14 November 2025

There are upcoming multi-system updates.

Planned outages allow us to update and improve our systems.

Outage 1

Impacted systems:

- myplace participant portal
- myplace provider portal

Start date and time

Saturday 15 November 2025, 12:01 am AEDT

Finish date and time

Monday 17 November 2025, 07:00 am AEDT

Outage window

55 hours

Outage 2

Impacted systems:

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

Start date and time

Saturday 15 November 2025, 12:30 am AEDT

Finish date and time

Monday 17 November 2025, 07:00 am AEDT

Outage window

54 hours and 30 minutes

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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