24 October 2023

Please find below details of 2 upcoming planned outages.

Planned outages allow us to update and improve our systems.

Outage 1: Multi-system outage

Impacted systems

- my NDIS app
- myplace participant portal
- myplace provider portal

Start date and time

Thursday 26 October at AEDT 8 pm

Finish date and time

Friday 27 October at AEDT 2 am

Outage window

6 hours

Impact on users

These systems will be down during the outage window.

Please plan around this if required.

Outage 2: Major disruption to myplace participant portal

Impacted system

- myplace participant portal

Start date and time

Thursday 26 October at AEDT 8 pm

Finish date and time

Sunday 29 October at AEDT 11:59 am

Outage window

Up to 64 hours

Impact on users

The myplace participant portal will be down during these times, or for most of it.

Please plan around this if required.

During this outage, you can:

- use the my NDIS app (noting this will be offline from Thursday 26 October AEDT 8 pm to 2 am the following day – 6 hours)
- call the NDIS on 1800 800 110 for support, during opening hours.

The National Contact Centre is open Monday to Friday, 8 am to 8 pm (local time).

Find out more about contacting the NDIS on the Contact webpage.

Thank you for your patience.

We are sorry for the disruption.

Related articles

Category

- Notification

Upcoming multi-system outage to myplace portals and my NDIS app

Date
12 October 2023

Upcoming multi-system outage to myplace portals and my NDIS app

Date
20 July 2023
Category

- News

Upcoming system outage to myplace portals

Date
5 July 2023
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