bankwest

Hidden Costs Report 2026

Western Australian attitudes and experiences of **technology-facilitated abuse.**

49%

of Western Australians have experienced at least one technology-facilitated abuse behaviour.

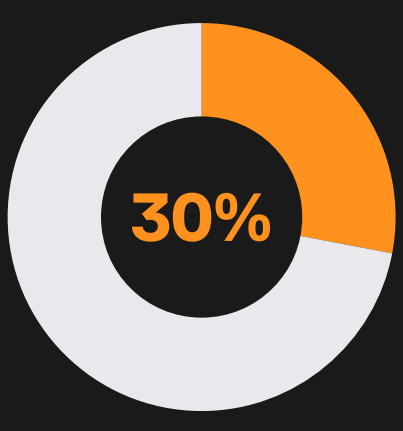
51%

know someone who has experienced technology-facilitated abuse.

64%

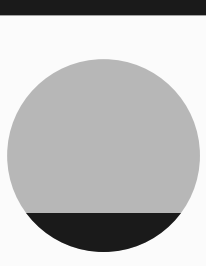
had either experienced at least one abusive behaviour themselves, knew someone who had, or both.

A significant awareness gap



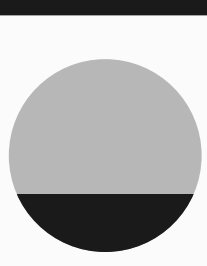
admitted they had carried out at least one abusive behaviour, yet only **33%** of that group recognised their actions as technology-facilitated abuse at the time.

WA-perception snapshot



28%

More than one quarter of respondents did not categorise using banking information, shared accounts or alerts to monitor, question or control a partner's spending as abusive.

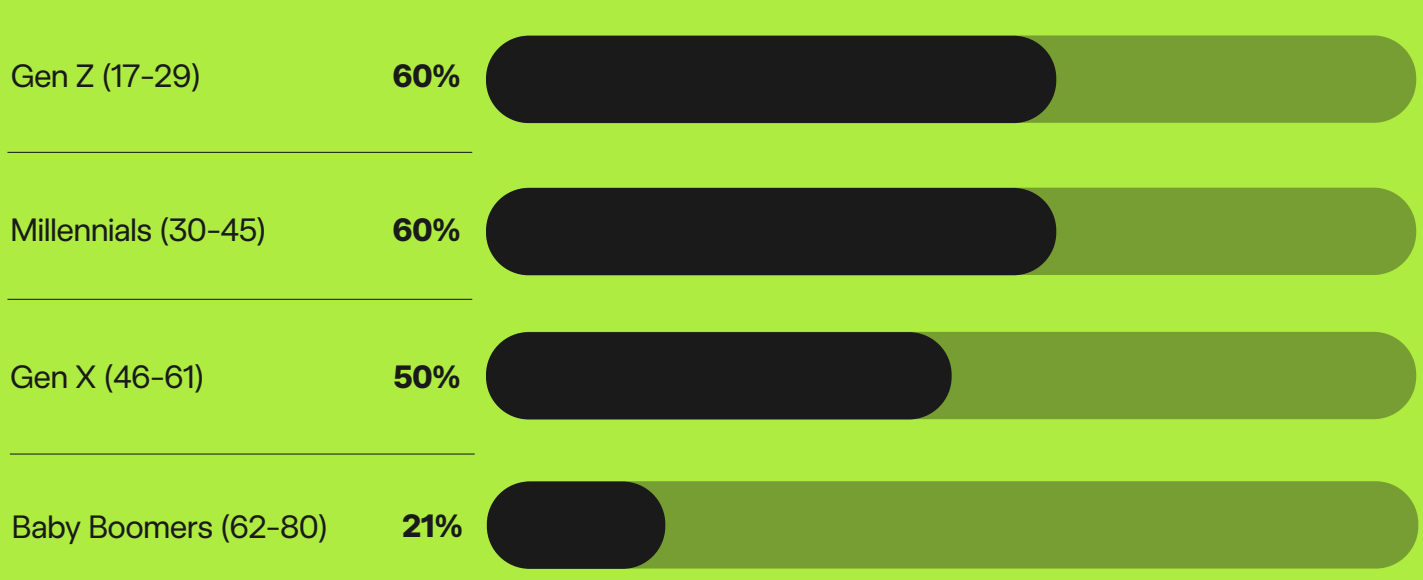


40%

did not classify accessing a partner's banking app without permission as abuse.

What the generations are saying

Have experienced at least one technology-facilitated abuse behaviour.



30% of Gen Z and **34%** of Millennials had experienced a partner monitor their online activity without consent, compared with **7%** of Baby Boomers.

Gen Z were the most likely to have experienced a partner demand their passwords (**32%**)

Almost one in four Millennials and Gen X (**23%**) had experienced a partner use banking information to monitor or control spending, while **19%** of Gen Z had experienced a partner access their banking app without permission.

Millennials were most likely to admit carrying out at least one abusive behaviour, at **46%**, followed by GenZ at **39%.**

Viewed as part of a broader pattern

81%

believe technology-facilitated abuse can be an early warning sign of other forms of abuse.

76%

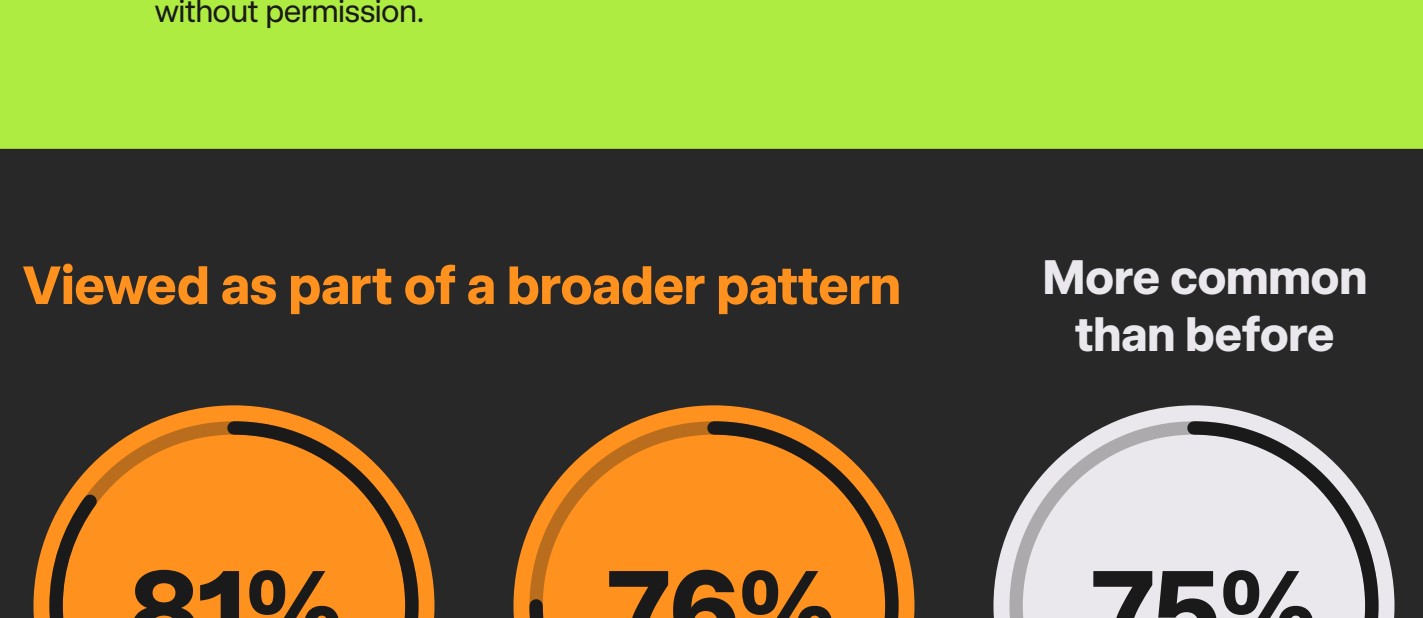
believe it often occurs alongside other forms of abuse.

More common than before

75%

believe technology-facilitated abuse has become more common during the past three years.

Where people would seek support



*This study was conducted by YouGov between 30 September and 18 October 2026 and comprised data from 1,014 West Australians aged 18+.