29 November 2023

There are 2 upcoming planned outages, including a partial outage.

Planned outages allow us to update and improve our systems.

Outage 1

Impacted system

- my NDIS app

Start date and time

Friday 1 December AEDT 9 pm

Finish date and time

Friday 1 December AEDT 9:30 pm

Outage window

30 minutes

Please note this is a partial outage. Users may not be able to access or upload documents. Other functions will work as normal.

Outage 2

Impacted systems

- myplace participant portal
- myplace provider portal

Start date and time

Friday 1 December AEDT 11:59 pm

Finish date and time

Saturday 2 December AEDT 8 am

Outage window

8 hours

Impact on users

These systems will be down or partially down during the outage window. Please plan around this if required.

We are sorry for the disruption.

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