26 August 2025

There is an upcoming planned system update.

These planned updates allow us to improve our systems.

System update

Impacted systems:

- my NDIS app
- my NDIS participant portal
- my NDIS provider portal
- myplace participant portal
- myplace provider portal

Start date and time

Tuesday 26 August 2025, 05:00 pm AEST

Finish date and time

Tuesday 26 August 2025, 07:00 pm AEST

Update window

2 hours

Impact on users

During the time of the update, claims can continue to be submitted but users will not see these claims reflected in their list until after Tuesday 26 August 2025, 07:00 pm AEST.

We are sorry for any confusion this change may cause.

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