

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.

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Date

15 August 2025

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