5 December 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 6 December 2025, 12:01 am AEDT

Finish date and time

Saturday 6 December 2025, 07:00 am AEDT

Outage window

7 hours

Outage 2

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 December 2025, 9:45 pm AEDT

Finish date and time

Sunday 7 December 2025, 11:15 pm AEDT

Outage window

25.5 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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