

10 April 2024

There are 2 upcoming planned outages.

Planned outages allow us to update and improve our systems.

## Outage 1

### Impacted system

- myplace participant portal

### Start date and time

Saturday 13 April, 11:59 pm AEST

### Finish date and time

Sunday 14 April, 10 am AEST

### Outage window

10 hours

## Outage 2

### Impacted systems

- Application Programming Interface (API) services
- my NDIS app
- myplace provider portal

### Start date and time

Saturday 13 April, 11:59 pm AEST

### Finish date and time

Sunday 14 April, 12 pm AEST

## Outage window

12 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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