6 May 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

Start date and time

Saturday 9 May 2026, 11:30 pm AEST

Finish date and time

Sunday 10 May 2026, 6:30 am AEST

Outage window

7 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.

Related articles

Planned system updates 5-6 June 2026

Date
4 June 2026
Category

- News

Planned system updates 8 & 9 August 2026

Date
7 August 2026
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Planned system updates 11-12 July 2026

Date
8 July 2026
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