

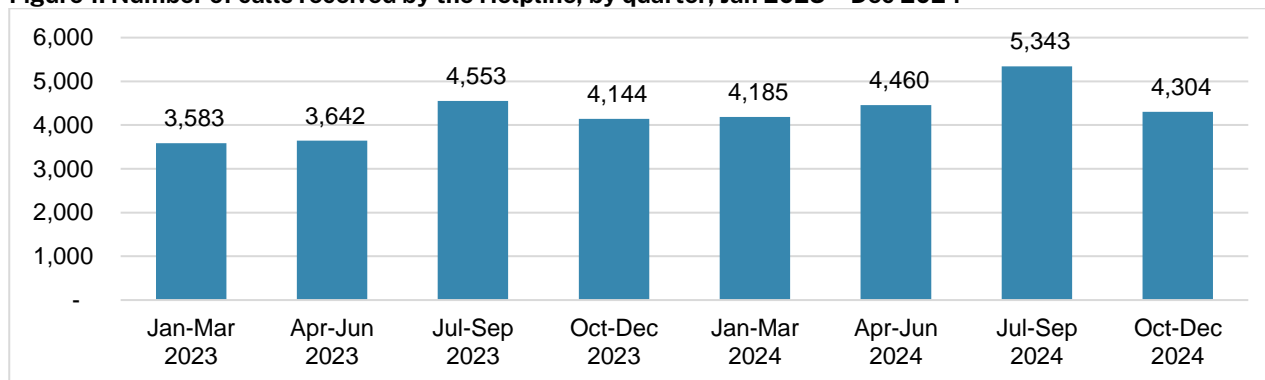
Ageing and Disability Commission (ADC) data October – December 2024

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 2024, the Helpline received **4,304 calls**. This was a 3.9% increase on the number of calls received in the same quarter last year (4,144).

Figure 1: Number of calls received by the Helpline, by quarter, Jan 2023 – Dec 2024



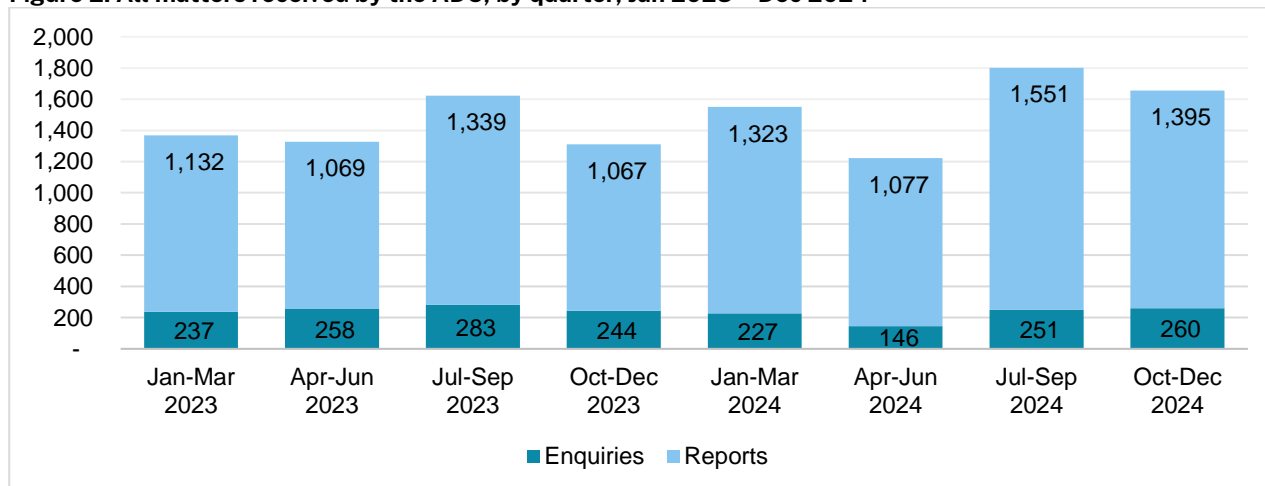
1.2 Number of reports and enquiries

Between 1 October and 31 December 2024, the ADC received **1,655 matters**, comprising:

- **1,395 reports** (84.3%) under section 13 of the *Ageing and Disability Commissioner Act 2019*
- **260 enquiries** (15.7%) – involving 127 general enquiries, and 133 abuse-related enquiries.

The number of **reports** received in this quarter was 30.7% higher than the same period last year (1,067).

Figure 2: All matters received by the ADC, by quarter, Jan 2023 – Dec 2024



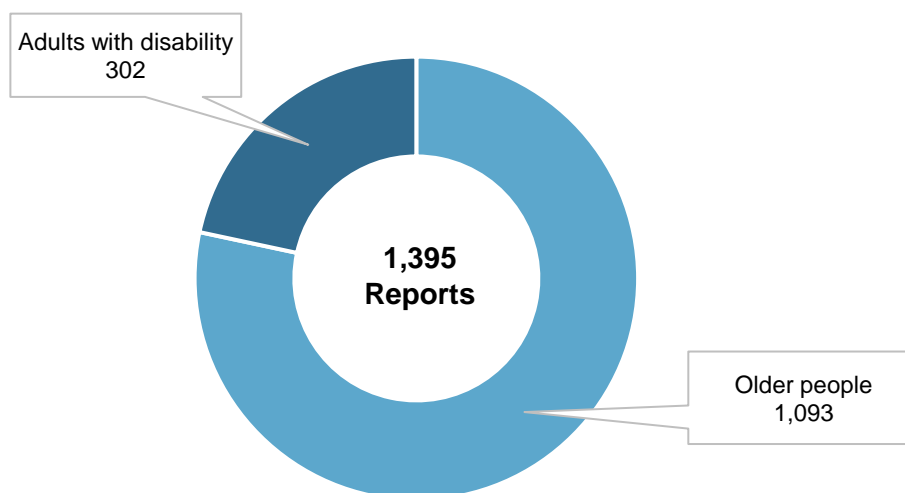
2. Person status and demographics¹

2.1 Person status

Of the **1,395 reports** received by the ADC in October – December 2024:

- **1,093 reports (78.4%) involved older people²**, including 440 reports about older people with disability.
- **302 reports (21.6%) involved adults with disability³** who were not older people.

Figure 3: All reports received by the ADC, by cohort, Oct – Dec 2024



2.2 First Nations background

In 5.1% of reports to the ADC in October – December 2024, the adult with disability or older person was identified as Aboriginal and/or Torres Strait Islander. This was higher than the previous quarter (3.9%) and 2023-24 (3.7%).

Table 1: First Nations status of person the subject of a report to the ADC, by person status, Oct – Dec 2024

| | Older people (n=1,093) | % of reports about older people | Adults with disability (n=302) | % of reports about adults with disability | All reports (n=1,395) | % of all reports |
|---|---------------------------|---------------------------------|-----------------------------------|---|--------------------------|------------------|
| Person identified as Aboriginal and/or Torres Strait Islander | 52 | 4.8% | 19 | 6.3% | 71 | 5.1% |

¹ As the data on reports includes active and open cases, some of the data is subject to change. Data is current as of 9 January 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*.

2.3 Culturally and linguistically diverse background

In 6.6% of reports to the ADC in October – December 2024, the adult with disability or older person was identified as having a culturally and linguistically diverse (CALD) background. This was slightly higher than the previous quarter (6.4%) but lower than 2023-24 (7.9%).

Table 2: CALD status of person the subject of a report to the ADC, by person status, Oct – Dec 2024

| | Older people (n=1,093) | % of reports about older people | Adults with disability (n=302) | % of reports about adults with disability | All reports (n=1,395) | % of all reports |
|---|------------------------|---------------------------------|--------------------------------|---|-----------------------|------------------|
| Person identified as having a CALD background | 81 | 7.4% | 11 | 3.6% | 92 | 6.6% |

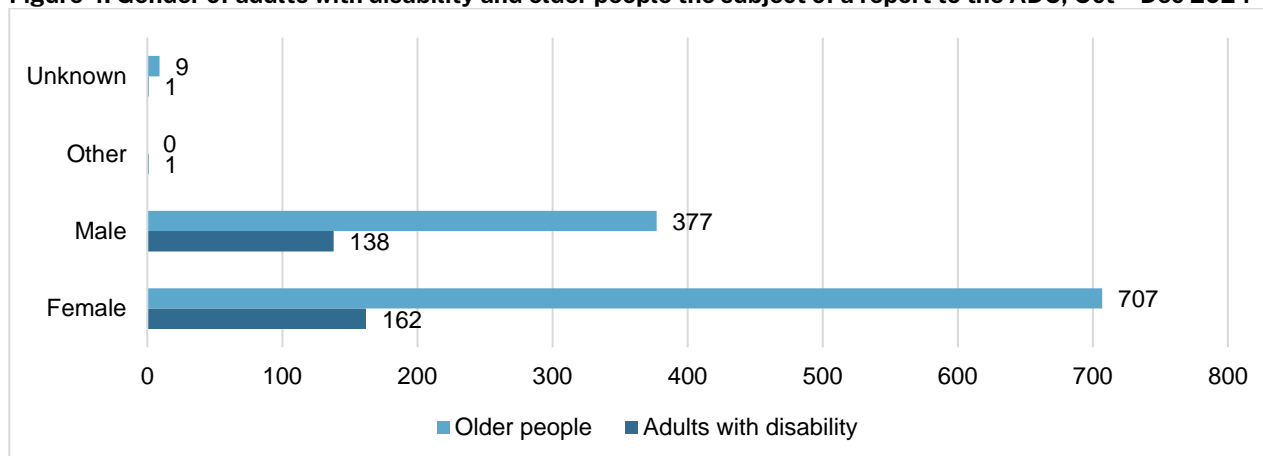
Table 3: Top 10 primary languages other than English spoken at home by people the subject of a report to the ADC, by person status, Oct – Dec 2024

| Rank | Older people (n=1,093) | Rank | Adults with disability (n=302) |
|------|------------------------|------|--------------------------------|
| 1 | Italian | 1 | Arabic |
| 2 | Arabic | 2 | Mandarin |
| 3 | Greek | 3 | Persian |
| 4 | Spanish | 4 | Samoan |
| 5 | Turkish | 5 | Sinhalese |
| 6 | Polish | 6 | Tamil |
| 7 | Macedonian | 7 | Filipino (Tagalog) |
| 8 | Croatian | 8 | Cantonese |
| 9 | Mandarin | 9 | - |
| 10 | Vietnamese | 10 | - |

2.4 Gender

Consistent with reports since the start of the ADC, most (64.7%) of the 1,093 reports to the ADC about older people in October – December 2024 concerned females. In relation to adults with disability, just over half (53.6%) of the 302 reports were about females.

Figure 4: Gender of adults with disability and older people the subject of a report to the ADC, Oct – Dec 2024



2.5 Age

The largest proportion of the 1,093 reports about older people in October – December 2024 related to people aged 80-84 years (17%).

For adults with disability, the largest proportion of the 302 reports related to people aged 60-64 years (14.9%), followed by 18-24 years (13.6%).

Figure 5: Age of older people the subject of a report to the ADC, Oct – Dec 2024

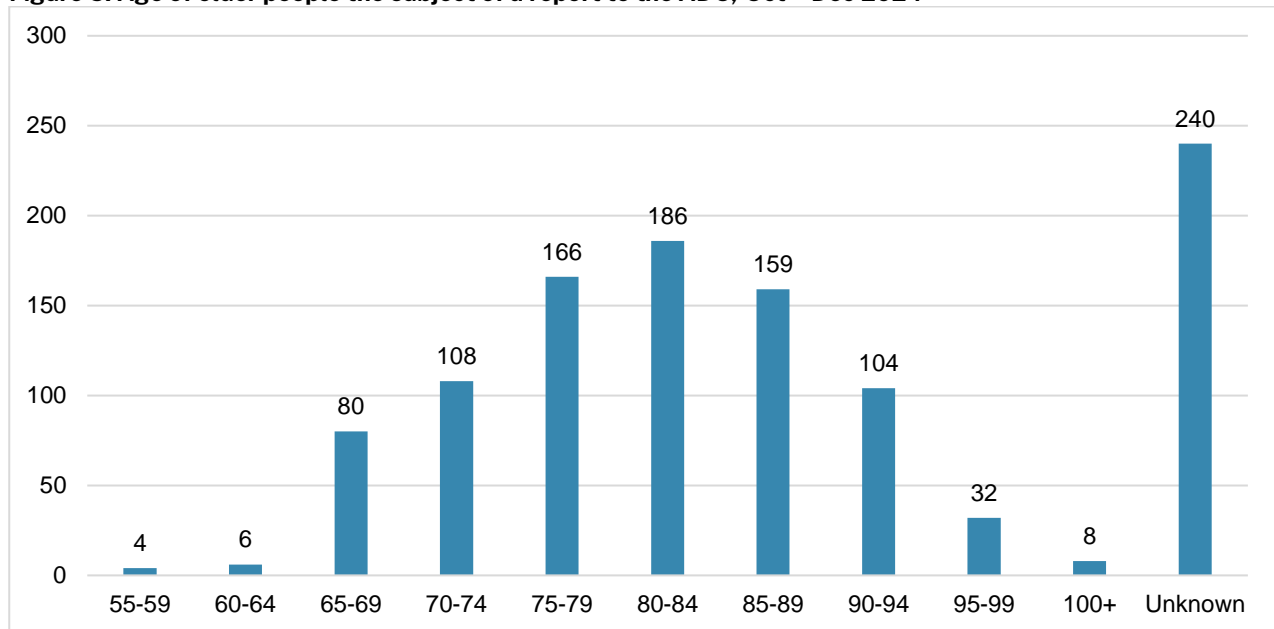
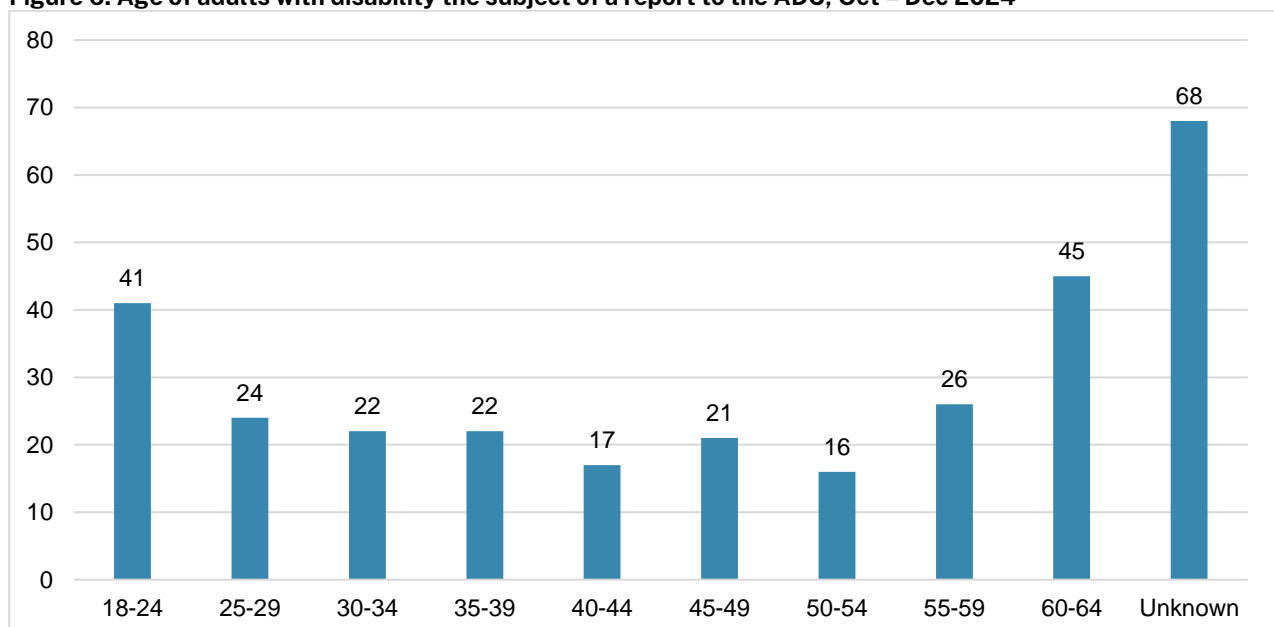
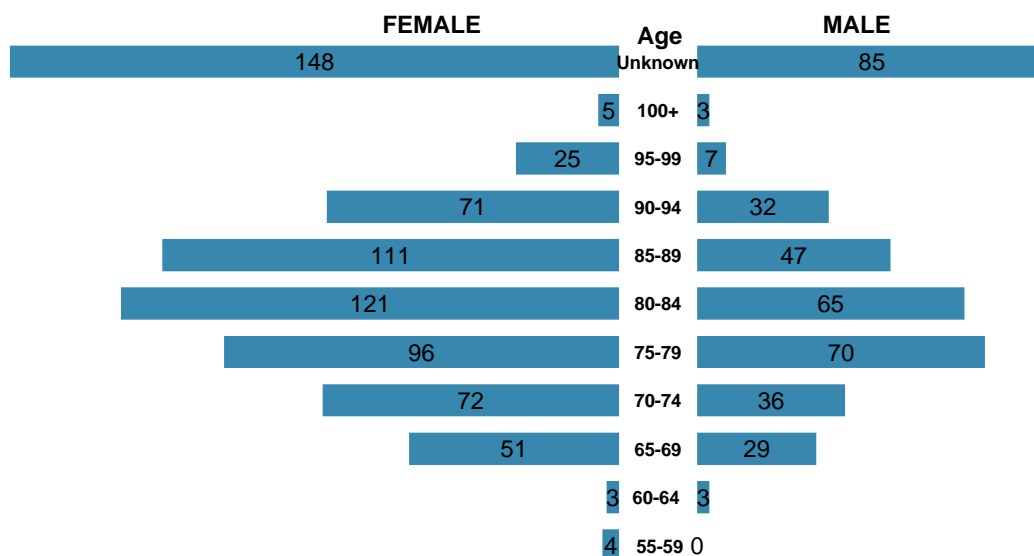


Figure 6: Age of adults with disability the subject of a report to the ADC, Oct – Dec 2024



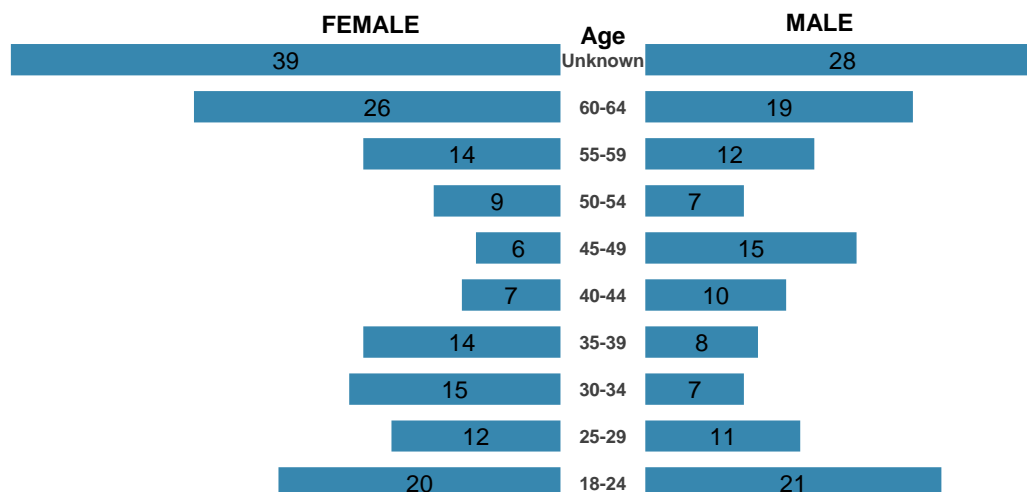
For older people, a higher number of reports were made about females compared to males across all age groups except for 60-64 years.

Figure 7: Age and gender of older people the subject of a report to the ADC, Oct – Dec 2024⁴



For adults with disability, a higher number of reports were made about females compared to males across most age groups except for 45-49, 40-44, and 18-24 years.

Figure 8: Age and gender of adults with disability the subject of a report to the ADC, Oct – Dec 2024⁴



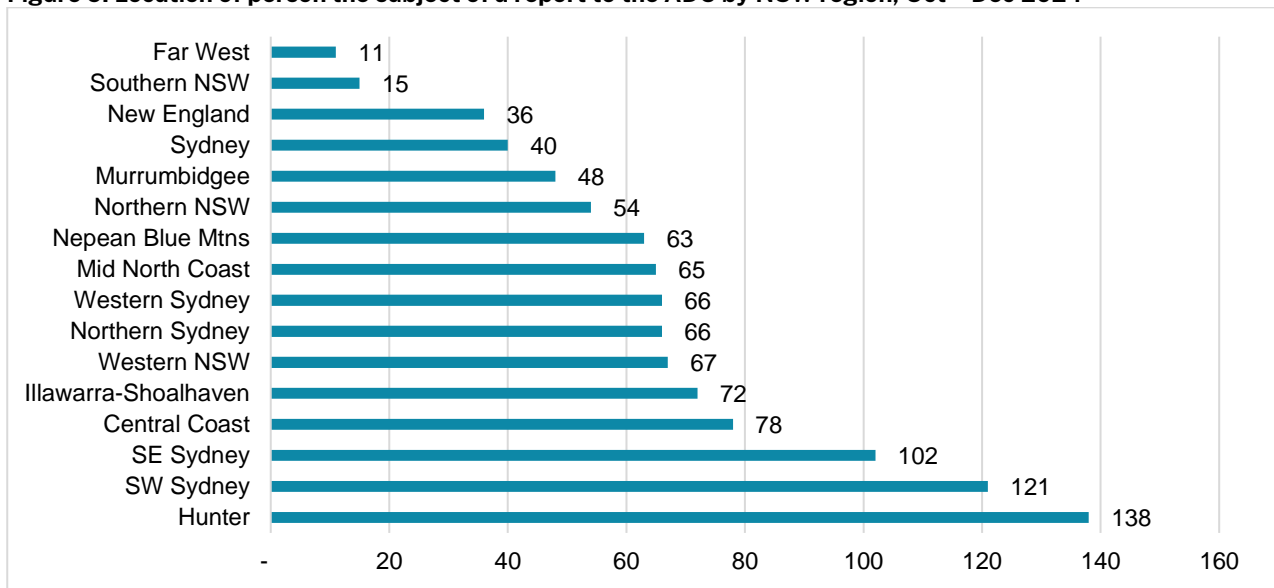
2.6 Location of person

Of the 1,042 reports to the ADC in October – December 2024 in which the location of the person was known, regional NSW accounted for more than half of the reports (584; 56%). This was the case in relation to reports about both older people (56.1%) and adults with disability (55.8%).

⁴ Excluded numbers of unknown and/or other gender.

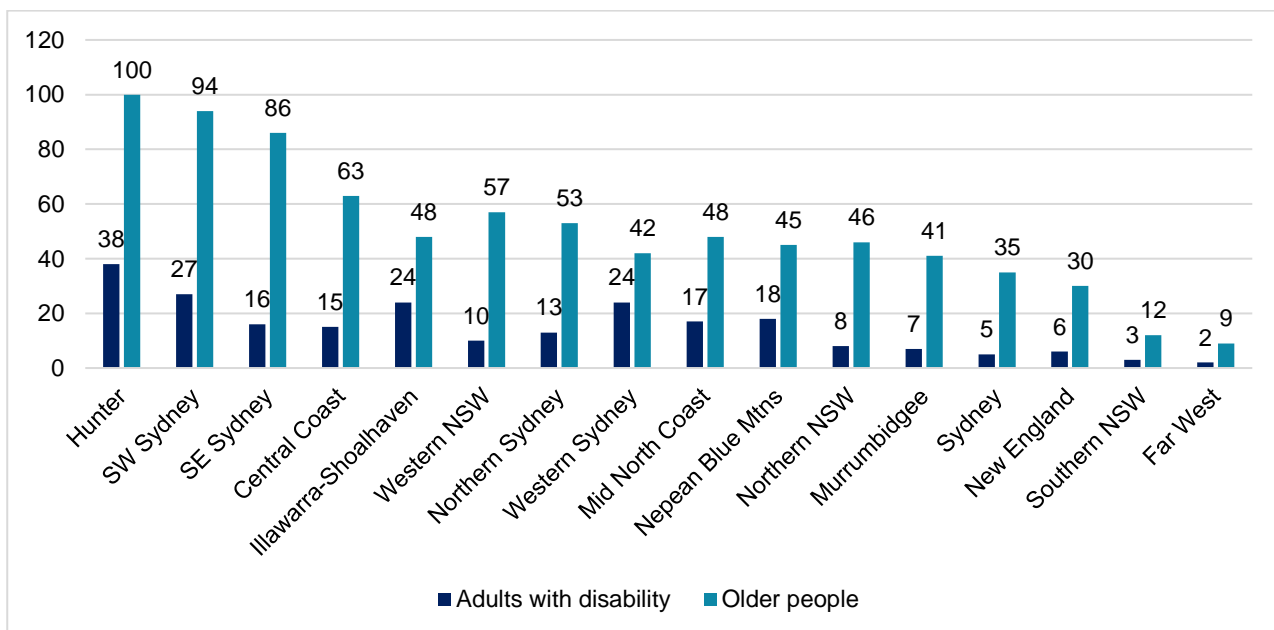
The largest proportion of reports were about adults living in the Hunter region (13.2%), followed by South West Sydney (11.6%) and South East Sydney regions (9.8%).

Figure 9: Location of person the subject of a report to the ADC by NSW region, Oct – Dec 2024



In relation to older people, the highest number of reports related to people living in the Hunter (12.4%) and South West Sydney (11.6%) regions. For adults with disability, the highest number of reports also related to people living in the Hunter (16.3%) and South West Sydney (11.6%) regions.

Figure 10: Location of person the subject of a report to the ADC by person status and NSW region, Oct – Dec 2024



At a Local Government Area (LGA) level, the adults who were the subject of a report to the ADC in October – December 2024 most commonly lived in the Central Coast, Blacktown, and Bayside LGAs.

Table 4: Main LGAs of people who were the subject of a report to the ADC, Oct – Dec 2024

| Local Government Area | Number of cases | Local Government Area | Number of cases |
|-----------------------|-----------------|-------------------------|-----------------|
| Central Coast | 51 | Liverpool | 21 |
| Blacktown | 47 | Parramatta | 20 |
| Bayside | 43 | Cumberland | 19 |
| Canterbury-Bankstown | 37 | Port Macquarie-Hastings | 19 |
| Lake Macquarie | 37 | Sutherland Shire | 18 |
| Campbelltown | 34 | Dubbo Regional | 17 |
| Wollongong | 28 | Fairfield | 17 |
| Mid-Coast | 27 | Kiama | 16 |
| Newcastle | 26 | Coffs Harbour | 15 |
| Cessnock | 25 | Shoalhaven | 15 |

3. Reporters

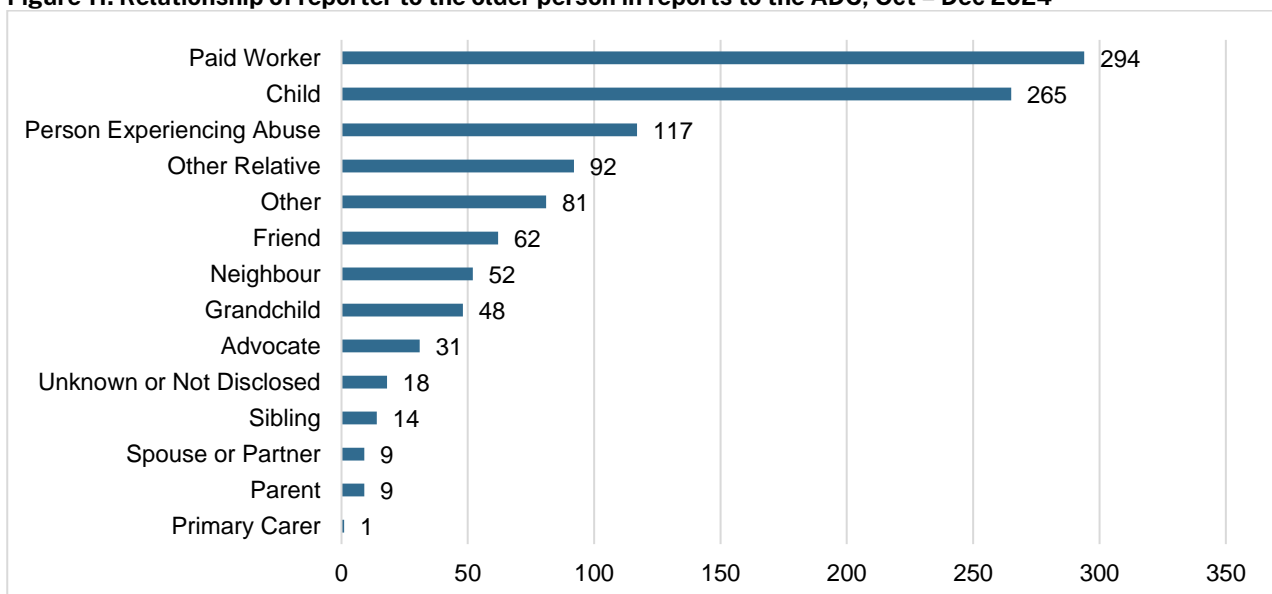
3.1 Relationship of reporter to the adult

Older people

Paid workers (26.9%) and adult children (24.2%) were the main source of reports to the ADC about older people in October – December 2024. Reports by older people ('Person Experiencing Abuse') accounted for 10.7% of the 1,093 reports about older people in this quarter.

Compared with 2023-24, a higher proportion of reports were made by other relatives (8.4%), grandchildren (4.4%) and advocates (2.8%).

Figure 11: Relationship of reporter to the older person in reports to the ADC, Oct – Dec 2024

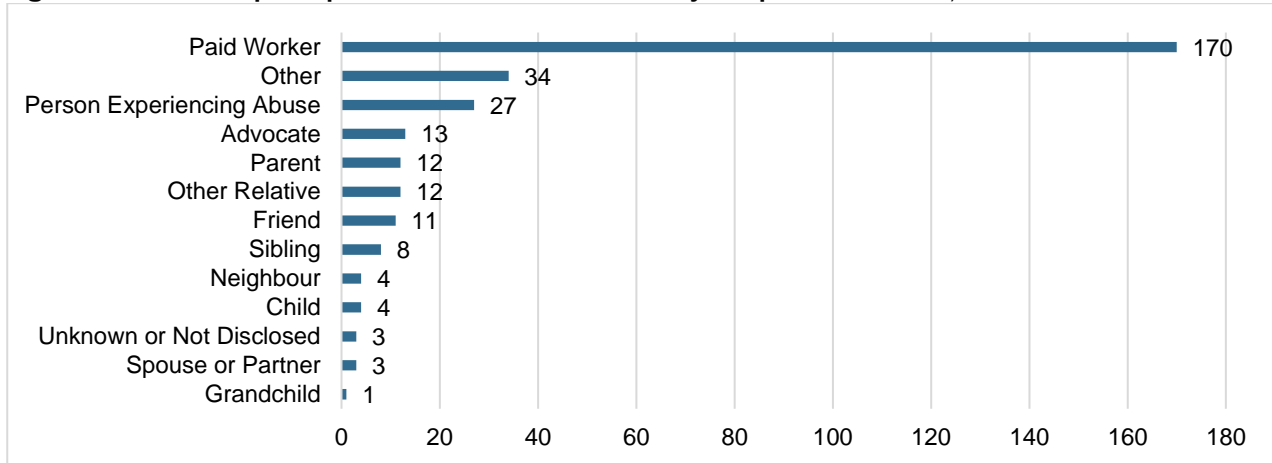


Adults with disability

Paid workers were the main source of reports to the ADC about adults with disability in this quarter, accounting for 56.3% of the 302 reports. Adults with disability ('Person Experiencing Abuse') were the reporters in 8.9% of reports received about adults with disability.

Compared with 2023-24, a higher proportion of reports were made by advocates (4.3%), other relatives (4%), and friends (3.6%).

Figure 12: Relationship of reporter to the adult with disability in reports to the ADC, Oct – Dec 2024



4. Subjects of allegation

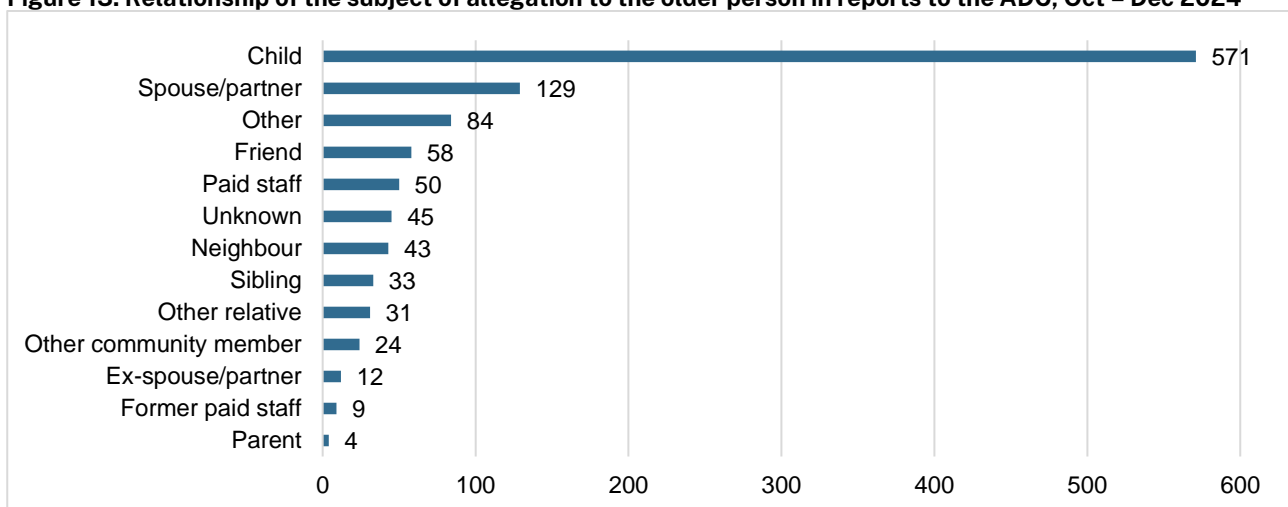
4.1 Relationship of the subject of allegation to the adult

Older people

The subjects of allegation in over half (52.2%) of the 1,093 reports to the ADC about older people in October – December 2024 were the person's adult children. In total, relatives⁵ were the subjects of allegation in 58.5% of the reports about older people in this quarter.

In 12.9% 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, Oct – Dec 2024



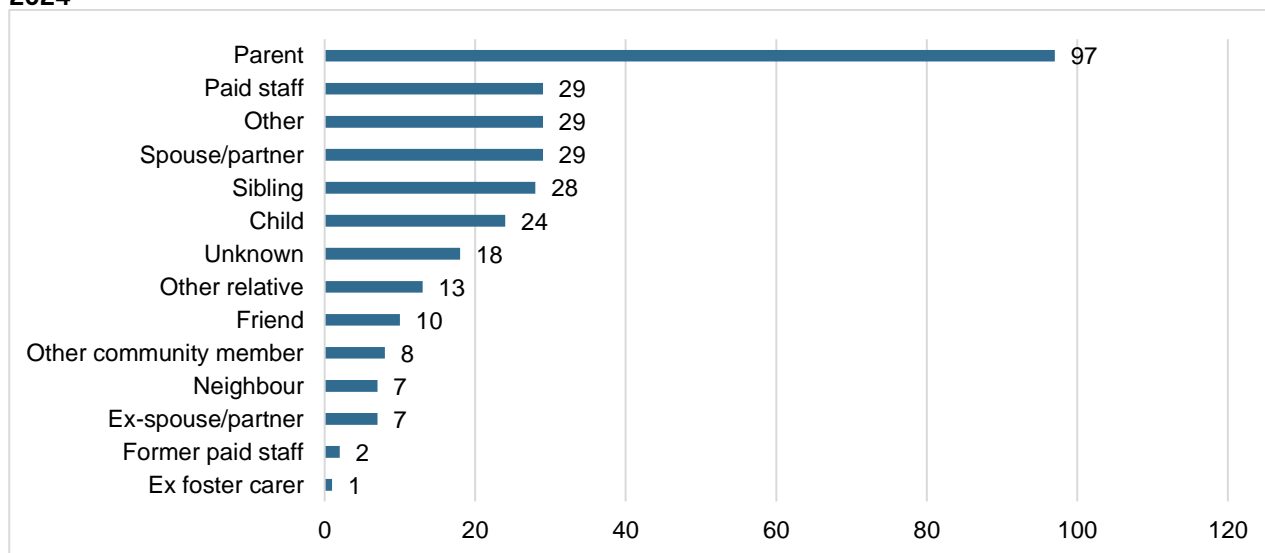
⁵ For the purposes of our analysis, 'relatives' does not include the adult's spouse/partner or ex-spouse/partner.

Adults with disability

In one-third (32.1%) of the 302 reports to the ADC about adults with disability in October – December 2024, the allegations related to the adult’s parent(s). In total, relatives⁶ were the subjects of allegation in 53.6% of the reports about adults with disability in this quarter.

In 9.9% 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, Oct – Dec 2024



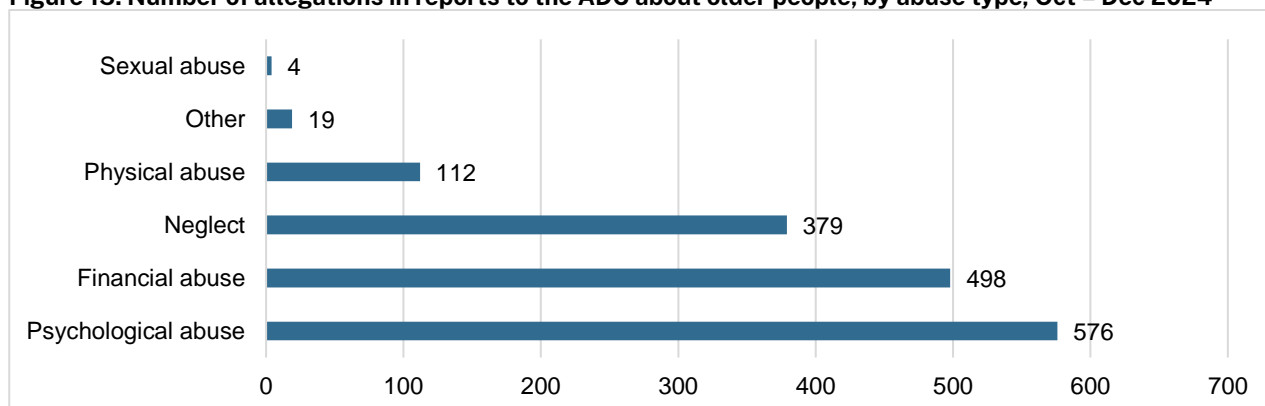
5. Type of alleged abuse

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

Older people

The most reported alleged abuse in relation to older people in October – December 2024 was psychological abuse (36.3%), financial abuse (31.4%), and neglect (23.9%).

Figure 15: Number of allegations in reports to the ADC about older people, by abuse type, Oct – Dec 2024



⁶ 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, Oct – Dec 2024⁷

| Type of alleged abuse | Number of allegations | % of all allegations |
|--|-----------------------|----------------------|
| Psychological abuse (Mainly verbal abuse; making excessive or degrading demands; preventing/restricting access to supports/services) | 576 | 36.3% |
| Financial abuse (Mainly financial exploitation; misuse of Power of Attorney or Enduring POA; and theft) | 498 | 31.4% |
| Neglect (Mainly failure to meet support needs; and medical care) | 379 | 23.9% |
| Physical abuse (Mainly perceived threat of harm; and hitting/kicking/punching) | 112 | 7.1% |
| Other | 19 | 1.2% |
| Sexual abuse (Mainly sexual offences) | 4 | 0.3% |
| Total | 1,588 | 100% |

Table 6: Leading reported allegations in relation to older people, Oct – Dec 2024

| | Reported allegation | Number of cases |
|----|--|-----------------|
| 1 | Financial exploitation | 247 |
| 2 | Psychological abuse - Verbal abuse | 182 |
| 3 | Neglect - Failure to meet support needs | 178 |
| 4 | Psychological abuse - Making excessive or degrading demands | 153 |
| 5 | Psychological abuse - Preventing/restricting access to supports/services | 84 |
| 6 | Financial abuse - Misuse of Power of Attorney or Enduring POA | 83 |
| 7 | Financial abuse - Theft (taking person's money) | 82 |
| 8 | Psychological abuse - Preventing/restricting access to family/others | 71 |
| 9 | Neglect - Medical care | 59 |
| 10 | Psychological abuse - Other psychological abuse | 47 |

Adults with disability

The most reported alleged abuse in relation to adults with disability in October – December 2024 was psychological abuse (39.7%), neglect (22.1%), and financial abuse (21.1%).

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.

Figure 16: Number of allegations in reports to the ADC about adults with disability, by abuse type, Oct – Dec 2024

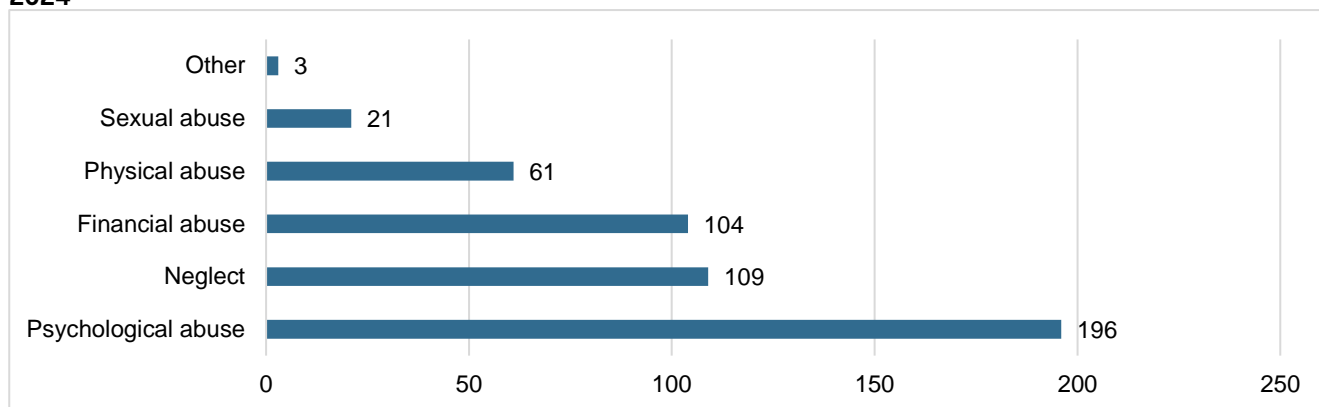


Table 7: Type of alleged abuse of the adult with disability in reports to the ADC, Oct – Dec 2024⁸

| Type of alleged abuse | Number of allegations | % of all allegations |
|--|-----------------------|----------------------|
| Psychological abuse (Mainly making excessive or degrading demands; verbal abuse; and preventing or restricting access to supports/ services) | 196 | 39.7% |
| Neglect (Mainly failure to meet support needs; and medical care) | 109 | 22.1% |
| Financial abuse (Mainly financial exploitation; theft; and preventing access to or withholding Person’s money) | 104 | 21.1% |
| Physical abuse (Mainly hitting/kicking/punching; and threat of harm) | 61 | 12.3% |
| Sexual abuse (Mainly sexual touching) | 21 | 4.3% |
| Other | 3 | 0.6% |
| Total | 494 | 100% |

Table 8: Leading reported allegations in relation to adults with disability, Oct – Dec 2024

| | Reported allegation | Number of cases |
|---|---|-----------------|
| 1 | Psychological abuse - Making excessive or degrading demands | 70 |
| 2 | Financial exploitation | 47 |
| 3 | Neglect - Failure to meet support needs | 44 |
| 4 | Psychological abuse - Verbal abuse | 43 |

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.

| | | |
|----|--|----|
| 5 | Psychological abuse - Preventing/restricting access to supports/services | 34 |
| 6 | Financial abuse - Theft (taking person's money) | 20 |
| 6 | Neglect - Medical care | 20 |
| 8 | Physical abuse - Hitting/kicking/punching | 19 |
| 8 | Psychological abuse - Other psychological abuse | 19 |
| 10 | Psychological abuse - Preventing/restricting access to community | 18 |

6. Actions/outcomes

6.1 Primary action by ADC (closed reports)

The ADC closed 1,334 reports in October – December 2024. Most of the reports (992; 74.4%) 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.

In 304 reports closed in this period (22.8%), 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.

6.2 Person outcomes

In relation to the 1,334 reports closed in October – December 2024, the key outcomes for older people and adults with disability included that their views and preferences were ascertained and respected, and they were assisted to access and receive increased aged care, advocacy, legal and other supports.

Table 9: Leading outcomes for the person the subject of a report to the ADC, reports closed Oct-Dec 2024

| Person outcomes | Number of cases ⁹ |
|--|------------------------------|
| Will and preference of Person ascertained | 168 |
| Will and preference of Person respected/upheld | 168 |
| Referral/help to access other supports | 85 |
| Referral/help to access legal support | 26 |
| Referral/help to access aged care supports | 24 |
| Other supports/services provided/increased | 23 |
| Referral/help to access advocacy supports | 16 |
| Review/assessment of health/medical needs | 16 |
| Aged care support provided/increased | 16 |
| Review/assessment of aged care supports | 15 |

⁹ There can be multiple outcomes for an individual.

6.3 Subject of allegation outcomes

For the 1,334 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; and/or remove their authority as the guardian and/or financial manager.

Table 10: Leading outcomes in relation to the subject of allegation in a report to the ADC, reports closed Oct – Dec 2024

| Subject of allegation outcomes | Number of cases ¹⁰ |
|---------------------------------|-------------------------------|
| Education or advice provided | 74 |
| Linked to/received more support | 57 |
| Removed from premises | 5 |
| Reduced/supervised access | 5 |
| Removed as financial manager | 4 |
| Removed as guardian | 3 |
| Other removal/change to benefit | 2 |
| Benefit removed | 2 |
| Removed as NDIS nominee | 2 |
| Prevented from access | 2 |

¹⁰ There can be multiple outcomes for an individual.