Total contacts




Call Outcome
 - Hang Up/Wrong number/Prank - General support

Set up call backs $\square$ Other
■ Signpost to external service

- Frequent Caller
- Followed existing support/management plan
- No Contact Made
- Declined advice/did not engage
- Resources provided
- Outside NZ
- Referral to external service
- Break glass - police
- Sex grat/abusive
- Internal testing
- Police (with consent)

| Caller types |  |
| :--- | ---: |
| Other | 7987 |
| Victim/survivor | 6662 |
| 3rd Party Victim/survivor enquiry | 1017 |
| Service provider | 280 |
| 3rd Party HSB enquiry | 227 |
| HSB Perpetrator | 80 |
| HSB Ideation | 69 |

Overall observations


- Hang up/wrong number Emotional support required
- Advice required
I. Dont know where to get help

Just want to talk to someone who understands

- Call back
- Experiencing flashbacks
- What 'do you do?
- First time disclosure (haven't told anyone else)
- Info on another service
- Information on SH
- Worried about myself/not feeling safe
- Information on police process

Reporting SH/abuse

- Legal definitions
- Advice About Providers
- Physical Abuse

| Highest \% of calls by DHB |  |
| :--- | ---: |
| Canterbury District Health Board | $24 \%$ |
| Auckland District Health Board | $23 \%$ |
| Counties Manukau District Health Board | $9 \%$ |
| Capital and Coast District Health Board | $6 \%$ |
| Waikato District Health Board | $6 \%$ |
| Southern District Health Board | $5 \%$ |
| Waitemata District Health Board | $4 \%$ |

