August, 2025

WELCOME!

Hello, and welcome to Thrive House IT Newsletter! At Thrive House, we believe technology isn't just about devices, it's about enabling safer, smarter, and more efficient care for the people who need it most.

As a dedicated NDIS and child safety provider, we've made significant strides in using Microsoft technologies to secure our data, empower our support teams, and align with international standards like ISO 27001.

This monthly newsletter will share insights from our IT journey, from real-life configurations to practical policies and how they directly benefit our participants, staff, and the broader NDIS community.

Whether you're a fellow provider, tech partner, or support worker, we hope this series sparks ideas, encourages collaboration, and helps raise the bar for digital care in our sector.
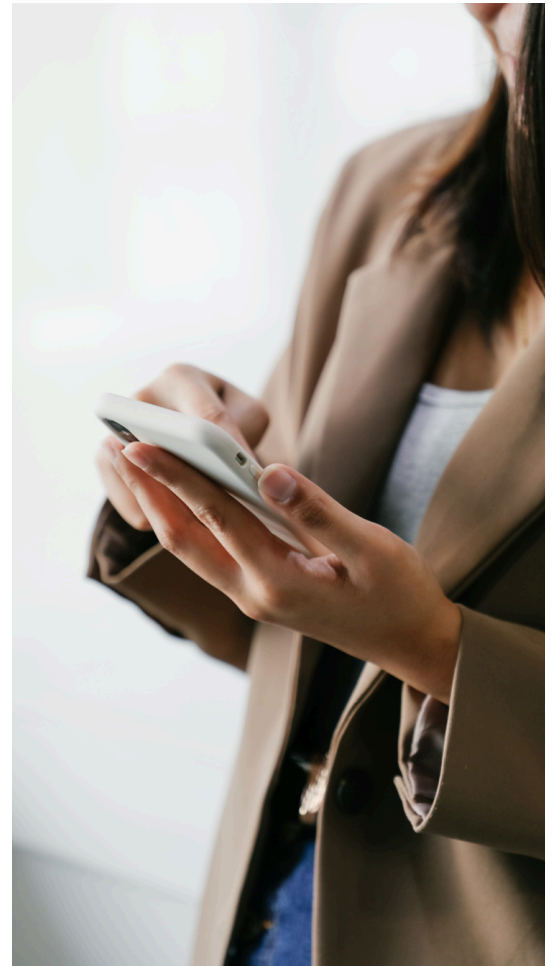
Let's build safer systems, together.

A MESSAGE FROM THRIVE IT

In today's care environment, technology is everywhere from laptops used by support workers to mobile phones used for documentation,reporting, and communication. But with this growing reliance on devices comes an even greater responsibility: keeping them secure, reliable, and ready for care.

Device management is the backbone of digital safety in community services. It's how we make sure every staff device is:

- Up to date
- Properly secured
- Easy to support, no matter where it's used

At Thrive House, we see device management not just as an IT process, but as a core part of delivering consistent, safe, and effective support.

WHY DEVICE MANAGEMENT IS CRITICAL IN THE NDIS SECTOR

In sectors like NDIS and child safety, devices often travel between homes, offices, and the community. If even one laptop is left unprotected, it could risk:
- Loss of participant information
- Service delays due to technical issues
- Increased exposure to cyber threats

Proper device management ensures that every device whether used by a support worker or admin is ready to do its job safely.

HOW MICROSOFT EMPOWERS SAFER DEVICES

Thrive House uses Microsoft's secure, cloud-based environment to manage our devices helping us ensure safety, reliability, and supportability at every step.

Microsoft's enterprise tools are designed to:

- Keep devices updated with the latest security patches
- Provide visibility and control across different locations
- Reduce the risk of malware or unauthorised access
- Support staff without needing manual IT visits

This means less downtime, less risk, and more time focused on what matters most care.

WHY THIS MATTERS FOR EVERYONE

When devices are well-managed, support staff can:

- Spend less time troubleshooting
- Access the tools they need instantly
- Work confidently knowing their device is safe and compliant

For participants and families, it means better continuity of care and trust in the systems behind the scenes.

DID YOU KNOW?

A well-managed device is 3 times less likely to experience a security issue and 60% faster to recover if something does go wrong.

FINAL WORD FROM THRIVE IT

Device management might sound technical but at Thrive, it's all about people. It's how we keep our teams connected, protected, and focused on delivering care.

Thank you for reading!

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