16 June 2025

Update 19 June 2025

We’re pleased to let you know 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 experiencing technical issues.

These may include:

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

There are reports of access and time-out issues. Refreshing the page may resolve the issue.

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.

We will update this notice when the issues are fixed.

For urgent support, please contact us.

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

Related articles

Category

- News
- Notification

System issue fixed: multi-system access issue is now fixed

Date
19 November 2024
Category

- News
- Notification

System issue resolved: multi-system access issue

Date
15 January 2025

System issue impacting portals

Date
7 April 2026
Read more news