

Mental health support for Central-West Orana REZ residents

June 2025

EnergyCo has engaged two providers to provide additional support. Both providers are independent, all advice, support and clinical notes are kept completely confidential from EnergyCo. Applicants need only 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 Central-West Orana REZ geographical boundary 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 Central-West Orana 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 Central-West Orana REZ transmission 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 cwo@energyco.nsw.gov.au

Who is eligible?

Applicants must own or reside on a property within the Central-West Orana REZ that is:


- Within 500m of the area of activity as defined in the Environmental Impact Statement; or
- Next to an eligible transmission project, being within 500m on either side of the centre line of a transmission line corridor or 500m on either side of an eligible transmission project easement either within or supporting a gazetted renewable energy zone; or
- Highly visually impacted (as defined in the relevant Environmental Impact Statement or other relevant planning documentation) by an eligible transmission project but not otherwise directly impacted.

Support is available for people living in the Central-West Orana REZ

Support service	Type	Contact details	Availability	Eligibility
Triple Zero (Australian Government)	Emergency service for life-threatening situations	000 Triplezero.gov.au	24/7	All
Mental Health Line (NSW Health)	Urgent and after-hours support	1800 011 511 Health.nsw.gov.au/mentalhealth	24/7	All
Lifeline Australia (Lifeline)	24-hour crisis support and counselling	13 11 14 Lifeline.org.au	24/7	All
13Yarn (Australian Government with support from Lifeline)	24-hour crisis support and counselling for Aboriginal & Torres Strait Islander people	13 92 76 13yarn.org.au	24/7	Aboriginal & Torres Strait Islander people
Beyond Blue (Beyond Blue)	24-hour crisis support and counselling	1300 224 636 Beyondblue.org.au	24/7	All
Property Acquisition Support Line (Centre for Property Acquisition)	Phone support and face-to-face counselling	1300 089 551	24/7	Available to all living in Central-West Orana REZ
Enhanced Mental Health Support Program (Grand Pacific Health)	Phone support	Provided by EnergyCo to eligible residents	8:30am-5pm on business days	Eligibility criteria apply, see page 1
RAMHP (Rural Adversity Mental Health Program)	Personalised advice to link individuals with the most appropriate services and resources	0436 932 919 (Dubbo) ramhp.com.au	8:30am-5pm on business days	Residents of regional, remote and rural NSW
NSW Mental health support services	Online source of information and services	service.nsw.gov.au/guide/mental-wellbeing-resources	Various	All
Mental health care and Medicare	Claim up to 10 individual sessions with a mental health professional each calendar year	www.servicesaustralia.gov.au/mental-health-care-and-medicare	Various	Talk to your GP to access this service

Contact Us

If you have questions or feedback about the Central-West Orana REZ transmission project please contact us:

 1800 849 794 (9am to 5pm, Monday to Friday)

 cwo@energyco.nsw.gov.au

 energyco.nsw.gov.au/cwo

 Scan the QR code for more information



For construction or out of hours enquiries, please contact our network operator ACEREZ on 1800 298 379 or visit acerez.com.au