10 July 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

Friday 11 July 2025, 10:00 pm AEST

Finish date and time

Monday 14 July 2025, 12:01 am AEST

Outage window

50 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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