

10 July 2025

There is an upcoming planned multi-system outage.

Planned outages allow us to update and improve our systems.

## Outage

### Impacted systems:

- Application Programming Interface (API) services
- my NDIS app
- my NDIS participant portal
- my NDIS provider portal
- myplace participant portal
- myplace provider portal

### Start date and time

Friday 11 July 2025, 10:00 pm AEST

### Finish date and time

Monday 14 July 2025, 12:01 am AEST

### Outage window

50 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.

---

## Related articles

Category

- Notification

## Planned systems outage 7 June 2025

Date

6 June 2025

Category

- Notification

## Planned systems outage 4 - 6 July 2025

Date

4 July 2025

Category

- Notification

## Planned systems outage 9 - 10 August 2025

Date

7 August 2025

[Read more news](#)