

**Ageing and
Disability
Commission
LGA Community
Profiles**

Communications Toolkit

Dear colleagues,

The NSW Ageing and Disability Commission (ADC) has released new data profiles that show a continued rise in reports of abuse, neglect and exploitation of older people and adults with disability in Local Government Areas (LGAs) and regions across the state.

Since the ADC commenced in 2019, there has been more than a two-fold increase in the number of reports. Many of these involve domestic and family violence, including coercive control. These figures are not just statistics; they represent what is happening to people in our communities, often in places where they should feel safest – their family, home and community.

While increased awareness is a positive step, the abuse of older people and adults with disability is often poorly recognised. These profiles are a tool to help us better understand local issues and work together to stop abuse before it happens.

Working together with your community

As community leaders, you are in a unique position to take meaningful action to prevent abuse and protect those at risk. This includes supporting your community to understand the signs, know how to respond, and use the available tools and services.

Using this toolkit to drive change in your local area

This toolkit provides practical ways to strengthen local responses. Use your community profile and the ADC's [Ending Abuse through Simple Interventions \(E.A.S.I.\)](#) handbook to strengthen strategies to safeguard older people and adults with disability.

Support Abuse Prevention Collaboratives

Supporting your local Abuse Prevention Collaborative is an excellent way to help build inclusive communities. The 14 Collaboratives operating across NSW show the collective impact of local expertise and collaboration. If there isn't a Collaborative in your area and you're interested in establishing one, or to find out where they currently exist, head to the ADC's [Collaborative Hub](#) or contact our Communications and Engagement team at training@adc.nsw.gov.au.

Thank you for your dedication to creating safer and more inclusive communities for older people and adults with disability.

Warm regards,

Jeff Smith
NSW Ageing and Disability Commissioner



Ageing and Disability Commission

What we're seeing in NSW*



17,527
calls to the to the NSW
Ageing and Disability
Abuse Helpline
comprising 5,864 reports

78%

of reports related to
older people



22%
of reports related to
adults with disability who
were not older people

Use this toolkit to raise awareness

This toolkit is designed to help local councils and community organisations across NSW use the Ageing and Disability Commission's (ADC) community profiles to inform local initiatives that prevent and respond to abuse, neglect and exploitation of older people and adults with disability.

Here are some ways to use the profiles:

Understand the Data

- Access your local community profile on the [community data profiles](#) to see how many reports have been made to the ADC about alleged abuse and neglect of older people and adults with disability in your area.
- Consider your own data to identify trends and service needs in your LGA and region.

Inform Local Planning

- Use the data alongside the ADC's [Ending Abuse through Simple Interventions \(E.A.S.I.\)](#) toolkit to implement strategies to strengthen safeguards against abuse in your community.
- Use the data to guide strategic planning, community safety initiatives, aged/disability service development and funding priorities.

Engage Local Services

- Share the data with local health, aged care, disability, and community organisations.
- Convene roundtables or forums to discuss local responses and collaboration.

We're always developing new materials to help you and your communities better understand abuse of older people and adults with disability. Check back in with us regularly or email your details to training@adc.nsw.gov.au to be added to our mailing list.

Use this toolkit to raise awareness (continued)

Join or Start an Abuse Prevention Collaborative

- Collaboratives bring together local expertise to strengthen referral pathways and raise awareness of abuse, neglect and exploitation.
- Councils can initiate or support an Abuse Prevention Collaborative in their local area using ADC resources like the ADC [Collaborative establishment guide](#) or by contacting the ADC.

Online

- Promote the community data profiles and resources in this toolkit across social media, in e-Newsletters, or other channels available to you.
- You can share this content from our X (Twitter), LinkedIn, and Facebook pages.

Raise Awareness - free resources about abuse, neglect and exploitation

- Use ADC [resources](#) to support local campaigns, community education and events to explain what abuse is.
- The ADC also has resources translated in 24 different languages.

Build Capabilities

- Build the capability of council staff and community workers using the ADC's tools and [online modules](#) to identify signs of abuse and respond appropriately.

If you have a training request or would like us to speak with staff about our work contact us at training@adc.nsw.gov.au.

Social media

Help raise awareness by sharing these posts from our Facebook, LinkedIn and X (Twitter). When sharing, please tag @AgeingDisabilityCommission on Facebook and LinkedIn, and @NSWADC on X (Twitter).

ADC Local Government Area (LGA) Community Profiles are Out Now!

Community Profiles provide key data that are built from reports made to the ADC about abuse, neglect, and exploitation of older people and adults with disability in their family, home and community.

They help you to:

- Understand what's happening locally
- Take informed, meaningful action to support your community.

Explore the profiles and take action: [Insert link]

Community leaders — everyone has a role in preventing abuse.

The ADC's community data profiles use real reports made to the ADC about the abuse, neglect and exploitation of older people and adults with disability in their local area.

Use them to:

- Identify issues in your area
- Equip your community with the right tools
- Lead with insight and impact

Start here: [Insert link]

Preventing abuse starts with all of us.

The ADC's community data profiles are based on reports made to the ADC about abuse, neglect, and exploitation of older people and adults with disability in their family, home and community.

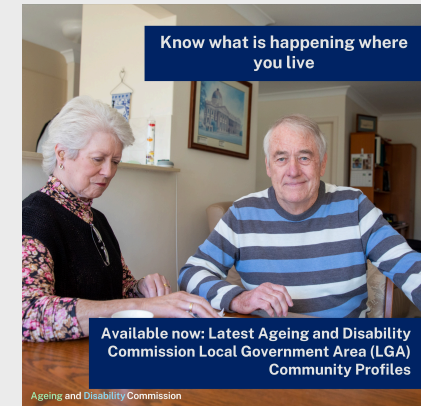
They help you to know what is happening in your local community.

Use ADC resources to strengthen your community to:

- Recognise warning signs
- Respond with confidence
- Connect with the right services

Together, we can protect those at risk.

Learn more: [Insert link]



Newsletter template - Community

Use this content for your community newsletters

Protecting older people and adults with disability starts with us

The NSW Ageing and Disability Commission (ADC) has released new community data profiles highlighting a troubling 109% rise in reports of abuse, neglect and exploitation of older people and adults with disability across NSW between 2019 and 2024. In {NAME OF LGA/REGION and LINK} there were {INSERT LOCAL DATA} reports between 2019 to 2024.

Many of the reports made to the ADC involve domestic and family violence, including coercive control, driven by factors like longer life expectancy, economic and housing pressures and social isolation.

Everyone deserves to feel safe and respected in their home and community. This means having the freedom to make decisions, know what is happening with your finances, staying connected to family and friends, and accessing support when needed. If something doesn't feel right and you have concerns about yourself or someone you know, speak up. You can:

- Talk to someone you trust
- Check your bank statements
- Appoint a trusted Enduring Power of Attorney (EPOA)
- Stay socially connected
- Seek legal advice before signing family agreements

Visit adc.nsw.gov.au to learn how to recognise and report abuse. If you're concerned, you can contact the Ageing and Disability Abuse Helpline on 1800 628 221 (Mon–Fri, 9am–4pm). **In an emergency call 000.**

Together, we can build a safer, more supportive community.

Newsletter template - Service providers and community organisations

Use this content for your newsletters to those working with older people and adults with disability

Protecting older people and adults with disability starts with us

The NSW Ageing and Disability Commission (ADC) has released new community data profiles highlighting a troubling 109% rise in reports of abuse, neglect and exploitation of older people and adults with disability across NSW between 2019 and 2024. In {NAME OF LGA/REGION and LINK} there were {INSERT LOCAL DATA} reports between 2019 to 2024.

Many of the reports made to the ADC involve domestic and family violence, including coercive control, driven by factors like longer life expectancy, economic and housing pressures and social isolation.

Everyone deserves to feel safe and respected in their home and community.

We encourage you to read these profiles, see how how your community is effected, and share your network. You can use these profiles to:

- Identify issues in your area and understand what is happening locally
- Equip your community with the right tools
- Take informed, meaningful action to support your community
- Recognise warning signs
- Respond with confidence
- Connect with the right services

Visit adc.nsw.gov.au to learn how to recognise and report abuse. If you're concerned, you can contact the Ageing and Disability Abuse Helpline on 1800 628 221 (Mon–Fri, 9am–4pm). **In an emergency call 000.**

Together, we can build a safer, more supportive community.

Website or Intranet

Protecting older people and adults with disability starts with us

The NSW Ageing and Disability Commission (ADC) has released new community profiles, providing data on reports about abuse, neglect and exploitation of older people and adults with disability in their local area. Between 2019 and 2014 there were [INSERT LOCAL DATA] reports in [NAME OF LGA REGION/ and LINK].

Many cases involve domestic and family violence, including coercive control, often linked to social isolation, economic pressures, and longer life expectancy.

Everyone deserves to feel safe and respected. If you're concerned about yourself or someone you know, speak up. You can:

- Talk to someone you trust
- Check your bank statements
- Appoint a trusted Enduring Power of Attorney
- Stay socially connected
- Seek legal advice before signing family agreements

Visit adc.nsw.gov.au to learn how to recognise and report abuse.

If you have concerns call the Ageing and Disability Abuse Helpline on 1800 628 221 (Mon–Fri, 9am–4pm). In an emergency call 000.

Together, we can build a safer, more supportive community.

The Ageing and Disability Commission acknowledges Aboriginal People as the First Nations Peoples of NSW, and we pay our respects to Elders past, present and future. We acknowledge the ongoing connection Aboriginal people have to this land and recognise Aboriginal people as the original custodians of this land.

For information, support or to report abuse of an older person or adult with disability, call the NSW Ageing and Disability Abuse Helpline on 1800 628 221 or email helpline@adc.nsw.gov.au (Monday to Friday 9am to 4pm).

In an emergency, call 000.

For training or other related enquiries, email training@adc.nsw.gov.au