



# Family Violence Policy

Information about Support Services

[tangoenergy.com](https://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](http://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
<b>Emergency Services</b> <b>Police</b> <b>Ambulance</b> <b>Fire</b>	Law enforcement services – if you or anyone in your household are in immediate danger, do not hesitate to contact emergency services.	Tel: 000
<b>1800 Respect*</b>	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 <a href="http://www.1800respect.org.au">www.1800respect.org.au</a>
<b>Lifeline</b>	Provides crisis support and suicide prevention services.	Tel: 13 11 14 Available 24/7 Online Chat option 12:00pm – 2:00am every day <a href="http://www.lifeline.org.au">www.lifeline.org.au</a>
<b>Safe Steps Family Violence Response Centre (Victoria only)*</b>	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 <a href="http://www.safesteps.org.au">www.safesteps.org.au</a>
<b>MensLine Australia</b>	Offer free counselling and assisted referral services to men.	Tel: 1300 78 99 78 Available 24/7 Online and video counselling <a href="http://www.mensline.org.au">www.mensline.org.au</a>

\*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
<b>Domestic Violence Resource Centre*</b>	Provide initial telephone support, information and referral services.	Tel: (03) 9486 9866 Monday to Friday 9am-5pm <a href="http://www.dvrcv.org.au">www.dvrcv.org.au</a>
<b>Another Closet LGBTIQ Domestic &amp; Family Violence</b>	Provides information, resources and support services specific to LGBTIQ.	<a href="http://www.anothercloset.com.au">www.anothercloset.com.au</a>
<b>Men's Referral Services (MRS)*</b>	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 <a href="http://www.ntv.org.au">www.ntv.org.au</a>
<b>Women's Legal Services Australia</b>	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.	<a href="http://www.wlsa.org.au">www.wlsa.org.au</a>
<b>Department of Human Services*</b>	Provides information, resources and referrals. Can provide financial assistance such as income support payments, crisis payments etc.	<a href="http://www.humanservices.gov.au">www.humanservices.gov.au</a>
<b>Relationships Australia</b>	Provides counselling, mediation and family dispute resolution services	Tel: 1800 346 277 <a href="http://www.relationships.org.au">www.relationships.org.au</a>
<b>GP</b>	Provides support and referrals to services to assist	

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