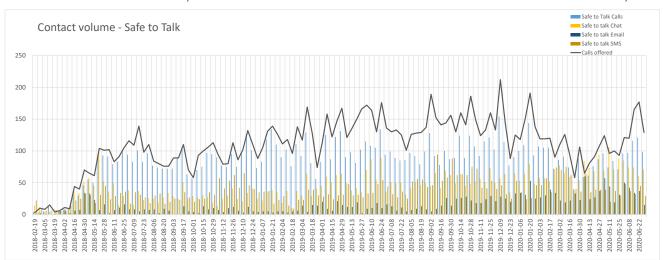
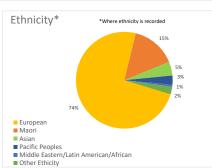
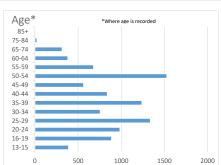
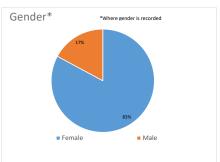


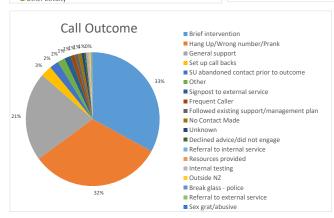
Total contacts 22,894 Total service users 12,001











| Reason for Call 26/14/4/8 18% 30% | Hang up/wrong number Emotional support required Advice required Dont know where to get help Call back Just want to talk to someone who understands Experiencing flashbacks What 'do you do? Info on another service First time disclosure (haven't told anyone else) Information on SH Worried about someone else Worried about myself/not feeling safe Information on police process Reporting SH/abuse Pornography use Legal definitions |
|--------------------------------------|--|
| 30% | Advice About Providers Physical Abuse |

| Caller types | |
|-----------------------------------|-------|
| Other | 11408 |
| Victim/survivor | 8718 |
| 3rd Party Victim/survivor enquiry | 1316 |
| Service provider | 295 |
| 3rd Party HSB enquiry | 267 |
| HSB Perpetrator | 137 |
| HSB Ideation | 121 |
| | |

| Highest % of calls by DHB | |
|--|-----|
| Canterbury District Health Board | 23% |
| Nelson Marlborough District Health Board | 16% |
| Counties Manukau District Health Board | 10% |
| Auckland District Health Board | 9% |
| Waikato District Health Board | 6% |
| Capital and Coast District Health Board | 6% |
| Waitemata District Health Board | 5% |

Overall observations