9 August 2023

We have fixed the myplace participant portal sign-in issue for most users.

If you were affected, you should now be able to sign-in from the myGov website or app.

A small number of users may still have access issues.

We are working on a fix as priority.

If you are not able to sign-in, please use the workarounds to access myplace.

Terms and conditions and Privacy notice

For those with myplace access, if you are prompted to read and agree to the Terms and conditions / Privacy notice when signing in:

- please read the Terms and conditions / Privacy notice
- tick the box that says ‘I confirm I have read and agree with the Terms and conditions / Privacy notice’
- select ‘I agree’.

This is a once-off prompt. It follows changes we made over the weekend to improve the myplace portal experience.

Agreeing to these is standard practice.

If you have questions about the Terms and conditions / Privacy notice:

- visit the Privacy page for detail about NDIS privacy and information handling
- share your thoughts through our Feedback and complaints process (we have various methods you can choose from).

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