

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

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## 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

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## 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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