

# Landowner and directly affected parties

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## Support information

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### 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 well-being 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](#).

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### 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.

To help you access the service quickly, please say you are calling about EnergyCo's project in the Central-West Orana.

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## 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.

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## 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.

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## Broader community

All community members in the Central-West Orana REZ geographical boundary can now access free and confidential support through the Property Acquisition Support Line. The support line scope has been expanded to support anyone living in the Central-West Orana REZ.

Within the Central-West Orana REZ, there is no need for community members to be impacted by property acquisition to access this service.

The support line is available 24 hours per day and seven days a week on 1300 089 551.

There is also a range of existing NSW Government support services are available. These resources are outlined on the next page.

More information is available at: [service.nsw.gov.au/guide/mental-wellbeing-resources](https://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	<a href="https://ramhp.com.au">ramhp.com.au</a> 0436 932 919 (Dubbo)
NSW Mental health support services - Online source of information and services	<a href="https://service.nsw.gov.au/guide/mental-wellbeing-resources">service.nsw.gov.au/guide/mental-wellbeing-resources</a>

### Call for immediate support

Call the Property Acquisition Support Line any time on 1300 089 551. The Support Line is available 24 hours a day, seven

### In an emergency

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

### Support service

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

### Contact details

[servicesaustralia.gov.au/mental-health-care-and-medicare?context=60092](https://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](mailto:cwo@energyco.nsw.gov.au)

 1800 032 101

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