

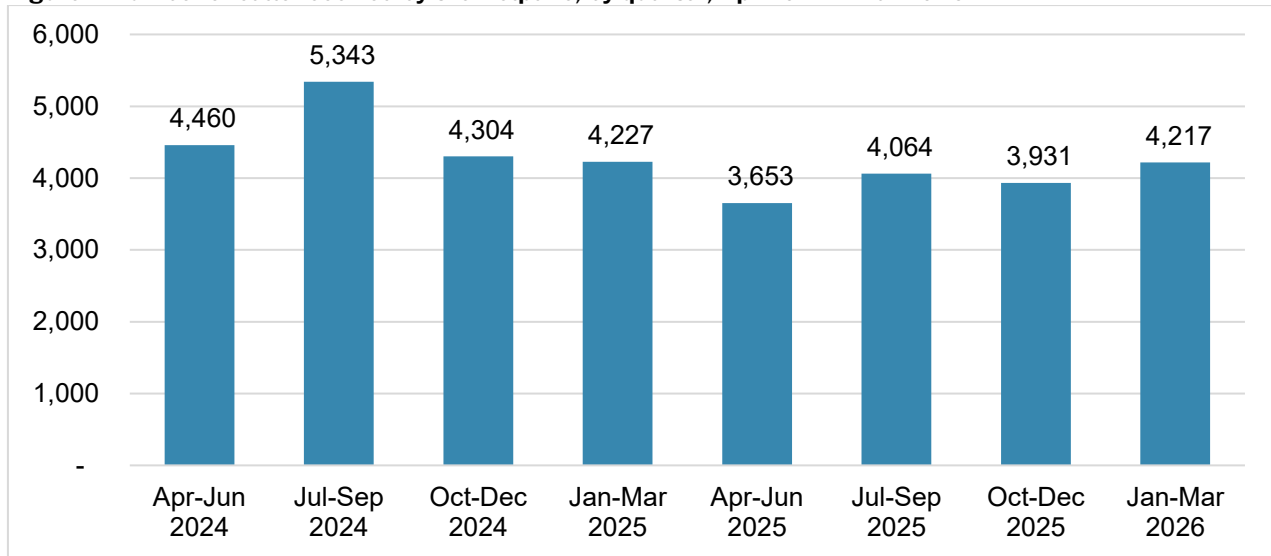
## Ageing and Disability Commission (ADC) data January – March 2026

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

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

Between 1 January and 31 March 2026, the Helpline received **4,217 calls**. This was a 7.3% increase on calls compared with the previous quarter (3,931), and consistent with the same quarter in the previous year (4,227).

Figure 1: Number of calls received by the Helpline, by quarter, Apr 2024 – Mar 2026



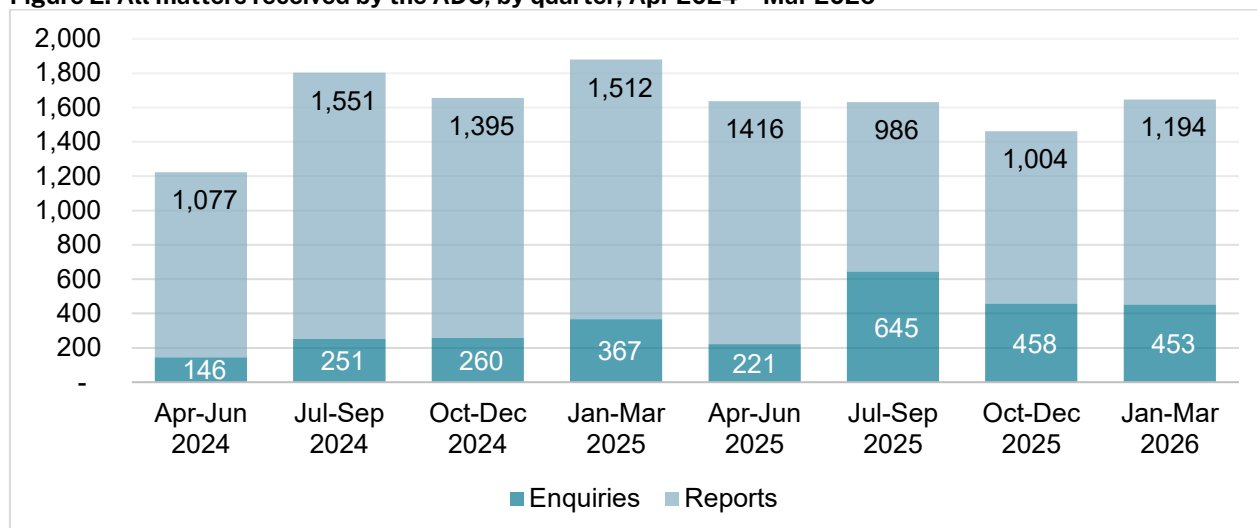
#### 1.2 Number of reports and enquiries

Between 1 January and 31 March 2026, the ADC received **1,647 matters**, comprising:

- **1,194 reports** (72.5%) under section 13 of the *Ageing and Disability Commissioner Act 2019*
- **453 enquiries** (27.5%) – involving 138 general enquiries, and 315 abuse-related enquiries.

The number of **reports** received during the quarter was 18.9% higher than the previous quarter (1,004).

Figure 2: All matters received by the ADC, by quarter, Apr 2024 – Mar 2026<sup>1</sup>



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

### 2.1 Person status

Of the **1,194 reports** received by the ADC in January – March 2026:

- **936 reports (78.4%) involved older people<sup>3</sup>**, including 394 reports about older people with disability.
- **258 reports (21.6%) involved adults with disability<sup>4</sup>** who were not older people.

### 2.2 First Nations background

In 4% of reports to the ADC in January – March 2026, the adult with disability or older person was identified as Aboriginal and/or Torres Strait Islander. This proportion was higher than the previous quarter (3.1%) but lower than the 2024-25 figure (4.7%).

Table 1: First Nations status of person the subject of a report to the ADC, by person status, Jan – Mar 2026

	Older people (n=936)	% of reports about older people	Adults with disability (n=258)	% of reports about adults with disability	All reports (n=1,194)	% of all reports
Person identified as Aboriginal and/or Torres Strait Islander	35	3.7%	13	5.0%	<b>48</b>	<b>4.0%</b>

<sup>1</sup> At the beginning of August 2025, we made changes to our intake process to allow a greater number of matters to be managed as enquiries.

<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 21 April 2026.

<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*.

## 2.3 Culturally and linguistically diverse background

In 5.3% of reports to the ADC in January – March 2026, the adult with disability or older person was identified as having a culturally and linguistically diverse (CALD) background. This proportion was lower than the previous quarter (6.9%) and the 2024-25 figure (7.5%).

**Table 2: CALD status of person the subject of a report to the ADC, by person status, Jan – Mar 2026**

	Older people (n=936)	% of reports about older people	Adults with disability (n=258)	% of reports about adults with disability	All reports (n=1,194)	% of all reports
Person identified as having a CALD background	53	5.7%	10	3.9%	<b>63</b>	<b>5.3%</b>

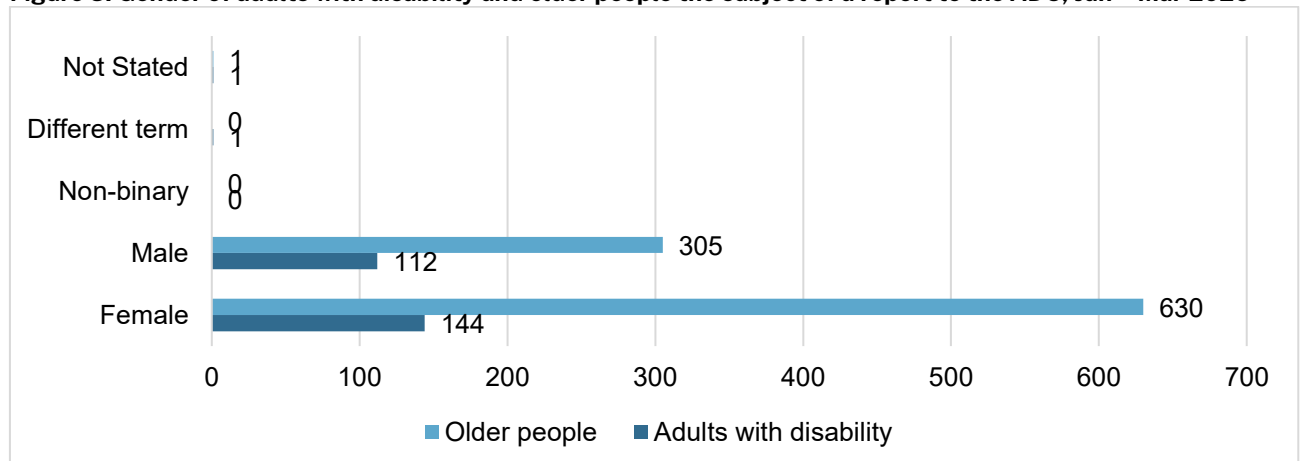
**Table 3: Top 10 primary languages other than English spoken at home by people the subject of a report to the ADC, by person status, Jan – Mar 2026**

Rank	Older people (n=936)	Rank	Adults with disability (n=258)
1	Arabic	1	Indonesian
2	Greek	2	Arabic
3	Italian	3	Filipino (Tagalog)
4	Croatian	4	Maltese
5	Cantonese	5	Other
6	Turkish	6	Dinka
7	Portuguese	7	Hungarian
8	Maltese	8	Karenni
9	Mandarin		
10	Spanish		

## 2.4 Gender

Consistent with previous reporting, two-thirds of the 936 reports to the ADC about older people in January – March 2026 related to females (67.3%). Of the 258 reports about adults with disability during the quarter, more than half related to females (55.8%).

**Figure 3: Gender of adults with disability and older people the subject of a report to the ADC, Jan – Mar 2026**

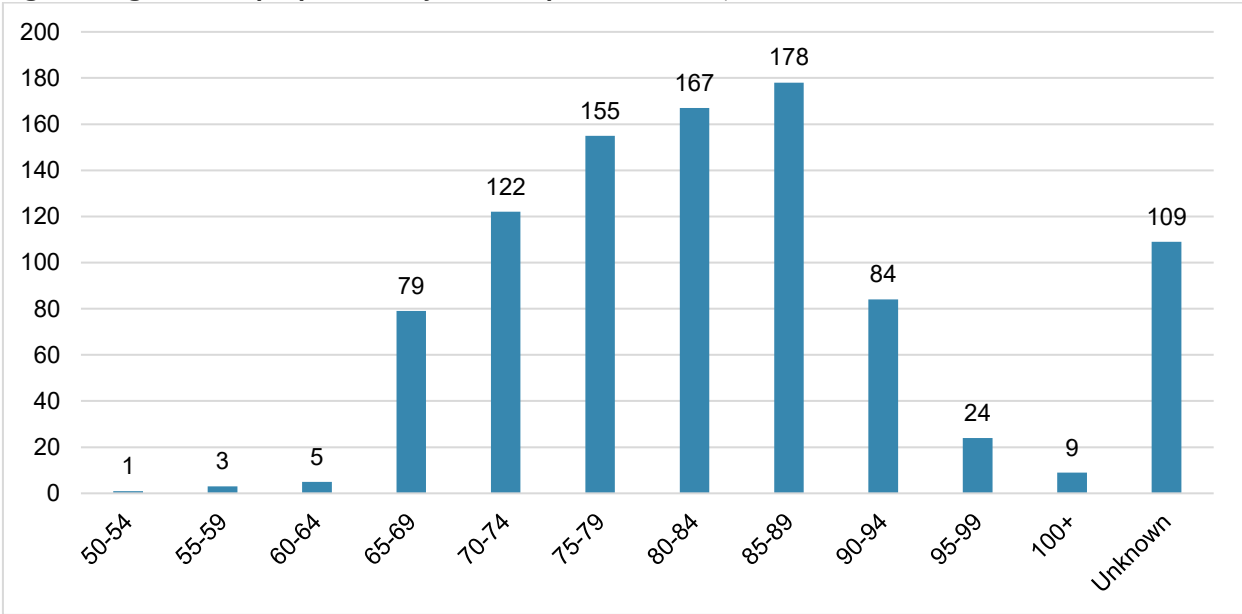


## 2.5 Age

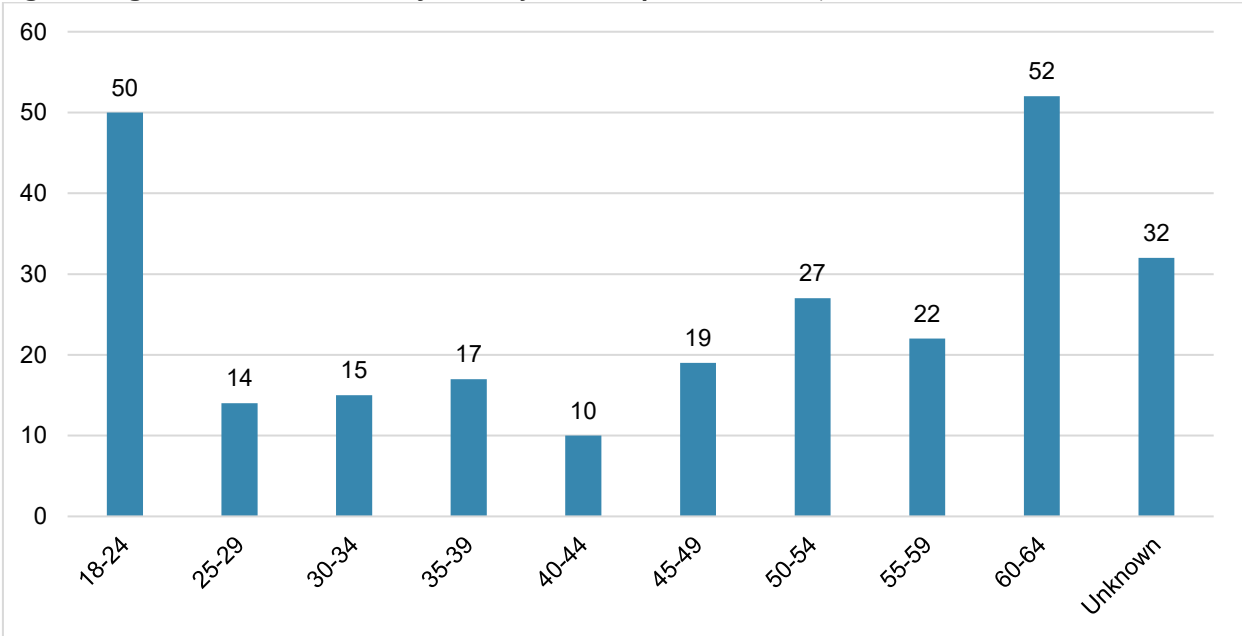
Among the 936 reports to the ADC about older people in January – March 2026, the largest proportion related to adults aged 85-89 years (19%).

The largest proportion of the 258 reports about adults with disability related to adults aged 18-24 (19.4%) and 60-64 years (20.2%).

**Figure 4: Age of older people the subject of a report to the ADC, Jan – Mar 2026**

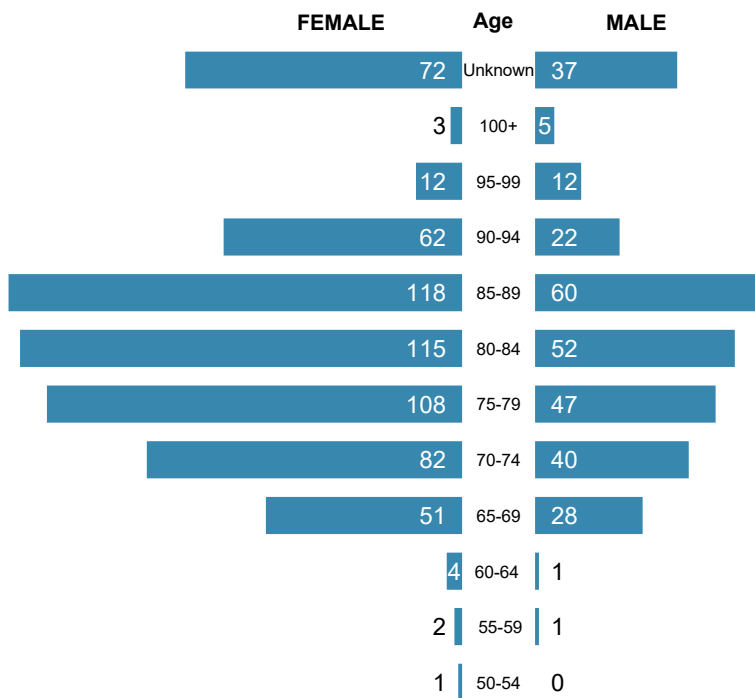


**Figure 5: Age of adults with disability the subject of a report to the ADC, Jan – Mar 2026**



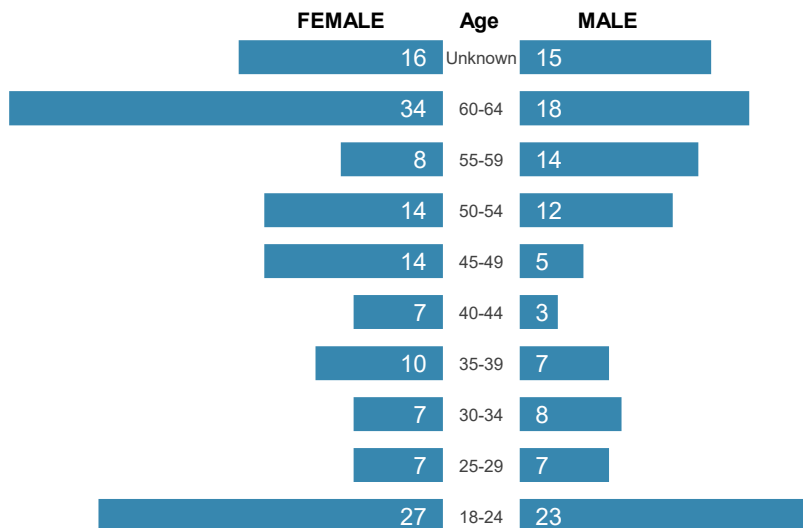
A higher number of reports about older people related to females than males across most age groups. The exceptions were ages 95-99 years, where there was an equal distribution, and 100+ years, where a higher number of reports related to males.

**Figure 6: Age and gender of older people the subject of a report to the ADC, Jan – Mar 2026<sup>5</sup>**



A higher number of reports about adults with disability related to females than males across most age groups. The exceptions were ages 25-29 years, where there was an equal distribution, and ages 30-34 years and 55-59 years, where a higher number of reports related to males.

**Figure 7: Age and gender of adults with disability the subject of a report to the ADC, Jan – Mar 2026<sup>5</sup>**



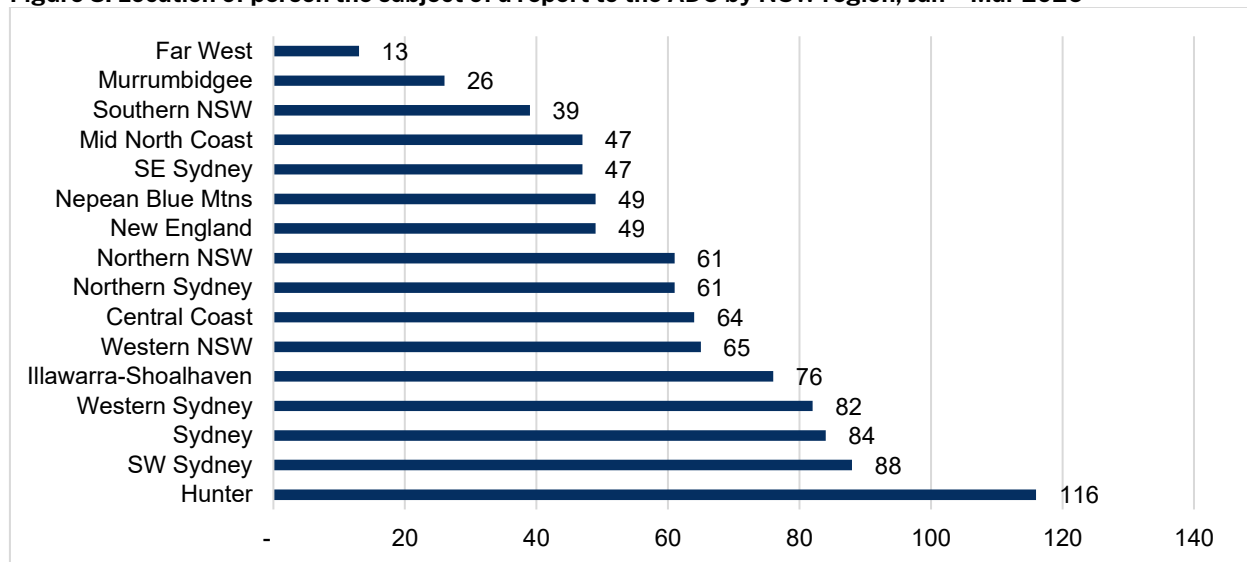
<sup>5</sup> Excluded numbers of unknown gender and/or other gender (i.e. not stated, non-binary, and/or different term).

## 2.6 Location of person

Of the 1,194 reports to the ADC in January – March 2026 for which the person’s location was known, more than half related to individuals living in regional areas of NSW (556; 57.5%). This pattern was consistent across reports about both older people (430; 57.4%) and adults with disability (126; 57.8%).

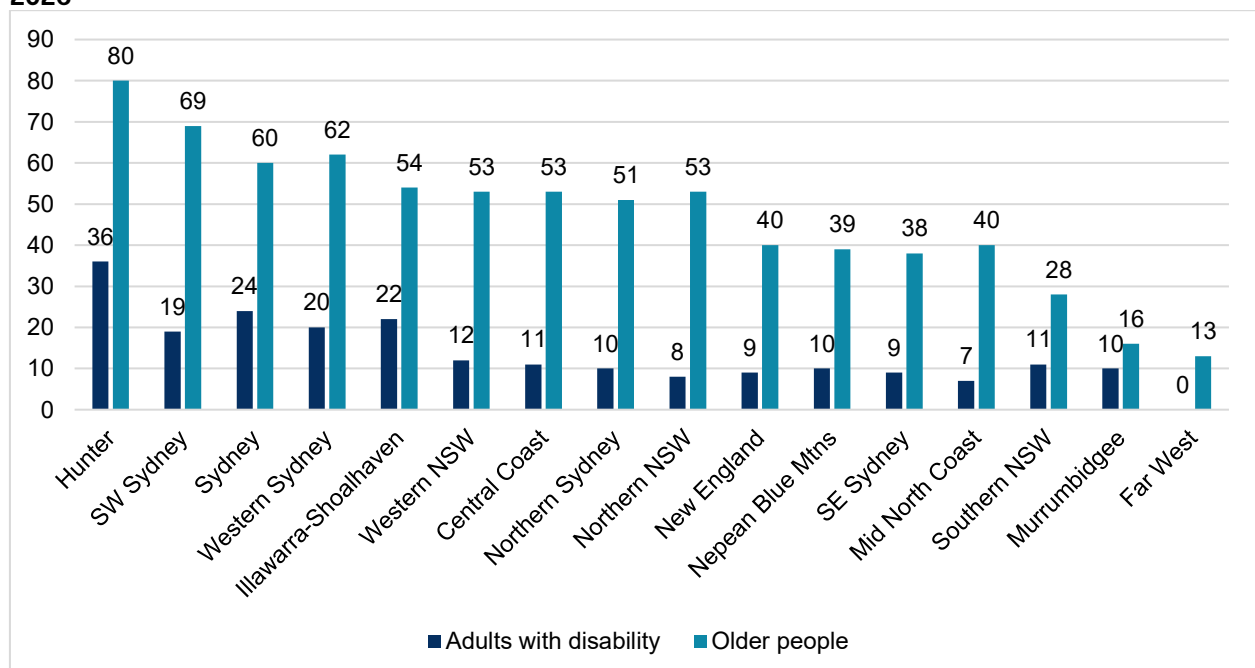
During the quarter, the largest proportion of reports related to adults living in the Hunter region (116; 12%), followed by South Western Sydney (88; 9.1%) and Sydney regions (84; 8.7%).

**Figure 8: Location of person the subject of a report to the ADC by NSW region, Jan – Mar 2026**



The highest number of reports about older people related to adults living in the Hunter region (80; 10.7%), followed by South Western Sydney region (69; 9.2%). The highest number of reports about adults with disability related to adults living in the Hunter region (36; 16.5%), followed by the Sydney region (24; 11%).

**Figure 9: Location of person the subject of a report to the ADC by person status and NSW region, Jan – Mar 2026**



At the Local Government Area (LGA) level, adults who were the subject of a report to the ADC between January and March 2026 most commonly resided in the Central Coast (64 reports), Blacktown (49 reports), and Lake Macquarie (40 reports) LGAs.

**Table 4: Main LGAs of people who were the subject of a report to the ADC, Jan – Mar 2026**

Rank <sup>6</sup>	Local Government Area	Number of cases	Rank <sup>6</sup>	Local Government Area	Number of cases
1	Central Coast	64	11	Cumberland	22
2	Blacktown	49	12	Tweed	21
3	Lake Macquarie	40	12	Bayside	21
4	Shoalhaven	32	14	Clarence Valley	20
4	Wollongong	32	15	Cessnock	19
6	Canterbury-Bankstown	30	15	Mid-Coast	19
7	Campbelltown	26	15	Dubbo Regional	19
7	Newcastle	26	15	Northern Beaches	19
9	Hornsby	24	19	Liverpool	17
10	Fairfield	23	19	Sydney	17

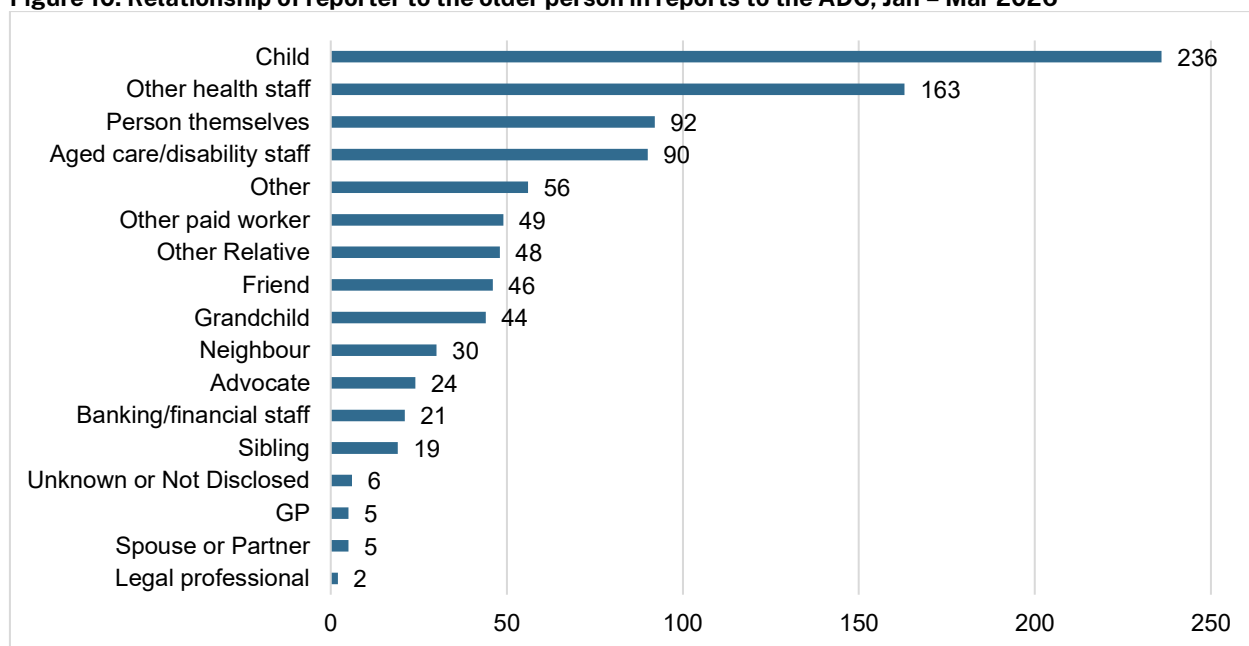
### 3. Reporters

#### 3.1 Relationship of reporter to the adult

##### Older people

Paid workers (35.3%), mainly from health services, and adult children (25.2%) were the main reporters to the ADC about older people in January – March 2026. Reports made by older people themselves (‘Person themselves’) accounted for 9.8% of the 936 reports about older people during the quarter.

**Figure 10: Relationship of reporter to the older person in reports to the ADC, Jan – Mar 2026**

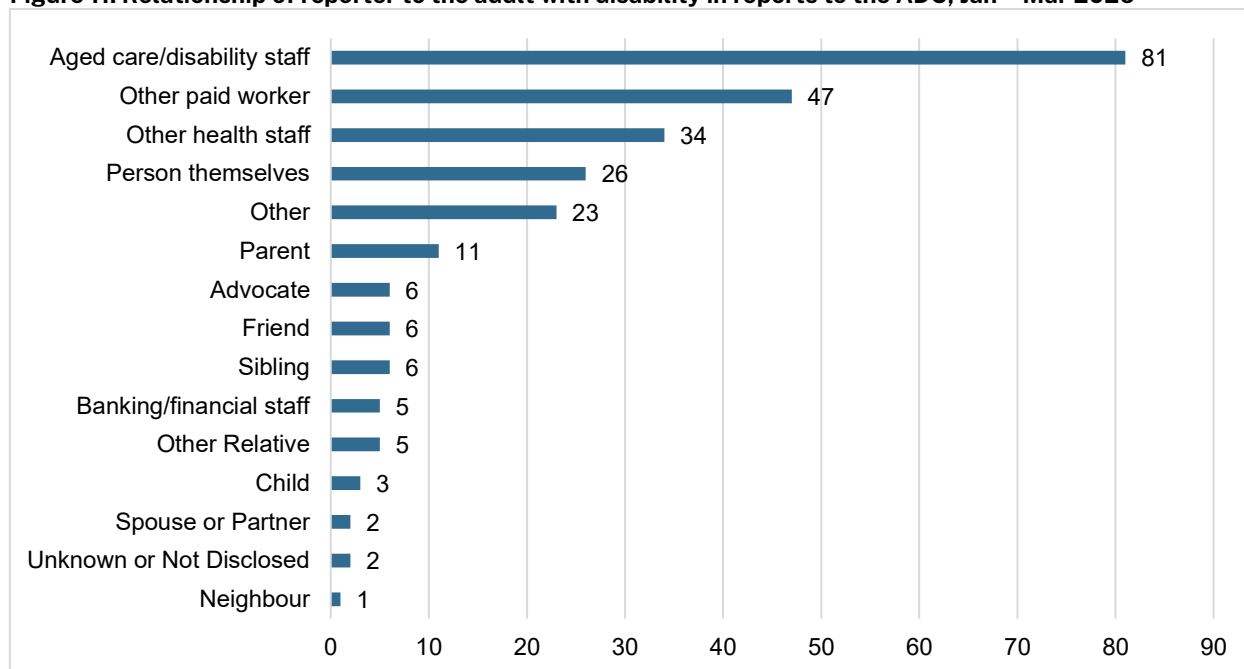


<sup>6</sup> Ranks include ties where equal counts occurred.

## Adults with disability

Paid workers, primarily from disability services, were the leading source of reports to the ADC about adults with disability in January – March 2026, accounting for nearly two-thirds of reports (64.7%). Reports made by the adult with disability themselves ('Person themselves') accounted for 10.1% of the 258 reports.

**Figure 11: Relationship of reporter to the adult with disability in reports to the ADC, Jan – Mar 2026**



## 4. Subjects of allegation

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

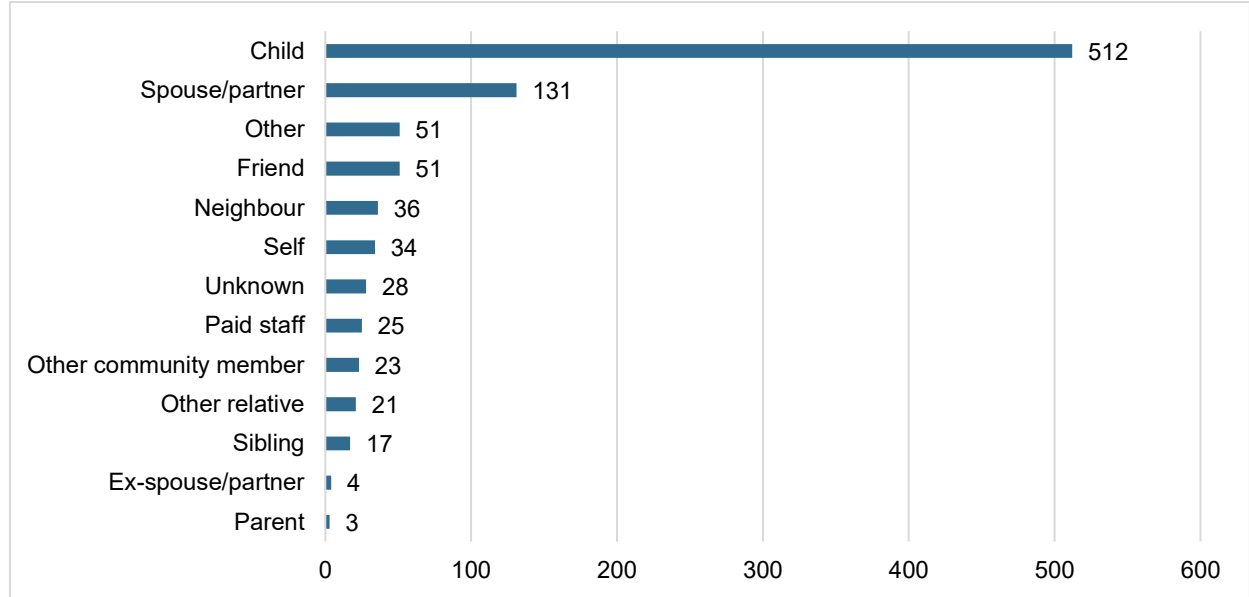
#### Older people

More than half of the 936 reports to the ADC about older people in January – March 2026 involved allegations against the adult's adult children (54.7%). In total, relatives<sup>7</sup> were the subjects of allegation in 59.1% of reports about older people in this quarter.

In 135 reports (14.4%), the subject of allegation was the older person's current or former intimate partner.

<sup>7</sup> For the purposes of our analysis, 'relatives' does not include the adult's intimate partner or ex-intimate partner.

**Figure 12: Relationship of the subject of allegation to the older person in reports to the ADC, Jan – Mar 2026**

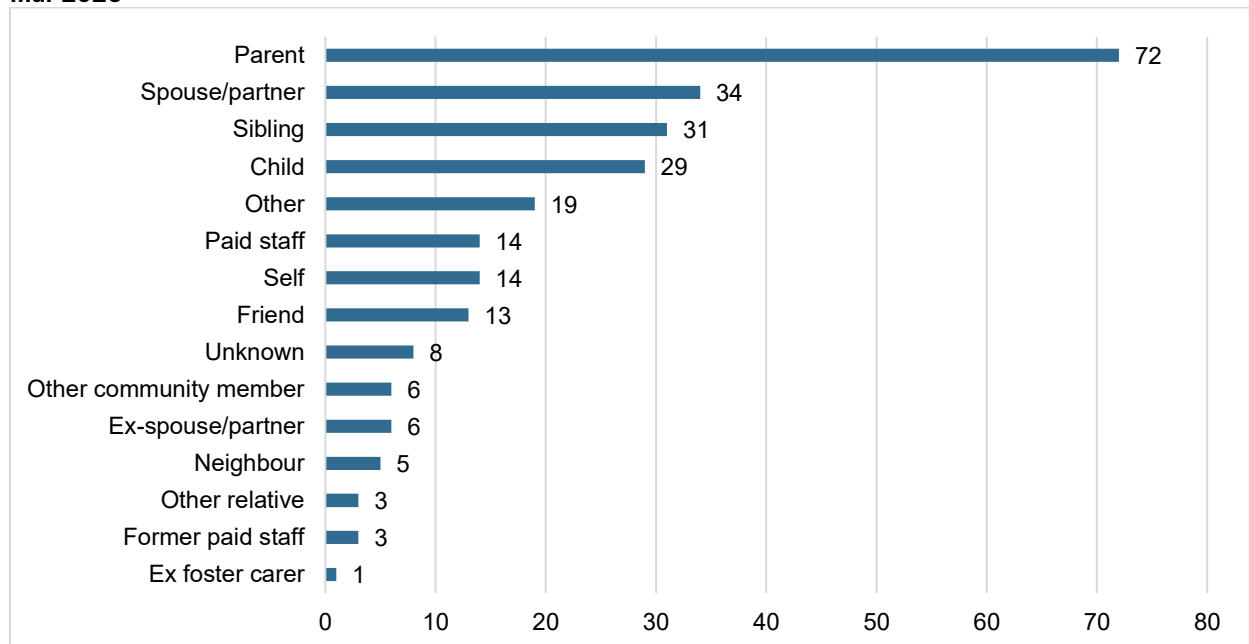


## Adults with disability

Over one-quarter of the 258 reports to the ADC about adults with disability in January – March 2026 involved allegations against the adult’s parent/s (27.9%). In total, relatives<sup>8</sup> were the subjects of allegation in 52.3% of the reports about adults with disability in this quarter.

In 40 reports (15.5%), the subject of allegation was the adult’s current or former intimate partner.

**Figure 13: Relationship of the subject of allegation to the adult with disability in reports to the ADC, Jan – Mar 2026**



<sup>8</sup> For the purposes of our analysis, ‘relatives’ does not include the adult’s intimate partner or ex-intimate partner.

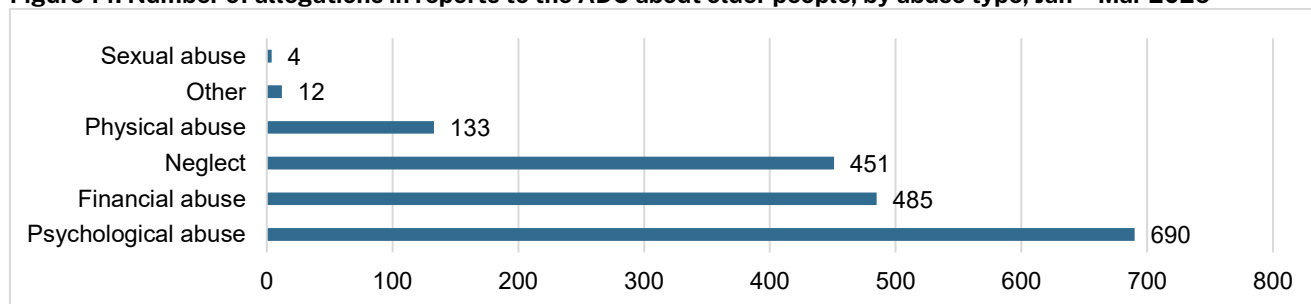
## 5. Type of alleged abuse

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

### Older people

Consistent with previous reporting, the most common types of alleged abuse against older people in January – March 2026 were psychological abuse (38.9%), financial abuse (27.3%), and neglect (25.4%).

**Figure 14: Number of allegations in reports to the ADC about older people, by abuse type, Jan – Mar 2026**



**Table 5: Type of alleged abuse of the older person in reports to the ADC, Jan – Mar 2026<sup>9</sup>**

Type of alleged abuse	Number of allegations	% of all allegations
<b>Psychological abuse</b> (Mainly verbal abuse; preventing/restricting access to family/others; and preventing/restricting access to supports/services)	690	38.9%
<b>Financial abuse</b> (Mainly financial exploitation from undue influence and manipulation; theft; and misuse of Power of Attorney or Enduring POA)	485	27.3%
<b>Neglect</b> (Mainly failure to meet support needs; neglect of medical, dental, or allied health care; and self-neglect)	451	25.4%
<b>Physical abuse</b> (Mainly hitting/kicking/punching; pushing/shoving/grabbing/shaking; and threat of harm)	133	7.5%
<b>Other</b>	12	0.7%
<b>Sexual abuse</b> (Mainly sexual touching and sexual assault)	4	0.2%
<b>Total</b>	<b>1,775</b>	<b>100%</b>

<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.

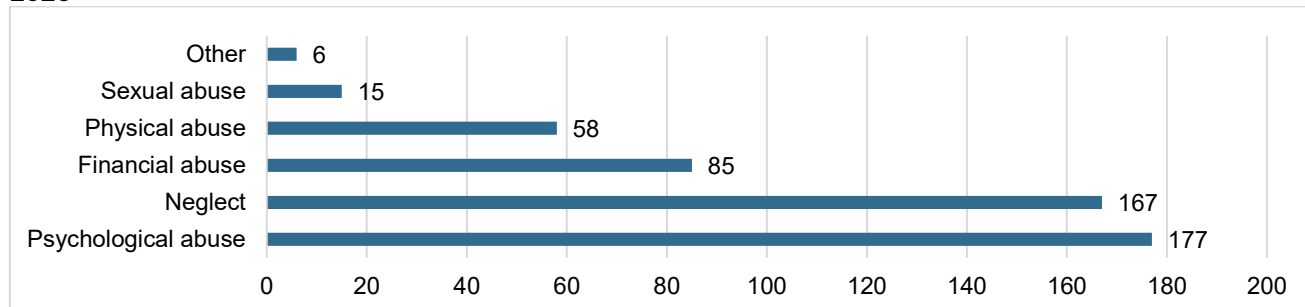
**Table 6: Leading reported allegations in relation to older people, Jan – Mar 2026**

	Reported allegation	Number of cases
1	Psychological abuse – Verbal abuse	203
2	Neglect – Failure to meet support needs	172
3	Financial exploitation – Undue influence, manipulation	163
4	Financial abuse – Theft	103
5	Psychological abuse – Preventing/restricting access to family/others	98
6	Neglect – Medical care/dental/allied health	76
7	Psychological abuse – Preventing/restricting access to supports/services	74
8	Psychological abuse – Intimidation	60
9	Financial abuse – Misuse of Power of Attorney or Enduring POA	59
10	Neglect – Self-neglect	52

## Adults with disability

Consistent with previous reporting, the most common types of alleged abuse against adults with disability during January – March 2026 were psychological abuse (34.8%), neglect (32.9%), and financial abuse (16.7%).

**Figure 15: Number of allegations in reports to the ADC about adults with disability, by abuse type, Jan – Mar 2026**



**Table 7: Type of alleged abuse of the adult with disability in reports to the ADC, Jan – Mar 2026<sup>10</sup>**

Type of alleged abuse	Number of allegations	% of all allegations
<b>Psychological abuse</b> (Mainly verbal abuse; preventing/restricting access to supports/services; and making excessive or degrading demands)	177	34.8%
<b>Neglect</b> (Mainly failure to meet support needs; neglect of medical, dental, or allied health care; and self-neglect)	167	32.9%

<sup>10</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.

<b>Financial abuse</b> (Mainly financial exploitation from undue influence and manipulation; preventing access to/withholding person's money; and theft)	85	16.7%
<b>Physical abuse</b> (Mainly hitting/kicking/punching; and pushing/shoving/grabbing/shaking)	58	11.4%
<b>Sexual abuse</b> (Mainly sexual assault; sexual coercion; and sexual touching)	15	3.0%
<b>Other</b>	6	1.2%
<b>Total</b>	<b>508</b>	<b>100%</b>

**Table 8: Leading reported allegations in relation to adults with disability, Jan – Mar 2026**

	<b>Reported allegation</b>	<b>Number of cases</b>
1	Neglect – Failure to meet support needs	53
2	Psychological abuse – Verbal abuse	37
3	Psychological abuse – Preventing/restricting access to supports/services	33
4	Neglect – Medical care/dental/allied health	30
5	Neglect – Self-neglect	23
6	Psychological abuse – Making excessive or degrading demands	21
7	Financial exploitation – Undue influence, manipulation	20
8	Physical abuse – Hit/kick/punch	18
9	Psychological abuse – Preventing/restricting access to family/others	15
9	Neglect – Hoarding/squalor/unsafe environment	15

## 6. Actions/outcomes

The ADC closed 1,075 reports in January – March 2026, an increase of 17.2% on the previous quarter (917).

Most reports to the ADC are handled solely by the Ageing and Disability Abuse Helpline, providing information, referrals, and assistance at an early point. Of the 1,075 reports closed in January – March 2026, 884 (82%) were handled solely by the Helpline, and 191 reports (18%) were handled by the Helpline and the Community Supports and Investigations Unit.

### 6.1 Helpline assistance provided

The main assistance provided by the Helpline included upskilling the reporter on the available options, how to assist the Person, and suggested next steps; making or providing information about referrals to relevant services or supports; and undertaking safety planning with the Person or supporter.

**Table 9: Main types of assistance provided by the Helpline, reports closed Jan – Mar 2026**

Type of assistance provided	Report <sup>11</sup>
Upskilling/education for reporter	433
Referral made or suggested	228
Safety planning	200
Information, resources or tools provided	191
Rights-focused advice provided	116
Increased supports and services	115
Will and preference ascertained/upheld	112
Increased social connection	39
Addressed carer stress/education	32

## 6.2 Person outcomes

In the 191 reports handled by both the Helpline and the Community Supports and Investigations Unit and closed in January – March 2026, outcomes for the older person or adult with disability included that their will and preference was ascertained and upheld, their support providers were upskilled to focus on upholding the Person’s rights, including their will and preference; and assistance was provided to increase supports to the Person, including aged care, advocacy, health care and disability support.

**Table 10: Leading outcomes for the person the subject of a report to the ADC, reports closed Jan-Mar 2026**

Person outcomes	Number of cases <sup>12</sup>
Will and preference ascertained/upheld	113
Educated providers - person-centred focus	82
Advice to family/friends - person-centred	73
Helped to access or increase aged care supports	22
Advocacy/decision making support	19
Reduced social isolation	17
Helped to access or review/increase disability support	16
Helped to access or review/increase health/medical services	16
Moved to alternative accommodation	15
Guardianship order put in place	13

## 6.3 Subject of allegation outcomes

In the 191 reports handled by both the Helpline and the Community Supports and Investigations Unit that were closed in January – March 2026, the main outcomes in relation to the subjects of allegation included that education, advice, or guidance were provided; the party was linked to supports or assistance; and actions were taken to prevent or manage their access to the Person.

<sup>11</sup> There can be multiple types of assistance recorded per report.

<sup>12</sup> There can be multiple outcomes for an individual.

**Table 11: Leading outcomes in relation to the subject of allegation in a report to the ADC, reports closed Jan – Mar 2026**

Subject of allegation outcomes	Number of cases <sup>13</sup>
Education or advice provided	77
Linked to other support or assistance	46
Linked to carer support	14
Apprehended Violence Order (ADVO/APVO) put in place	9
Prevented from access	8
Removal as authorised representative	7
Reduced/supervised access	6
Removed access to accounts	5
Referral to professional/oversight body	5
Removal as Power of Attorney or Enduring POA	4

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<sup>13</sup> There can be multiple outcomes in relation to the subject of allegation in a report.