

Landowner and directly affected parties support information

Support for landowners, their families, tenants, and directly affected parties impacted by property access and acquisition

The property acquisition process can be emotional and stressful. EnergyCo takes the wellbeing and mental health of landowners and affected parties seriously.

EnergyCo provides a dedicated Acquisition Manager and Place Manager to help you work through the practical aspects of the property access and acquisition process. However, we understand that the process can also be emotionally challenging.

More information on the land acquisition process is provided in EnergyCo's [fact sheet](#).

Qualified professionals are available to talk to you 24/7

The NSW Government has engaged an independent service provider to deliver a free and confidential **Property Acquisition Support Line**. You can call the Property Acquisition Support Line on **1300 089 551** and talk to qualified psychologists and social workers 24 hours a day, seven days a week.

This service is available to property owners, their families, tenants, commercial property and business owners, and employees directly affected by property acquisition and other EnergyCo property discussions such as access agreements.

You do not need a referral to access the Support Line.

Access free one-on-one counselling sessions

Help is available when you need it through this free, independent, and confidential support line. For those eligible, you can get up to **five free face-to-face or phone sessions** per person.

If more than five 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.

The Support Line is delivered by a team of qualified psychologists and social workers. These counsellors can help you develop skills and tools to protect your emotional and psychological wellbeing. They are there to support your mental and emotional welfare.

Counselling is immediate, solution-oriented, and empowerment driven. Counsellors use a combination of counselling and coaching techniques to help you with your immediate needs and into the future.

All counsellors are fully qualified and have access to a referral network of external organisations to provide long-term help.

Call for immediate support

You can call the Property Acquisition Support Line any time on **1300 089 551**. The Support Line is available 24 hours a day, seven days a week.

Privacy and confidentiality

The Property Acquisition Support Line is operated by an independent organisation. It is external to EnergyCo and the project team. All information provided during your calls and counselling sessions is strictly confidential.

The counsellor will ask for your name and address to verify which project you are affected by and to be able to confirm how many sessions you have had.

This information will remain confidential and is not shared with the Centre for Property Acquisition or EnergyCo. The only information the Centre for Property Acquisition receives is the number of people per project that have used the service.

Broader community

For community members impacted by transmission infrastructure projects or REZs, but whose property is not directly impacted, existing NSW Government support services are already available. These existing resources are outlined below.

More information is available at: <https://www.service.nsw.gov.au/guide/mental-wellbeing-resources>

Support services available

Support service	Contact details
Triple Zero - life-threatening emergency support.	000
Mental Health Line - Urgent and after-hours support.	1800 011 511
Lifeline Australia - 24-hour crisis support and counselling.	13 11 14
Property Acquisition Support Line - For property owners impacted by property acquisition processes.	1300 089 551
RAMHP (Rural Adversity Mental Health Program) - Linking individuals with support services.	www.ramhp.com.au 0436 932 919 (Dubbo)
NSW Mental health support services - Online source of information and services.	www.service.nsw.gov.au/guide/mental-wellbeing-resources
Mental health care and Medicare - Claim up to 10 individual sessions with a mental health professional each calendar year. Talk to your GP to access this service.	www.servicesaustralia.gov.au/mental-health-care-and-medicare?context=60092

Contact us

For more information about the Central-West Orana REZ project, you can visit our website or contact the project team:

 cwo@energyco.nsw.gov.au

 1800 032 101

 energyco.nsw.gov.au

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.