

# Ageing and Disability Commission data

## 2025 – 2026

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

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

In 2025-26, the Ageing and Disability Abuse Helpline received **15,990 calls**, an 8.8% reduction on the previous year (17,527). Overall, since the start of the ADC in 2019-20, calls to the Helpline have increased by 53.1%.

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

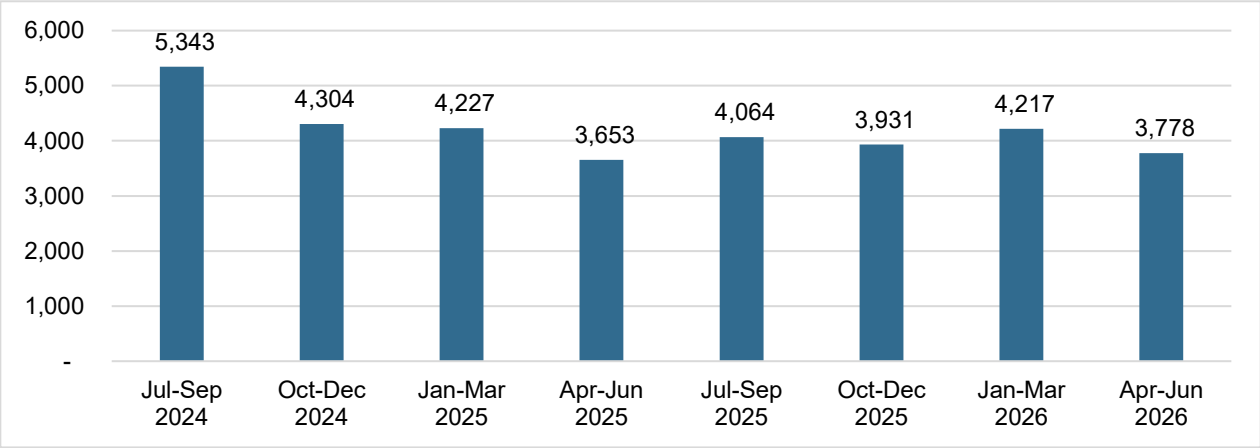
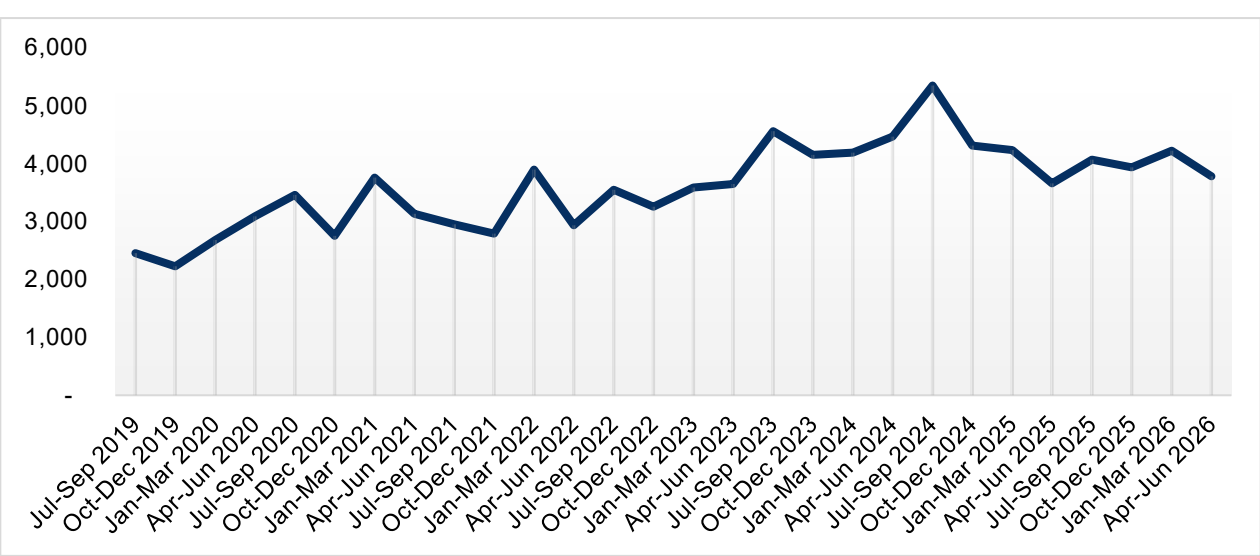


Figure 2: Number of calls received by the Helpline, by quarter, July 2019 – June 2026



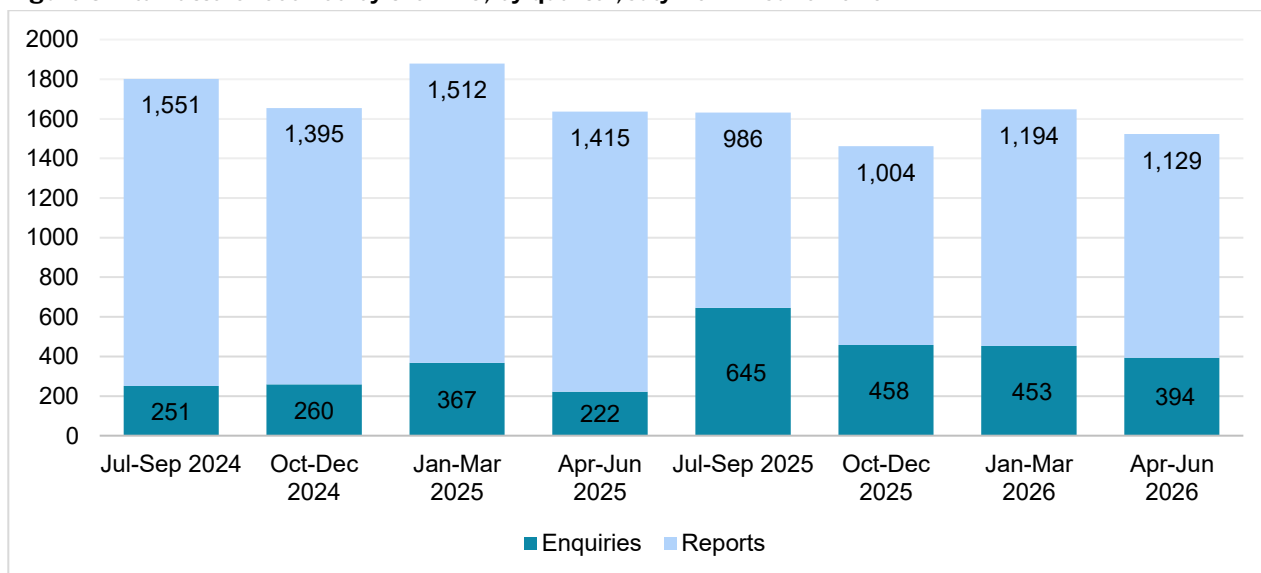
## 1.2 Number of reports and enquiries

In 2025-26, the ADC received **6,265 matters**, comprising:

- **4,313 reports** under section 13 of the *Ageing and Disability Commissioner Act 2019*
- **1,952 enquiries** – involving 530 general enquiries, and 1,422 abuse-related enquiries.

The number of matters received by the ADC in 2025-26 was 10.2% lower than the previous year. Overall, since the start of the ADC in 2019-20, the number of matters has increased by 59.9%.

**Figure 3: All matters received by the ADC, by quarter, July 2024 – June 2026**



### Change to the recording of reports versus enquiries

In 2025-26 there was an increased number of enquiries relative to reports, reflecting a change we made to our Helpline intake process that affects 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, in August 2025 we amended our intake process to provide greater scope for Helpline staff to handle some contacts as abuse enquiries rather than reports.

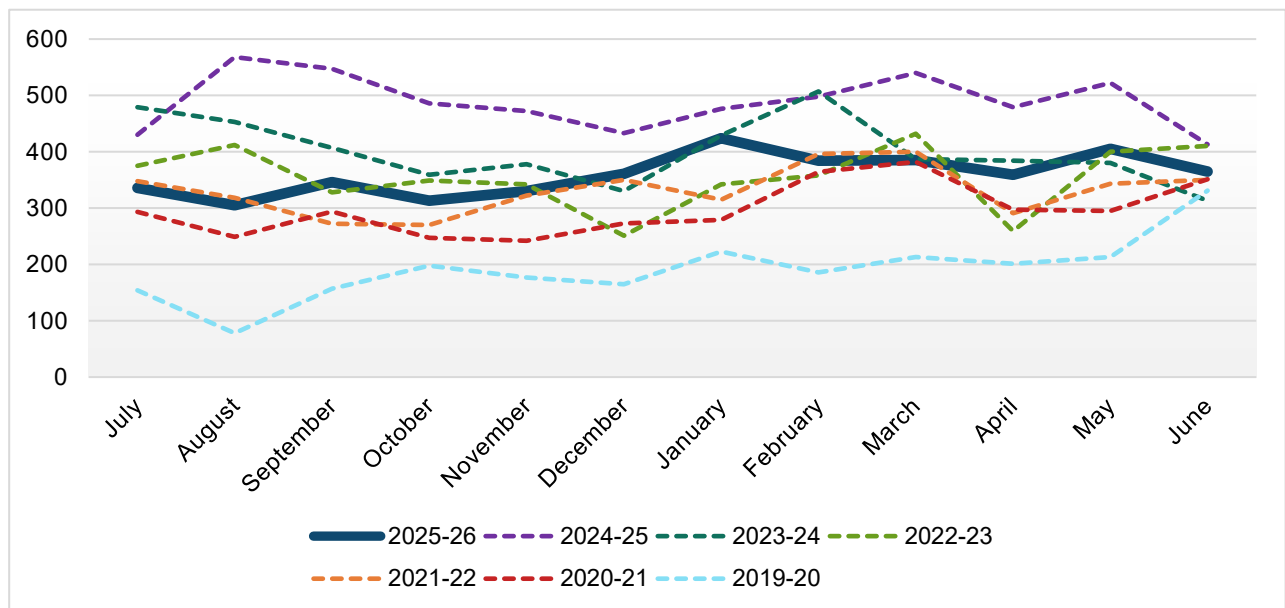
In particular, contacts in which the party is seeking information, advice, referrals, or a peer consultation in relation to their concerns about an adult have the option to be taken as an abuse enquiry rather than a report. This includes, for example, contacts by hospital social workers or service providers 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 high demand. Abuse enquiries involve reduced data capture and administrative processes, enabling Helpline staff to handle more contacts.

Reflecting the above change, the number of reports received by the ADC in 2025-26 was 26.4% lower than the previous year (5,864). Overall, since the start of the ADC in 2019-20, the number of reports has increased by 87.4%.

Figure 4: Reports received by the ADC, by month and year, July 2019 – June 2026



## 2. Person status and demographics<sup>1</sup>

### 2.1 Person status

Of the **4,313** reports received by the ADC in 2025-26:

- **3,311 reports (76.8%) related to older people<sup>2</sup>**, including 1,511 reports about older people with disability.
- **1,002 reports (23.2%) related to adults with disability<sup>3</sup>** who were not older people.

### 2.2 Aboriginal and Torres Strait Islander status

In 4.2% of reports to the ADC in 2025-26, the adult with disability or older person was identified as Aboriginal and/or Torres Strait Islander. This proportion was slightly lower than the previous year (4.7%)

Table 1: Aboriginal and Torres Strait Islander status of person the subject of a report to the ADC, 2025-26

|                                                               | Older people<br>(n=3,311) | % of reports about older people | Adults with disability<br>(n=1,002) | % of reports about adults with disability | All reports<br>(n=4,313) | % of all reports |
|---------------------------------------------------------------|---------------------------|---------------------------------|-------------------------------------|-------------------------------------------|--------------------------|------------------|
| Person identified as Aboriginal and/or Torres Strait Islander | 136                       | 4.1%                            | 44                                  | 4.4%                                      | <b>180</b>               | <b>4.2%</b>      |

<sup>1</sup> As the data on reports includes active and open cases, some of the data is subject to change. Data current as of 28 July 2026.

<sup>2</sup> Adults aged 65 years and older, and Aboriginal and/or Torres Strait Islander adults aged 50 years and older.

<sup>3</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 status

In 6.7% of reports to the ADC in 2025-26, the adult with disability or older person was identified as having a culturally and linguistically diverse (CALD) background. This was slightly lower than 2024-25 (7.5%).

**Table 2: CALD status of person the subject of a report to the ADC, by person status, 2025-26**

|                                               | <b>Older people<br/>(n=3,311)</b> | <b>% of reports<br/>about older<br/>people</b> | <b>Adults<br/>with<br/>disability<br/>(n=1,002)</b> | <b>% of reports<br/>about<br/>adults with<br/>disability</b> | <b>All reports<br/>(n=4,313)</b> | <b>% of all<br/>reports</b> |
|-----------------------------------------------|-----------------------------------|------------------------------------------------|-----------------------------------------------------|--------------------------------------------------------------|----------------------------------|-----------------------------|
| Person identified as having a CALD background | 237                               | 7.2%                                           | 53                                                  | 5.3%                                                         | <b>290</b>                       | <b>6.7%</b>                 |

Apart from English, the most common languages spoken at home by older people who were the subject of a report to the ADC in 2025-26 were Greek, Italian, and Arabic. For adults with disability, the most common languages spoken at home other than English were Greek, Arabic, and Filipino.

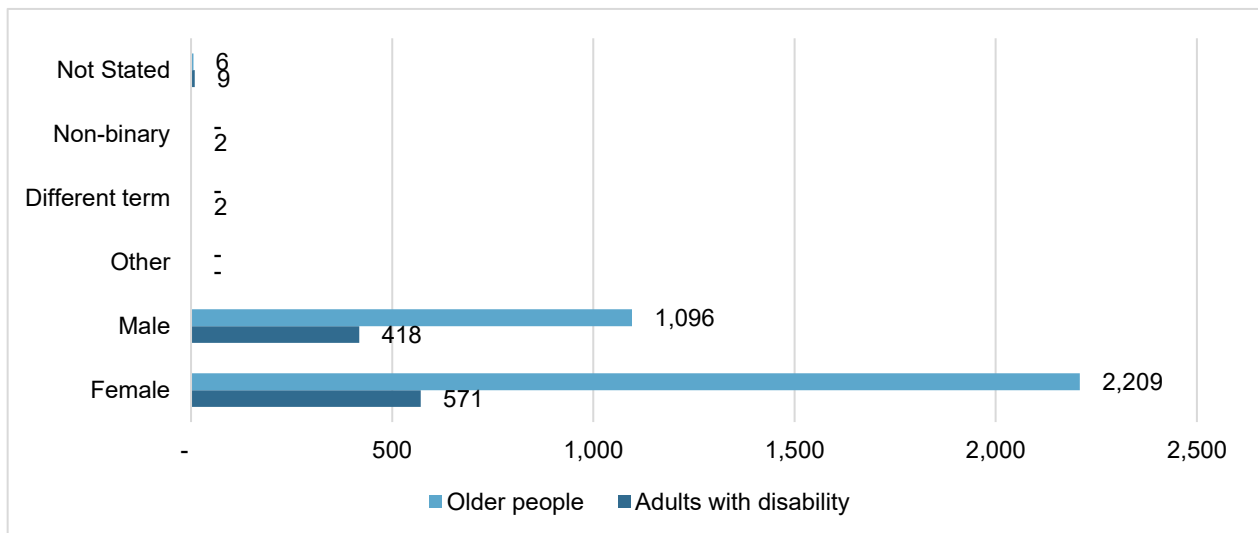
**Table 3: Primary language other than English spoken at home by people the subject of a report to the ADC, by person status, 2025-26**

| <b>Older people (n=3,311)</b> |    | <b>Adults with disability (n=1,002)</b> |   |
|-------------------------------|----|-----------------------------------------|---|
| Greek                         | 42 | Greek                                   | 8 |
| Italian                       | 32 | Arabic                                  | 7 |
| Arabic                        | 25 | Other                                   | 5 |
| Croatian                      | 15 | Filipino (Tagalog)                      | 4 |
| Macedonian                    | 14 | Portuguese                              | 4 |
| Spanish                       | 10 | Maltese                                 | 2 |
| Serbian                       | 9  | Vietnamese                              | 2 |
| Cantonese                     | 9  | Indonesian                              | 2 |
| Turkish                       | 8  | Dari                                    | 2 |
| Filipino (Tagalog)            | 7  | Kurdish                                 | 2 |

## 2.4 Gender

Consistent with previous years, most reports to the ADC concerned the alleged abuse, neglect or exploitation of women. In 2025-26, females were the subject of 64.5% of the 4,313 reports received by the ADC. This included 66.7% of reports concerning older people (2,209) and 57% of reports concerning adults with disability (571).

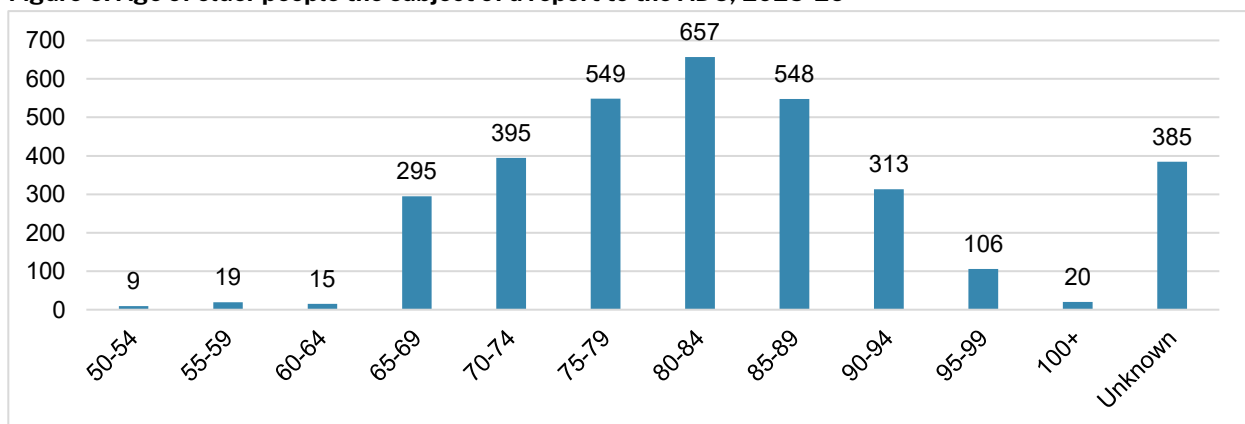
**Figure 5: Gender of adults with disability and older people the subject of a report to the ADC, 2025-26**



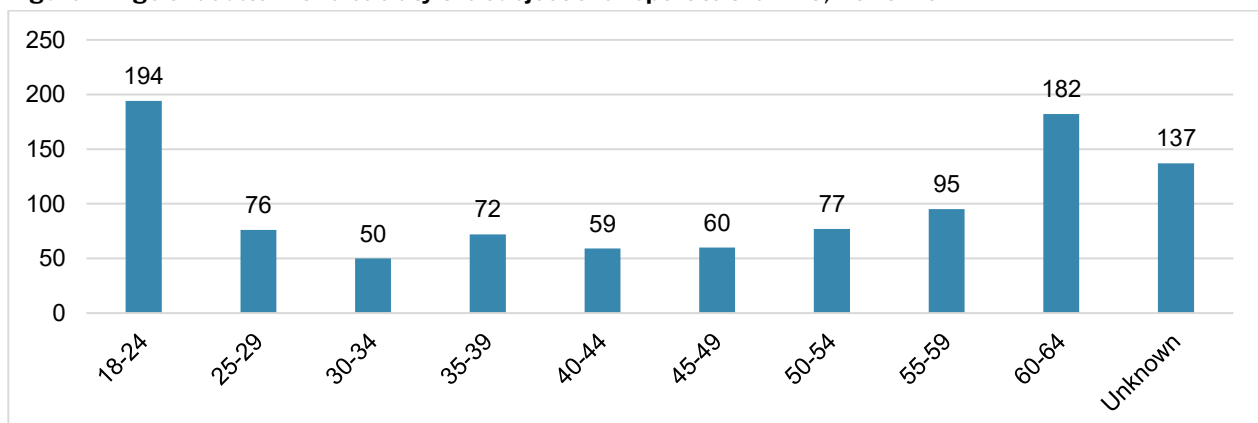
## 2.5 Age

The largest proportion of the 3,311 reports about older people in 2025-26 related to people aged 80-84 years (19.8%). For adults with disability, the largest proportion of the 1,002 reports related to people aged 18-24 years (19.4%). These age distributions are consistent with previous years.

**Figure 6: Age of older people the subject of a report to the ADC, 2025-26**

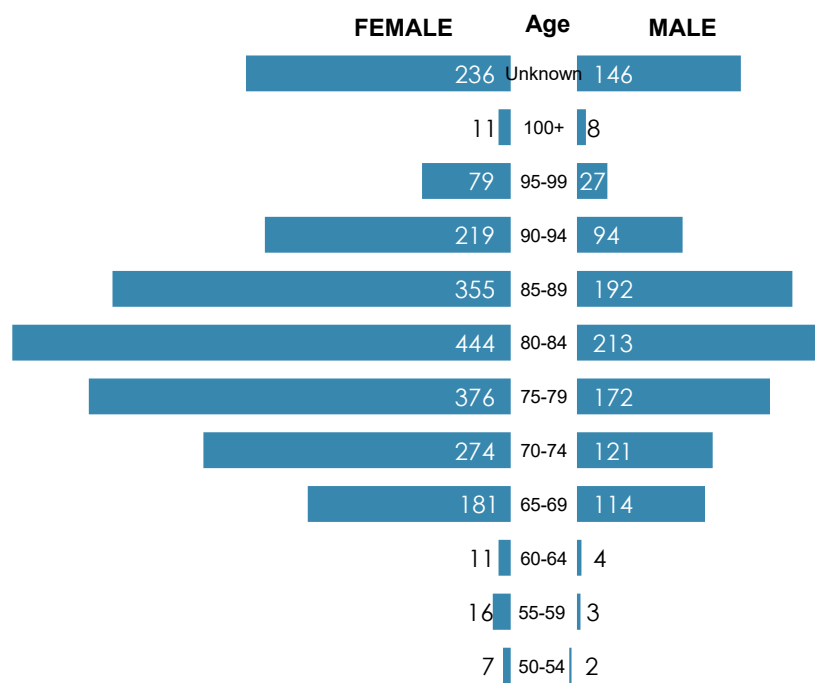


**Figure 7: Age of adults with disability the subject of a report to the ADC, 2025-26**



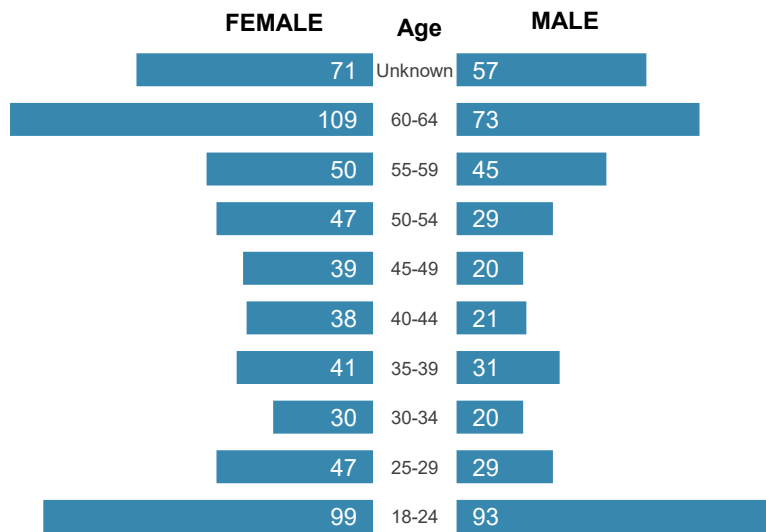
Consistent with previous years, a higher number of reports concerning females compared to males were received across all age groups for older people. The difference was particularly evident among people 75 years and over, reflecting the greater numbers of females in the older age cohorts.

**Figure 8: Age and gender of older people the subject of a report to the ADC, 2025-26<sup>4</sup>**



For adults with disability, females were the subject of more reports than male in all age groups. The largest number of reports concerned females aged 18-24 years and 60-64 years.

**Figure 9: Age and gender of adults with disability the subject of a report to the ADC, 2025-26<sup>4</sup>**

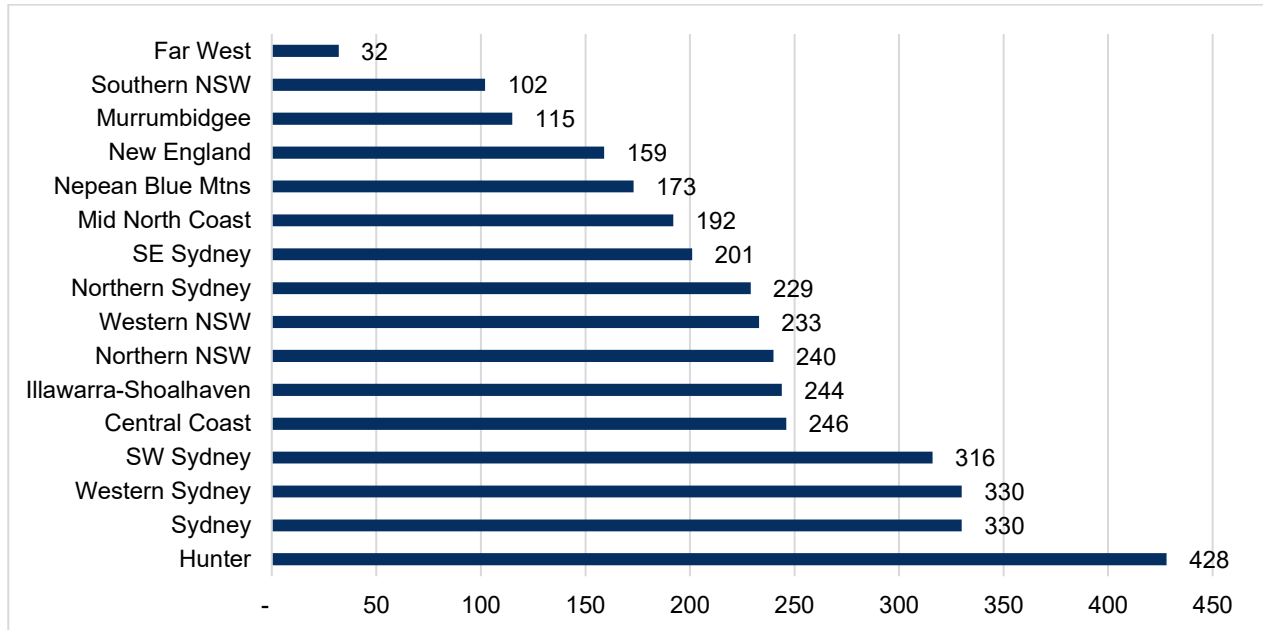


<sup>4</sup> Excluded numbers of unknown gender and/or other gender (i.e. not stated, non-binary, and/or different term).

## 2.6 Location of person

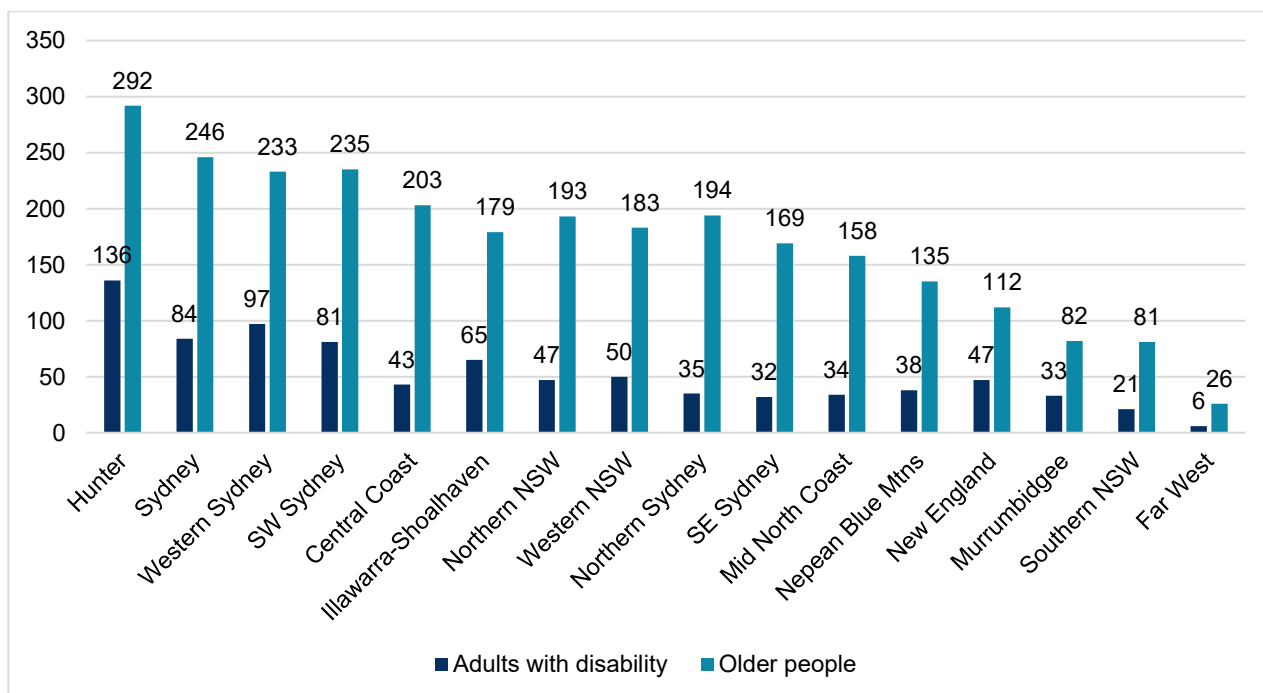
Of the 3,570 reports to the ADC in 2025-26 in which the location of the adult was known, more than half related to people living in regional NSW (1,991; 55.8%). Of the regional areas, Hunter (428; 12%) was the most frequently reported region, followed by Central Coast (246; 6.9%). This pattern was consistent with previous years.

**Figure 10: Location of person the subject of a report to the ADC by NSW region, 2025-26**



For older people, the highest number of reports related to people living in the Hunter (292; 10.7%) and Sydney (246; 9%) regions. For adults with disability, the highest number of reports related to people living in the Hunter (136; 16%) and Western Sydney (97; 11.4%) regions.

**Figure 11: Location of person the subject of a report to the ADC by person status and NSW region, 2025-26**



At a Local Government Area (LGA) level, the adults who were the subjects of a report to the ADC in 2025-26 most commonly lived in the Central Coast, Blacktown and Lake Macquarie LGAs. This is largely consistent with previous years.

**Table 4: Main LGAs of people who were the subject of a report to the ADC, 2025-26**

| Rank <sup>5</sup> | Local Government Area | Number of cases | Rank <sup>5</sup> | Local Government Area | Number of cases |
|-------------------|-----------------------|-----------------|-------------------|-----------------------|-----------------|
| 1                 | Central Coast         | 246             | 10                | Cumberland            | 83              |
| 2                 | Blacktown             | 201             | 12                | Shoalhaven            | 78              |
| 3                 | Lake Macquarie        | 161             | 13                | Mid-Coast             | 72              |
| 4                 | Canterbury-Bankstown  | 140             | 14                | Northern Beaches      | 69              |
| 5                 | Wollongong            | 122             | 14                | Cessnock              | 69              |
| 6                 | Newcastle             | 99              | 16                | Penrith               | 66              |
| 7                 | Tweed                 | 98              | 17                | Hornsby               | 62              |
| 8                 | Fairfield             | 90              | 18                | Clarence Valley       | 61              |
| 9                 | Campbelltown          | 86              | 19                | Liverpool             | 60              |
| 10                | Bayside               | 83              | 20                | Sydney                | 54              |

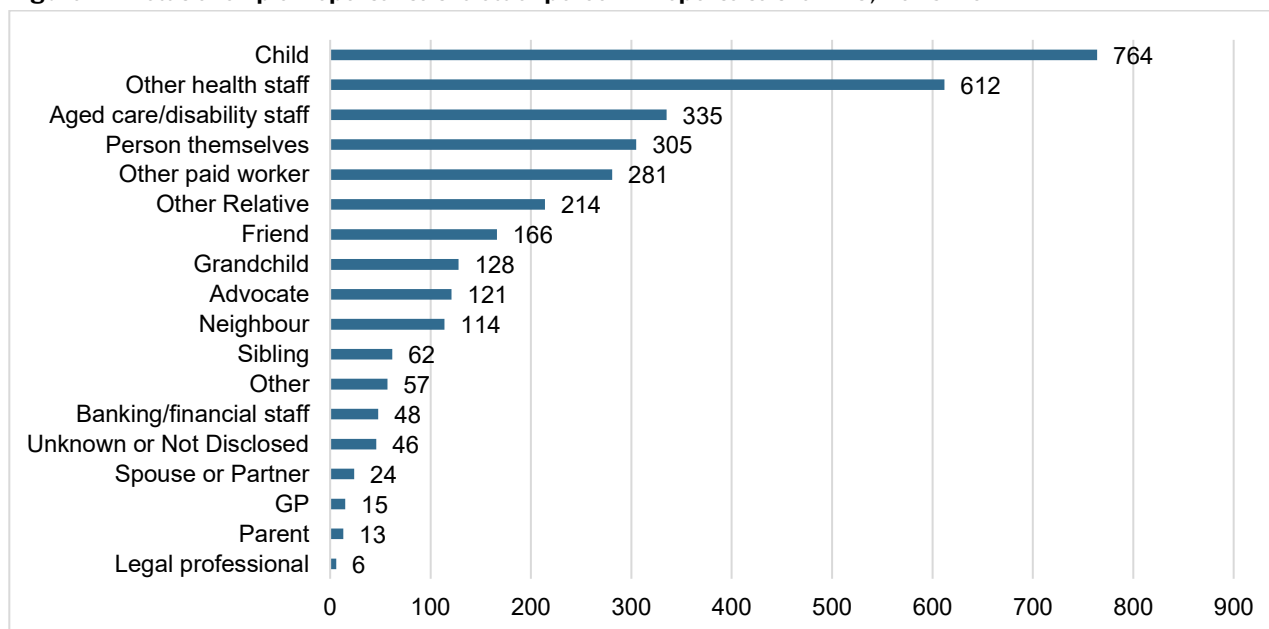
## 3. Reporters

### 3.1 Relationship of reporter to the adult

#### Older people

Paid workers (39.2%) and adult children (23.1%) were the main source of the 3,311 reports to the ADC about older people in 2025-26. Overall, relatives made 35.7% of the reports about older people. The older person ('Person themselves') was the reporter in 9.2% of cases.

**Figure 12: Relationship of reporter to the older person in reports to the ADC, 2025-26**

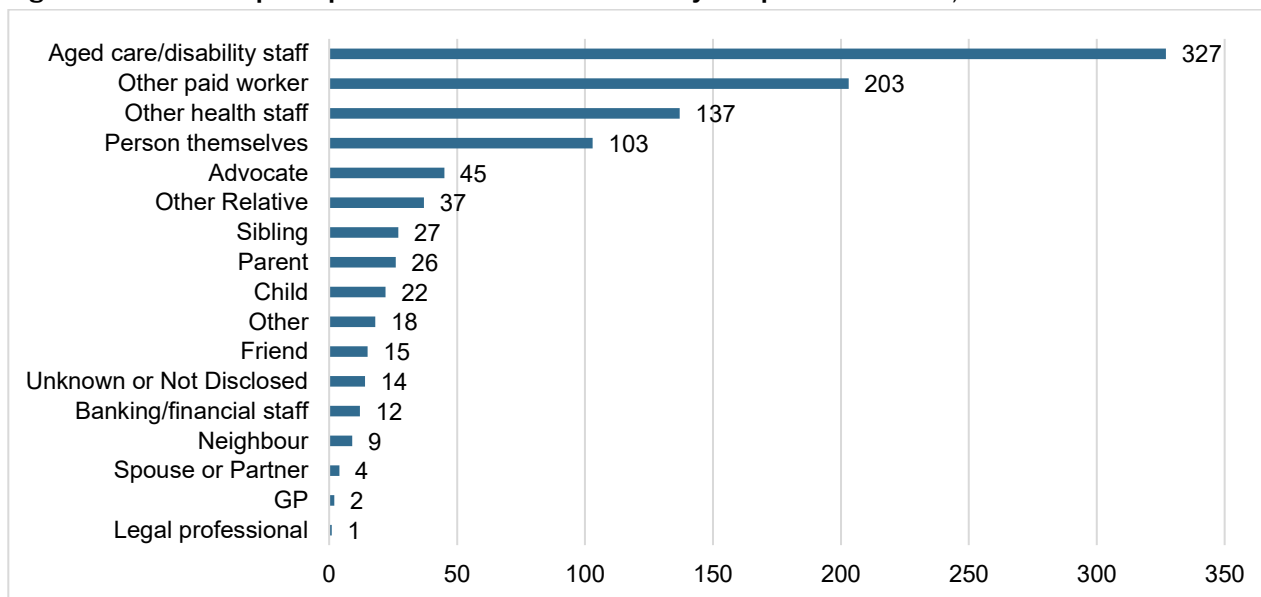


#### Adults with disability

Paid workers were the main source of reports to the ADC about adults with disability in 2025-26, accounting for more than two-thirds (68.1%) of the 1,002 reports about adults with disability. Relatives made 11.2% of the reports, and the adult with disability ('Person themselves') was the reporter in 10.3% of cases.

<sup>5</sup> Ranks include ties where equal counts occurred.

**Figure 13: Relationship of reporter to the adult with disability in reports to the ADC, 2025-26**



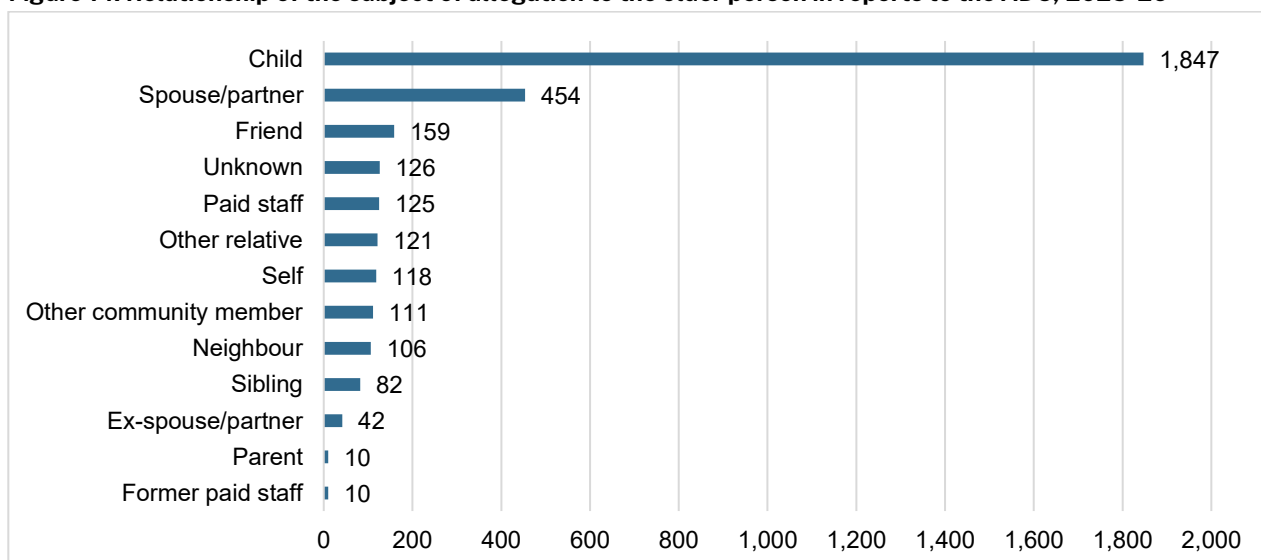
## 4. Subjects of allegation

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

#### Older people

The subjects of allegation in over half (55.8%) of the 3,311 reports about older people in 2025-26 were the person's adult children. All up, relatives<sup>6</sup> were the subjects of allegation in 62.2% of the reports about older people. Allegations against an intimate partner (or former intimate partner) featured in 15% of the reports about older people.

**Figure 14: Relationship of the subject of allegation to the older person in reports to the ADC, 2025-26<sup>7</sup>**



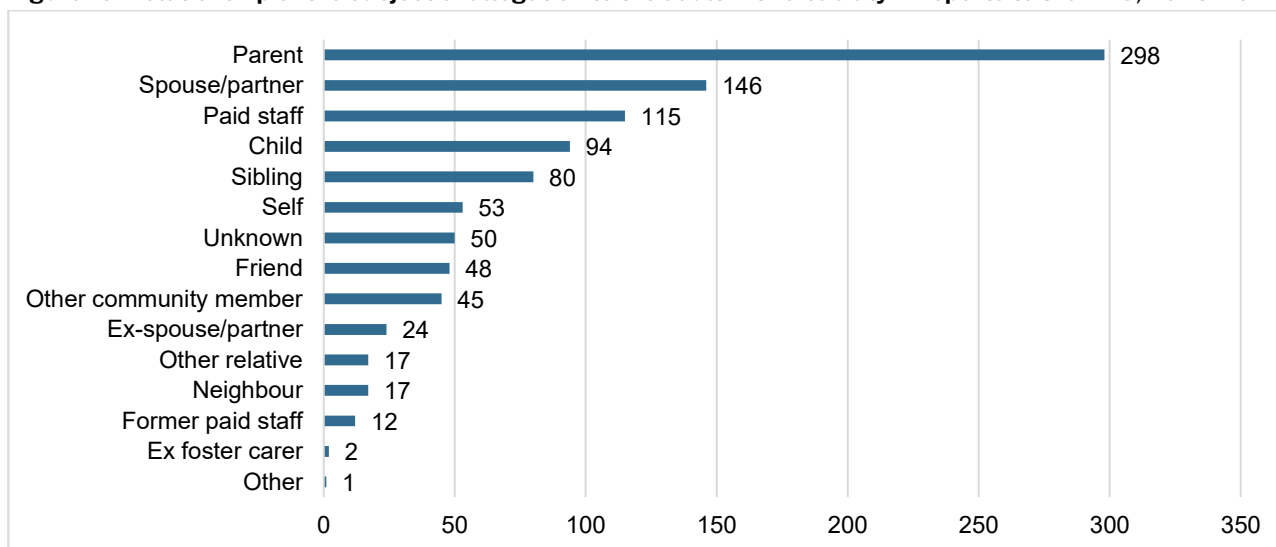
<sup>6</sup> For the purposes of our analysis, 'relatives' does not include the adult's intimate partner or ex-intimate partner.

<sup>7</sup> Where the subject of allegation is identified as 'self', the concerns related to self-neglect.

## Adults with disability

In 29.7% of the 1,002 reports about adults with disability in 2025-26, the allegations pertained to the adult's parent(s). All up, relatives<sup>8</sup> were the subjects of allegation in 48.8% of the reports about adults with disability. In 17% of matters, the adult's intimate partner (or former intimate partner) was the subject of the allegations.

**Figure 15: Relationship of the subject of allegation to the adult with disability in reports to the ADC, 2025-26<sup>9</sup>**

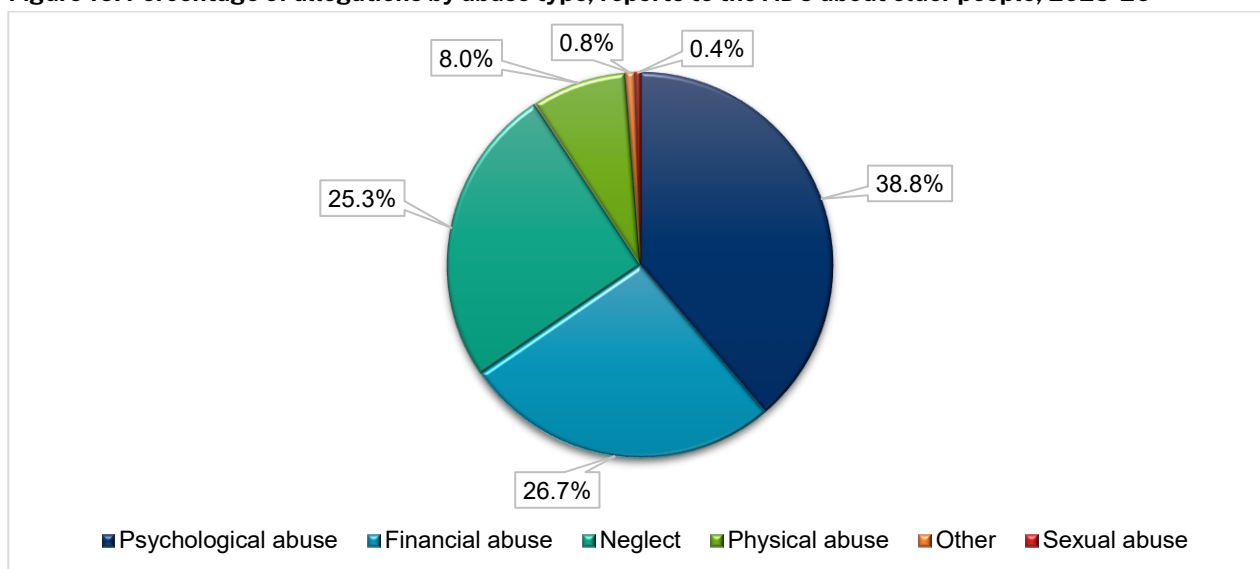


## 5. Type of alleged abuse

### Older people

The most commonly reported types of alleged abuse in relation to older people in 2025-26 were psychological abuse, financial abuse, and neglect. This is consistent with previous years.

**Figure 16: Percentage of allegations by abuse type, reports to the ADC about older people, 2025-26**



<sup>8</sup> For the purposes of our analysis, 'relatives' does not include the adult's intimate partner or former intimate partner.

<sup>9</sup> Where the subject of allegation is identified as 'self', the concerns related to self-neglect.

**Table 5: Type of alleged abuse of the older person in reports to the ADC, 2025-26<sup>10</sup>**

| Type of alleged abuse                                                                                                                                             | Number of allegations | % of all allegations |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|----------------------|
| <b>Psychological abuse</b><br>(Mainly verbal abuse; preventing or restricting access to family/others; and preventing or restricting access to supports/services) | 2,283                 | 38.8%                |
| <b>Financial abuse</b><br>(Mainly financial exploitation by undue influence or manipulation; theft; and misuse of Power of Attorney or Enduring POA)              | 1,570                 | 26.7%                |
| <b>Neglect</b><br>(Mainly failure to meet support needs; neglect of medical, dental, or allied health care; and self-neglect)                                     | 1,488                 | 25.3%                |
| <b>Physical abuse</b><br>(Mainly hitting/kicking/punching; pushing/shoving/grabbing/shaking; and threat of harm)                                                  | 470                   | 8.0%                 |
| <b>Other</b>                                                                                                                                                      | 49                    | 0.8%                 |
| <b>Sexual abuse</b><br>(Mainly sexual assault; unwanted sexual comments or harassment; and sexual offence)                                                        | 25                    | 0.4%                 |
| <b>Total allegations in reports about older people</b>                                                                                                            | <b>5,885</b>          | <b>100%</b>          |

The most common allegations reported in relation to older people related them being subject to verbal abuse; not having their support needs met; and being financially exploited through undue influence or manipulation.

**Table 6: Leading reported allegations in relation to older people, 2025-26**

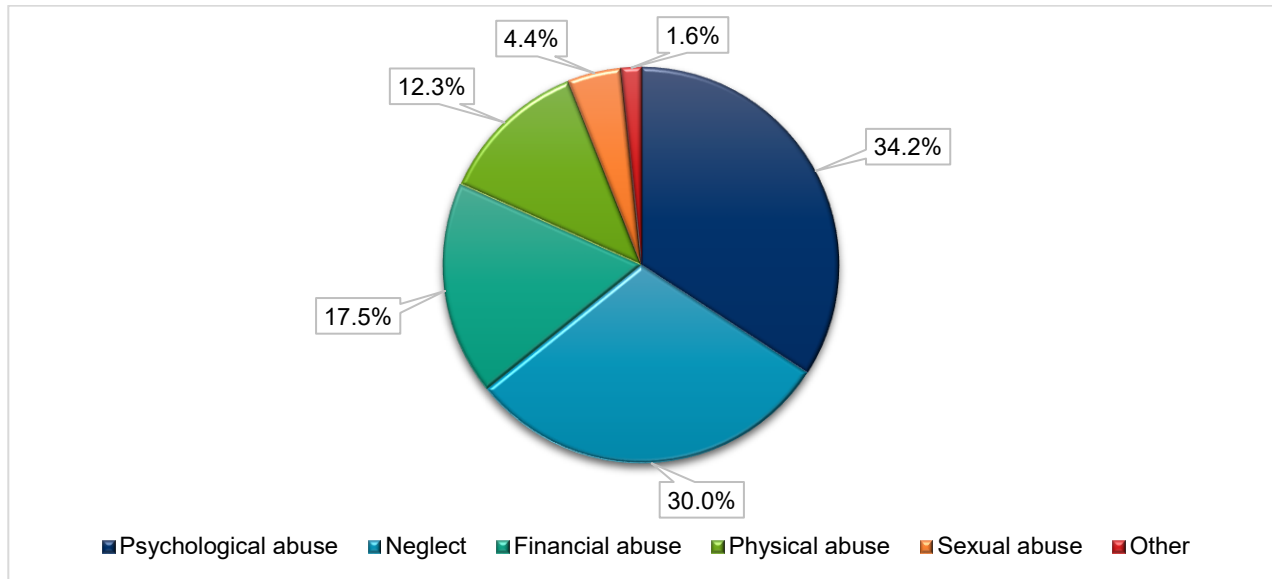
|    | Reported allegation                                                         | Number of cases |
|----|-----------------------------------------------------------------------------|-----------------|
| 1  | Psychological abuse – Verbal abuse                                          | 650             |
| 2  | Neglect – Failure to meet support needs                                     | 582             |
| 3  | Financial exploitation – Undue influence, manipulation                      | 503             |
| 4  | Psychological abuse – Preventing or restricting access to family/others     | 353             |
| 5  | Financial abuse – Theft                                                     | 268             |
| 6  | Psychological abuse – Preventing or restricting access to supports/services | 255             |
| 7  | Financial abuse – Misuse of POA or EPOA                                     | 241             |
| 8  | Psychological abuse – Making excessive or degrading demands                 | 234             |
| 9  | Neglect – Medical care/dental/allied health                                 | 225             |
| 10 | Neglect – Self-neglect                                                      | 160             |

<sup>10</sup> The data captures all cases in which that type of abuse has been reported; in the majority of cases, more than one type of abuse is reported.

## Adults with disability

The most commonly reported types of alleged abuse in relation to adults with disability in 2025-26 were psychological abuse, neglect, and followed by financial abuse.

**Figure 17: Percentage of allegations by abuse type, reports to the ADC about adults with disability, 2025-26**



**Table 7: Type of alleged abuse of the adult with disability in reports to the ADC, 2025-26<sup>11</sup>**

| Type of alleged abuse                                                                                                                                           | Number of allegations | % of all allegations |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|----------------------|
| <b>Psychological abuse</b><br>(Mainly preventing or restricting access to supports/services; verbal abuse; and making excessive or degrading demands)           | 631                   | 34.2%                |
| <b>Neglect</b><br>(Mainly failure to meet support needs; neglect of medical, dental, or allied health care; and self-neglect)                                   | 555                   | 30.0%                |
| <b>Financial abuse</b><br>(Mainly financial exploitation by undue influence or manipulation; theft; and preventing access to or withholding the Person's money) | 323                   | 17.5%                |
| <b>Physical abuse</b><br>(Mainly hitting/kicking/punching; threat of harm; and pushing/shoving/grabbing/shaking)                                                | 227                   | 12.3%                |
| <b>Sexual abuse</b><br>(Mainly sexual assault; and sexual touching)                                                                                             | 81                    | 4.4%                 |
| <b>Other</b>                                                                                                                                                    | 30                    | 1.6%                 |
| <b>Total allegations in reports about adults with disability</b>                                                                                                | <b>1,847</b>          | <b>100%</b>          |

<sup>11</sup> The data captures all cases in which that type of abuse has been reported; in the majority of cases, more than one type of abuse is reported.

The most common allegations reported in relation to adults with disability related to them not having their support needs met; restricted access to supports or services; and being verbally abused.

**Table 8: Leading reported allegations in relation to adults with disability, 2025-26**

|    | <b>Reported allegation</b>                                                   | <b>Number of cases</b> |
|----|------------------------------------------------------------------------------|------------------------|
| 1  | Neglect – Failure to meet support needs                                      | 189                    |
| 2  | Psychological abuse – Preventing or restricting access to supports/ services | 140                    |
| 3  | Psychological abuse – Verbal abuse                                           | 124                    |
| 4  | Neglect – Medical care/dental/allied health                                  | 104                    |
| 5  | Psychological abuse – Making excessive or degrading demands                  | 97                     |
| 6  | Financial exploitation – Undue influence, manipulation                       | 89                     |
| 7  | Physical abuse – Hitting/kicking/punching                                    | 61                     |
| 8  | Neglect – Self-neglect                                                       | 57                     |
| 9  | Neglect – Hoarding/squalor/unsafe environment                                | 55                     |
| 10 | Psychological abuse – Preventing or restricting access to family/others      | 46                     |

## 6. Actions/ outcomes

The ADC closed 4,342 reports in 2025-26, a reduction of 20.7% on the previous year (5,476).

Most reports to the ADC are handled solely by the Helpline, providing information, referrals, and assistance at an early point. Of all reports closed during the year, 3,545 (81.6%) were handled by the Helpline alone, while 797 (18.4%) were managed by both the Helpline and the Community Supports and Investigations Unit.

### 6.1 Primary action by the ADC (closed reports)

In 70.1% of reports, the primary action by the ADC involved the Helpline providing assistance and support to the caller, referring matters to other appropriate parties, and delivering early case coordination to the adult.

In a further 27.2% of the reports, the primary action by the ADC involved additional actions, including making inquiries; working with the adult and other parties to address risks and improve outcomes; and/or conducting investigations.

The remaining 2.6% of the reports were declined due to insufficient information to enable further action.

**Table 9: Primary action taken by the ADC on reports closed in 2025-26**

| <b>Primary action by ADC</b>                            | <b>Number</b> |
|---------------------------------------------------------|---------------|
| <b>1. Early intervention/resolution (Helpline only)</b> | <b>3,045</b>  |
| a) Assistance and support provided                      | 2,891         |
| b) Early case coordination                              | 149           |
| c) Referred externally                                  | 5             |
| <b>2. Community supports</b>                            | <b>344</b>    |

|                                                                    |              |
|--------------------------------------------------------------------|--------------|
| a) Risk identified – risk removed or managed with intervention     | 267          |
| b) Risk identified – risk remained                                 | 52           |
| c) Risk identified – risk removed or managed prior to intervention | 13           |
| d) No or low risk identified                                       | 12           |
| <b>3. Closed after preliminary inquiries</b>                       | <b>310</b>   |
| a) Appropriate actions underway to address/manage risks            | 192          |
| b) Person has capacity and refused investigation/involvement       | 63           |
| c) No/low risk identified                                          | 55           |
| <b>4. Consolidated into another matter</b>                         | <b>298</b>   |
| <b>5. Referred to other body</b>                                   | <b>125</b>   |
| <b>6. Declined at outset</b>                                       | <b>114</b>   |
| a) Insufficient details to progress                                | 113          |
| b) Premature/actions underway                                      | 1            |
| <b>7. Investigated</b>                                             | <b>106</b>   |
| a) Risk identified – risk removed or managed with intervention     | 92           |
| b) Risk identified – risk remained                                 | 13           |
| c) Risk identified – risk removed or managed prior to intervention | 1            |
| <b>Total closed reports</b>                                        | <b>4,342</b> |

## 6.2 Helpline assistance provided

The most common form of assistance provided by the Helpline involved upskilling and educating reporters about available options, strategies to support the Person, and appropriate next steps. Referrals to relevant services and supports were also frequently facilitated or suggested, alongside providing information, resources and tools.

**Table 10: Main types of assistance provided by the Helpline, reports closed in 2025-26**

| Type of assistance provided            | Report <sup>12</sup> |
|----------------------------------------|----------------------|
| Upskilling/education Reporter          | 1,527                |
| Referral made or suggested             | 811                  |
| Information, resources/tools provided  | 644                  |
| Safety planning                        | 641                  |
| Rights-focused advice                  | 465                  |
| Will and preference ascertained/upheld | 427                  |
| Increase supports and services         | 424                  |
| Address carer stress/education         | 165                  |
| Increase social connection             | 153                  |

## 6.3 Person outcomes

Among the 797 reports managed by both the Helpline and the Community Supports and Investigations Unit and closed in 2025-26, the most common outcome for the older person or adult was disability was that their will and preference was ascertained and upheld. Other

<sup>12</sup> There can be multiple types of assistance recorded per report.

frequently achieved outcomes included that service providers, family members and friends were educated to better uphold the Person's right, and the Person was assisted to gain access to aged care, health and disability supports.

**Table 11: Leading outcomes for the person the subject of a report to the ADC, reports closed 2025-26**

| Person outcomes                                             | Number of cases <sup>13</sup> |
|-------------------------------------------------------------|-------------------------------|
| Will and preference ascertained/upheld                      | 493                           |
| Educated providers – person-centred focus                   | 251                           |
| Advice to family/friends – person-centred                   | 201                           |
| Helped to access or increase aged care supports             | 103                           |
| Moved to alternative accommodation                          | 79                            |
| Helped to access or review/increase health/medical services | 70                            |
| Reduced social isolation                                    | 61                            |
| Guardianship order put in place                             | 56                            |
| Advocacy/decision-making support                            | 54                            |
| Helped to access or review/increase disability support      | 54                            |

## 6.4 Subject of allegation outcomes

Among the 797 reports handled by both the Helpline and the Community Supports and Investigations Unit and closed in 2025-26, the most common outcomes in relation to the subject of allegation were that they were provided with education, advice or guidance, and linked to carer or other supports.

**Table 12: Leading outcomes in relation to the subject of allegation in a report to the ADC, reports closed 2025-26**

| Subject of allegation outcomes                      | Number of cases <sup>14</sup> |
|-----------------------------------------------------|-------------------------------|
| Education or advice provided                        | 273                           |
| Linked to other support or assistance               | 130                           |
| Linked to carer support                             | 85                            |
| Reduced/supervised access                           | 32                            |
| Prevented from access                               | 28                            |
| Apprehended Violence Order (ADVO/APVO) put in place | 25                            |
| Removed access to accounts                          | 22                            |
| Removal as Power of Attorney or Enduring POA        | 18                            |
| Removal as authorised representative                | 16                            |

<sup>13</sup> There can be multiple outcomes for an individual.

<sup>14</sup> There can be multiple outcomes in relation to the subject of allegation in a report.