

11 July 2024

There are 3 upcoming planned outages.

Planned outages allow us to update and improve our systems.

## Outage 1

### Impacted systems

- Application Programming Interface (API)
- my NDIS app
- myplace participant portal
- myplace provider portal

### Start date and time

Friday 12 July 2024 11:59 pm AEST

### Finish date and time

Saturday 13 July 2024 6:00 am AEST

### Outage window

6 hours

## Outage 2

### Impacted systems

- my NDIS participant portal

### Start date and time

Saturday 13 July 2024 8:00 pm AEST

### Finish date and time

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Saturday 13 July 2024 11:59 pm AEST

## Outage window

4 hours

## Outage 3

### Impacted systems

- Application Programming Interface (API)
- my NDIS app
- myplace participant portal
- myplace provider portal

### Start date and time

Saturday 13 July 2024 8:00 pm AEST

### Finish date and time

Sunday 14 July 2024 8:00 pm AEST

## Outage window

24 hours

## Impact on users

These systems will be down during the outage window. Please plan around this if required.

We are sorry for the disruption

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Date

10 April 2024

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