

# Mental health support for residents

New England Renewable Energy Zone

December 2025

EnergyCo has engaged two mental health support providers for community members. Both providers are independent, with all advice, support and clinical notes kept confidential from EnergyCo. Applicants will only need to provide proof of residence to confirm eligibility for services.

## Support line available to all community members

### Property Acquisition Support Line 24/7 crisis support

All community members in the New England REZ geographical boundary, within the study corridor or within 500m of the study corridor can access free and confidential support through the Property Acquisition Support Line. Despite the hotline's name, the support is available to anyone living in the New England REZ.

You can call 1300 089 551 and talk to qualified psychologists and social workers 24/7. You don't need to be impacted by property acquisition to access this service. Up to five free face-to-face or phone sessions are available. If more sessions are required, your counsellor will request this on your behalf based on their clinical assessment. They will also help establish longer-term support if you need it.

## Targeted support for eligible residents

### Enhanced Mental Health Support Program

EnergyCo has partnered with Grand Pacific Health to provide mental health support to eligible residents or landholders impacted by the New England REZ network infrastructure project.

#### How can I access the service?

EnergyCo is proactively contacting all residents that meet the eligibility criteria to offer this service. If you feel you should have been contacted, please email [nerez@energyco.nsw.gov.au](mailto:nerez@energyco.nsw.gov.au).



## Support is available for people living in the New England REZ

Support service	Type	Contact details	Availability	Eligibility
<b>Triple Zero</b> (Australian Government)	Emergency service for life-threatening situations	<b>000</b> <a href="http://Triplezero.gov.au">Triplezero.gov.au</a>	24/7	All
<b>Mental Health Line</b> (NSW Health)	Urgent and after-hours support	<b>1800 011 511</b> <a href="http://Health.nsw.gov.au/mentalhealth">Health.nsw.gov.au/mentalhealth</a>	24/7	All
<b>Lifeline Australia</b> (Lifeline)	24-hour crisis support and counselling	<b>13 11 14</b> <a href="http://Lifeline.org.au">Lifeline.org.au</a>	24/7	All
<b>13Yarn</b> (Australian Government with support from Lifeline)	24-hour crisis support and counselling for Aboriginal & Torres Strait Islander people	<b>13 92 76</b> <a href="http://13yarn.org.au">13yarn.org.au</a>	24/7	Aboriginal & Torres Strait Islander people
<b>Beyond Blue</b> (Beyond Blue)	24-hour crisis support and counselling	<b>1300 224 636</b> <a href="http://Beyondblue.org.au">Beyondblue.org.au</a>	24/7	All
<b>Property Acquisition Support Line</b> (Centre for Property Acquisition)	Phone support and face-to-face counselling	<b>1300 089 551</b>	24/7	Available to all New England REZ residents
<b>Enhanced Mental Health Support Program</b> (Grand Pacific Health)	Phone support	<b>Provided by EnergyCo to eligible residents</b>	8:30am - 5pm business days	Eligibility criteria apply, see page 1
<b>RAMHP</b> (Rural Adversity Mental Health Program)	Personalised advice to connect individuals with the most appropriate services and resources	<b>0428 109 990</b> (Armidale) <b>0473 930 797</b> (Tamworth) <a href="http://ramhp.com.au">ramhp.com.au</a>	8:30am - 5pm business days	Residents of regional, remote and rural NSW
<b>NSW Mental health support services</b>	Online source of information and services	<a href="http://service.nsw.gov.au/guide/mental-wellbeing-resources">service.nsw.gov.au/guide/mental-wellbeing-resources</a>	Various	All
<b>Mental health care and Medicare</b>	Claim up to 10 individual sessions with a mental health professional each calendar year	<a href="http://servicesaustralia.gov.au/mental-health-care-and-medicare">servicesaustralia.gov.au/mental-health-care-and-medicare</a>	Various	Talk to your GP to access this service

### Contact us

For more information, please visit our website or get in touch with our team.



[nerez@energyco.nsw.gov.au](mailto:nerez@energyco.nsw.gov.au)



1800 061 114 (toll free)



[energyco.nsw.gov.au/ne](http://energyco.nsw.gov.au/ne)



If you need help understanding this information, please contact the Translating and Interpreting Service on **131 450** and ask them to call us on **1800 061 114**.



For more information about EnergyCo, visit our website at [energyco.nsw.gov.au/about-energyco](http://energyco.nsw.gov.au/about-energyco) or scan the QR code to visit the New England REZ webpage.