

Thrive House

IT Newsletter



July, 2025

WELCOME!

Hello, and welcome to our first ever 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.

WHO WE ARE, THRIVE IT IN A NUTSHELL

Thrive IT is the dedicated tech arm of Thrive House, working behind the scenes to protect data, streamline operations, and support care staff across all locations.

Whether it's deploying new laptops, improving security, responding to incidents, or implementing digital identity systems, our goal is simple:

- Keep information safe
- Make tools easy to use
- Support care teams faster

We manage everything using the Microsoft 365 ecosystem, including:

- Intune for device management
- Defender for Endpoint protection
- Microsoft Purview for compliance
- Entra ID for secure logins and identity



OUR MISSION WITH IT IN THE NDIS SPACE

Thrive House is already a leader in digital transformation in the NDIS sector. Technology should never get in the way of care, it should enable it.

Our IT work is focused on:

- Securing participant data
- Going paperless with digital tools
- Automating staff onboarding and approvals
- Improving IT support response across houses
- Partnering with other orgs to build smarter systems



WHAT TO EXPECT IN THE FUTURE

Every month, this newsletter will break down an IT topic we're working on at Thrive, and how it benefits our care teams and NDIS participants.

Upcoming topics include:

- Device Management with Microsoft Intune
- Data Encryption & BitLocker
- Email & Phishing Defense: Fighting spam and scams in care
- Digital ID & Access Control
- Insights & Dashboards: How we use Microsoft data to improve operations safety, including reporting abuse or neglect to appropriate authorities.



This is just the beginning. We hope our journey inspires ideas in your own organisation and if you want to collaborate, swap notes, or partner on an IT project, we'd love to connect.

Together, we can make care safer, faster, and smarter.

Thank you for reading!

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