## Safe to talk Dashboard Guide – November 2018

The Safe to talk Dashboard provides an overview of the helpline, the people contacting it, and what information/support they were seeking.

Below is a guide to help interpret the data for Safe to talk and provide clarification on what some of the topics and labels might mean. The Ministry of Social Development is continuing to work with Homecare Medical to refine the dashboard and how it is presented. Labels and headings may change on future Dashboards.

### Total contacts

This is the total number of unique contacts Safe to talk has received since going live on 19 February 2018.

### Total service users

This is the total number of individual users that have contacted Safe to talk (where they can be identified) since going live on 19 February 2018.

### Contact volume – Safe to talk

This provides a timeline of the contact volume received by Safe to talk since going live on 19 February 2018. The graph also breaks down the data into what communication channel the user contacted Safe to talk on.

**Note:** Safe to talk originally went live in the Canterbury region on 19 February 2018. Safe to talk went live nationally on 16 April 2018 and a formal launch event was held on 1 June 2018.

### Ethnicity

This relates to the ethnicity of the person, if reported to Safe to talk. Ethnicity information was provided by 30 percent of users from July to September 2018.

### Age

This relates to the age of the person, if reported to Safe to talk. Age information was provided by 32 percent of people from July to September 2018.

### Gender

This relates to the gender of the person, if reported to Safe to talk. Gender information was collected from 60 percent of people from July to September 2018.

### Contact Outcome

This documents what the outcome of the contact was:

* ***Brief intervention***
* ***Hang Up/Wrong number/Prank***
* ***General support***
* ***Other***
* ***SU***[Service User] ***abandoned contact prior to outcome***
* ***Set up call backs*** – Arranged for Safe to talk counsellor to contact the user in the future as requested
* ***Signposted to external service***– Person provided with information and contact details about local provider as requested
* ***Followed existing support/management plan*** – Person continuing with support/management plan they created with Safe to talk counsellor
* ***Resources provided*** – Information and resources about sexual harm and related services provided to person
* ***Declined advice/didn’t engage***
* ***Referral to internal service*** – Person referred to another helpline provided by Homecare Medical (e.g. Alcohol & Drug Helpline, Gambling Helpline)
* ***Referral to external service*** – Person teleconferenced through to local provider
* ***No Contact Made*** – Safe to talk worker unable to contact person when providing follow up contact as previously arranged with person
* ***Break glass – Police*** - Serious concerns for person’s safety – Police/Ambulance contacted
* ***Outside NZ* –** Person contacting Safe to talk was from outside of New Zealand
* ***Sex grat/abusive*** – Person contacting Safe to talk was abusive or was sexually gratuitous
* ***DHB acute MH (CAT)*** – Person referred to DHB mental health services
* ***Police (with consent)*** – Person referred on to police (e.g. they want to make a formal complaint)
* ***Unknown***

### Reason for Contacting

This documents what the reason the person contacted Safe to talk for:

* ***Emotional support required***
* ***Advice required***
* ***Hang Up/wrong number***
* ***Don’t know where to get help***
* ***Talk to someone who understands***
* ***Experiencing flashbacks***
* ***What do you do?***
* ***Call back***
* ***Information on SH*** [sexual harm]
* ***Information on another service***
* ***First time disclosure***
* ***Worried about someone else***
* ***Worried about myself***
* ***Information on Police process***
* ***Reporting of SH*** [sexual harm]***/***[sexual] ***abuse***
* ***Legal definitions***
* ***Pornography use***
* ***Advice on providers***
* ***Physical abuse***

### Caller types

### Highest % of calls by DHB

This documents what area the person is contacting Safe to talk from. This is based on District Health Board boundaries which can be found here: <https://www.health.govt.nz/new-zealand-health-system/key-health-sector-organisations-and-people/district-health-boards/location-boundaries-map>.