

16 June 2025

Update 19 June 2025

We're pleased to let you know these systems are now working as normal.

Thank you for your patience while we worked on a fix. We apologise for any disruption this may have caused.

Original Message

We're aware some Agency systems are experiencing technical issues.

These may include:

- my NDIS app
- my NDIS participant portal
- my NDIS provider portal.

There are reports of access and time-out issues. Refreshing the page may resolve the issue.

Technical staff are working on a fix as a priority.

At this stage, we don't have a timeframe on when we expect to resolve the issue.

We will update this notice when the issues are fixed.

For urgent support, please [contact us](#).

Thank you for your patience. We're sorry for any disruption this may cause.

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System issue fixed: multi-system access issue is now fixed

Date

19 November 2024

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