7 August 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 9 August 2025, 12:01 am AEST

Finish date and time

Sunday 10 August 2025, 04:30 pm AEST

Outage window

40.5 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.

Related articles

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Systems update: Planned systems outage 15 – 16 August 2025

Date
15 August 2025
Category

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Planned systems outage 7 June 2025

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