1 November 2024

There are 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 2 November 2024, 4:30 am AEDT

Finish date and time

Sunday 3 November 2024, 12:00 pm AEDT

Outage window

31.5 hours

Outage 2

Impacted system

- my NDIS app

Start date and time

Monday 4 November 2024, 9:00 am AEDT

Finish date and time

Monday 4 November 2024, 10:30 am AEDT

Outage window

1.5 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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