

29 November 2023

There are 2 upcoming planned outages, including a partial outage.

Planned outages allow us to update and improve our systems.

## Outage 1

### Impacted system

- my NDIS app

### Start date and time

Friday 1 December AEDT 9 pm

### Finish date and time

Friday 1 December AEDT 9:30 pm

### Outage window

30 minutes

Please note this is a partial outage. Users may not be able to access or upload documents. Other functions will work as normal.

## Outage 2

### Impacted systems

- myplace participant portal
- myplace provider portal

### Start date and time

Friday 1 December AEDT 11:59 pm

---

## Finish date and time

Saturday 2 December AEDT 8 am

## Outage window

8 hours

## Impact on users

These systems will be down or partially down during the outage window. Please plan around this if required.

We are sorry for the disruption.

---

## Related articles

Category

- News

## Planned multi-system outage: 1- 3 March 2024

Date

29 February 2024

Category

- Notification

## Planned multi-system outages - Tuesday 12 December

Date

11 December 2023

Category

- News
- Notification

---

## **Planned multi-system outage 24 March 2024**

Date

21 March 2024

[Read more news](#)