

Thrive House

IT Newsletter



September, 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.



Registered
NDIS Provider

A MESSAGE FROM THRIVE IT

As care becomes more mobile and digital, knowing who is accessing what and when has never been more important.

At Thrive House, we believe that access is the new perimeter. It's no longer just about securing devices it's about making sure the right people have the right access at the right time.

Whether it's logging into a laptop, accessing participant records, or entering a house, we treat identity as the first gatekeeper to digital safety.

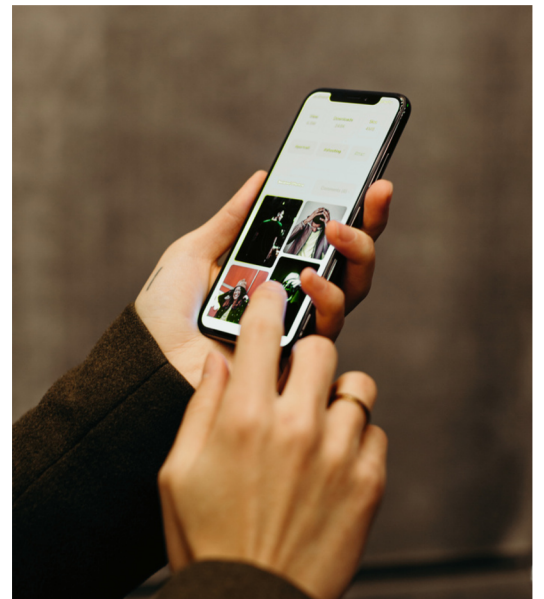
WHAT IS DIGITAL IDENTITY?

As A digital identity is a secure, verified way of proving who you are when using technology.

It can include:

- Your username and password
- Multi-factor authentication (MFA)
- Biometric logins
- Secure ID cards or mobile access apps

In community care, where staff may move between houses or shift locations, digital identity ensures access is both fast and safe.



WHY IT MATTERS IN THE NDIS SECTOR

Without proper identity controls, systems can be accessed by the wrong person or the right person in the wrong way.

For Thrive and similar providers, secure access helps:

- Keep participant data private and protected
- Control physical entry to homes or sensitive systems
- Ensure accountability for actions taken in digital systems
- Avoid delays caused by forgotten logins or manual approvals

It's about trust in the system, the process, and the people behind the screens.





MICROSOFT’S ROLE IN IDENTITY SECURITY

As a Microsoft-based organisation, Thrive benefits from an enterprise grade identity environment that makes it easier to:

- Enable secure logins across devices and apps
- Use biometric authentication where appropriate.
- Control who can access sensitive data or settings
- Revoke or adjust access instantly, if needed

These systems operate behind the scenes, but they support everything we do from onboarding new staff to securing records.



DID YOU KNOW?

Over 80% of data breaches involve stolen or weak passwords. Multi-factor authentication (MFA) is one of the easiest and most effective ways to stop that and it’s already standard across major tech platforms.

FINAL WORD FROM THRIVE IT

At Thrive House, identity is more than a login it’s a promise of safety. By investing in secure access systems and clear identity practices, we’re making sure our teams can move quickly but only with the access they truly need.



Thank you for reading!

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