

6 December 2024

There are upcoming planned multi-system outages.

Planned outages allow us to update and improve our systems.

## Outage 1

### Impacted systems

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

### Start date and time

Saturday 7 December 2024, 12:01 am AEDT

### Finish date and time

Saturday 7 December 2024, 8:00 am AEDT

### Outage window

8 hours

## Outage 2

### Impacted systems

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

### Start date and time

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Saturday 7 December 2024, 4:30 am AEDT

## Finish date and time

Saturday 7 December 2024, 1:00 pm AEDT

## Outage window

8.5 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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Date

28 November 2024

Category

- Notification

## [Planned multi-system outages - Tuesday 12 December](#)

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## Planned multi-system outages 14-15 September 2024

Date

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