20 February 2026

There are upcoming multi-system updates.

Planned outages allow us to update and improve our systems.

Impacted systems:

- my NDIS mobile app
- my NDIS participant portal
- my NDIS provider portal
- myplace participant portal
- myplace provider portal.
- Application Programming Interface (API) services
  (outage will start on Saturday 21 February 2026 at 11:30 pm AEDT and end on Sunday 22 February 2026 at 3:00 am AEDT only)

Start date and time

Saturday 21 February 2026, 11:10 pm AEDT.

Finish date and time

Sunday 22 February 2026, 7:20 am AEDT.

Outage window

8 hours, 10 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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