27 November 2026

There are three upcoming multi-system updates.

Planned outages allow us to update and improve our systems.

Outage - Number 1

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
- Developer Portal
- Registration Portal
- APIC Provider API (Degradation)

Start date and time

Saturday 28 November 2026, 4:30 am AEDT

Finish date and time

Saturday 28 November 2026, 6:30 pm AEDT

Outage window

14 hours

Outage – Number 2

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
- Developer Portal
- Registration Portal
- APIC Provider APIs

Start date and time

Saturday 28 November 2026, 11:30 pm AEDT

Finish date and time

Sunday 29 November 2026, 1:30 am AEDT

Outage window

2 hours

Outage – Number 3

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
- Developer Portal
- Registration Portal
- APIC Provider API

Start date and time

Wednesday 2 December 2026, 11:30 pm AEDT

Finish date and time

Thursday 3 December 2026, 6:30 am AEDT

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 these disruptions.

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