

10811 **Total contacts** 6299 Total service users Safe to Talk Calls Contact volume - Safe to Talk Safe to talk Chat Safe to talk Email Safe to talk SMS -Calls offered 200 180 120 100 80 60 40 20 0 20120806 2018-10-15 2018-12-26 2018-72.20 2018-72-7A 2018.04.26 2018.04.30 2018.05-14 2018/05/28 2018 09:27 2018-17-12 2019.01.01 2019.02:18 2019.04.15 2018.04.02 2018-10-29 2019.04.29 2018 06:11 2018 06-25 2018-01-09 2018 01:23 2018 08:20 , 2018 09:03 2018-10-01 2019.01.22 2019.03.04 2019.05:13 2019.04.01 2019.05.27 Ethnicity* Age* Gender* *Where gender is recorded *Where ethnicity is recorded *Where age is recorded 85+ 75-84 65-74 60-64 55-59 50-54 3% 45-49 40-44 35-39 30-34 ■ European ■ Maori 25-29 20-24 ■ Asian ■ Pacific Peoples Female Male 13-15 Middle Eastern/Latin American/African
 Other Ethicity 0 200 400 600 800 1000 1200 Call Outcome Reason for Call ■ Emotional support required 2%¹%¹%¹%¹%0% ■ Hang Up/Wrong number/Prank ■ General support

22%	SU abandoned contact prior to outcome Set up call backs Other Signpost to external service Followed existing support/management plan Frequent Caller Declined advice/did not engage Resources provided Referral to internal service No Contact Made Referral to external service Outside NZ Break glass - police Sex grat/abusive Police (with consent) DHB acute MH (CAT)
0.11	
Caller types	
Other	4992

26%	a sex Bray asasive			
	2070	Police (with consent)		
		■ DHB acute MH (CAT)		
	Caller types			Highest %
	Other		4992	Canterbury
	Person that experienced sexual har	m	4666	Nelson Ma
	Concerned about a person that has	experienced sexual harm	625	Counties N
	Service provider		234	Auckland [
	Concerned about a person's harmfu	ıl sexual behaviour	187	Capital and
	Concerning sexual ideation/though	ts	51	Waikato D
	Person that has completed sexual h	arm	41	Southern [

3% 1%1343 ⁴ /3 ¹³ /3 ⁶ % 4% 28% 21% 27%	■ Hang up/wrong number ■ Advice required ■ 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) ■ Information on SH ■ Info on another service ■ Worried about someone else ■ Worried about myself/not feeling safe ■ Information on police process ■ Reporting SH/abuse ■ Legal definitions ■ Pornography use ■ Advice About Providers
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Highest % of calls by DHB	
Canterbury District Health Board	20%
Nelson Marlborough District Health Board	19%
Counties Manukau District Health Board	9%
Auckland District Health Board	8%
Capital and Coast District Health Board	8%
Waikato District Health Board	7%
Southern District Health Board	5%