



Family Violence Policy

tangoenergy.com

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Tango Energy Pty Ltd ABN 43 155 908 839

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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 accountholder, with access to information that may be used to identify or locate an affected customer without the affected customer's consent;
- offer reasonable alternative methods of communication;
- 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
- 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

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.

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,	Tel: 1800 729 367 Text: 0480 017 246 www.rainbowdoor.org.au

	relationship issues, sexual assault, mental health concerns and social isolation.	
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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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.