
14 December 2020

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There are some important changes to our normal operating hours this festive season.

NDIS office hours

NDIS offices will be closed from 4.30pm Thursday 24 December 2020 and will re-open on Monday 4 January 2021.

We are aware participants may have questions or need help during the festive season so the [NDIS Contact Centre](#) will continue to operate to assist with urgent enquiries.

If you have any questions or feel you may need support from your local office during the festive season, please contact them in advance.

If you call your local office, or the Agency during the this time, the phone will either divert to the NDIS Contact Centre 1800 number or provide you with an alternative point of contact.

If you require urgent assistance outside of these times please call Triple Zero or Lifeline on 13 11 14.

Partner office hours

Some of our partner offices will be closed during the festive period. You can check the partner office hours in your state:

- [ACT](#)
- [New South Wales](#)
- [Northern Territory](#)
- [Queensland](#)
- [South Australia](#)
- [Tasmania](#)
- [Victoria](#)

- [Western Australia](#)

NDIS Contact Centre - 1800 800 110

The [NDIS Contact Centre](#) can be contacted from 8.00am to 8.00pm (local time) Monday to Friday on 1800 800 110.

NDIS Contact Centre staff will respond to questions where possible and refer your query onto our staff if required.

The NCC will operate on Christmas Day (Friday 25 December) and New Year's Day (Friday 1 January) in order to assist participants where required.

Scheduled payments for participants

- Periodic transport payments will be unaffected during the festive season. For periodic transport payments scheduled for 21 December, payment will be received from 22 December. For periodic transport payments scheduled for 4 January, payment will be received from 5 January.
- Payment requests submitted on 24 December will be received from 29 December.
- For payment requests submitted from 25 December to 29 December, payment will be received 30 December.
- For payment requests submitted on 31 December, payment will be received from 4 January.
- For payment requests submitted from 1 January to 4 January, payment will be received from 5 January.

Scheduled payment runs for providers

- For payment requests submitted on 24 December, payment will be received from 29 December.
- For payment requests submitted from 25 December to 29 December, payment will be received from 30 December.
- For payment requests submitted on 31 December, payment will be received from 4 January.
- For payment requests submitted from 1 January to 4 January, payment will be received from 5 January.

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