

Support for landowners

Fact Sheet

July 2025

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

We provide 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.

Call for immediate support



You can call the Property Acquisition Support Line any time on 1300 089 551.

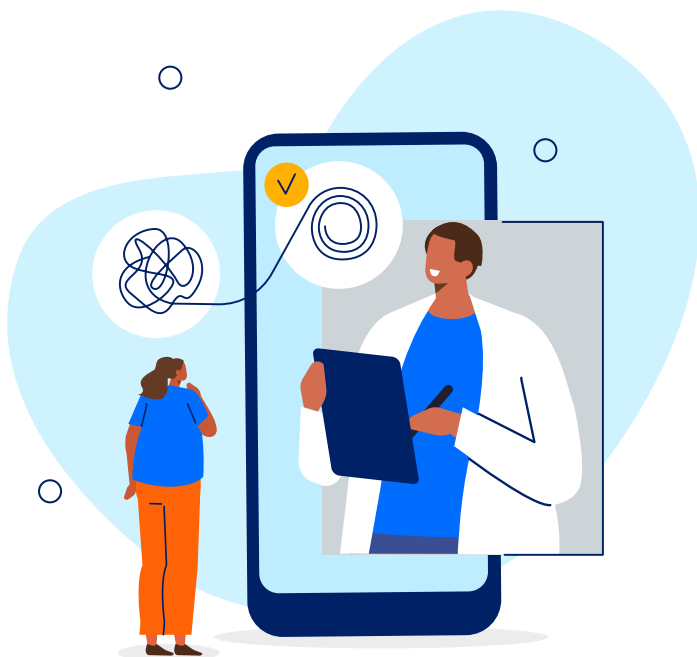


The Support Line is available 24 hours a day, seven days a week.



If you or someone you know is in immediate danger, please call 000 or go straight to the nearest hospital emergency department.





24/7 support line

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.

Privacy and confidentiality

The Property Acquisition Support Line is operated by an independent organisation. It's 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 us. The only information the Centre for Property Acquisition receives is the number of people per project that have used the service.

Free one-on-one counselling

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're 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.





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. We've included the existing resources below.

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

Support services

Triple Zero

For life-threatening emergency support call 000.

Mental Health Line

For urgent and after-hours support call 1800 011 511.

Lifeline

For 24-hours crisis support and counselling call 13 11 14.

Property Acquisition Support Line

For support for property owners impacted by property acquisition processes call 1300 089 551.

Rural Adversity Mental Health Program

Linking individuals with support services visit ramhp.com.au or call 0436 932 919 (Dubbo).

NSW Mental health support services

Online source of information and services visit 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 or visit servicesaustralia.gov.au/mental-health-care-and-medicare

NSW Farmers' Renewable Energy and Transmission Landholder Guide

NSW Farmers, with support from the Queensland Farmers' Federation and funding from EnergyCo, has developed the NSW Renewable Energy and Transmission Landholder Guide to help landowners navigate renewable energy and transmission projects.

The guide covers negotiating agreements, understanding long-term farm impacts, securing fair compensation, managing land use restrictions and addressing construction disruptions and ongoing project impacts.



About EnergyCo

The Energy Corporation of NSW (EnergyCo) is a statutory authority responsible for leading the delivery of renewable energy zones as part of the NSW Government's Electricity Infrastructure Roadmap.

For information on the New England REZ, please email nerez@energyco.nsw.gov.au or call 1800 061 114.

For information on the Central-West Orana REZ, please email cwo@energyco.nsw.gov.au or call 1800 032 101.

For information on the Hunter Transmission Project, please email htp@energyco.nsw.gov.au or call 1800 645 972.

Contact us

For information about EnergyCo, please visit our website or contact our team.



contact@energyco.nsw.gov.au



1800 118 894 (9am to 5pm, Monday to Friday)



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 118 894**.

Additional landowner resources

Property and Acquisition NSW

The NSW Government website that outlines the property acquisition process. Visit propertyacquisition.nsw.gov.au, email info@propertyacquisition.nsw.gov.au or call 1300 029 146.

Land and Environment Court

Reviews disputes about compulsory acquisition. Visit lec.nsw.gov.au, email lecourt@justice.nsw.gov.au or call 02 9113 8200.

Australian Property Institute

Provides independent information on finding a qualified valuer. Visit api.org.au or call 1800 111 274.

Royal Institution of Chartered Surveyors

Provides independent information on finding a qualified valuer. Visit rics.org/oceania or call 1300 737 657.

NSW Law Society

Provides independent information on finding a lawyer. Visit lawsociety.com.au or call 02 9926 0333.

Australian Taxation Office

Provides advice on tax-related topics. Visit ato.gov.au or call 13 28 65.



NSW Government Gazette

Publishes official notices issued by the NSW Government, including acquisition notices. Visit gazette.nsw.gov.au.

Translating and Interpreting Service

Provides interpreting services over the phone for people who speak languages other than English. Visit tisnational.gov.au or call 131 450.