



# Family Violence Policy

[tangoenergy.com](https://tangoenergy.com)

## Table of Contents

1. Overview .....	1
2. Scope .....	1
3. Supporting customers affected by family violence .....	2
4. Staff training and policies .....	2
5. Information about support services .....	2
6. Review process .....	2

## 1. Overview

Tango Energy is committed to upholding community safety, with safety of our customers and employees being paramount. Tango Energy has developed the following Policy to support small energy customers who are affected or have been exposed to family violence.

In this Policy, reference to 'Tango Energy', 'us' 'we' or 'our' means Tango Energy Pty Ltd (ABN 155 908 839).

## 2. Scope

This policy applies to small customers, including current and former residential and small business energy customers, of Tango Energy who are affected or have been exposed to family violence (*affected customers*).

Family violence encompasses a broad set of behaviours that cause a family member to fear for his or her personal safety or wellbeing. Family violence is not limited to physical harm and may involve:

- sexual abuse;
- emotional or psychological harm;
- economical abuse;
- threatening behaviour; or
- coercion.



### Examples of family violence

- Threatening or causing injury to a family member, pet or property.
- Dominating or controlling a family member.
- Exposing a child to violent, threatening or coercive behaviour.

### **3. Supporting customers affected by family violence**

Tango Energy will provide confidential and respectful support to customers who are affected or have been exposed to family violence. This includes providing safe, supportive and flexible assistance to affected customers to assist them in managing their personal and financial security.

In fulfilling this commitment to our customers, Tango Energy will:

- provide information on the availability of external family violence support services to affected customers, where appropriate;
- ensure that affected customers are provided with a safe and confidential means to communicate confidentially with our staff;
- not disclose or provide third parties, including any former or current joint account holder, with access to information that may be used to identify or locate an affected customer without the affected customer's consent;
- contact you through your preferred method of communication or offer reasonable alternative methods of communication if your preferred method is not practicable;
- provide a secure process designed to avoid the need for an affected customer to repeatedly disclose or refer to their experience;
- offer payment assistance, including payment plans or extensions, where appropriate; and
- ask you to substantiate your personal situation only in exceptional circumstances and to the extent reasonably necessary for us to consider whether it is appropriate to proceed with debt recovery or disconnection activities.
- assess the personal circumstances of an affected customer, including the potential impact to the affected customer, and whether other persons are jointly or severally responsible for energy usage that resulted in the accumulation of arrears, before requesting the payment of a security deposit, undertaking debt recovery activities or disconnecting the affected customer for non-payment.

### **4. Staff training and policies**

Tango Energy will provide training to all employees, agents and contractors who are likely to engage with customers affected or exposed to family violence. The training will focus on ensuring that staff members, who interact with affected customers, are in a position to:

- identify and support customers who are affected or have been exposed to family violence;
- handle personal information with sensitivity and respect;
- provide financial support options to affected customers, as required; and
- otherwise act in accordance with the requirements of this Policy.

All our staff will be informed of this Policy and will be expected to develop an understanding of how their work functions are affected by this Policy and family violence more generally. We will also provide internal support services for our employees who are affected or have been exposed to family violence.

### **5. Information about support services**

We will publish and maintain an up-to-date record of family violence support services on our website: [www.tangoenergy.com](http://www.tangoenergy.com).

### **6. Review process**

We will continually assess our Family Violence Policy to ensure it reflects the needs of affected customers and conduct a comprehensive review of this Policy at least once every 2 years.