

11 December 2018

The NDIA will reduce its hours of operation from Tuesday 25 December to 1 January 2019 inclusive. NDIA offices will be closed during this period. Regular operations will resume on Wednesday 2 January 2019. The NDIA National Contact Centre will remain open during the Christmas and New Year period, except for public holidays.

During this reduced activity period, NDIS payments will be processed as follows:

- Payment requests submitted on 24 December 2018 will be paid on 27 December 2018.
- Payment requests submitted on 25 and 26 December 2018 will be paid on 28 December 2018.
- Payment requests submitted on 31 December 2018 will be paid on 2 January 2019.
- Payment requests submitted on 1 January 2019 will be paid on 3 January 2019.

Participant periodic transport payments scheduled for 24 December 2018 will be paid on 27 December 2018.