14 March 2025

There are upcoming planned multi-system outages.

Planned outages allow us to update and improve our systems.

Outage 1

Impacted systems:

- myplace participant portal

Start date and time

Saturday 15 March 2025, 12:01 am AEDT

Finish date and time

Sunday 16 March 2025, 01:00 pm AEDT

Outage window

37 hours

Outage 2

Impacted systems:

- myplace provider portal

Start date and time

Saturday 15 March 2025, 12:01 am AEDT

Finish date and time

Saturday 15 March 2025, 06:00 am AEDT

Outage window

6 hours

Outage 3

Impacted systems:

- myplace provider portal

Start date and time

Saturday 15 March 2025, 08:00 pm AEDT

Finish date and time

Sunday 16 March 2025, 12:00 pm AEDT

Outage window

16 hours

Outage 4

Impacted systems:

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

Start date and time

Saturday 15 March 2025, 04:30 am AEDT

Finish date and time

Sunday 16 March 2025, 01:00 pm AEDT

Outage window

32.5 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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