12 September 2024

There are 2 upcoming planned multi-system outages.

Planned outages allow us to update and improve our systems.

Outage 1

Impacted systems

- my NDIS app
- my NDIS participant portal
- my NDIS provider portal
- myplace participant portal

Start date and time

Saturday 14 September 2024, 4:30 am AEST

Finish date and time

Sunday 15 September 2024, 1:00 pm AEST

Outage window

32.5 hours

Outage 2

Impacted systems

- Application Programming Interface (API) services
- myplace provider portal

Start date and time

Saturday 14 September 2024, 10:00 pm AEST

Finish date and time

Sunday 15 September 2024, 12:00 pm AEST

Outage window

14 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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