



eHealth NSW Digital Academy

Developing the skills to drive
the digital transformation of NSW Health



The Challenge

To adapt to the rapidly changing ICT environment and to continue meeting the technology needs of NSW Health now and into the future, eHealth NSW needed to uplift its capability across a range of new areas.

These included ICT skills such as cloud, human centred design, integration and interoperability, as well as new ways of working such as agile.

We also knew from employee feedback that our staff valued training and development that was relevant to their roles and wanted opportunities to develop their skills to advance their careers.

To be impactful, we wanted the academy to be different to traditional training programs, and to provide staff with the opportunity to learn new skills in an engaging and collaborative environment.

The Digital Academy addressed all these needs as it enabled staff to develop relevant skills to advance their career, while building the capabilities eHealth NSW needed to drive the digital transformation of NSW Health.

The Solution

The academy is one of the largest of its kind in Australia and is designed to accelerate the digital health workforce of the future by upskilling our staff today.

It provides an opportunity for staff to develop skills by accessing training across a range of streams which represent the core competencies we need to meet the current and future technology needs of NSW Health. These streams include Agile, Analytics, Cloud, Human Centred Design, Integration & Interoperability, Safety & Quality, Service Management and Start with the customer in mind.

Each stream draws on the expertise of industry-leading vendor partners such as AWS and Microsoft, or our in-house subject matter experts to deliver a range of learning experiences from virtual classrooms to social learning and game days. All streams have been designed to include offerings that are suitable for both non-technical staff and seasoned IT professionals, ensuring all staff at eHealth NSW can participate.

Over 10,000 individual modules have been completed to date and the Academy is now extending its cloud stream to participants right across NSW Health.

By upskilling through the academy, our people can help to ensure we continue to innovate and deliver digital solutions that will improve the experiences of clinicians and patients for years to come.



Find out more:

Search 'Digital Academy' at ehealth.nsw.gov.au