

3 May 2024

There are 3 upcoming planned outages.

Planned outages allow us to update and improve our systems.

## Outage 1

### Impacted system

- my NDIS app

### Start date and time

Saturday 4 May 4:30 am AEST

### Finish date and time

Sunday 5 May 9 am AEST

### Outage window

28.5 hours

## Outage 2

### Impacted systems

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

### Start date and time

Saturday 4 May 4:30 am AEST

### Finish date and time

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Sunday 5 May 12 pm AEST

## Outage window

31.5 hours

## Outage 3

### Impacted systems

- myplace provider portal

### Start date and time

Saturday 4 May 11 am AEST

### Finish date and time

Saturday 4 May 8 pm AEST

### Outage window

9 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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Date

29 February 2024

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- Notification

### Planned multi-system outage 14 April 2024

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### Planned multi-system outage 1 June 2024

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