

3 September 2025

There is an upcoming multi-system update.

We organise these updates ahead of time to improve how our systems work. These updates are part of our regular work to help keep everything running smoothly.

Impacted systems:

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

Start date and time

Saturday 6 September 2025, 12:01 am AEST

Finish date and time

Sunday 7 September 2025, 03:00 pm AEST

Update window

39 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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