

SIRA Dispute Resolution Services closedown period



Monday 23 December 2019 – Friday 3 January 2020

The New South Wales (NSW) Government closedown period

The NSW Government closedown period is designed to encourage areas of the public service not involved in delivering frontline services to enjoy valuable time off with family and friends. This year's closedown period runs for two weeks from **Monday 23 December 2019 to Friday 3 January 2020** inclusive.

Services affected by the closedown

All dispute resolution services are affected during the closedown period. We will maintain frontline services to injured people, insurers and their representatives by operating with limited staff on non-public holiday days and for reduced hours.

Dispute Resolution Services operating hours and how to contact us

During the closedown period we will operate with limited staff and reduced hours as follows:

23 & 24 December	Open (8:30am to 4:00pm)
25, 26 & 27 December	Closed Public Holiday
30 & 31 December	Open (9:30am to 4:00pm)
1 January	Closed Public Holiday
2 & 3 January	Open (8:30am to 4:00pm)

Contact us during operating hours in person at Level 19, 1 Oxford Street, Darlinghurst, 2010, by phone on 1800 34 77 88 or by email at drsenquiries@sira.nsw.gov.au

I want to lodge something during the closedown period

We recommend that you **lodge with us before Friday 13 December 2019**. If you have an application, reply, or other information due, or you want to lodge something during the closedown period, **the two weeks during the closedown period will not be counted** and the due date will be extended.

I have been directed to do something during the closedown period

If you have been directed by a Dispute Resolution Services Decision-Maker or Proper Officer to do something by a certain date during the closedown period, you should still comply with that direction.

If you have been asked to provide something to the Dispute Resolution Services during the closedown period, or you are unsure whether or not you are required to lodge any information with us during the closedown period, please call us on 1800 347 788 to confirm the correct due date.

This publication does not represent a comprehensive statement of the law as it applies to particular problems or to individuals, or as a substitute for legal advice. You should seek independent legal advice if you need assistance on the application of the law to your situation.

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