8 April 2026

There are upcoming multi-system updates.

Planned outages allow us to update and improve our systems.

Impacted systems:

- my NDIS Participant Portal
- my NDIS Provider Portal
- myplace Participant Portal
- myplace Provider Portal
- my NDIS App
- Digital Partner Portal
- NAPIC Gateway
- Application Programming Interface (API) services (outage between Saturday 11 April 2026, 11:40pm AEST and ending on Sunday 12 April 2026, 6:20 am AEST)

Start date and time

Saturday 11 April 2026, 11:00 pm AEST

Finish date and time

Sunday 12 April 2026, 7:30 am AEST

Outage window

8 hours, 30 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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