15 January 2025

Update 15 January 2025

These 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 message

We’re aware some Agency systems are having intermittent issues.

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.

For urgent support, please contact us.

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

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