

Thrive House

IT Newsletter



November, 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

At Thrive House, we believe that every login should be secure and smart. Passwords used to be enough. But in today's digital world, passwords can be stolen, guessed, or leaked. That's why modern organisations, including Thrive, rely on something stronger: **Multi-Factor Authentication (MFA)**. MFA adds an extra step to logging in a quick code, notification, or biometric check to make sure you really are you. It's fast, simple, and one of the most effective ways to prevent unauthorised access.

WHAT IS MFA?

Multi-Factor Authentication means using more than one method to prove your identity.

It usually includes:

- Something you know (like a password)
- Something you have (like your phone or an app)
- Something you are (like your fingerprint or face)

Even if someone gets your password, they still can't access your account without that second factor.



WHY IT MATTERS IN THE NDIS SECTOR

In the NDIS and child safety sector, staff often log in from different locations and devices. That flexibility is essential but it can also be risky.

MFA helps protect:

- 📁 Participant records and reports
- ✉️ Emails and internal communications
- 🏠 Access to house devices and apps

It ensures that even if credentials are stolen or leaked, only the right person can access systems.





MICROSOFT’S ROLE IN IDENTITY SECURITY

We rely on Microsoft’s secure identity systems to support MFA across our environment.

Microsoft’s authentication framework is:

- Designed for the healthcare and disability sector
- Seamlessly integrates across devices and apps
- Constantly updated to stay ahead of threats

For staff, this means secure access with minimal disruption whether on a phone, laptop, or shared device.

FINAL WORD FROM THRIVE IT

MFA might seem like a small step but it makes a huge difference in keeping care data secure. It protects staff, participants, and the trust that binds them.



DID YOU KNOW?

MFA CAN BLOCK OVER 99% OF IDENTITY-BASED ATTACKS INCLUDING PHISHING, PASSWORD LEAKS, AND CREDENTIAL STUFFING. AND IN MOST CASES, IT ONLY TAKES A FEW SECONDS TO VERIFY YOUR LOGIN.



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Thank you for reading!

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