
23 December 2022

On this page:

- [NDIS office hours](#)
- [NDIS Contact Centre](#)
- [Partner office hours](#)
- [Scheduled payments for participants](#)
- [Scheduled payment runs for providers](#)

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

NDIS office hours

NDIS offices will be closed from 5pm Friday 23 December 2022 and will re-open on Tuesday 3 January 2023.

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, excluding public holidays that fall on a weekday.

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 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.

NDIS Contact Centre - 1800 800 110

The [NDIS Contact Centre](#) can be contacted from 8am-8pm (local time) Monday to Friday, excluding public holidays that fall on a weekday.

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

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](#)

Scheduled payments for participants

Over the public holidays, some payments will be delayed:

- Periodic transport payments scheduled for 2 January will be paid from 4 January.
- If you make a payment request on:
 - 23 December – it will be paid from 28 December
 - 24 December to 28 December – it will be paid from 29 December
 - 30 December – it will be paid from 3 January
 - 31 December to 3 January – it will be paid from 4 January.

Scheduled payment runs for providers

Over the public holidays, some claims will be delayed:

If you make a claim on:

- 23 December – it will be paid from 28 December
- 24 December to 28 December – it will be paid from 29 December
- 30 December – it will be paid from 3 January
- 31 December to 3 January – it will be paid from 4 January.

Related articles

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Date

14 December 2020

Festive season contact information

Date

17 December 2021

Festive season contact information

Date

11 December 2019

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