b>	12	2.3%
<b>Total</b>	<b>529</b>	<b>100%</b>

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

	Reported allegation	Number of cases
1	Neglect - Failure to meet support needs	54
2	Financial exploitation	53
3	Psychological abuse - Verbal abuse	47
4	Psychological abuse - Making excessive or degrading demands	43
5	Psychological abuse - Preventing/restricting access to supports/services	36

<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.

6	Neglect - Medical care	34
7	Psychological abuse - Other psychological abuse	25
8	Physical abuse - Hitting/kicking/punching	25
9	Financial abuse - Theft (taking person's money)	16
10	Neglect - Reckless act/ failure to act	14

## 6. Actions/outcomes

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

The ADC closed 1,369 reports in April – June 2025, which was a slight decrease of 2.5% on the previous quarter (1,404). Most of the reports (974; 71.1%) 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 378 (27.6%) reports closed, 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.

17 (1.2%) reports were declined at the outset mainly due to insufficient details to progress.

### 6.2 Person outcomes

In relation to the 1,369 reports closed in April – June 2025, the key outcomes for older people and adults with disability included that their views and preferences were ascertained and respected, they were assisted to access and receive increased support services, they were moved to safer accommodation, and their health and medical supports increased.

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

Person outcomes	Number of cases <sup>10</sup>
Will and preference of Person ascertained	156
Referral/help to access other supports	155
Will and preference of Person respected/upheld	153
Other supports/services provided/increased	31
Referral/help to access aged care supports	26
Review/assessment of aged care supports	24
Change in accommodation	23
Aged care support provided/increased	21
Health/medical support provided/increased	18
Review/assessment of decision-making capacity	16

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

## 6.3 Subject of allegation outcomes

For the 1,369 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; remove their authority as power of attorney; and had ADVO put in place.

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

Subject of allegation outcomes	Number of cases <sup>11</sup>
Education or advice provided	144
Linked to/received more support	45
Reduced/supervised access	10
Prevented from access	7
Removal as Power of Attorney or Enduring POA	5
ADVO put in place	4
Other removal/change to benefit	3
Removal of other authority	3
Removal as guardian	3
Removal as NDIS nominee	2

---

<sup>11</sup> There can be multiple outcomes for an individual.