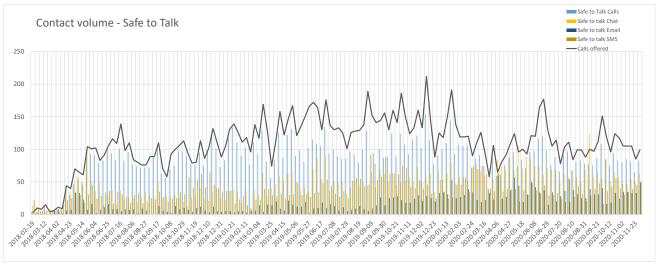
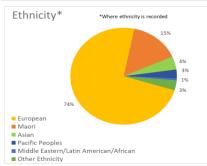


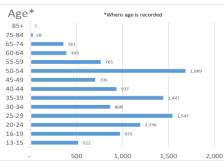
Total contacts 27,532 Total service users 14,832

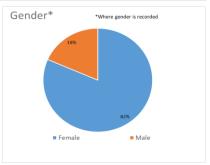




31%

Call outcomes reasons for calling





Call Outcome ■ Hang Up/Wrong number/Prank ■ Brief intervention ■ General support SU abandoned contact prior to outcome ■ Set up call backs ■ Signpost to external service Other Unknown Followed existing support/management plan Frequent Caller





Reason for Call

Reasons for call



■ Legal definitions ■ Advice About Providers

■ Physical Abuse

	Sex grat/abusive	
Caller types		
Other		12,974
Victim/survivor		9,882
3rd Party Victim/survivor enquiry		1,503
Service provider		318
3rd Party HSB enquiry		313
HSB Ideation		152
HSB Perpetrator		144

Resources provided Referral to internal service
Outside NZ

■ Internal testing ■ Break glass - police

■ Referral to external service

Highest % of calls by DHB	
Canterbury District Health Board	26%
Northland District Health Board	12%
Auckland District Health Board	11%
Counties Manukau District Health Board	8%
Waitemata District Health Board	6%
Waikato District Health Board	6%
Capital and Coast District Health Board	6%

Overall observations