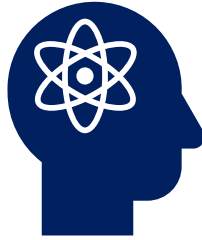


Property Acquisition Support Line

An independent counselling service for you



Support available 24 hours
a day, 365 days a year.



Qualified psychologists



1300 089 551

About the Property Acquisition Support Line

The Property Acquisition Support Line is delivered by a team of qualified psychologists and social workers.

These counsellors can provide you with emotional and psychological support during this challenging time.

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

The Property Acquisition Support Line is an independent, and confidential service that operates 24 hours a day, seven days a week, 365 days a year.

Those directly impacted by property acquisition, not just property owners, but also their families, tenants, commercial property owners, business owners and employees - are eligible for up to five free face-to-face sessions per person.

Additional sessions can also be arranged based on the counsellor's clinical assessment.

Accessing the service

If you are directly impacted by Property Acquisition, you can access the property acquisition support line by calling **1300 089 551**, and no referral is required.



email@transport.nsw.gov.au
transport.nsw.gov.au

OFFICIAL

Privacy and confidentiality

All information discussed with your counsellor is strictly confidential and personal information and details of the call isn't shared with the Centre for Property Acquisition (CPA), acquiring authority, or project team.

The Property Acquisition Support Line is operated independently of government, meaning the project team, acquiring authority and CPA don't collect or store any personal data.

The only information provided to the CPA are the volume of calls received and what project and agency they relate to, which is recorded for reporting purposes. Project teams can also request call volume data from CPA.

When you contact the support line, you will be asked to identify yourself with your name, address and date of birth, how you are impacted by acquisition, and the name of the department and/or project that is acquiring the property.

This personal identification is necessary as it's mandatory for health providers to obtain this information for security, duty of care and reporting purposes.

Emergency

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

Mental health resources to provide you with support

Support service	Contact details
Emergency support	000
Property Acquisition Support Line	1300 089 551 nsw.gov.au/housing-and-construction/property-acquisition/support-for-you/property-acquisition-support-line
NSW mental health support services	service.nsw.gov.au/guide/mental-wellbeing-resources