

Mental health support for residents

New England Renewable Energy Zone

August 2026

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.



Support is available for people living in the New England 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 New England REZ residents
Enhanced Mental Health Support Program (Grand Pacific Health)	Phone support	Provided by EnergyCo to eligible residents	8:30am - 5pm business days	Eligibility criteria apply, see page 1
RAMHP (Rural Adversity Mental Health Program)	Personalised advice connecting people to the right services and resources	0428 109 990 (Armidale) 0473 930 797 (Tamworth) ramhp.com.au	8:30am - 5pm 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	servicesaustralia.gov.au/mental-health-care-and-medicare	Various	Talk to your GP to access this service
Farmgate (NSW Health)	A free and confidential wellbeing support program for farmers and people involved in the agricultural industry	0477 322 851 HNELHD-FarmgateSupport@health.nsw.gov.au	8am - 4:30pm business days	All

Contact us

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



nerez@energyco.nsw.gov.au



1800 061 114 (toll free)



energyco.nsw.gov.au/ne



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For more information about EnergyCo, visit our website at **energyco.nsw.gov.au/about-energyco** or scan the QR code to visit the New England REZ webpage.