24 August 2026

From 24 August, the National Contact Centre will be changing its operating hours.

Currently the National Contact Centre operates from 8 am to 8 pm Monday to Friday (local time) in each state and territory.

From 24 August, the new National Contact Centre operating hours will be from 8 am to 7 pm in each state/territory.

The NDIS Board and Minister McAllister has approved this change.

By aligning operating hours with periods of highest demand, National Contact Centre staff will be able to focus on more complex calls when participants, families and carers most need their support.

The National Contact Centre is not changing how it operates or how to contact them.

At the same time, the National Contact Centre is strengthening self-service options.

This means participants, families and carers will have greater flexibility on how they access information and complete common tasks.

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