

IT Newsletter



January, 2026

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

Welcome to a new year of digital insights from Thrive House.

In community care, we often hear that “technology is taking over.” But here’s what we believe:

Technology should never replace people it should empower them.

IT isn’t just about devices and software. It’s about enabling our care workers to do what they do best deliver compassionate, responsive, and high quality support with less stress and more confidence.

WHAT DOES IT REALLY DO IN CARE?

Behind every laptop, form, or mobile device is a purpose:

To make things faster, safer, and more connected, not more complicated.

Good IT helps:

- █ Staff stay connected in the field
- █ Keep participant data safe and compliant
- █ Reduce paperwork and manual processes
- █ Free up time to focus on people, not screens

Our tech choices are made with one question in mind:

“Does this help our staff deliver better care?”



WHY IT MATTERS IN THE NDIS SECTOR

The NDIS environment is fast-paced, mobile, and deeply personal. Staff work across multiple houses and community settings, often supporting participants with complex needs.

In this space:

- Secure, accessible information systems help build trust with families
- Fast and reliable tech reduces delays in support
- Clear records and reporting promote transparency and quality service
- Digital safeguards protect participants’ rights and dignity

When IT works well, care works better.



MICROSOFT'S ROLE IN IDENTITY SECURITY

We rely on trusted technology partners to support our work and Microsoft plays a key role in that journey.

With a focus on security, accessibility, and reliability, Microsoft's ecosystem helps organisations like Thrive:

- Provide safe and secure digital access for staff
- Protect sensitive participant information
- Streamline communication across teams and homes
- Enable mobility and flexibility, essential in NDIS support work

Microsoft's tools are designed for real world environments like health, disability, and community care, helping us do more, safely and efficiently.



DID YOU KNOW?

MORE THAN 70% OF WORKERS SAY THAT WHEN TECHNOLOGY IS EASY TO USE, THEY FEEL LESS STRESSED AND MORE PRODUCTIVE ESPECIALLY IN FRONTLINE ROLES LIKE CARE AND SUPPORT.



Registered
NDIS Provider

FINAL WORD FROM THRIVE IT

As we begin a new year, our message is simple: IT exists to support people not the other way around. Whether it's a mobile app, a secure login, or a faster way to complete a form, we're here to make everyday work easier, safer, and more connected for everyone involved in care.

Thank you for reading!

THRIVE HOUSE

1800 231 231

www.thrivehouse.com.au

Suite 2, 39-45 First Ave
Mooloolaba, QLD 4557