17 November 2026

Our office hours

Our offices will be closed from Friday 25 December 2026.

We'll open again on Monday 4 January 2027.

You can still get help while our offices are closed.

Call us

Call the National Contact Centre on 1800 800 110. It's open Monday to Friday, 8 am to 7 pm local time.

It will be closed on these public holidays:

- Friday 25 December 2026
- Monday 28 December 2026
- Friday 1 January 2027.

If you call an NDIA office, your call will go to the National Contact Centre, or you'll hear another number to call.

Our staff will answer your question or pass it on to the right team.

If you need urgent help

If you are in danger, call Triple Zero (000).

For crisis support, call Lifeline on 13 11 14. Lifeline is open 24 hours a day, 7 days a week.

Other ways to contact us

Aboriginal and Torres Strait Islander people can call First Nations Connect on 1800 411 640.

For an interpreter, call the Translating and Interpreting Service on 131 450.

If you are deaf or find it hard hearing or speaking with people who use the phone, use the National Relay Service.

Partner office hours

Some partner offices will close or change their hours. Check the hours for your local partner office on the Offices and contacts in your area page.

Payments for participants

Payments will take longer over the public holidays.

Table 1: Participant payment dates over RAP

If your payment is due	It will be paid from
Thursday 24 December to Monday 28 December 2026	Tuesday 29 December 2026
Tuesday 29 December to Wednesday 30 December 2026	Thursday 31 December 2026
Thursday 31 December 2026 to Sunday 3 January 2027	Monday 4 January 2027

We'll still make recurring transport payments on their usual due dates. If your payment is due on a public holiday, we'll make it on the next working day.

For example, if your payment is due on Monday 28 December, we'll make it on Tuesday 29 December.

From Monday 4 January 2027, we go back to our usual payment times.

Most claims are paid in 2 to 3 business days. Some can take up to 10 business days.

If you self-manage, remember to keep your invoices and records.

Payments for providers

Payments will take longer over the public holidays.

Table 1: Provider payment dates over RAP

If you make a claim	It will be paid from
Thursday 24 December to Monday 28 December 2026	Tuesday 29 December 2026
Tuesday 29 December to Wednesday 30 December 2026	Thursday 31 December 2026

If you make a claim	It will be paid from
Thursday 31 December 2026 to Sunday 3 January 2027	Monday 4 January 2027

From Monday 4 January 2027, we go back to our usual payment times.

Most claims are paid in 2 to 3 business days. Some can take up to 10 business days.

Call the provider line on 1300 311 675. It's open Monday to Friday, 8 am to 7 pm local time.

It will be closed on these public holidays:

- Friday 25 December 2026
- Monday 28 December 2026
- Friday 1 January 2027.

You can also email provider.support@ndis.gov.au.

Remember to keep your records and invoices. Read about NDIS record keeping and invoice rules on the Guide to getting paid page.

We will keep doing payment checks during December and January.

Stay safe from scams

Scammers can target people over the holiday.

Only use contact details from the our website.

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