

**Setlementti
Tampere**

**NOLLALINJA
080 005 005**



**National helplines for the victims of violence in
close relationships – Nordic approach
webinar
5.4.2022**

Päivi Sinkkonen



Nollalinja briefly

- Opened 19.12.2016
- Second phone line 1.1.2017
- Chat since April 2021
- Helpline is open 24/7 every day, all year, and chat weekdays 9 am till 3 pm
- 1-3 telephone lines, minimum two helplines 10 h/ day + chat
- Anonymous, free of charge
- 11 permanent counsellors/crisis workers + 4 substitute employees
- Close co-operation with THL
- Data bank and up-to-date situation of available places in shelters (29)



Nollalinja briefly

Minimum requirements for counsellors
educational level:

- Bachelors degree in social-or health care
- work experience in various positions in different sectors of social- or health care
- work experience in work with victims of intimate violence
- experience/studies in trauma/crisis work
- All our counsellors are highly experienced professionals



Nollalinja briefly

- Nollalinja serves in finnish, swedish and english languages and via telephone interpretation with Arabic, Dari, Farsi, Sorani, Somalian ja Russian languages



What do we do?

- We talk about violence. Most of our calls (chats) come from victims of violence (85%), also from relatives of victims, perpetrators (a few), authorities and officials when they need information of free places in shelters. We give consultation for various professionals in social and health care. Circa 85 % of callers are women, circa 12% men, and rest unknown.
- Our discussions last from few minutes till two hours. The most important thing for us is the encounter = the caller is taken seriously; she is heard and she has time to think and talk about her situation in peace. Most callers have experienced violence/rape/harassment quite recently, some many years ago without telling anyone about it. Our discussions are highly supporting. We aim to keep callers and their families safe, and give them hope.
- The feedback we get from callers is absolutely positive- the contents of calls is tough, but positive feedback is highly motivating for our counsellors. They can use all their experience and knowledge when helping callers.



National networks

Member of:

- Work group with other NGO`s (JÄTY) which is co-operating and commenting for the Committee for Combating Violence against Women and Domestic Violence (NAPE) with representatives from ministries, and promoting co-operation between states administration and NGO`s
- Delegation for ethical principles of telephone and webb based help with more than 20 national (PuhEet) NGOs
- Amnesty Finland`s Executive committee against violence against women with large network from human rights perspective



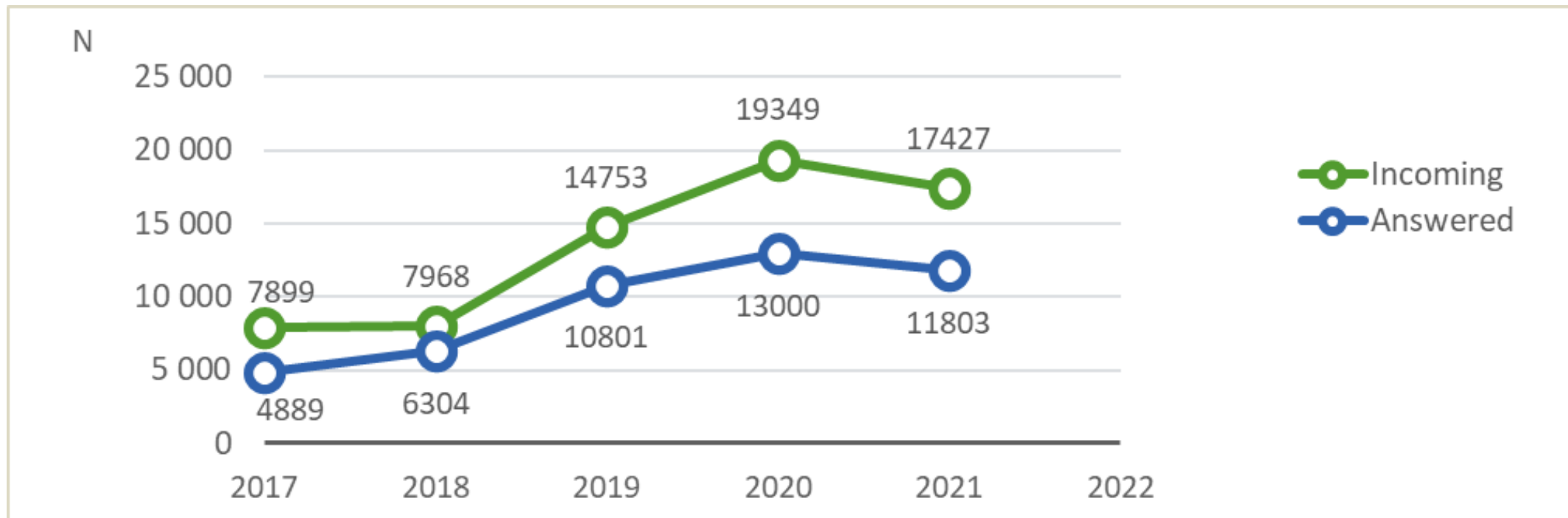
Some statistics about the calls we receive

(statistics by THL/Niklander)





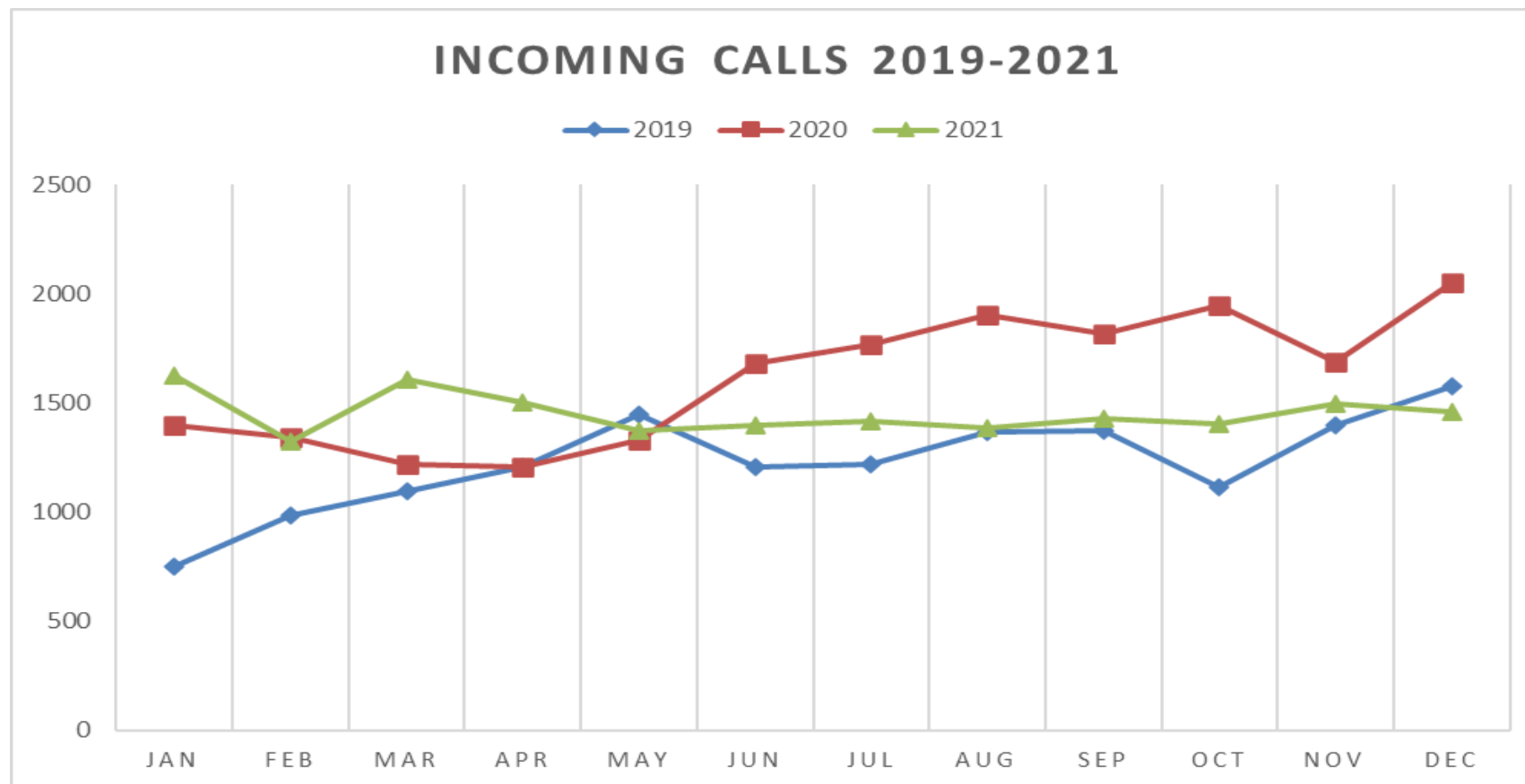
Phone calls 2017-2021



THL/Niklander

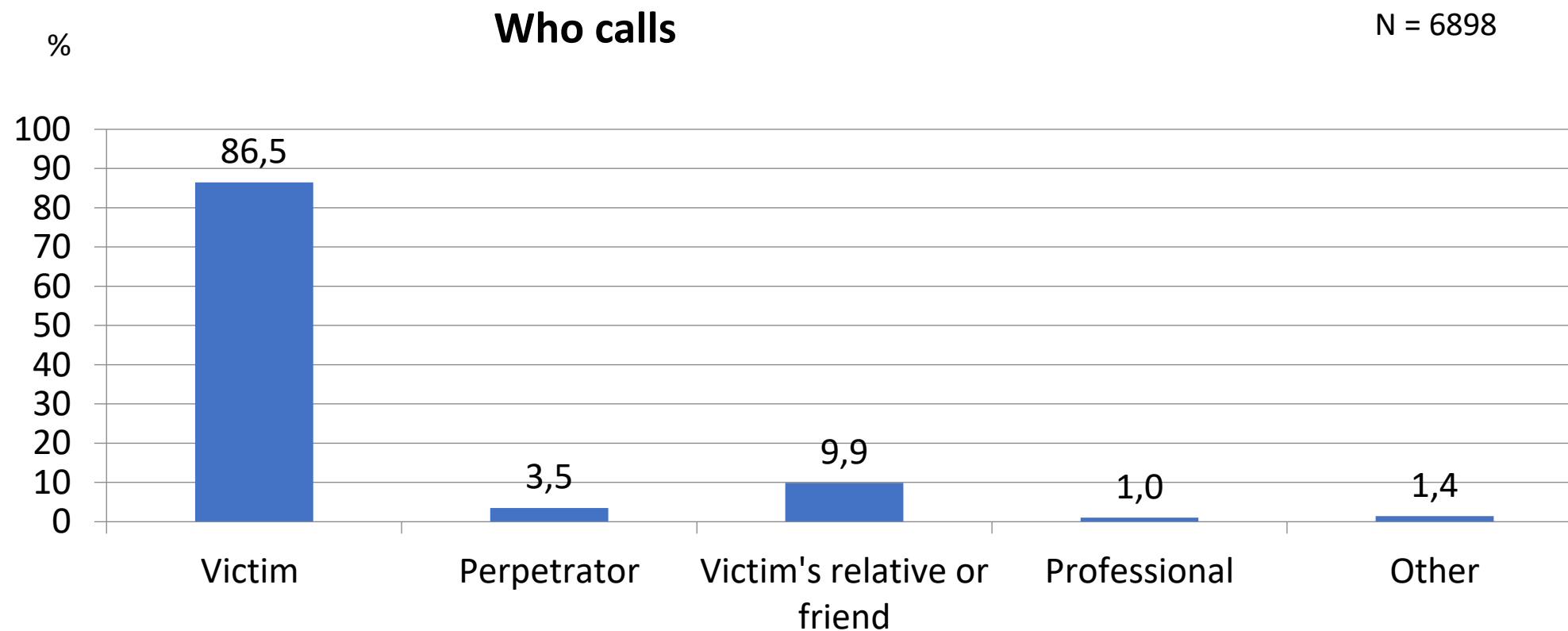


Incoming calls 2019-2021





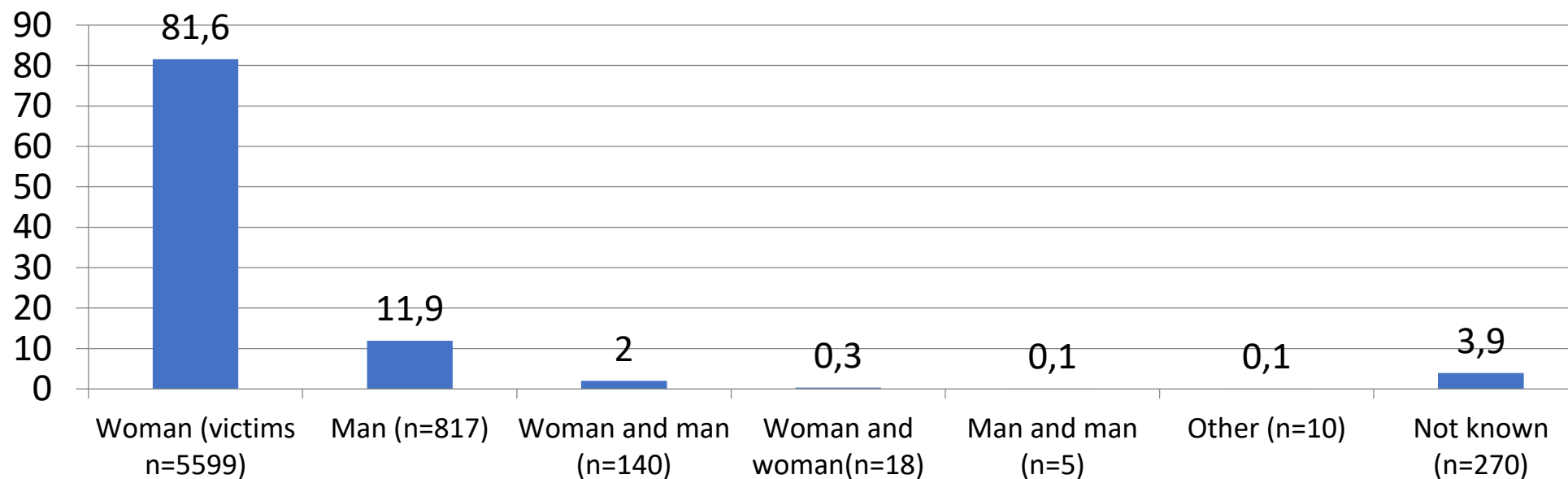
Role of the caller





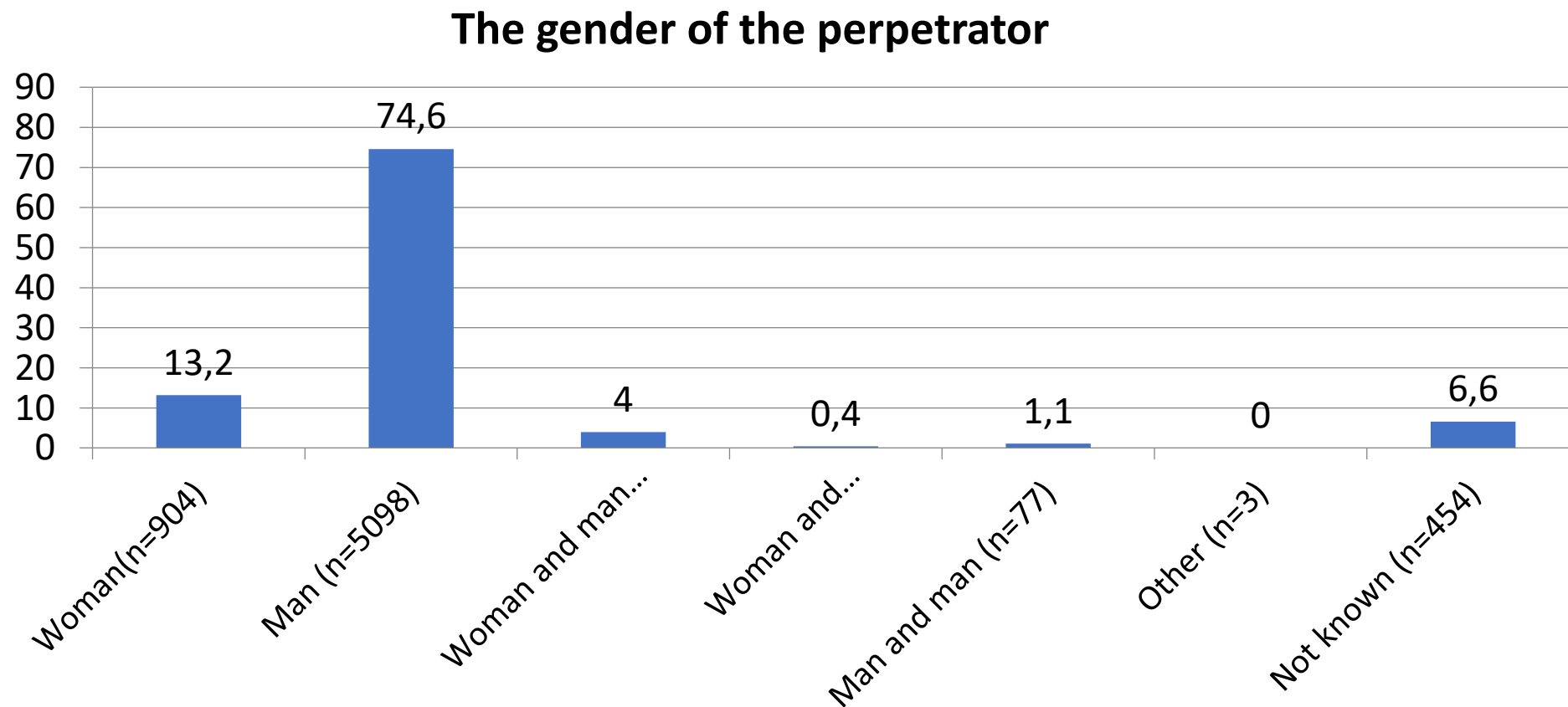
The gender of the victim

The gender of the victim



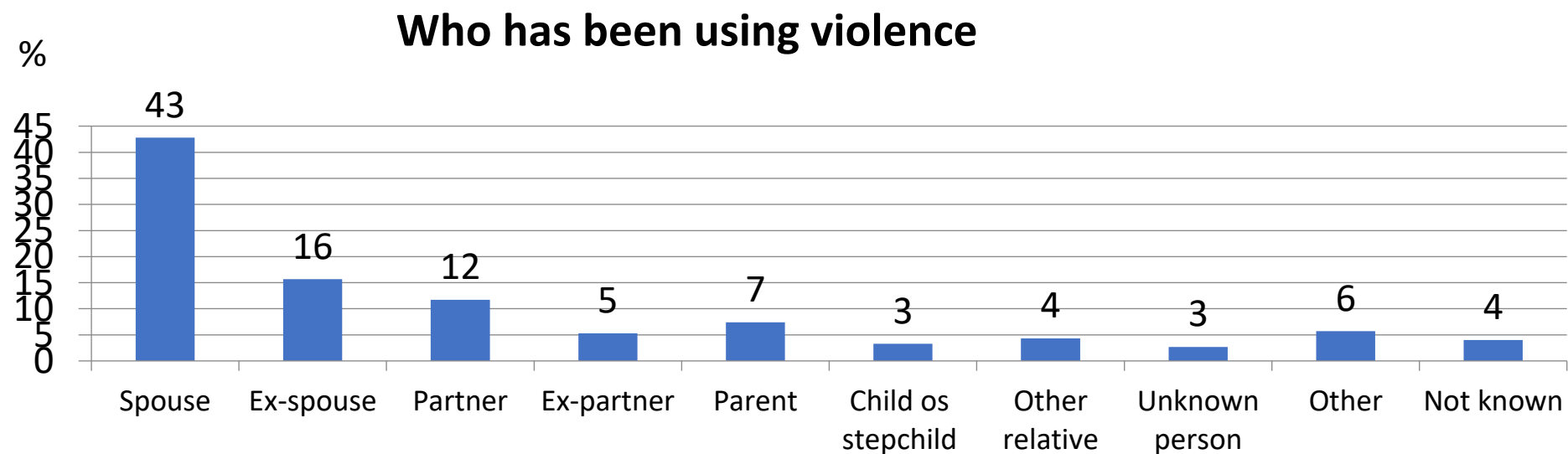


The gender of the perpetrator



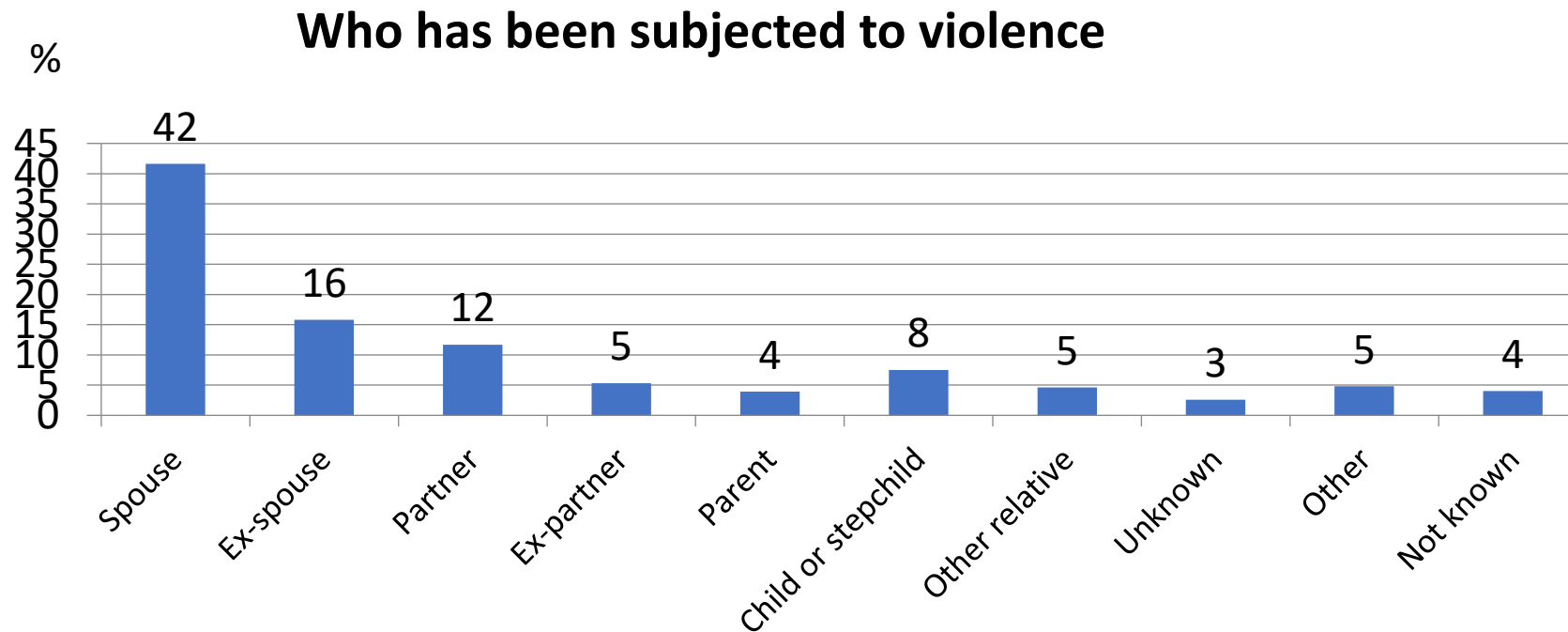


The relationship between the victim and the perpetrator 1/2



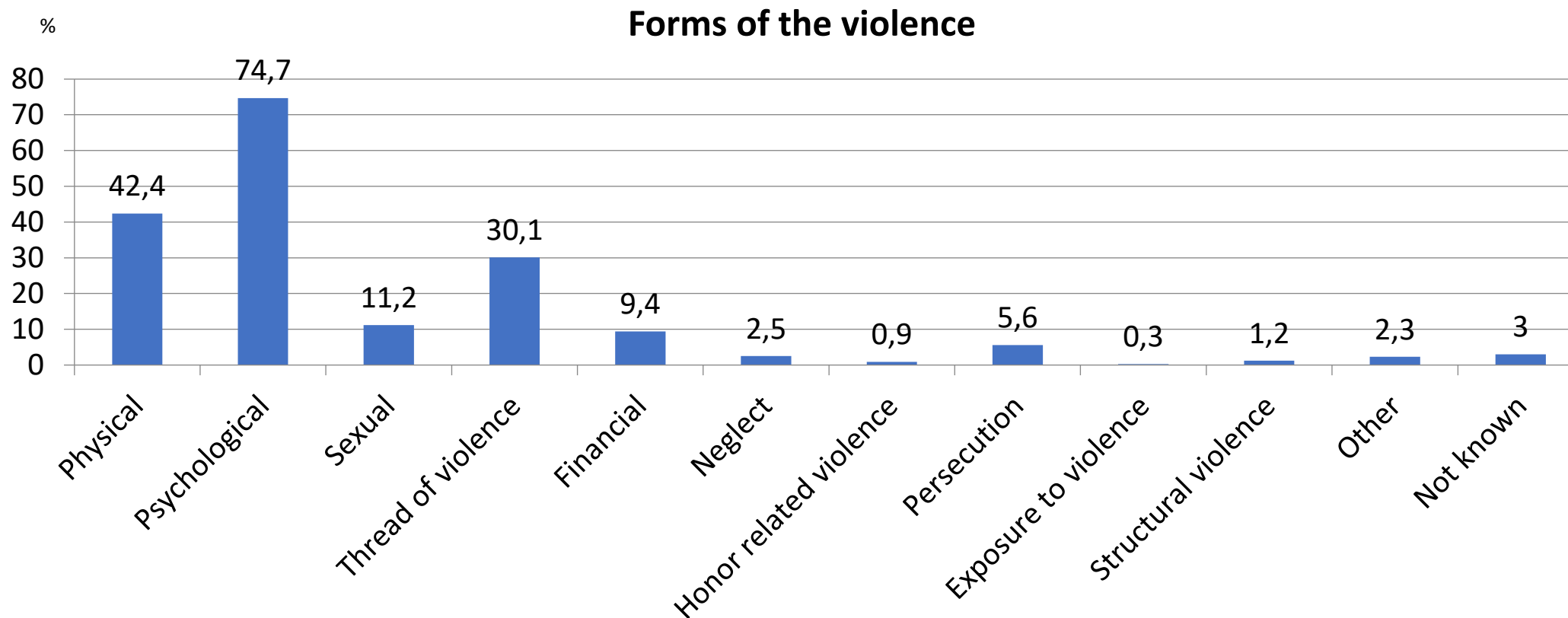


The relation between the victim and the perpetrator





Forms of the violence

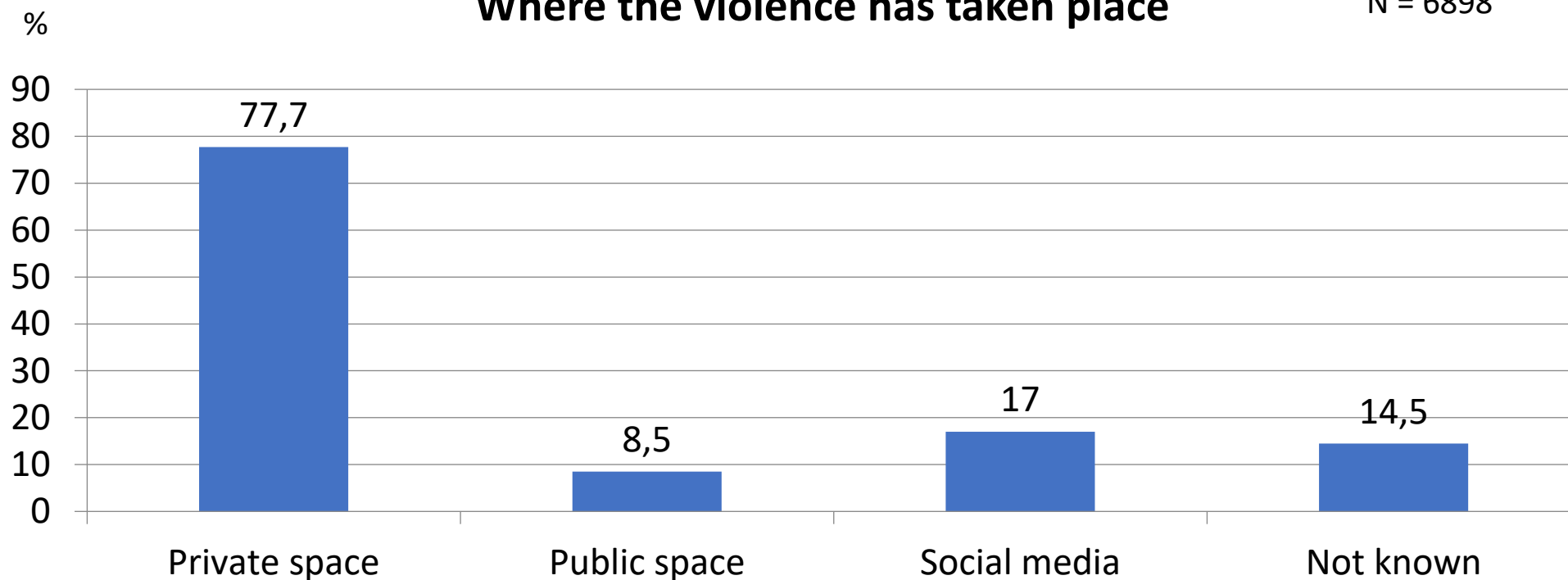




The place of the violence

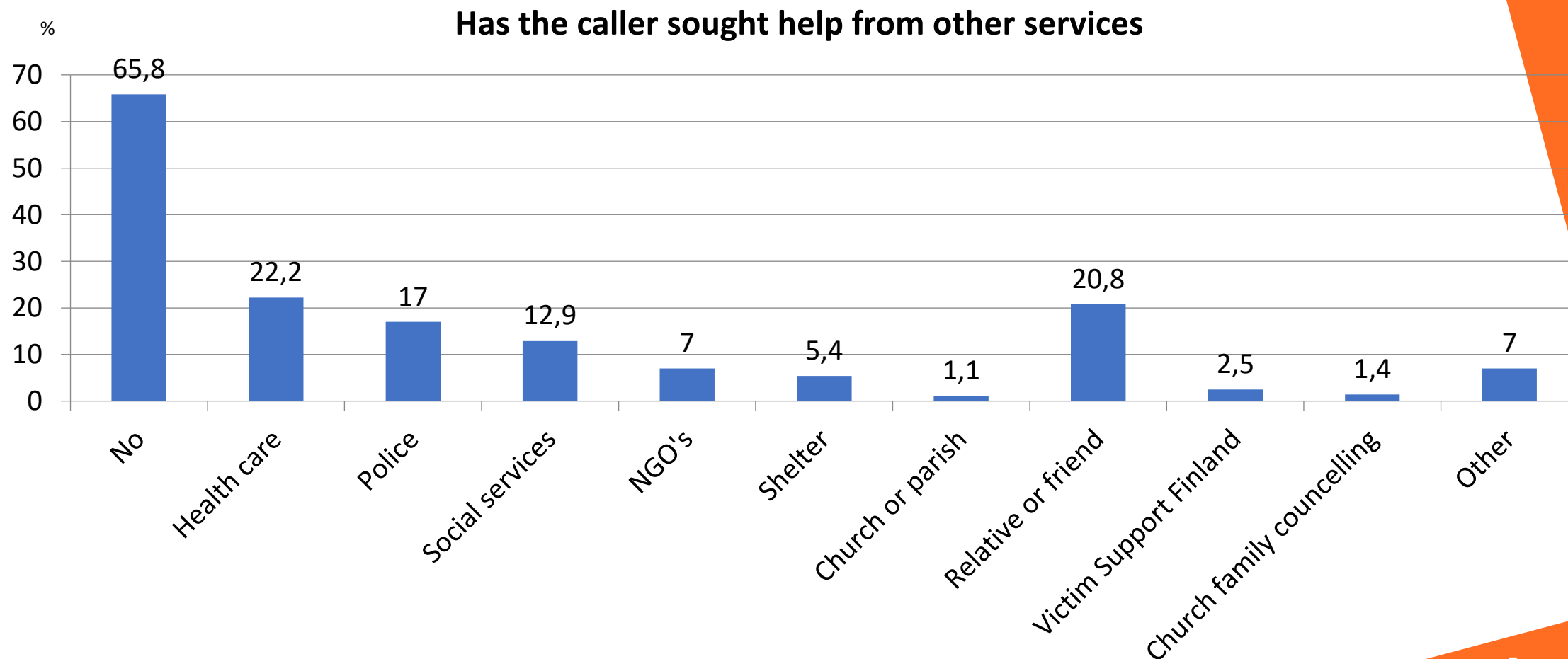
Where the violence has taken place

N = 6898





Seeking help from other services?





Thank you for your attention!

paivi.sinkkonen@setlementtitampere.fi

www.nollalinja.fi

www.setlementtitampere.fi

