7 April 2026

Update - 8 April 2026

The access issues have now been resolved and we are continuing to monitor the situation.

Notice

We’re aware some Agency systems are having intermittent issues.

These may include:

- my NDIS participant portal
- my NDIS provider portal
- myplace participant portal
- myplace provider portal.

Users are reporting access issues. Technical staff are working on a fix as a priority.

At this stage, we don’t have a timeframe on when we expect to resolve the issue.

For urgent support, please contact us.

Thank you for your patience. We’re sorry for any disruption this may cause.

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