

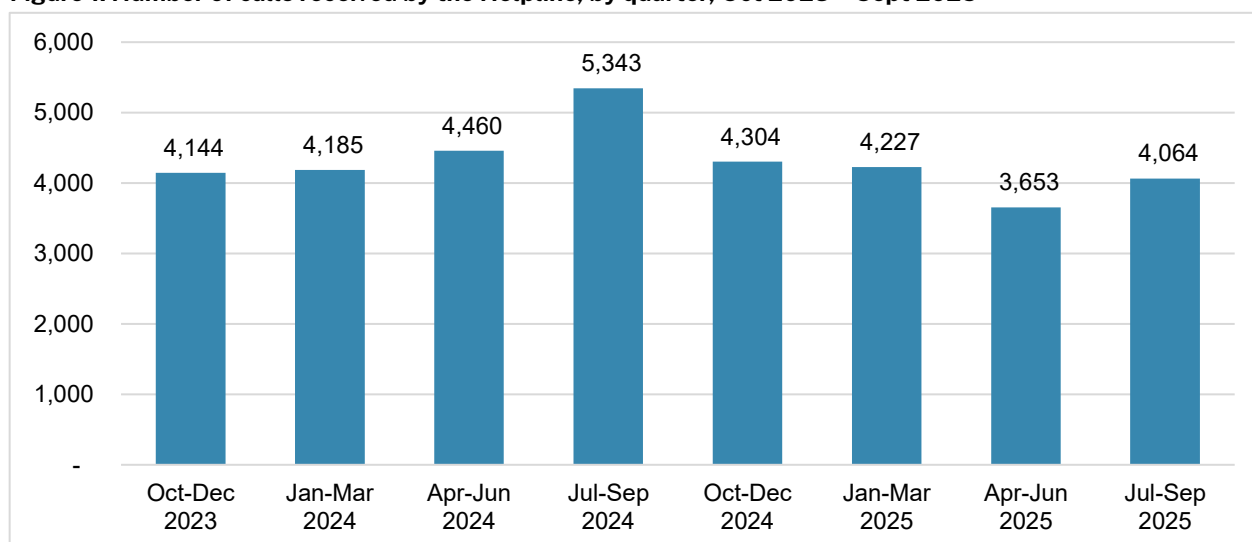
Ageing and Disability Commission (ADC) data July – September 2025

1. Number of calls, enquiries, and reports

1.1 Number of calls to the Ageing and Disability Abuse Helpline

Between 1 July and 30 September 2025, the Helpline received **4,064 calls**, which was an 11.3% increase in calls compared to the previous quarter (3,653).

Figure 1: Number of calls received by the Helpline, by quarter, Oct 2023 – Sept 2025



1.2 Number of reports and enquiries

Between 1 July and 30 September 2025, the ADC received **1,631 matters**, comprising:

- **986 reports** (60.5%) under section 13 of the *Ageing and Disability Commissioner Act 2019*
- **645 enquiries** (39.5%) – involving 136 general enquiries, and 509 abuse-related enquiries.

The number of matters in this quarter was consistent with the previous quarter (1,637) but lower than the same quarter in the previous year (1,802).

Change to the recording of reports versus enquiries

The increased number of enquiries relative to reports in this quarter reflects an important change we made to our Helpline intake process that has affected our categorisation of the matters we receive. The Helpline has previously taken any contacts raising concerns about potential abuse, neglect or exploitation of an adult with disability or older person in our jurisdiction as a report under section 13 of the Act. However, starting in August, we amended our intake process to provide greater scope for Helpline staff to handle some contacts as abuse enquiries rather than reports.

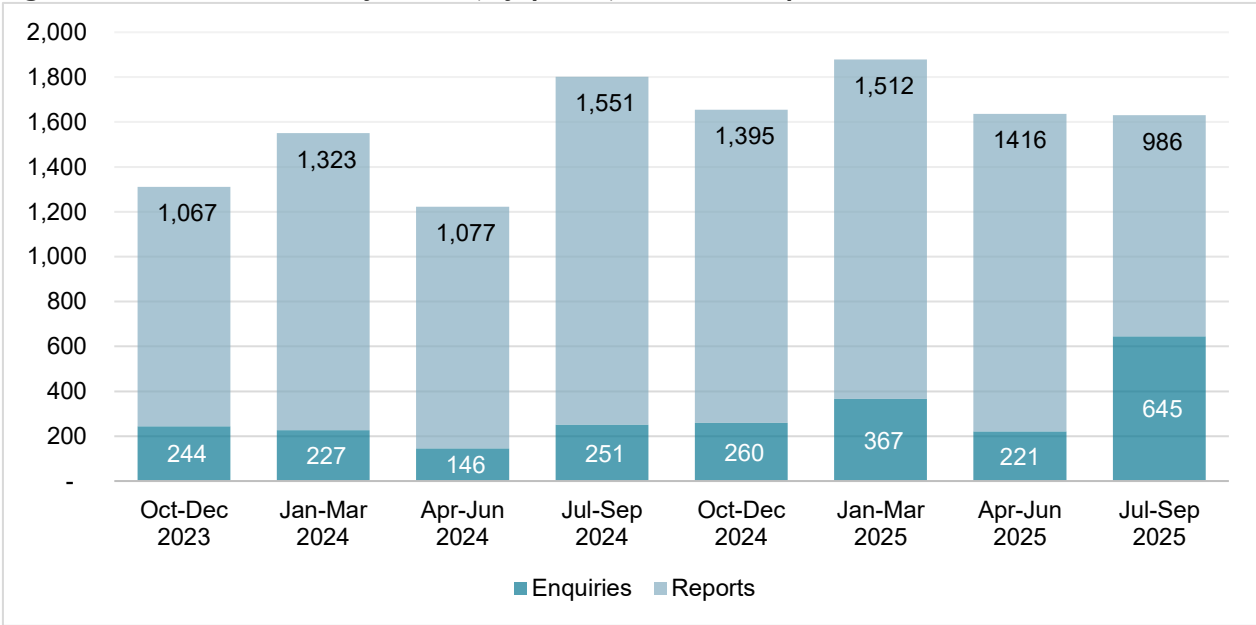
In particular, contacts in which the party is seeking information, advice, referrals, or a peer consultation in relation to their concerns about an adult have the option to be taken as an abuse enquiry rather than a report. This includes, for example, contacts by hospital social workers or service providers supporting an adult who are seeking our advice about other steps they should take; and family or community members who are wanting some initial advice about what the adult could do, and some referrals for assistance.

The changed approach is intended to enable us to:

- Better identify, and respond in line with, the intended purpose of the contact.
- Help more people within existing resources and in the context of year-on-year growth in demand. Abuse enquiries involve reduced data capture and administrative processes, enabling Helpline staff to handle more contacts.

The ADC will continue to monitor the implementation and impact of the changed process.

Figure 2: All matters received by the ADC, by quarter, Oct 2023 – Sept 2025



2. Person status and demographics¹

2.1 Person status

Of the **986 reports** received by the ADC in July – September 2025:

- **741 reports (75.2%) involved older people²**, including 324 reports about older people with disability.
- **245 reports (24.8%) involved adults with disability³** who were not older people.

¹ As the data on reports includes active and open cases, some of the data is subject to change. Data is current as of 27 October 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*.

2.2 First Nations background

In 4.3% of reports to the ADC in July – September 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 (5.4%) and 2024-25 (4.7%).

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

	Older people (n=741)	% of reports about older people	Adults with disability (n=245)	% of reports about adults with disability	All reports (n=986)	% of all reports
Person identified as Aboriginal and/or Torres Strait Islander	34	4.6%	8	3.3%	42	4.3%

2.3 Culturally and linguistically diverse background

In 6.6% of reports to the ADC in July – September 2025, the adult with disability or older person was identified as having a culturally and linguistically diverse (CALD) background. This proportion matches 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, July – Sept 2025

	Older people (n=741)	% of reports about older people	Adults with disability (n=245)	% of reports about adults with disability	All reports (n=986)	% of all reports
Person identified as having a CALD background	57	7.7%	8	3.3%	65	6.6%

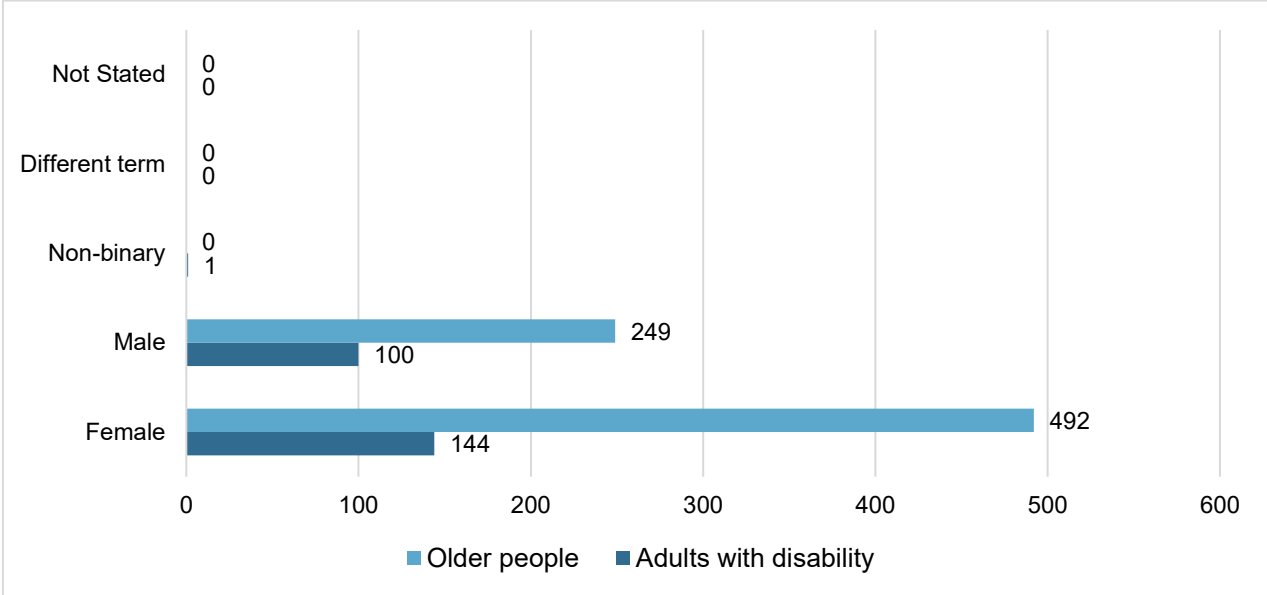
Table 3: Top 10 primary languages other than English spoken at home by people the subject of a report to the ADC, by person status, July – Sept 2025

Rank	Older people (n=741)	Rank	Adults with disability (n=245)
1	Greek	1	Arabic
2	Arabic	2	Dari
3	Italian	3	Punjabi
4	Macedonian	4	Spanish
5	Portuguese		
6	German		
7	Korean		
8	Cantonese		
9	Croatian		
10	Farsi		

2.4 Gender

Of the 741 reports received by the ADC about older people in July – September 2025, two-thirds (66.4%) related to females. Of the 245 reports about adults with disability, more than half (58.8%) were about females.

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



2.5 Age

The largest proportion of the 741 reports about older people in July – September 2025 related to people aged 80-84 years (20.6%).

The largest proportion of the 245 reports about adults with disability related to people aged 18-24 years (18%).

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

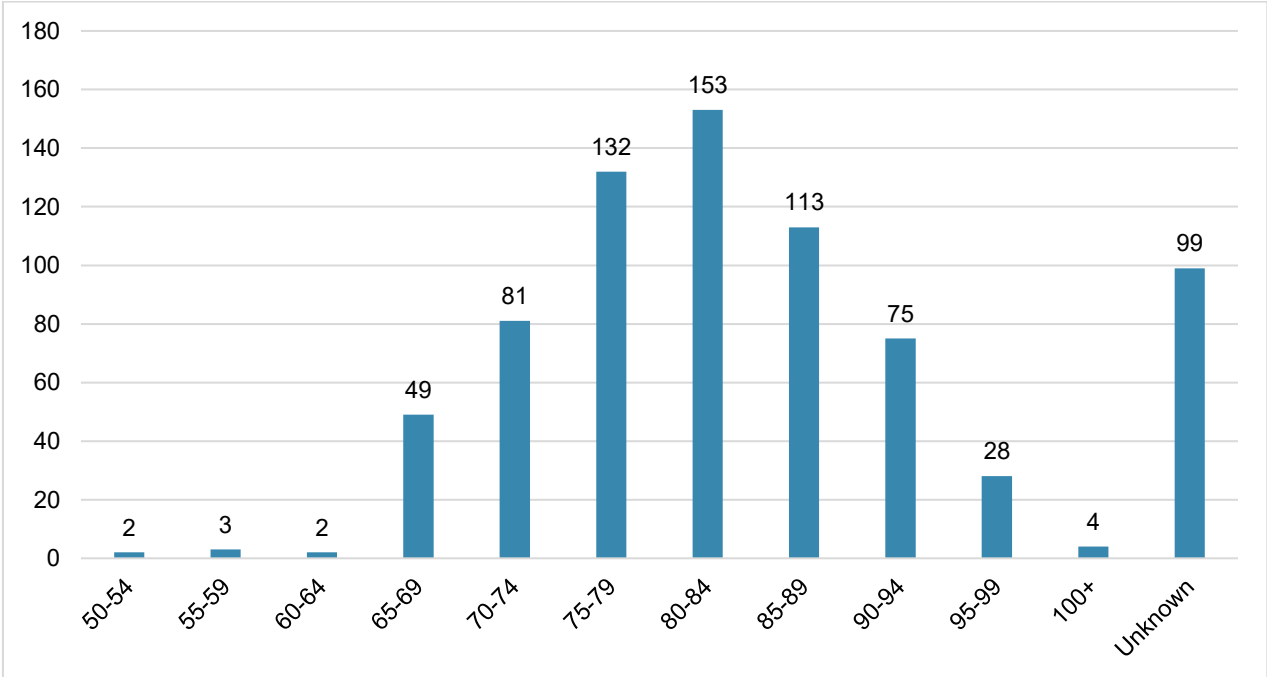
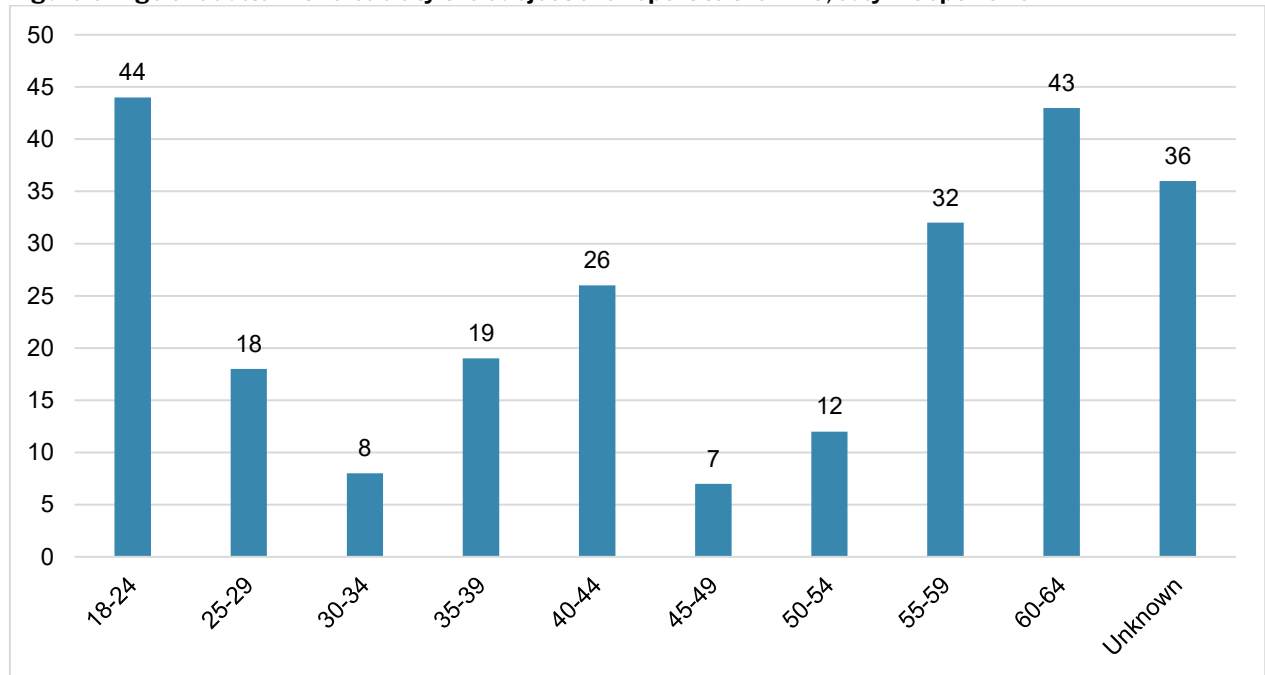
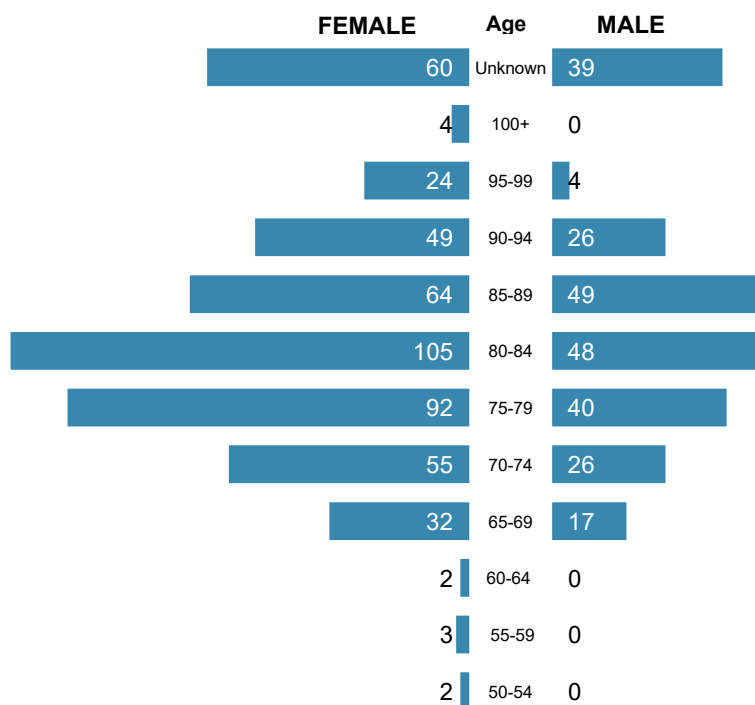


Figure 6: Age of adults with disability the subject of a report to the ADC, July – Sept 2025



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

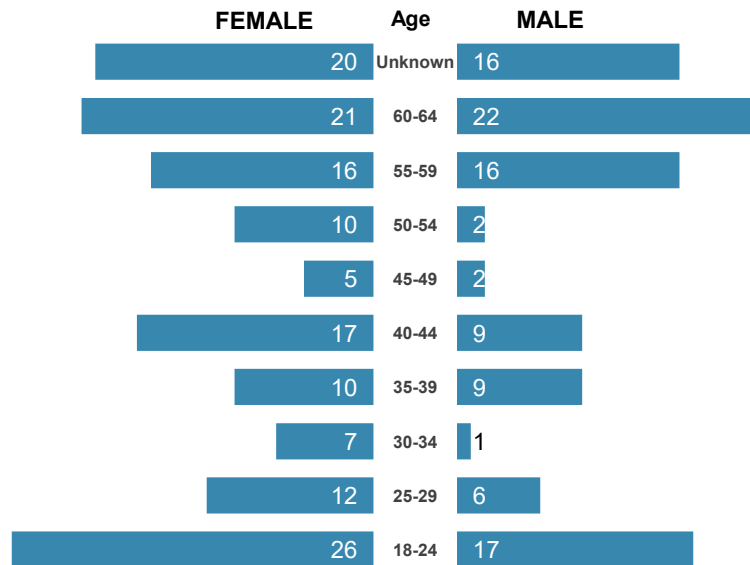
Figure 7: Age and gender of older people the subject of a report to the ADC, July – Sept 2025⁴



⁴ Excluded numbers of unknown gender and/or other gender (i.e. non-binary and/or different term).

For adults with disability, a higher number of reports were made about females compared to males across most age groups except for 55-59 and 60-64 years.

Figure 8: Age and gender of adults with disability the subject of a report to the ADC, Jul – Sep 2025⁵

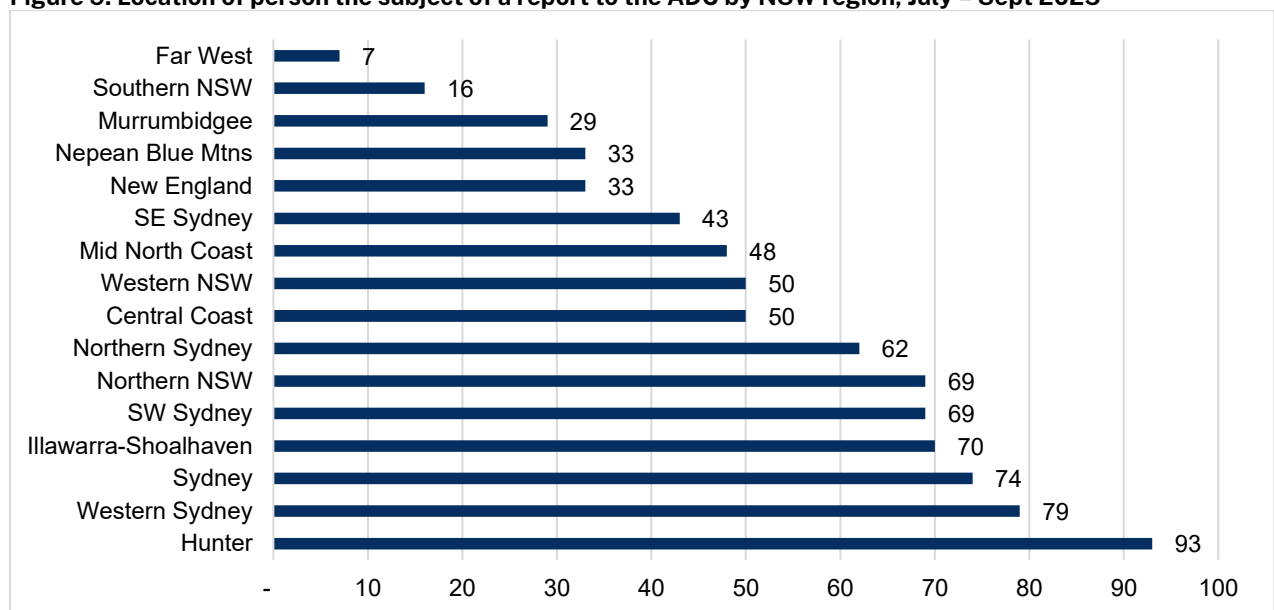


2.6 Location of person

Of the 986 reports to the ADC in July – September 2025 for which the location of the person was known, regional NSW accounted for more than half of the reports (465; 56.4%). This was the case in relation to reports about both older people (340; 55.6%) and adults with disability (125; 58.4%).

In this quarter, the largest proportion of reports were about adults living in the Hunter region (11.3%), followed by Western Sydney (9.6%) and Sydney regions (9%).

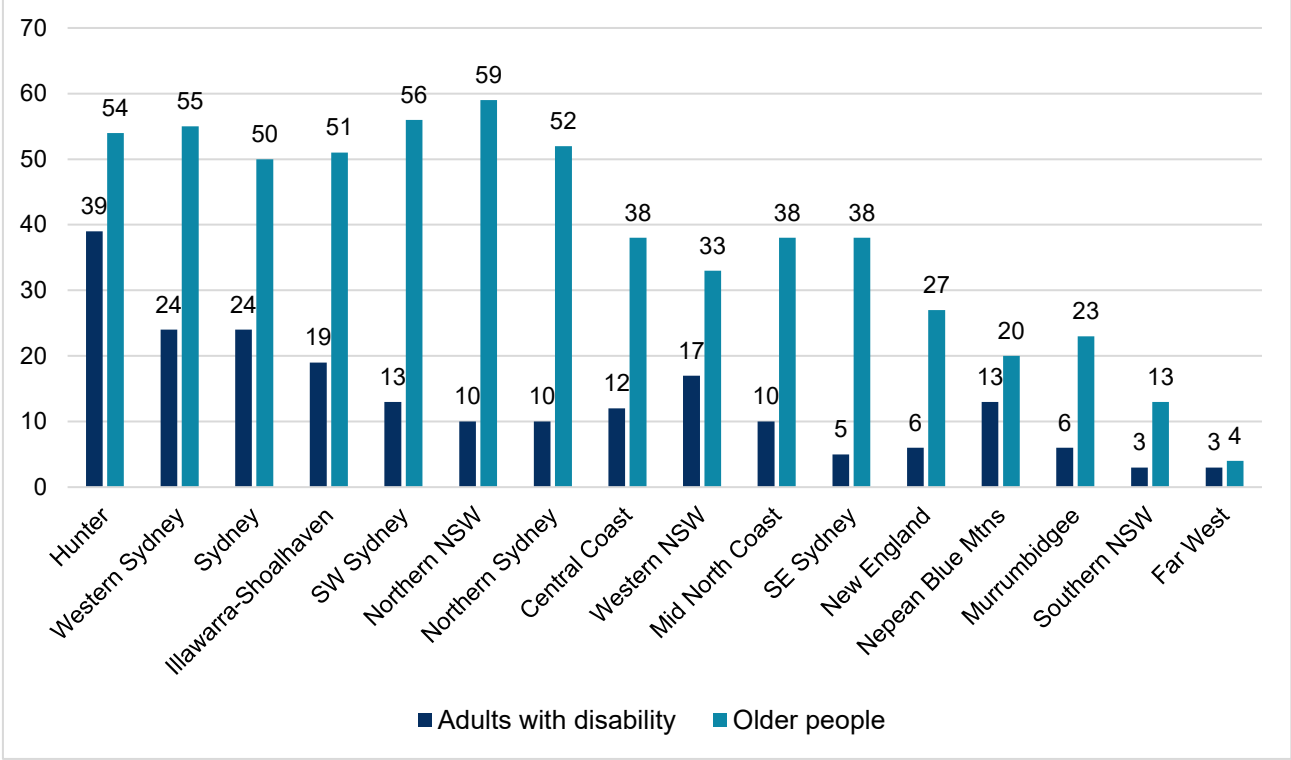
Figure 9: Location of person the subject of a report to the ADC by NSW region, July – Sept 2025



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

In relation to older people, the highest number of reports related to people living in Northern NSW (9.7%) and South West Sydney (9.2%) regions. For adults with disability, the highest number of reports related to people living in Hunter (18.2%), Western Sydney (11.2%), and Sydney (11.2%) regions.

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



At a Local Government Area (LGA) level, the adults who were the subject of a report to the ADC in July – September 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, Jul – Sep 2025

Rank	Local Government Area	Number of cases	Rank	Local Government Area	Number of cases
1	Central Coast	50	11	Cumberland	19
2	Blacktown	49	12	Bayside	18
3	Canterbury-Bankstown	42	12	Cessnock	18
4	Wollongong	37	14	Shoalhaven	16
5	Tweed	35	15	Campbelltown	15
5	Lake Macquarie	35	15	Penrith	15
7	Newcastle	24	17	Sydney	14
8	Northern Beaches	21	17	Clarence Valley	14
8	Mid-Coast	21	19	Liverpool	13
8	Fairfield	21	20	Ballina	12

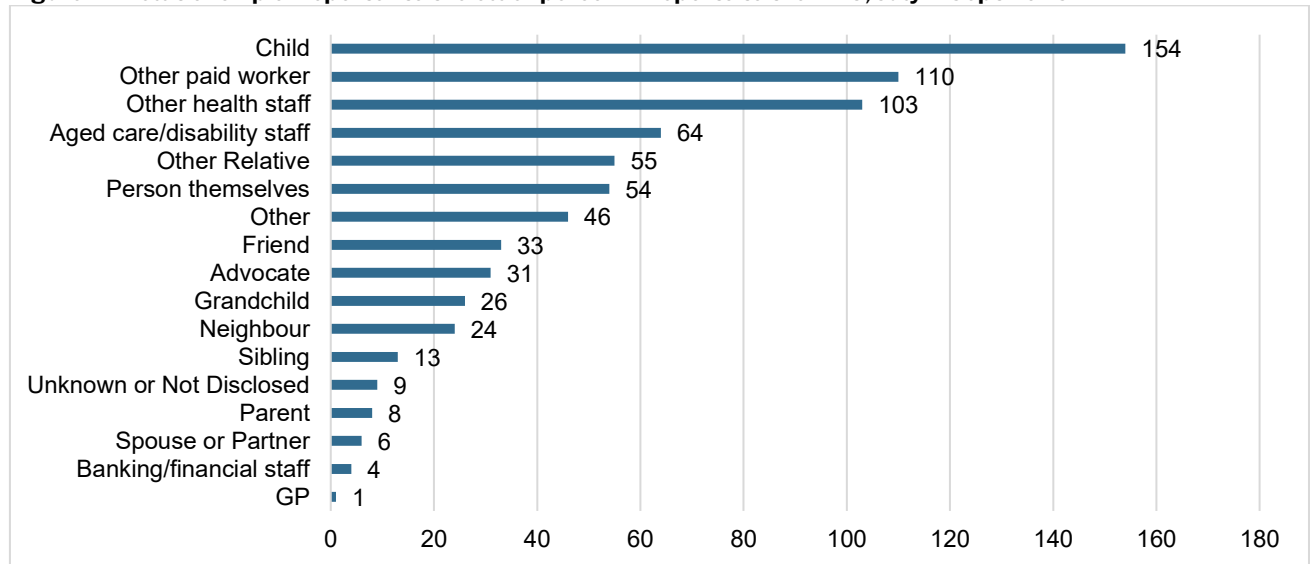
3. Reporters

3.1 Relationship of reporter to the adult

Older people

Paid workers (38.1%) and adult children (20.8%) were the leading sources of reports to the ADC regarding older people in July – September 2025. Reports by older people ('Person themselves') accounted for 7.3% of the 741 reports about older people in this quarter.

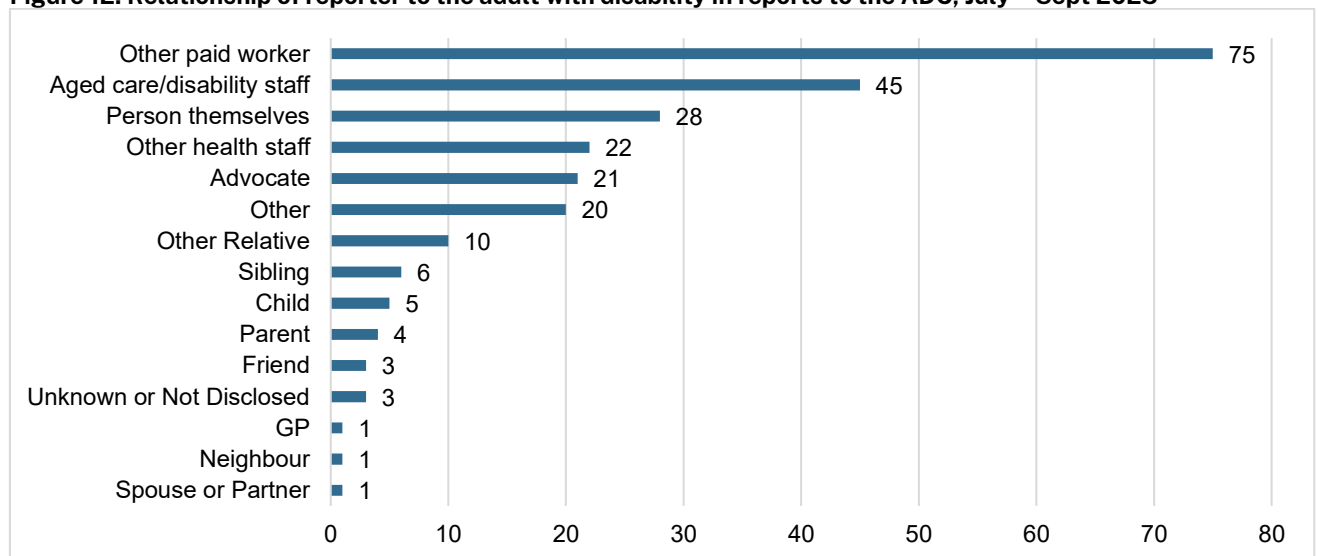
Figure 11: Relationship of reporter to the older person in reports to the ADC, July – Sept 2025



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 (58.4%) of the 245 reports. Adults with disability ('Person themselves') were the reporters in 11.4% of cases.

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



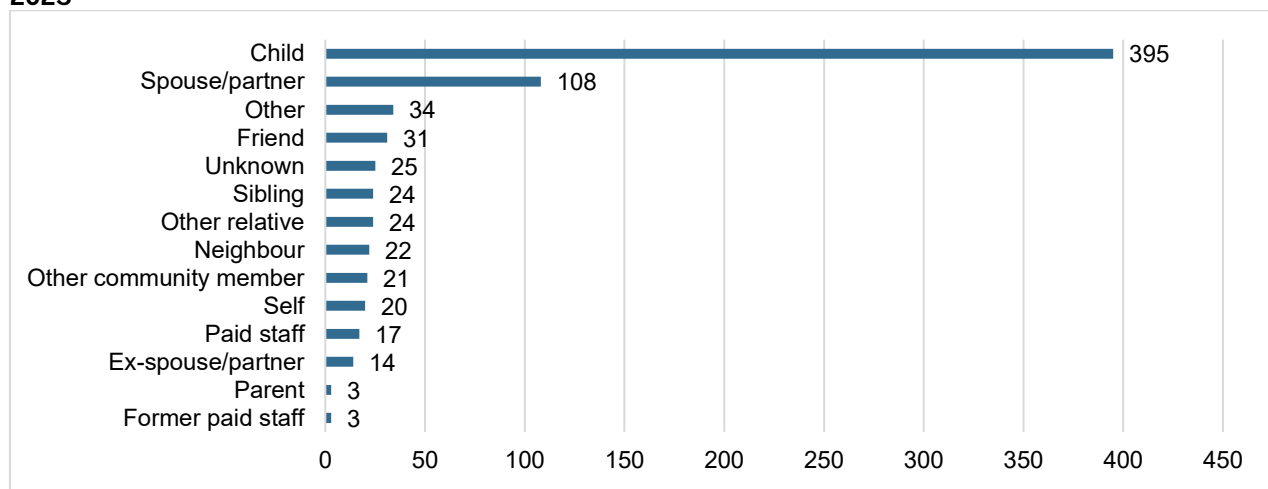
4. Subjects of allegation

4.1 Relationship of the subject of allegation to the adult

Older people

In over half (53.3%) of the 741 reports to the ADC concerning older people in July – September 2025, the subjects of allegation were the person’s adult children. In total, relatives⁶ were the subjects of allegation in 60.2% of the reports about older people in this quarter. In 16.5% of reports about older people, the person’s current or former intimate partner was the subject of allegation.

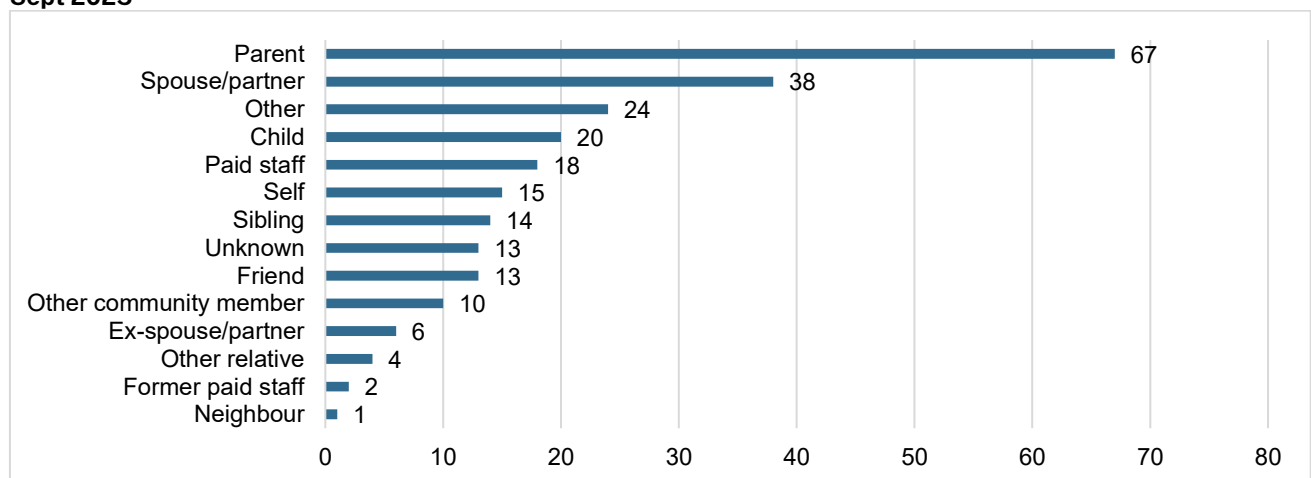
Figure 13: Relationship of the subject of allegation to the older person in reports to the ADC, July – Sept 2025



Adults with disability

In over one-quarter (27.3%) of the 245 reports to the ADC about adults with disability in July – September 2025, the allegations related to the adult’s parent(s). In total, relatives⁶ were the subjects of allegation in 42.9% of the reports about adults with disability in this quarter. In 18% of the reports about adults with disability, the adult’s current or former intimate 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, July – Sept 2025



⁶ For the purposes of our analysis, ‘relatives’ does not include the adult’s intimate partner or ex-intimate partner.

5. Type of alleged abuse

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

Older people

Consistent with previous quarters, the most frequently reported types of alleged abuse concerning older people in July – September 2025 were psychological abuse (37.7%), financial abuse (27.5%), and neglect (25.2%).

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

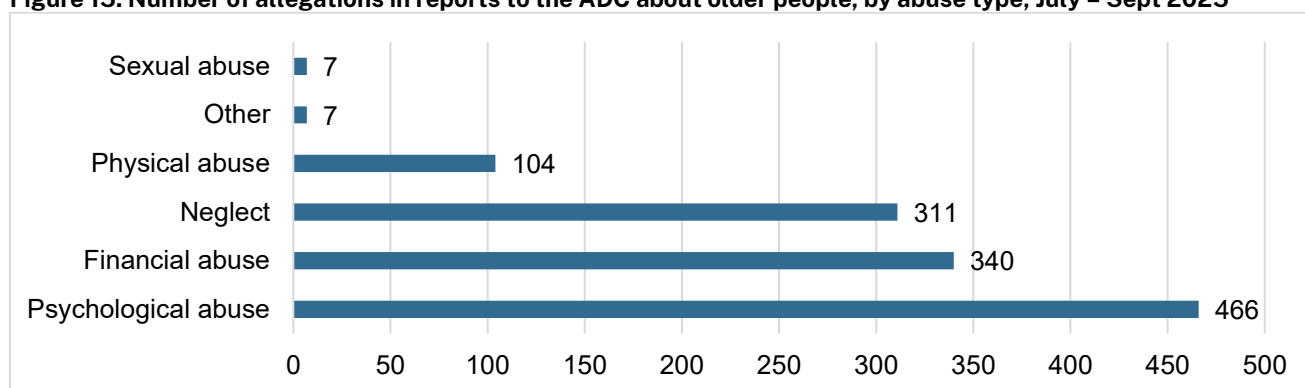


Table 5: Type of alleged abuse of the older person in reports to the ADC, July – Sept 2025⁷

Type of alleged abuse	Number of allegations	% of all allegations
Psychological abuse (Mainly verbal abuse; preventing/restricting access to family/others; and making excessive or degrading demands)	466	37.7%
Financial abuse (Mainly financial exploitation from undue influence and manipulation; misuse of Power of Attorney or Enduring POA; and theft)	340	27.5%
Neglect (Mainly failure to meet support needs; neglect of medical, dental, or allied health care; and supervision)	311	25.2%
Physical abuse (Mainly perceived threat of harm; push/shove/grab/shake; and hitting/kicking/punching)	104	8.4%
Other	7	0.6%
Sexual abuse (Mainly unwanted sexual comments or harassment; and wilful exposure)	7	0.6%
Total	1,235	100%

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.

Table 6: Leading reported allegations in relation to older people, July – Sept 2025

	Reported allegation	Number of cases
1	Neglect – failure to meet support needs	141
2	Psychological abuse – verbal abuse	134
3	Psychological abuse – preventing/restricting access to family/others	85
4	Financial exploitation – undue influence, manipulation	75
5	Psychological abuse – making excessive or degrading demands	67
6	Financial abuse – misuse of POA or EPOA	60
7	Financial abuse – theft	51
7	Psychological abuse – preventing/restricting access to supports/services	51
9	Neglect – medical care/dental/allied health	43
10	Financial exploitation	35

Adults with disability

The most reported alleged forms of abuse in relation to adults with disability in July – September 2025 were psychological abuse (32.7%), neglect (28.6%), and financial abuse (16.8%).

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



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

Type of alleged abuse	Number of allegations	% of all allegations
Psychological abuse (Mainly making excessive or degrading demands; preventing/restricting access to supports/services; and verbal abuse)	136	32.7%
Neglect (Mainly failure to meet support needs; neglect of medical, dental, or allied health care; and self-neglect)	119	28.6%

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.

Financial abuse (Mainly financial exploitation from undue influence and manipulation; other financial abuse; and preventing access to/withholding person's money)	70	16.8%
Physical abuse (Mainly hitting/kicking/punching; and perceived threat of harm)	58	13.9%
Sexual abuse (Mainly sexual assault; and sexual touching)	25	6.0%
Other	8	1.9%
Total	416	100%

Table 8: Leading reported allegations in relation to adults with disability, July – Sept 2025

	Reported allegation	Number of cases
1	Psychological abuse – making excessive or degrading demands	40
2	Neglect – failure to meet support needs	36
3	Psychological abuse – preventing/restricting access to supports/services	31
4	Psychological abuse – verbal abuse	24
4	Neglect – medical care/dental/allied health	24
6	Neglect – self-neglect	16
7	Physical abuse – hit/kick/punch	14
8	Financial exploitation – undue influence, manipulation	12
8	Psychological abuse – other psychological abuse	12
10	Financial abuse – other financial abuse	10
10	Neglect – shelter	10

6. Actions/outcomes

6.1 Primary action by ADC (closed reports)

The ADC closed 1,146 reports in July – September 2025, which was 16.3% lower than the previous quarter (1,369 reports). Most of these reports (771; 67.3%) were resolved at an early point through actions such as providing assistance and support to the caller, referring matters to other appropriate parties, and offering early case coordination.

For 336 reports (29.3%), 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 39 reports (3.4%) were declined at the outset, primarily due to insufficient information to proceed.

6.2 Person outcomes

For the 1,146 reports closed in July – September 2025, the main outcomes for older people and adults with disability included a range of positive impacts.

Key outcomes facilitated by the ADC included that individuals' will and preferences were ascertained and respected; person-centred advice was provided to service providers and family members or friends; individuals were supported to access and receive aged care and/or other supports; individuals moved to safer accommodation; and social isolation was reduced.

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

Person outcomes	Number of cases ⁹
Will and preference ascertained/upheld	164
Educated providers - person-centred focus	30
Helped to access or increase aged care supports	27
Moved to alternative accommodation	25
Advice to family/friends - person-centred	19
Helped to access or increase other supports	15
Guardianship order put in place	13
Reduced social isolation	12
Review/assessment of aged care supports	12

6.3 Subject of allegation outcomes

For the 1,146 reports closed in July – September 2025, key outcomes in relation to the subjects of allegation included that actions were taken to provide them with education, advice, and/or additional support; link them to carer support services; prevent or manage their access to the adult; and/or remove their authority as Enduring Guardian or Power of Attorney. In some cases, an Apprehended Violence Order was taken out against the subject of allegation to protect the adult.

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

Subject of allegation outcomes	Number of cases ⁹
Education or advice provided	81
Linked to carer support	31
Linked to other support or assistance	16
Reduced/supervised access	7
Prevented from access	7
Removal as Power of Attorney or Enduring POA	6
Removal as Enduring Guardian	5
Investigation continuing	5
ADVO/APVO put in place	5
Removal as Guardian	2

⁹ There can be multiple outcomes for an individual.