19 December 2025

There are upcoming multi-system updates.

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 20 December 2025, 7 pm AEDT.

Finish date and time

Sunday 21 December 2025, 4 am AEDT.

Outage window

9 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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