14 May 2025

There is an upcoming planned multi-system outage

Planned outages allow us to update and improve our systems.

Outage

Impacted systems:

- Application Programming Interface (API) services
- my NDIS app
- my NDIS participant portal
- my NDIS provider portal
- myplace participant portal
- myplace provider portal

Start date and time

Saturday 17 May 2025, 04:30 am AEST

Finish date and time

Sunday 18 May 2025, 04:30 pm AEST

Outage window

36 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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