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

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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