21 December 2023

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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 on Friday 22 December 2023 to Monday 1 January 2024. Regular operations will resume on Tuesday 2 January 2024.

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 with the hours of 8am-8pm (local time) Monday to Friday, excluding national holidays.

If you have any questions or feel you may need support from your local office during the festive season, 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 of 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.

- ACT
- New South Wales
- Northern Territory
- Queensland
- South Australia
- Tasmania
- Victoria
- Western Australia

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Scheduled payments for participants

Over the public holidays, some payments will be delayed:

- Periodic transport payments scheduled for 1 January will be paid from 4 January.
- If you make a payment request or have a recurring transport payment expected on:
  - 22 December – it will be paid from 27 December
  - 23 December to 26 December – it will be paid from 28 December
  - 27 December – it will be paid from 29 December
  - 28 December – it will be paid from 2 January
  - 29 December – it will be paid from 3 January
  - 30 December to 1 January – it will be paid from 3 January

After 2 January 2024 we will return to our usual payment cycle, claims will generally paid within 2 to 3 days however some payment can 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.

Scheduled payment runs for providers

Over the public holidays, some claims will be delayed.

- If you make a claim on:
  - 22 December – it will be paid from 27 December
  - 23 December to 26 December – it will be paid from 28 December
  - 27 December – it will be paid from 29 December
  - 28 December – it will be paid from 2 January

- 29 December – it will be paid from 3 January
- 30 December to 1 January – it will be paid from 3 January

After 2 January 2024 we will return to our usual payment cycle, claims will generally 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 .

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

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