OneGov Service Centre End of year service information 2026

We will be closed (except for the ICT Service Desk as noted below) during the ACT Government Christmas and New Year shutdown period from Friday 25 December 2026 to Friday 1 January 2027 inclusive. The first working day for 2027 will be Monday 4 January 2027.

The shutdown period impacts many of our services. Please take a moment to read this information and consider and plan for how this might impact you and your team.

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Changes to pay, salary packaging and payslip delivery

Pay day	Deadline for Selection Reports or other recruitment requests (to meet deadline for pay requests)	Deadline for pay requests (including timesheets)	Deadline for salary packaging requests	Payslip distribution via email
Thursday 3 December 2026	5pm Monday 16 November 2026	5pm Monday 23 November 2026	5pm Wednesday 18 November 2026	Monday 30 November 2026
Thursday 17 December 2026	5pm Friday 27 November 2026	5pm Friday 4 December 2026	5pm Monday 30 November 2026	Monday 14 December 2026
Thursday 31 December 2026	5pm Thursday 10 December 2026	5pm Thursday 17 December 2026	5pm Monday 30 November 2026	Thursday 24 December 2026
Thursday 14 January 2027	5pm Monday 21 December 2026	5pm Monday 4 January 2027	5pm Wednesday 30 December 2026	Monday 11 January 2027

All recruitment action requests, including Selection Reports, Temporary Contracts and other selection outcomes must be submitted and approved by the timeframes specified above so that processing can occur in time to meet the deadline for pay requests for the relevant payday.

All requests for pay variations, including timesheets, higher duties payments, salary packaging amendments, leave cash-out requests and overtime claims, should be received by Shared Services by the cut-off dates specified above. Any requests received after the cut-off date will not be processed until the next available pay and the capacity to process off-line payments due to late paperwork during this busy period will be limited.

Please note: no amendments will be made to salary packaging arrangements for payday 31 December 2026 unless a request is received by 5 pm Monday 30 November 2026.

HR21 (and Chris21) availability

HR21 and Chris21 will be unavailable due to pay processing on:

- Friday 27 November 2026
- Thursday 10 December 2026
- Tuesday 22 December 2026

Recruitment

Advertisement of job vacancies

Positions will be advertised on jobs.act.gov.au up to 12 pm on Thursday 24 December 2026. To guarantee publication by this date, an approved Advertise a Vacancy request must be received by Recruitment and Information Services by:

- 5 pm on Wednesday 2 December 2026 if **print press advertising is required** (cut offs imposed by our media provider)
- 5 pm on Tuesday 8 December 2026 if **digital press advertising is required** (cut offs imposed by our media provider)
- 5 pm on Monday 14 December 2026 if **no press advertising** is required.

Note: Please consider the availability of the Contact Officer during the shutdown period and ensure appropriate arrangements are in place to respond to enquiries from applicants seeking further information.

Recruitment and Information Services will recommence advertising vacancies on jobs.act.gov.au and in press/external media on Monday 4 January 2027.

Applications

Applications for vacancies closing up to and including Monday 21 December 2026 will be issued prior to Thursday 24 December 2026. Vacancies closing from 22 December 2026 to 4 January 2027 will be issued prior to Thursday 7 January 2027.

Note: The Advertise a Vacancy form now includes an option to have applications emailed to you as they are submitted.

Recruitment action requests

Deadlines for submission of recruitment action requests (Selection Reports, Temporary Contracts and other recruitment outcomes) are specified in Changes to Pay, Salary Packaging and Payslip Delivery above. These deadlines apply so that recruitment processing can occur in time to meet pay processing deadlines.

Position management requests

All requests will be processed within 5 working days of being received by Recruitment and Information Services.

Attraction and retention incentive (ARIn) processing

For an ARIn contract to be processed by Payroll for the second last pay of the year (17 December 2026), the signed ARIn contract must be returned to SSHRARIns@act.gov.au by 5 pm Tuesday 1 December 2026.

For an ARIn contract to be processed by Payroll for the last pay of 2026 (31 December 2026), the signed ARIn contract must be returned to SSHRARIns@act.gov.au by 5 pm Monday 14 December 2026.

Payment of invoices

The final payment run for December 2026 will be **Wednesday** 23 December 2026.

Invoices that require payment on or before 23 December 2026:

- Invoices to be processed manually must be received by Monday 14 December 2026.
- APIAS invoices must be correctly coded and approved by 4 pm Tuesday 22 December 2026.

Invoices to be included in the December 2026 period but not paid in December:

- Invoices to be processed manually must be received by Wednesday 16 December 2026.
- APIAS invoices must be correctly coded and approved by 4 pm Wednesday 23 December 2026.

Accounts Payable will close off the December 2026 period on Monday 4 January 2027.

International money transfers

Invoices to be paid via the International Money Transfer form (in foreign currency) on or before Wednesday 23 December 2026 must be approved by Thursday 17 December 2026.

Supplier superannuation (SG) payments for 2026

The final SG payment upload for outstanding superannuation due on invoices pad in 2026 will occur on Wednesday 23 December 2026.

To ensure all outstanding Super payments are completed prior to shut down, the required documentation must be provided to the SG Project team via CMTEDDAPOperations@act.gov.au by 5 pm Tuesday 22 December 2026.

The first SG payment upload in 2027 will occur on 11 January 2027.

Issuing of invoices and receipting of payments

Requests for invoices to be raised in December 2026 must be submitted to Shared Services Finance by 5 pm Monday 21 December 2026.

Receipting of payments will continue until midday Tuesday 5 January 2027, at which time the December 2026 Accounts Receivable period will be closed.

Mail services

The last ACT Government mail service for the year will be on Wednesday 23 December 2026. All services will be suspended from Thursday 24 December 2026 until Friday 1 January 2027 inclusive. Normal services will resume from Monday 4 January 2027.

Service Desk support

Service Desks will close at the following times on Thursday 24 December 2026:

- Midday: Procurement
- 2 pm: Finance
- 3 pm: HR, Salary Packaging, ICT
- 4 pm: ACTIA
- 5 pm: Infrastructure Canberra

During the Christmas shutdown period, a limited support service will be available for urgent issues relating to ICT and Infrastructure Canberra maintenance services:

ICT support

The ICT Service Desk will offer limited phone support during the shutdown:

Date	Support available
Friday 25 to Monday 28 December 2026	**Closed**. Phone support available for **critical** ICT incidents only.
Tuesday 29 to Thursday 31 December 2026	Service Desk phone lines open from 8:30 am to 5 pm.
Friday 1 January 2027	**Closed**. Phone support available for **critical** ICT incidents only.
Monday 4 January 2027	Regular service resumes.

Our Service Points and online chat are unavailable during the shutdown. You can still submit requests and report issues using our online forms. We'll process your request during normal business hours.

Digital Solutions Support

Digital Solutions Support will provide 24/7 ICT support for Canberra Health Services and Health infrastructure and the Digital Health Record as per business as usual throughout the end of year shutdown.

Property maintenance support

The Infrastructure Canberra Response Centre (formerly ACT Property Group) will switch to on-call arrangements during the shutdown for emergency maintenance requests only. To access this service, phone the Response Centre on 6213 0700. The inbox will be not monitored during this period.

All other teams

All other Service Desk teams, including HR, Finance, Salary Packaging, Procurement ACT, and ACTIA, will not be available during the Christmas shutdown period. Normal services will resume from Monday 4 January 2027.

Contacting us

Contact details for all services can be found on the Contact us page.

Except where exceptions are noted for urgent issues above, all contact channels will not be monitored during the Christmas shutdown period.