4 April 2022

From Monday, 4 April 2022, most NDIS offices will reopen across Australia. This means that participants can resume face-to-face appointments, if they choose to.

Offices will reopen in all states and territories.

The Lismore, NSW and Ararat, Victoria offices remain closed due to recent weather events.

Some Partner in the Community (PiTC) offices may continue to be closed.

Please contact your local area coordinator or early childhood partner to learn more.

What if I'm unwell?

Please don't attend an NDIS office if you're unwell. This includes having mild symptoms, such as a cough, sore throat or a headache.

Do I have to wear a face mask?

If your state or territory government still recommends face masks indoors, please wear a face mask to your NDIS office.

All NDIS offices will have signs if this is required.

Why were offices closed?

In line with state or territory government advice, we closed our offices in response to the coronavirus (COVID-19) pandemic, to protect our staff and participants.

Some offices continue to remain closed, due to recent weather events.

Contacting us

You can continue to call us on 1800 800 110, if you need to:

- book an appointment
- talk to a planner
- make changes to your plan
- get help accessing services due to COVID-19.

We continue to provide help via email at enquiries@ndis.gov.au and webchat.

Find your local office.

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