



Family Violence Policy

Information about Support Services

tangoenergy.com

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1. Overview

Tango Energy's Family Violence Policy supports customers affected by family violence. This document sets out an up-to-date record of the family violence support services and has also been made available on our website.

The full policy is available on our website: www.tangoenergy.com.

2. Immediate Support

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

Resource	What they do	Contact
Emergency Services Police Ambulance Fire	Law enforcement services – if you or anyone in your household are in immediate danger, do not hesitate to contact emergency services.	Tel: 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.	Tel: 1800 737 732 Online Chat option Available 24/7 www.1800respect.org.au
Lifeline	Provides crisis support and suicide prevention services.	Tel: 13 11 14 Available 24/7 Online Chat option 12:00pm – 2:00am every day www.lifeline.org.au
Safe Steps Family Violence Response Centre (Victoria only)*	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.	Tel: 1800 015 188 Available 24/7 Online Chat option 9:00am – midnight Mon-Fri www.safesteps.org.au
MensLine Australia	Offer free counselling and assisted referral services to men.	Tel: 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 the event where a perpetrator may be in close proximity and to maintain your personal safety, this function is available.

3. Counselling and Information

Below are a few services available to victims of family violence. They offer services such as information, counselling, safety plans, resources, financial & legal advice and guidance.

These are only a small selection of what is available, and many others can be accessed online that offer wide ranging assistance.

Resource	What they do	Contact
Domestic Violence Resource Centre*	Provide initial telephone support, information and referral services.	Tel: (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. Available to partners, friends or family members of men who are seeking assistance in regards to domestic violence behaviours.	Tel: 1300 766 491 Monday to Friday 8am-9pm Weekends 9am-5pm Online Chat available www.ntv.org.au
Women's Legal Services Australia	Provides a network of community legal centres that specialise in women's legal issues. Also provides the ability to request legal advice or be referred to other services.	www.wlsa.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
Relationships Australia	Provides counselling, mediation and family dispute resolution services	Tel: 1800 346 277 www.relationships.org.au
GP	Provides support and referrals to services to assist	

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