21 November 2025

There is an upcoming multi-system update.

Planned outages allow us to update and improve our systems.

Impacted systems:

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

Start date and time

Saturday 22 November 2025, 11:45 pm AEDT.

Finish date and time

Sunday 23 November 2025, 2:15 am AEDT.

Update window

2.5 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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