

Thrive House

# IT Newsletter



**October, 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

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## A MESSAGE FROM THRIVE IT

In today's world, laptops and mobile devices are essential tools for care delivery, but what happens if one goes missing?

We know that securing a device is only a part of the story. What really matters is protecting the data inside it, the notes, plans, reports, and sensitive records that make care possible.

That's where encryption comes in.

## WHAT IS ENCRYPTION?

Encryption is like placing all your files in a secure, invisible vault. Even if someone gets hold of your device, they can't read or use any of the information inside unless they're authorised.

Think of it this way:

- Without encryption = a lost device is like a lost diary anyone can read
- With encryption = the diary is locked in a safe only you can open



## WHY IT MATTERS IN THE NDIS SECTOR

In the NDIS and child safety space, devices may travel between homes, offices, or be used in the community. If one is misplaced or stolen, it could contain:

- Participant records
- Incident reports
- Medical notes
- Staff schedules

With encryption enabled, Thrive ensures that even if a device is lost, the data remains protected.



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