14 November 2025

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

NDIS office hours

The NDIA will be reducing its activity from close of business Wednesday 24 December 2025 to Thursday 1 January 2026. Regular operations will resume on Friday 2 January 2026.

We are aware participants may have questions or need help during the festive season, so the National Contact Centre will continue to operate to assist with urgent enquiries between the hours of 8 am and 8 pm (local time) Monday to Friday, excluding national holidays.

If you have any questions or feel you may need support from your local office during this time, we encourage you to check in with your local partner office in advance for further information.

If you call your local office or the Agency during this time, the phone will either divert to the National Contact Centre (1800 800 110) or provide you with an alternative point of contact.

If you require urgent assistance outside these times, please call Lifeline on 13 11 14 or Triple Zero (000).

National Contact Centre – 1800 800 110

The National Contact Centre can be contacted from 8am-8pm (local time) Monday to Friday, excluding national holidays.

National 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.

Check your local partner office hours.

Scheduled payments for participants

Over the public holidays, claims will take longer to be paid.

If you make a payment request or have a recurring transport payment expected on:

- 24 December 2025 to 28 December 2025 – it will be paid from 29 December 2025
- 29 December 2025 to 30 December – it will be paid from 31 December 2025
- 31 December to 1 January 2026 – it will be paid from 2 January 2026

After 2 January 2025 we will return to our usual payment cycle. Claims will generally be paid within 2 to 3 days, however, some payments may take up to 10 days.

We want to remind self-managed participants of their responsibilities to keep and maintain records and invoices. Find out more about self-management responsibilities.

We will continue to do payment reviews throughout December 2025 and January 2026 to identify fraudulent and non-compliant behaviour.

Scheduled payment runs for providers

Claims will take longer to be paid during this holiday period as outlined below.

If you make a claim on:

- 24 December – 28 December 2025 – it will be paid from 29 December 2025.
- 29 December to 30 December 2025 – it will be paid from 31 December 2025.
- 30 December 2025 to 1 January 2026 – it will be paid from 2 January 2026.

After 2 January 2026, we will return to our usual payment cycle. Claims will generally be paid within 2 to 3 days however some payments can take up to 10 days.

We want to remind providers of their responsibilities to keep and maintain records and invoices. Find out more about NDIS record keeping and invoice requirements.

Related articles

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