7 August 2026

There two upcoming multi-system updates.

Planned outages allow us to update and improve our systems.

Outage 1

- Start date and time: Saturday 8 August 2026, 6:00 am AEST
- Finish date and time: Saturday 8 August 2026, 4:30 pm AEST
- Outage window: 10 hours, 30 minutes

Impacted systems

- myNDIS Participant Portal
- myNDIS Provider Portal
- myPlace Participant Portal
- myPlace Provider Portal
- myNDIS App
- APIC Provider API
- Integrity Portal
- Developer Portal
- Registration Portal
- Digital Partner Portal
- NAPIC Gateway

Outage 2

- Start date and time: Saturday 8 August 2026, 11:30 pm AEST
- Finish date and time: Sunday 9 August 2026, 6:30 am AEST
- Outage window: 7 hours

Impacted systems

- myNDIS Participant Portal
- myNDIS Provider Portal
- myPlace Participant Portal
- myPlace Provider Portal
- myNDIS App
- Provider Application Programming Interface (API) Services

- Digital Partner Portal
- NAPIC Gateway

Impact on users

These systems will be down during the outage windows. Please plan around this if required.

We are sorry for the disruption.

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