19 November 2024

Update 19 November

We’re pleased to let you know Agency systems are now working as normal.

Thank you for your patience while we worked on a fix.

We apologise for any disruption this may have caused.

Original alert below.

We’re aware some Agency systems are down. These may include:

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

Users are reporting access issues.

Technical staff 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.

We will publish an update on the NDIS website once the issue is resolved.

For urgent support, please contact us.

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

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