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.

Related articles

Category

- Notification

Planned system updates 26 September 2026

Date
21 September 2026
Category

- Notification

Planned systems updates 12 October 2025

Date
10 October 2025
Category

- News

Planned system updates 3 September 2026

Date
2 September 2026
Read more news