

10 October 2025

There is an upcoming multi-system update.

We organise these updates ahead of time to improve how our systems work. These updates are part of our regular work to help keep everything running smoothly.

Impacted systems:

- myplace participant portal
- myplace provider portal

Start date and time

Sunday 12 October 2025, 12:01 am ADST

Finish date and time

Sunday 12 October 2025, 06:00 am ADST

Update window

6 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 updates 6 - 7 September 2025](#)

Date

3 September 2025

Category

- News

Planned systems updates 6 - 7 December 2025

Date

5 December 2025

Category

- Notification

System updates: Planned system outage 9 February 2025

Date

7 February 2025

[Read more news](#)