16 October 2026

There are upcoming multi-system updates.

Planned outages allow us to update and improve our systems.

Impacted systems:

- my NDIS participant portal
- my NDIS provider portal
- myplace participant portal
- myplace provider portal
- my NDIS App
- NAPIC Gateway
- Digital Partner Portal
- Integrity Portal
- APIC Provider API

Start date and time

Saturday 17 October 2026, 11:30 pm AEDT

Finish date and time

Sunday 18 October 2026, 6:30 am AEDT

* Please note: Services may be returned earlier if technically possible.

Outage window

7 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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