

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

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## 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.

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## Related articles

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- News

## [Planned multi-system outage: 1- 3 March 2024](#)

Date

29 February 2024

Category

- Notification

## [Planned multi-system outage 1 June 2024](#)

Date

30 May 2024

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- Notification

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## Planned multi-system outages - Tuesday 12 December

Date

11 December 2023

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