System issue: claim issues with my NDIS app, my NDIS participant portal and my NDIS provider portal

25 September 2024

We’re aware of some issues affecting my NDIS app, my NDIS participant portal and my NDIS provider portal.

Users are unable to submit single and bulk claims.

User may also be experiencing issues with accessing claim lines or viewing claim history.

We are working on a fix as a priority.

At this stage, we don’t have a timeframe on when we expect to resolve the issue.

Thank you for your patience. We’re sorry for any disruption this may cause.

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