

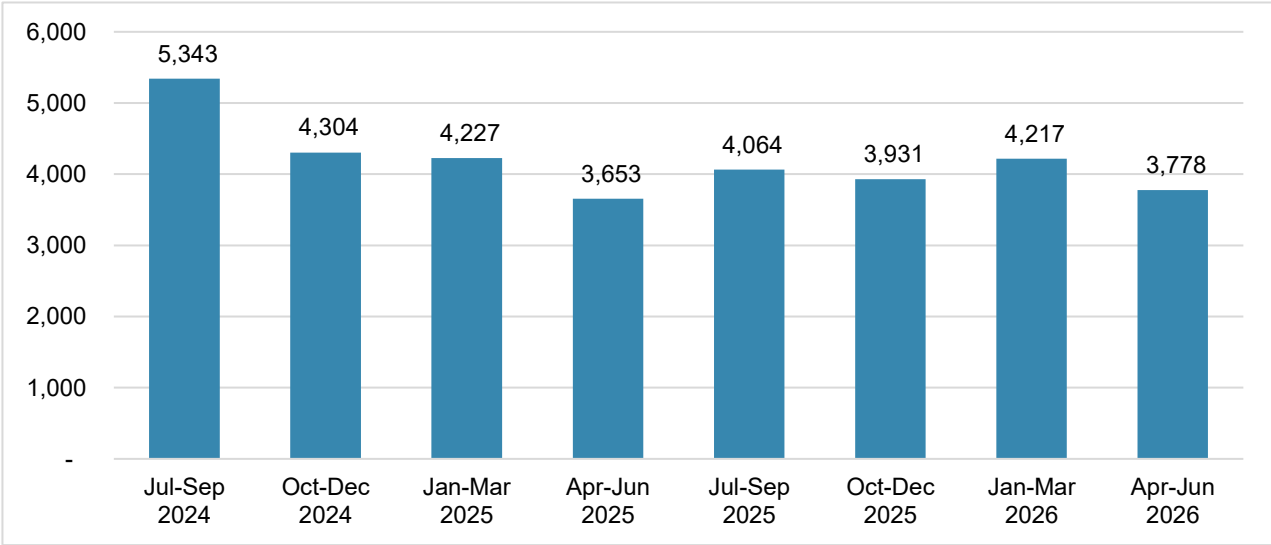
Ageing and Disability Commission (ADC) data April – June 2026

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 2026, the Helpline received **3,778 calls**. This was a **3.4%** increase on calls compared with the same quarter in the previous year (3,653).

Figure 1: Number of calls received by the Helpline, by quarter, July 2024 – June 2026



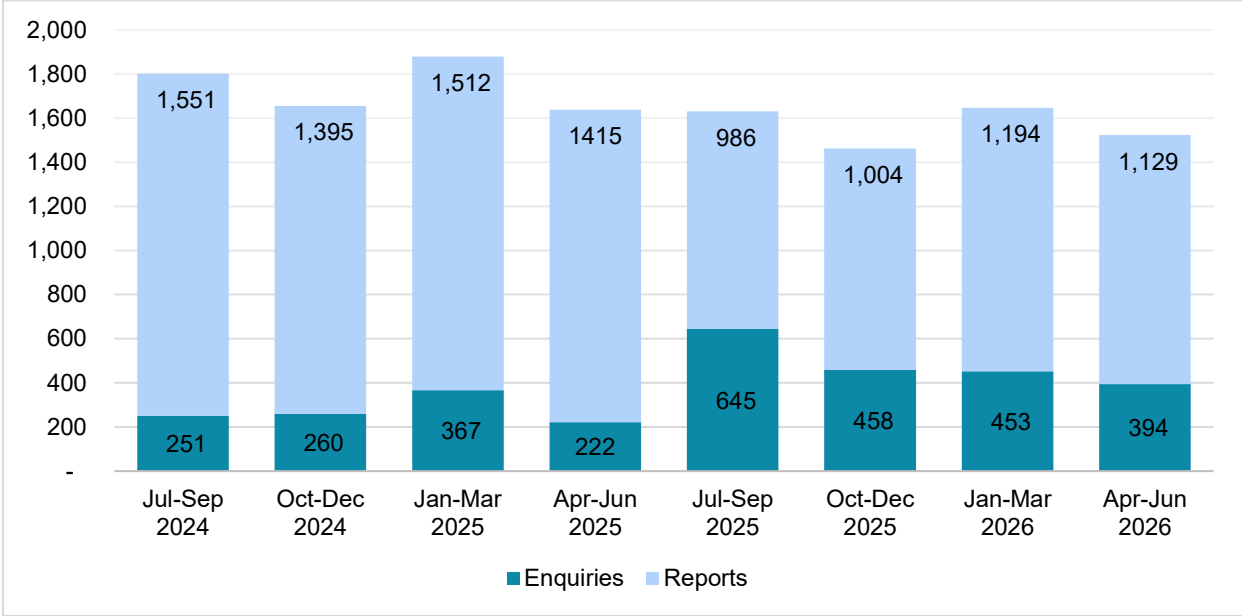
1.2 Number of reports and enquiries

Between 1 April and 30 June 2026, the ADC received **1,523 matters**, comprising:

- **1,129 reports** (74.1%) under section 13 of the *Ageing and Disability Commissioner Act 2019*
- **394 enquiries** (25.9%) – involving 100 general enquiries, and 294 abuse-related enquiries.

The number of reports received during the quarter was slightly lower than the previous quarter (1,194).

Figure 2: All matters received by the ADC, by quarter, July 2024 – June 2026¹



2. Person status and demographics²

2.1 Person status

Of the **1,129 reports** received by the ADC in April – June 2026:

- **876 reports (77.6%) involved older people³**, including 412 reports about older people with disability.
- **253 reports (22.4%) involved adults with disability⁴** who were not older people.

2.2 First Nations background

In 4.2% of reports to the ADC in April – June 2026, the adult with disability or older person was identified as Aboriginal and/or Torres Strait Islander. This proportion was slightly higher than the previous quarter (4%) but lower than 2024-25 (4.7%).

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

	Older people (n=876)	% of reports about older people	Adults with disability (n=253)	% of reports about adults with disability	All reports (n=1,129)	% of all reports
Person identified as Aboriginal and/or Torres Strait Islander	33	3.8%	14	5.5%	47	4.2%

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

² As the data on reports includes active and open cases, some of the data is subject to change. Data is current as of 28 July 2026.

³ Adults aged 65 years and older, and Aboriginal and/or Torres Strait Islander adults aged 50 years and older.

⁴ 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 6.3% of reports to the ADC in April – June 2026, the adult with disability or older person was identified as having a culturally and linguistically diverse (CALD) background. This proportion was higher than the previous quarter (5.3%) but lower than 2024-25 (7.5%).

Table 2: CALD status of person the subject of a report to the ADC, by person status, April – June 2026

	Older people (n=876)	% of reports about older people	Adults with disability (n=253)	% of reports about adults with disability	All reports (n=1,129)	% of all reports
Person identified as having a CALD background	55	6.3%	16	6.3%	71	6.3%

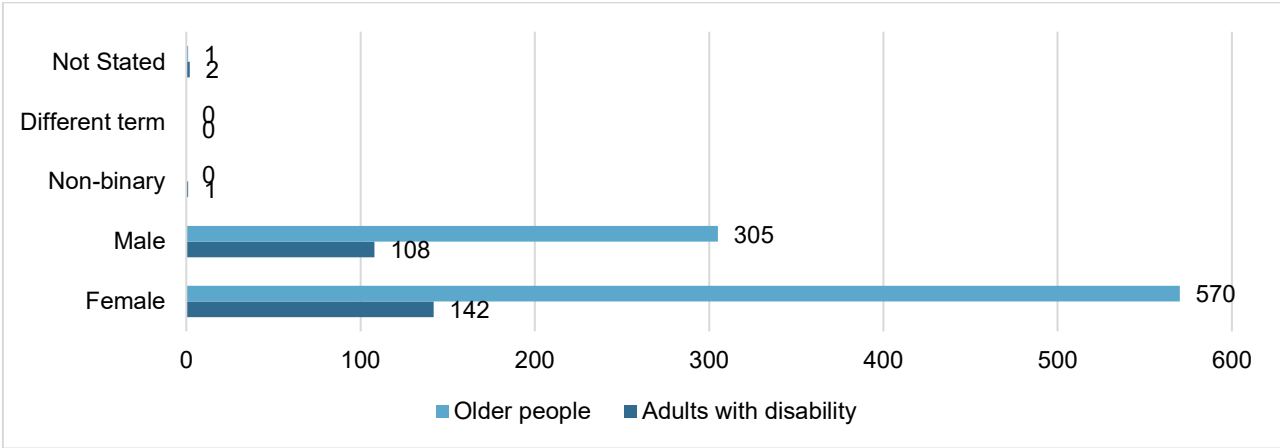
Table 3: Top 10 primary languages other than English spoken at home by people the subject of a report to the ADC, by person status, April – June 2026

Rank	Older people (n=876)	Rank	Adults with disability (n=253)
1	Italian	1	Greek
2	Greek	2	Filipino (Tagalog)
3	Arabic	3	Other
4	Macedonian	4	Turkish
5	Cantonese	5	Vietnamese
6	Croatian	6	Khmer
7	Russian	7	Korean
8	Spanish	8	Kurdish
9	Serbian	9	Portuguese
10	Filipino (Tagalog)	10	Macedonian

2.4 Gender

Consistent with previous reporting, around two-thirds (65.1%) of the 876 reports to the ADC about older people in April – June 2026 related to females. Similarly, of the 253 reports about adults with disability during the quarter, more than half (56.1%) related to females.

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



2.5 Age

In relation to the 876 reports to the ADC about older people in April – June 2026, the largest proportion related to adults aged 80-84 years (18.9%).

The largest proportion of the 253 reports about adults with disability related to adults aged 18-24 (20.6%).

Figure 4: Age of older people the subject of a report to the ADC, April – June 2026

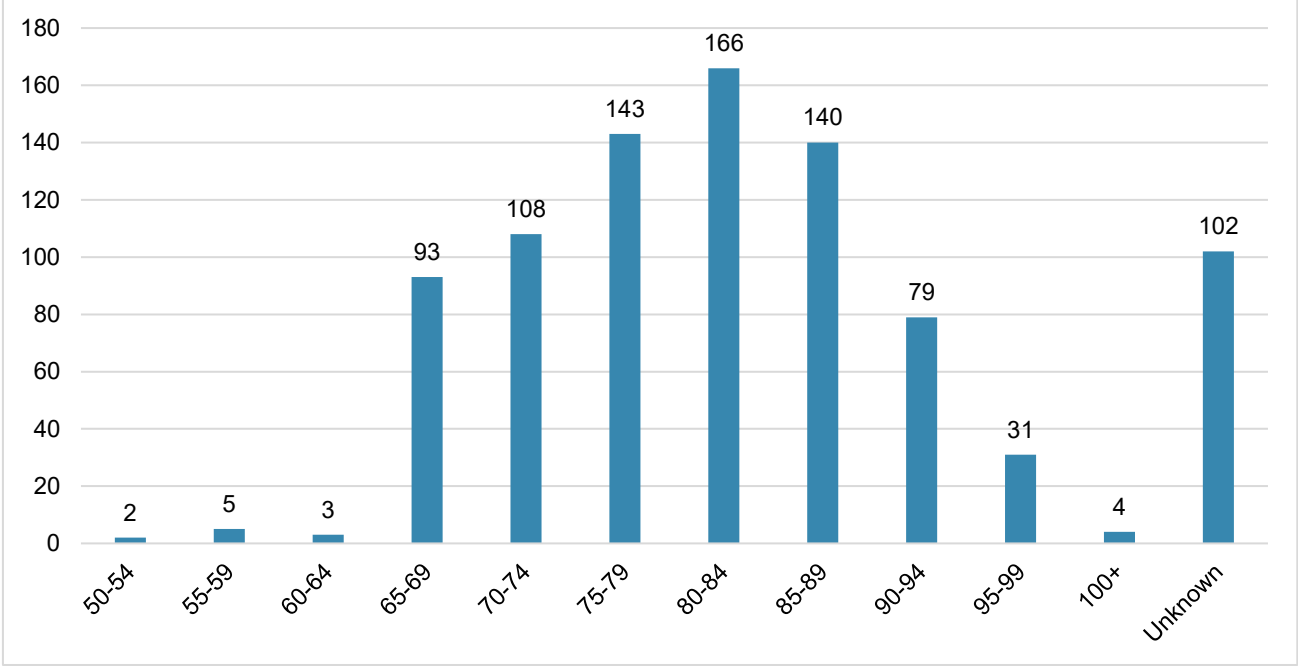
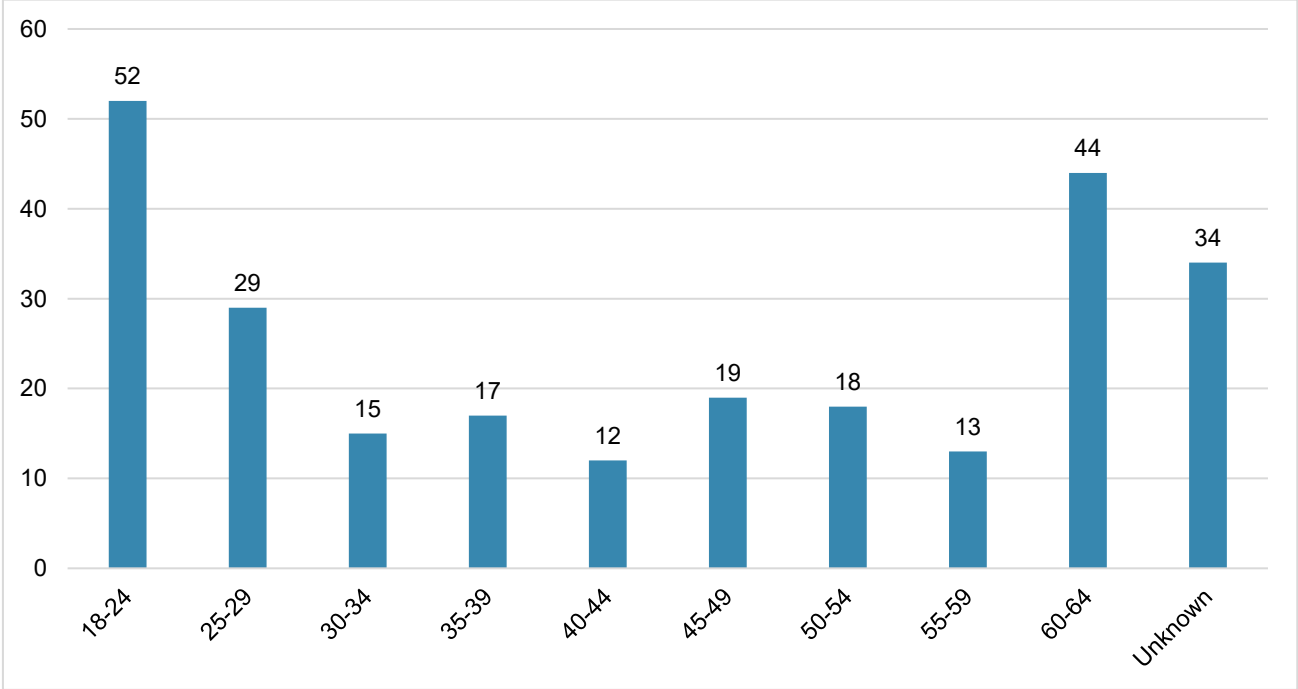
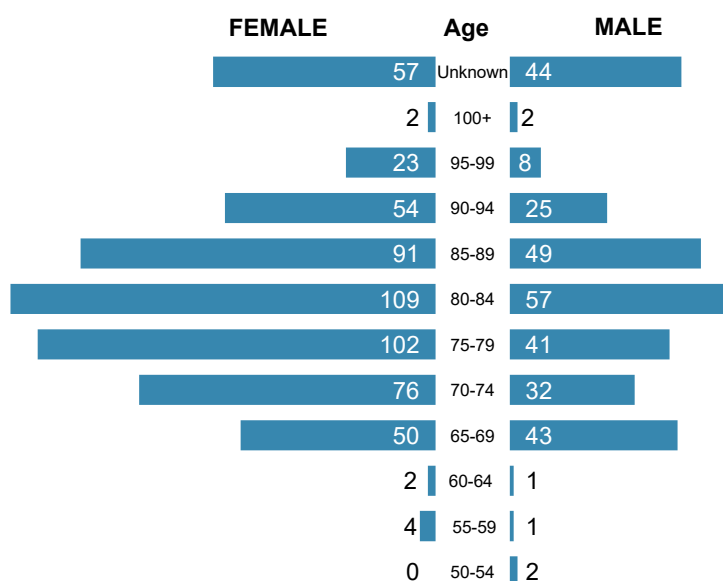


Figure 5: Age of adults with disability the subject of a report to the ADC, April – June 2026



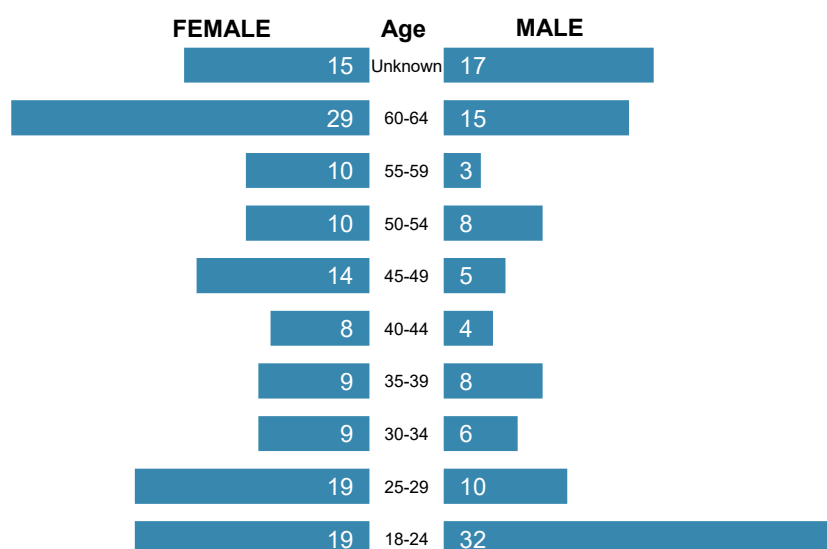
A higher number of reports about older people related to females than males across most age groups. The exceptions were ages 50-54 years, where a higher number of reports related to males, and 100+ years, where there was an equal distribution.

Figure 6: Age and gender of older people the subject of a report to the ADC, April – June 2026⁵



A higher number of reports about adults with disability related to females than males across most age groups. The exception was ages 18-24 years and unknown age.

Figure 7: Age and gender of adults with disability the subject of a report to the ADC, April – June 2026⁵



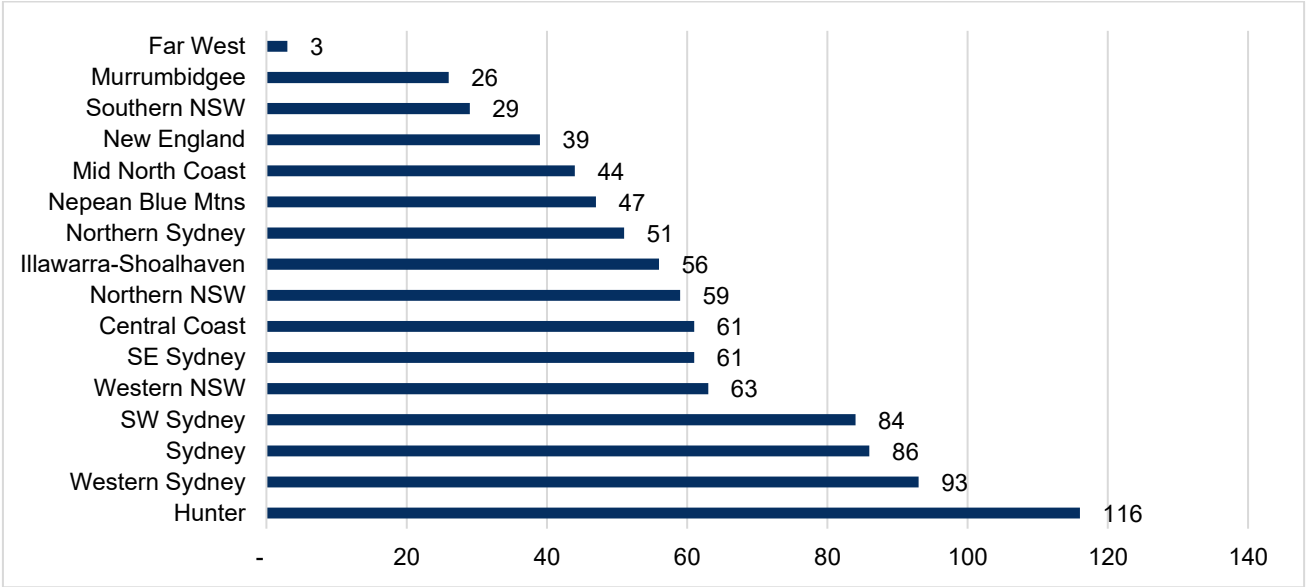
⁵ Excluded numbers of unknown gender and/or other gender (i.e. not stated, non-binary, and/or different term).

2.6 Location of person

Of the 918 reports to the ADC in April – June 2026 in which the person’s location was known, more than half related to individuals living in regional areas of NSW (496; 54%). This pattern was consistent across reports about both older people (380; 53.4%) and adults with disability (116; 56%).

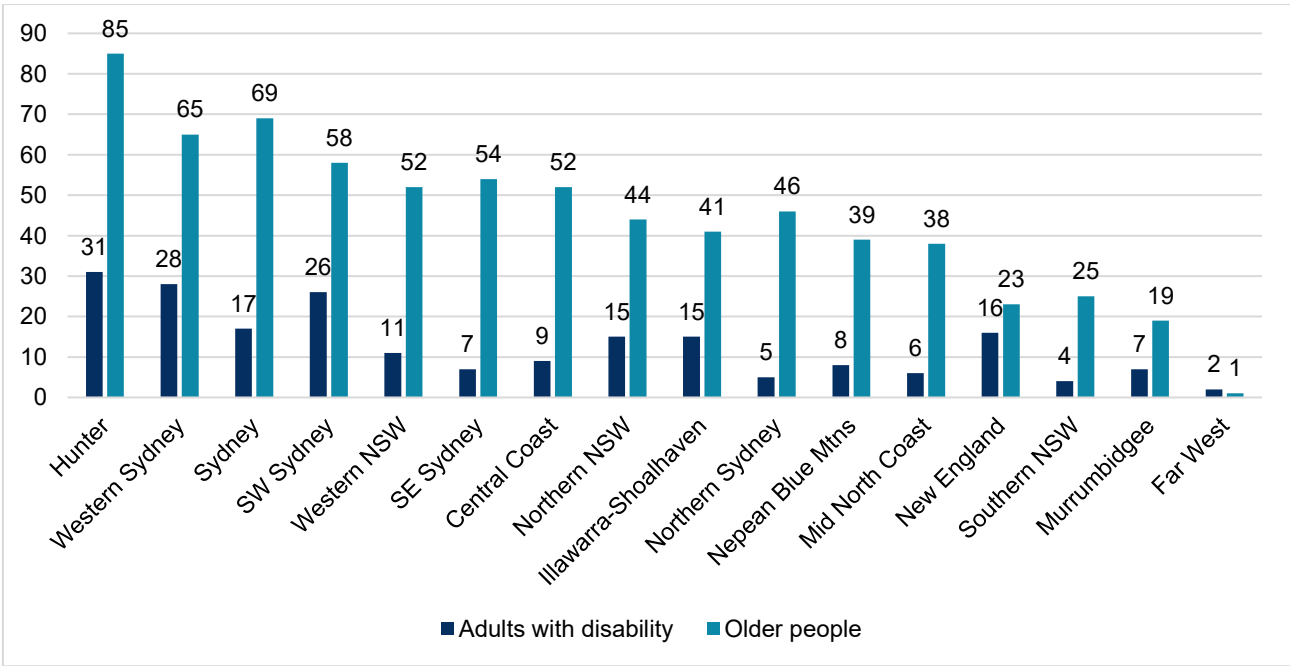
During the quarter, the largest proportion of reports related to adults living in the Hunter region (116; 12.6%), followed by Western Sydney (93; 10.1%) and Sydney regions (86; 9.4%).

Figure 8: Location of person the subject of a report to the ADC by NSW region, April – June 2026



The highest number of reports about older people related to adults living in the Hunter region (85; 12%), followed by Sydney region (69; 9.7%). The highest number of reports about adults with disability related to adults living in the Hunter region (31; 15%), followed by Western Sydney region (28; 13.5%).

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



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

Table 4: Main LGAs of people who were the subject of a report to the ADC, April – June 2026

Rank ⁶	Local Government Area	Number of cases	Rank ⁶	Local Government Area	Number of cases
1	Central Coast	61	10	Cumberland	20
2	Blacktown	58	12	Shoalhaven	19
3	Lake Macquarie	48	13	Cessnock	18
4	Canterbury-Bankstown	42	14	Tweed	15
5	Wollongong	32	14	Parramatta	15
6	Campbelltown	26	16	Lismore	14
6	Bayside	26	16	Clarence Valley	14
8	Newcastle	25	18	Bathurst Regional	13
9	Fairfield	22	18	Mid-Coast	13
10	Penrith	20	18	Sutherland Shire	13

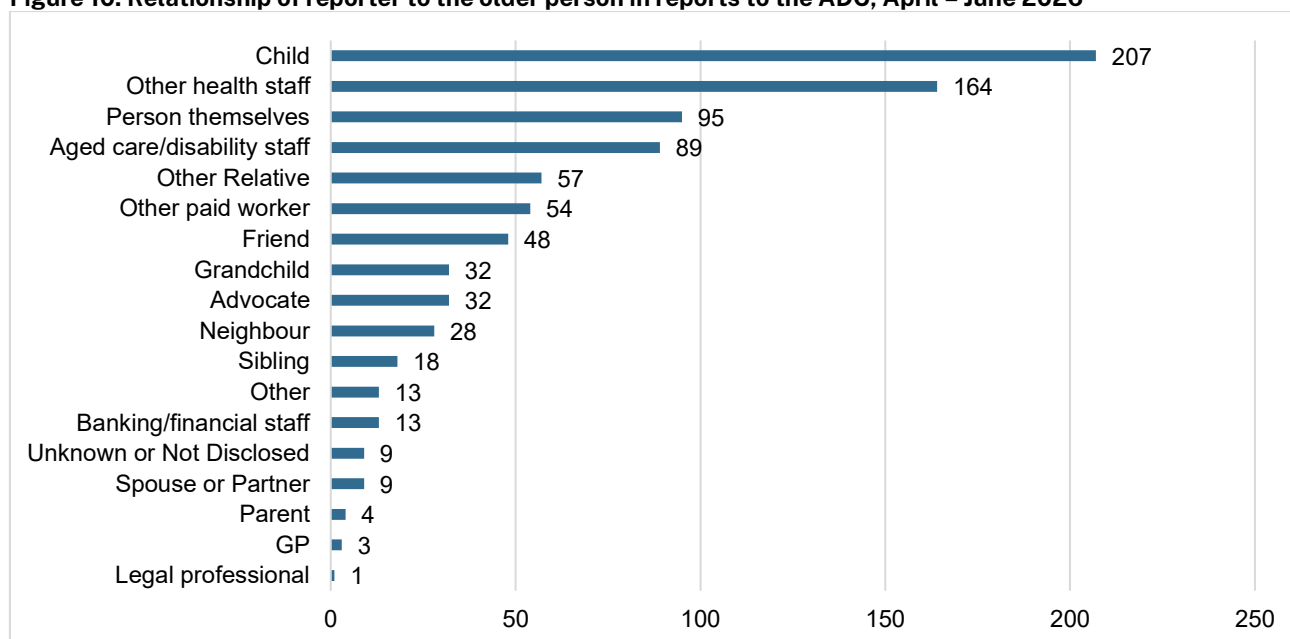
3. Reporters

3.1 Relationship of reporter to the adult

Older people

Paid workers (37%), mainly from health services, and adult children (23.6%) were the main reporters to the ADC about older people in April – June 2026. Reports made by older people themselves ('Person themselves') accounted for 10.8% of the 876 reports about older people in this quarter.

Figure 10: Relationship of reporter to the older person in reports to the ADC, April – June 2026

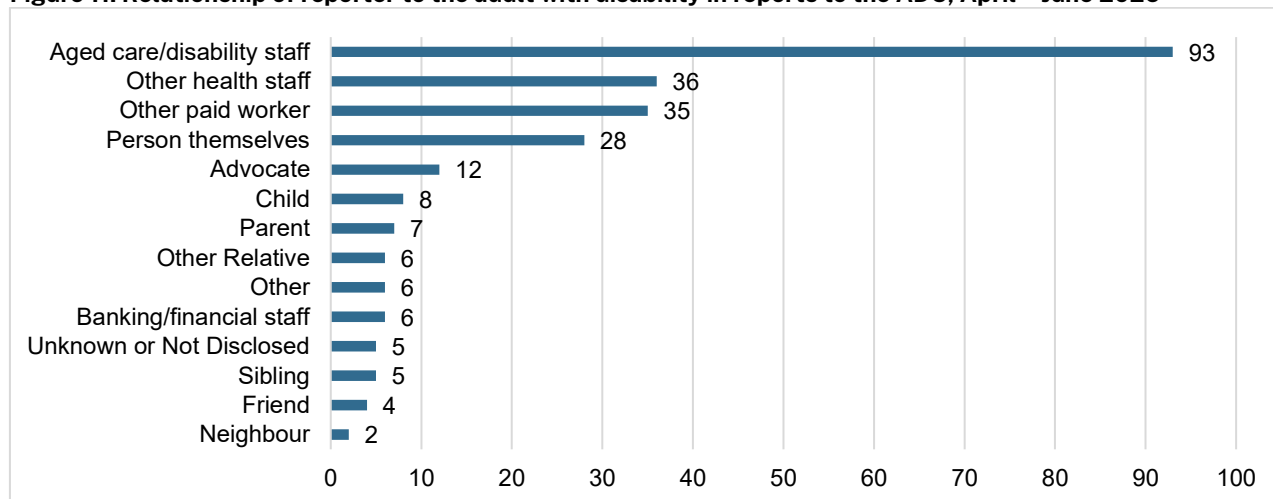


⁶ Ranks include ties where equal counts occurred.

Adults with disability

Paid workers, mainly from disability services, were the leading source of reports to the ADC about adults with disability in April – June 2026, accounting for two-thirds of reports (67.2%). Reports made by the adult with disability themselves ('Person themselves') accounted for 11.1% of the 253 reports.

Figure 11: Relationship of reporter to the adult with disability in reports to the ADC, April – June 2026



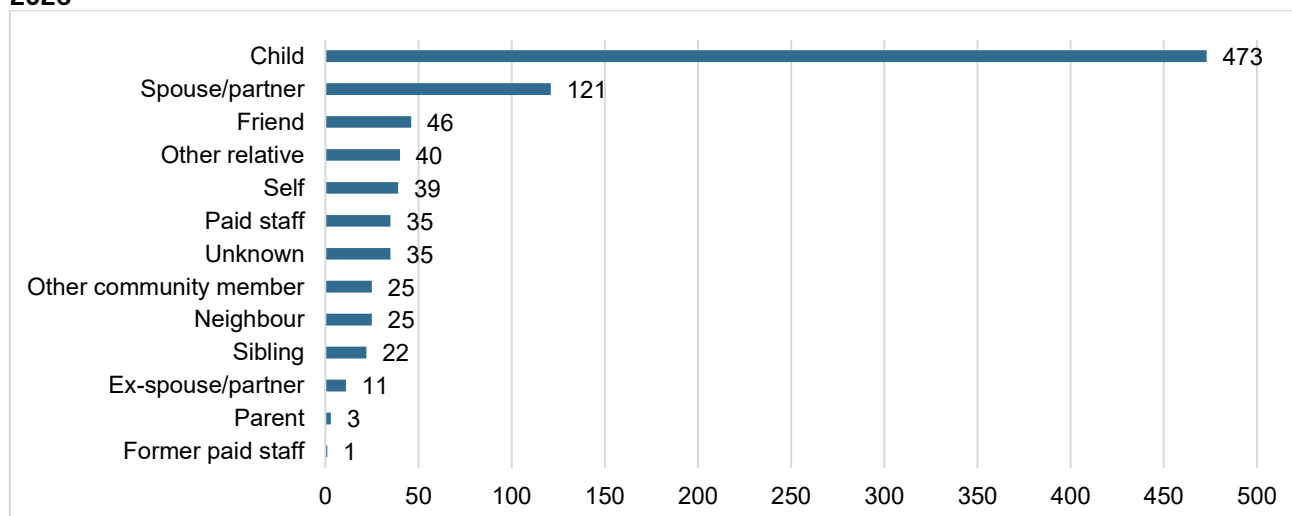
4. Subjects of allegation

4.1 Relationship of the subject of allegation to the adult

Older people

More than half of the 876 reports to the ADC about older people in April – June 2026 involved allegations against the older person's adult children (54%). In total, relatives⁷ were the subjects of allegation in 61.4% of reports about older people in this quarter. In 132 reports (15.1%), the subject of allegation was the older person's current or former intimate partner.

Figure 12: Relationship of the subject of allegation to the older person in reports to the ADC, April – June 2026

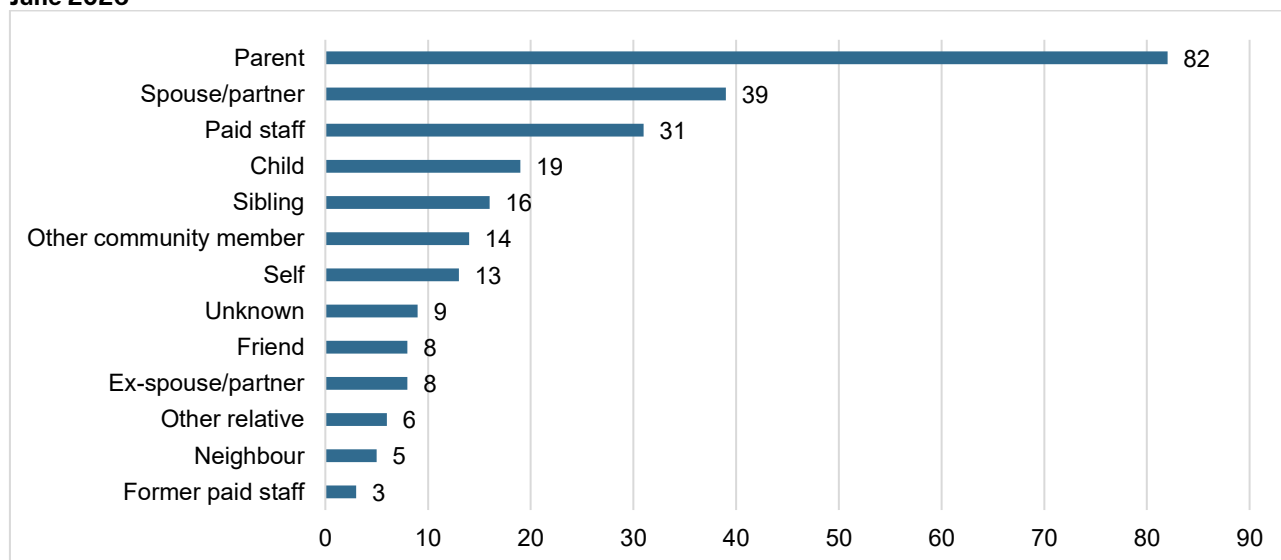


⁷ For the purposes of our analysis, 'relatives' does not include the adult's intimate partner or ex-intimate partner.

Adults with disability

Nearly one-third of the 253 reports to the ADC about adults with disability in April – June 2026 involved allegations against the adult's parent/s (32.4%). In total, relatives⁸ were the subjects of allegation in 48.6% of the reports about adults with disability in this quarter. In 47 reports (18.6%), 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, April – June 2026



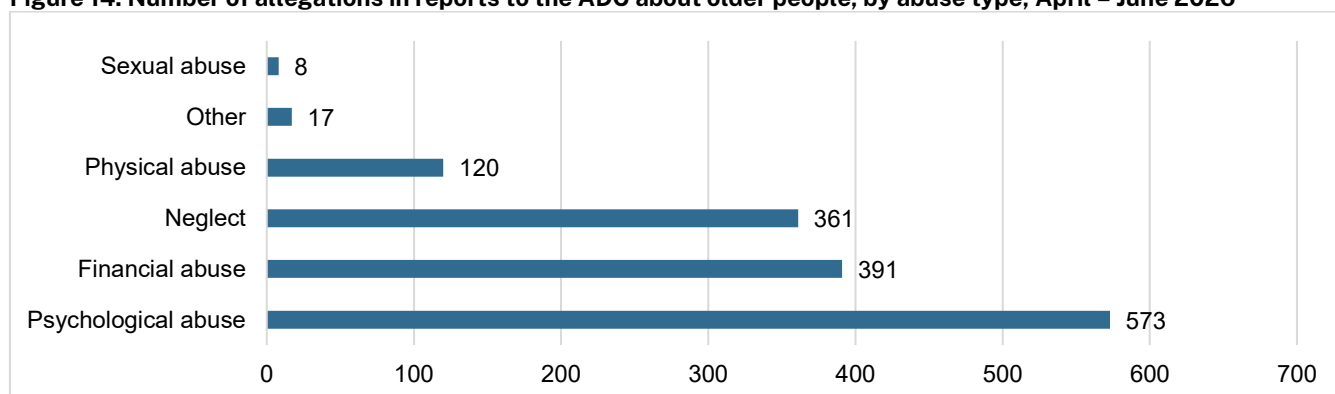
5. Type of alleged abuse

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 April – June 2026 were psychological abuse (39%), financial abuse (26.6%), and neglect (24.6%).

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



⁸ For the purposes of our analysis, 'relatives' does not include the adult's intimate partner or ex-intimate partner.

Table 5: Type of alleged abuse of the older person in reports to the ADC, April – June 2026⁹

Type of alleged abuse	Number of allegations	% of all allegations
Psychological abuse (Mainly verbal abuse; preventing or restricting access to family/others; and preventing or restricting access to supports/services)	573	39%
Financial abuse (Mainly financial exploitation by undue influence or manipulation; misuse of Power of Attorney or Enduring POA; and theft)	391	26.6%
Neglect (Mainly failure to meet support needs; self-neglect; and neglect of medical, dental, or allied health care)	361	24.6%
Physical abuse (Mainly hitting/kicking/punching; push/shove/grab/shake; and threat of harm)	120	8.2%
Other	17	1.2%
Sexual abuse (Mainly unwanted sexual comments or harassment; sexual assault; and sexual offence)	8	0.5%
Total	1,470	100%

Table 6: Leading reported allegations in relation to older people, April – June 2026

	Reported allegation	Number of cases
1	Psychological abuse – Verbal abuse	151
2	Financial exploitation – Undue influence, manipulation	141
3	Neglect – Failure to meet support needs	130
4	Psychological abuse – Preventing or restricting access to family/others	87
5	Financial abuse – Misuse of POA or EPOA	66
5	Psychological abuse – Preventing or restricting access to supports/services	66
7	Neglect – Self-neglect	62
8	Financial abuse – Theft	58
9	Psychological abuse – Making excessive or degrading demands	54
10	Neglect – Medical care/dental/allied health	50

⁹ 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.

Adults with disability

Consistent with previous reporting, the most common types of alleged abuse against adults with disability during April – June 2026 were psychological abuse (35.7%), neglect (25.8%), and financial abuse (19.9%).

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

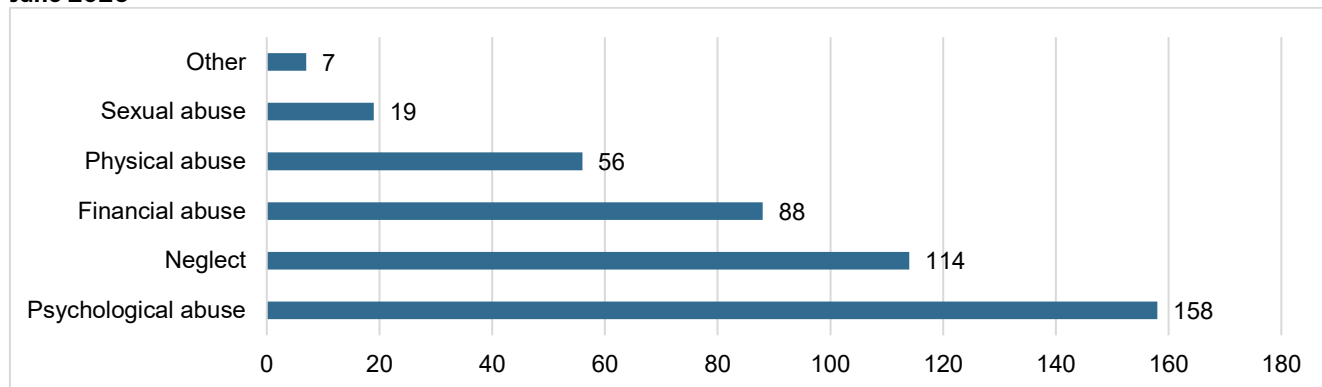


Table 7: Type of alleged abuse of the adult with disability in reports to the ADC, April – June 2026¹⁰

Type of alleged abuse	Number of allegations	% of all allegations
Psychological abuse (Mainly preventing or restricting access to supports/services; verbal abuse; and making excessive or degrading demands)	158	35.7%
Neglect (Mainly failure to meet support needs; neglect of medical, dental, or allied health care; and hoarding, squalor, or unsafe environment)	114	25.8%
Financial abuse (Mainly financial exploitation by undue influence or manipulation; preventing access to or withholding Person's money; and fraud)	88	19.9%
Physical abuse (Mainly hitting/kicking/punching; and inappropriate use of restraint)	56	12.7%
Sexual abuse (Mainly sexual assault; sexual coercion; and sexual touching)	19	4.3%
Other	7	1.6%
Total	442	100%

Table 8: Leading reported allegations in relation to adults with disability, April - June 2026

	Reported allegation	Number of cases
1	Neglect – Failure to meet support needs	42
2	Psychological abuse – Preventing or restricting access to supports/services	41

¹⁰ 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.

3	Financial exploitation – Undue influence, manipulation	32
4	Psychological abuse – Verbal abuse	27
5	Neglect – Medical care/dental/allied health	21
6	Psychological abuse – Making excessive or degrading demands	20
7	Physical abuse – Hit/kick/punch	15
8	Neglect – Hoarding/squalor/unsafe environment	14
9	Psychological abuse – Preventing or restricting access to family/others	13
10	Financial abuse – Preventing access to or withholding Person's money	11

6. Actions/outcomes

The ADC closed 1,112 reports in April – June 2026, an increase of 3.4% on the previous quarter (1,075).

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 1,112 reports closed in April – June 2026, 962 (86.5%) were handled by the Helpline, and 150 (13.5%) were managed by both the Helpline and the Community Supports and Investigations Unit.

6.1 Helpline assistance provided

The primary forms of assistance provided by the Helpline included upskilling and educating reporters on available options and strategies to support the Person, and appropriate next steps. The Helpline also frequently facilitated or suggested referrals to relevant services and supports and undertook safety planning. Other common forms of assistance included providing information, resources and tools, rights-focused advice, and supporting the Person's will and preferences.

Table 9: Main types of assistance provided by the Helpline, reports closed April – June 2026

Type of assistance provided	Report ¹¹
Upskilling/education Reporter	530
Referral made or suggested	397
Safety planning	294
Information, resources/tools provided	277
Rights-focused advice	226
Will and preference ascertained/upheld	194
Increase supports and services	177
Address carer stress/education	101
Increase social connection	94

6.2 Person outcomes

Among the 150 reports handled by both the Helpline and the Community Supports and Investigations Unit and closed between April and June 2026, the most common outcome

¹¹ There can be multiple types of assistance recorded per report.

for the older person or adult with disability was that their will and preference was ascertained and upheld. Other leading outcomes included service providers being educated and upskilled to focus on upholding the Person's rights, and family members and friends being provided with person-centred advice. Assistance was also provided to increase access to aged care, health and disability supports.

Table 10: Leading outcomes for the person the subject of a report to the ADC, reports closed April – June 2026

Person outcomes	Number of cases ¹²
Will and preference ascertained/upheld	70
Educated providers – person-centred focus	51
Advice to family/friends – person-centred	42
Helped to access or increase aged care supports	25
Helped to access or review/increase health/medical services	15
Helped to access or review/increase disability support	12
Guardianship order put in place	11
Reduced social isolation	11
Funds safeguarded	10
Financial management order put in place	10

6.3 Subject of allegation outcomes

Among the 150 reports handled by both the Helpline and the Community Supports and Investigations Unit and closed between April and June 2026, the most common outcomes in relation to the subject of allegation were that they were provided with education, advice or guidance, and they were linked to supports or assistance, including carer support.

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

Subject of allegation outcomes	Number of cases ¹³
Education or advice provided	42
Linked to other support or assistance	17
Linked to carer support	11
Reduced/supervised access	7
Prevented from access	7
Removed access to accounts	5
Investigation continuing	5
Removal as authorised representative	4
Referral to professional/oversight body	3
Criminal charges	3

¹² There can be multiple outcomes for an individual.

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