

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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## **Planned systems updates 31 January - 1 February 2026**

Date

29 January 2026

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## **Planned systems updates 6 - 8 February 2026**

Date

6 February 2026

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## **System updates: Planned system outage 9 February 2025**

Date

7 February 2025

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