

Family Violence Policy

Information about support services

Tango Energy Pty Ltd

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1. Overview

1.1 Tango Energy's Family Violence Policy supports customers affected by family violence. The full policy is available on our website: www.tangoenergy.com. This document sets out an up-to-date record of family violence support services and has also been made available on our website.

2. Immediate Support

2.1 Below are some services that may be able to provide immediate support and guidance.

Resource	Description	Contact
Emergency Services Police Ambulance Fire	If you or anyone in your household are in immediate danger, do not hesitate-contact emergency services.	000
1800 Respect*	Offer information, referral and counselling to those experiencing or at risk of domestic violence, as well as their family, friends and co-workers.	1800 737 732 Online Chat option Available 24/7 www.1800respect.org.au
Lifeline	Lifeline provides crisis support and suicide prevention services.	13 11 14 Available 24/7 Online Chat option 7:00pm – midnight 7 days www.lifeline.org.au
Safesteps*	Offer specialist support services for women and children affected by domestic violence. Assist in recovery, overcoming trauma and living lives free from violence. Also offer court support services.	1800 015 188 Available 24/7 www.safesteps.org.au
MensLine Australia	Offer free counselling and assisted referral services to men.	1300 78 99 78 Available 24/7 Online and video counselling www.mensline.org.au

* These sites also have “exit” function that takes you directly to Google homepage and some provide options to clear your browser history. In an event where the perpetrator may be in close proximity and to maintain safety.

3. Counselling and Information

3.1. These following services are just a few that are available to victims of domestic violence. They offer services such as information, counselling, safety plans, resources, financial & legal advice and guidance. This is a small selection of what is available online, rest assured there are many services that can offer wide ranging assistance.

Resource	Description	Contact
Domestic Violence Resource Centre*	Provide initial telephone support, information and referral services.	(03) 9486 9866 Monday to Friday 9am-5pm www.dvrcv.org.au
Another Closet LGBTIQ Domestic & Family Violence	Provides information, resources and support services specific to LGBTIQ.	www.anothercloset.com.au
Men's referral Services (MRS)*	Provide counselling, information and referral services. Also available to partners, friends or family members of men who are seeking assistance in regards to domestic violence behaviours.	1300 766 491 Monday to Friday 8am-9pm Weekends 9am-5pm Online Chat available www.ntv.org.au
Women's Legal Service	Able to provide legal advice and representation. Includes financial counselling and has a program that assists women to leave domestic violence situations and regain economic security, "Stepping Stones".	www.womenslegal.org.au
Department of Human Services*	Provides information, resources and referrals. Can provide financial assistance such as income support payments, crisis payments etc.	www.humanservices.gov.au
GP	Your GP also can provide support and referrals to services to assist	

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