21 September 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
- NAPIC Gateway
- Digital Partner Portal
- Integrity Portal
- Developer Portal
- Registration Portal
- APIC Provider API

Start date and time

Saturday 26 September 2026, 4:00 am AEST

Finish date and time

Saturday 26 September 2026, 3:30 pm AEST

* Please note: Services may be returned earlier if technically possible.

Outage window

11.5 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.

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