

17 December 2021

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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 Friday 24 December 2021 and will re-open on Tuesday 4 January 2022.

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 with the hours of 8am-8pm (local time) Monday to Friday, including public holidays that fall on a week day.

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 Lifeline on 13 11 14 or Triple Zero.

## Partner office hours

Some of our partner offices will be closed during the festive period.

[You can check the partner office hours in your area](#) .

## 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.

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

## Scheduled payments for participants

- Periodic transport payments will be unaffected during the reduced activity period.
  - For periodic transport payments scheduled for Monday 20 December, payment will be received from Tuesday 21 December.
  - For periodic transport payments due on Tuesday 4 January, payment will be received from Wednesday 5 January.
- Payment requests submitted on Friday 24 December 2021 will be received from Wednesday 29 December 2021.
- For payment requests submitted from Saturday 25 December to Wednesday 29 December 2021, payment will be received Thursday 30 December 2021.
- For payment requests submitted on Thursday 30 December 2021, payment will be received from Friday 31 December 2021.
- For payment requests submitted on Friday 31 December 2021, payment will be received from Tuesday 4 January 2022.
- For payment requests submitted from Saturday 1 January 2022 to Tuesday 4 January 2022, payment will be received from Wednesday 5 January 2022.

## 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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