



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 Text: 0458 737 732 Phone, text and online chat available 24/7 Video call is also available through the website. www.1800respect.org.au
Lifeline	Provides crisis support and suicide prevention services.	Tel: 13 11 14 Text: 0477 13 11 14 Phone, text and online chat available 24/7 www.lifeline.org.au
Safe Steps	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 available by appointment 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
The Orange Door	Provides support, information, risk assessment, safety planning and referrals for people experiencing family violence, as well as support for families and children. Helps connect people with local specialist family violence services.	www.orangedoor.vic.gov.au
Rainbow Door	Free specialist LGBTIQ+ support service providing information, support, safety planning, referral and short-term case management. Supports people experiencing family and intimate partner violence, relationship issues, sexual assault, mental health concerns and social isolation.	Tel: 1800 729 367 Text: 0480 017 246 www.rainbowdoor.org.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 Phone, and online chat available 24/7 www.mrs.org.au
Women's Legal Services Australia	Provides information about Women's Legal Services across Australia and helps connect people with specialist legal services in their state or territory. Women's Legal Services provide legal advice, assistance and referrals on issues including family violence, family law and safety planning.	www.wlsa.org.au
Services Australia	Provides information, support and referrals, including access to government assistance such as income support payments, crisis payments and other support services.	www.servicesaustralia.gov.au
Relationships Australia	Provides counselling, family and relationship support, family dispute resolution and referrals to specialist services, including support for people affected by family violence.	Tel: 1800 346 277 www.relationships.org.au

General Practitioner (GP)	Can provide medical care, mental health support, documentation of injuries, safety planning assistance and referrals to specialist family violence, counselling and support services.	Contact your local GP clinic.
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