

# What is digital health?



Digital health uses information technology to deliver health information whenever and wherever it is needed.

These technologies provide services including:

- Mobile applications like SMS vaccination reminders, wellness apps, COVID check in, patient surveys etc.
- Electronic medical records.
- Electronic referrals.
- Electronic prescribing and dispensing of medicines.
- Telehealth and virtual care.
- Wearable devices like fitness trackers and monitors.
- Robotics and artificial intelligence.

Digital health can lead to better health outcomes for patients by providing digital systems to deliver better patient care. It also allows doctors and nurses to securely access a patient's important health information whenever and wherever it is needed.

# About eHealth NSW

eHealth NSW is a NSW Health shared service agency established in 2014. We work in partnership with local health districts, specialty health networks and other health organisations to provide world-leading ICT solutions that support the health and wellness needs of NSW communities now and into the future.



Our 2,000 plus staff manage and support some of the largest enterprise-wide systems in Australia as well as the comprehensive ICT infrastructure supporting them. Everything from patient wi-fi to payroll, cyber security to online vaccination systems.

We provide clinical applications to help doctors, nurses, and other clinicians provide safe, quality care, and build consumer-facing digital solutions to support patients to manage their own healthcare.

## Why work for eHealth NSW?

At eHealth NSW, we set out every day to build technology, design solutions and create digital innovations that improve health outcomes that matter to patients.

We're leading the way when it comes to innovation.

We've achieved global and Australian-firsts for our clinical application cloud architecture and received multiple awards for our work before and during the COVID-19 pandemic.

We're passionate about teaming up with the best in the industry, collaboration and partnerships are at the heart of how we work.

This means our people get the opportunity to learn market-leading skills and apply them in the real-world, for the benefit of patients, carers, clinical and support staff across NSW Health.

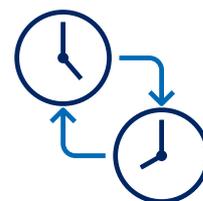
## Benefits

We support our people with great benefits so they can support the patients and staff of NSW Health.

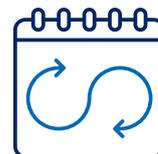
To deliver the best for the people of NSW, we're committed to providing our staff with a positive work/life balance in an environment where everyone feels valued and that they belong.

At eHealth NSW we care about your health and wellbeing, both on and off the job, and strive to provide great flexibility at work to help you make time for family, friends or even to pursue further study. We're proud of our people and the services we provide.

### At a glance:



Flexible start and finish times



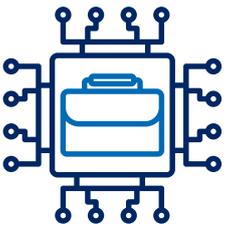
Flexible leave options



Study leave

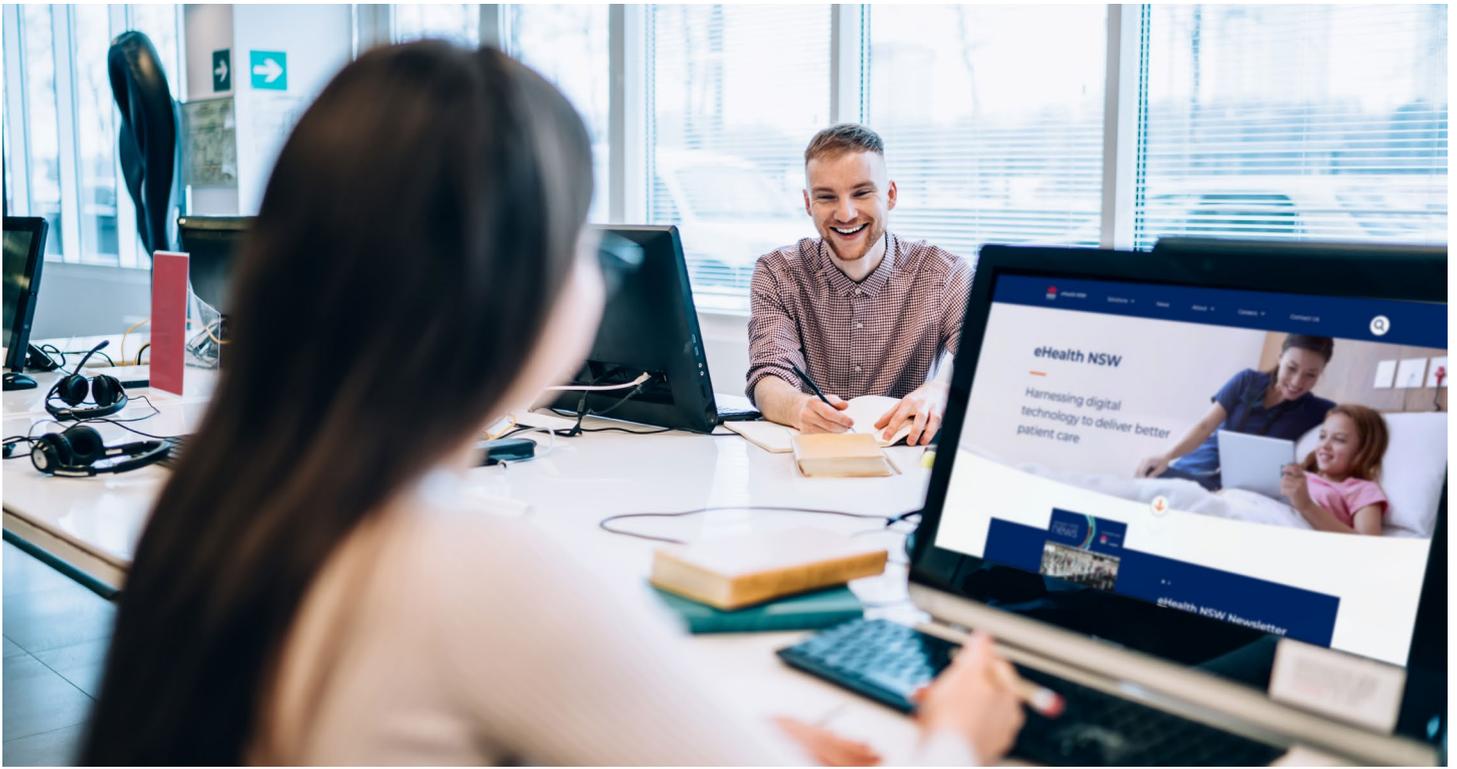
To find out more about these benefits go to: [www.ehealth.nsw.gov.au/careers/benefits](http://www.ehealth.nsw.gov.au/careers/benefits)





# Opportunities available

We're a diverse community of enterprise architects, cloud engineers, project managers, data analysts, coders, testers, technicians, project support staff, media and communications, policy and administration officers and many other disciplines. Our people are committed to bringing their best selves to work every day.



## Here are just some of the career opportunities available at eHealth NSW.

### Information Technology

Average salaries range from approximately \$65k per year for an Information Technology Intern to \$145k per year for a Technical Consultant.

Software developers on average earn \$120-160k depending on experience while a Technical Support Specialist can expect to earn \$71k.

Senior Solution Architects earn approximately \$162k per year while Data Analysts can expect to earn up to \$135k.

### Project Management and Design

Average salaries range from \$78k–105k per year for a Project Officer to \$180k per year for a Program Director.

Senior Business Analysts on average earn between \$120–135k per year while UX Design Leads can expect to earn up to \$160k.

### Media and Communications

Average salaries range from \$75k for a Communications Coordinator to \$170k for Senior Managers.

### What courses should you study?

Our staff come from a mix of industry backgrounds and clinical disciplines. Their qualifications and experience vary but is often quite specialised to their role.

Many clinicians move into digital health by studying business management or IT courses. IT staff use their technical skills and learn about healthcare on the job.

Currently there is a high demand for skills in:

- Cyber security
- Software development
- Business analysis
- Project management
- Training and change management
- IT engineering
- Data and analytics

Speak to your school career adviser – there are plenty of pathways. From TAFE Diplomas to University degrees, intern and graduate programs.

# 1 Work with cutting edge IT

Technology moves fast. That's why we use the latest technologies from the very best IT organisations in the world to support patient care and more than 170,000 staff across the NSW Health system. When you work for eHealth NSW, you'll gain specialised and practical skills in strategic digital health care transformation.



# 2 Growth Industry

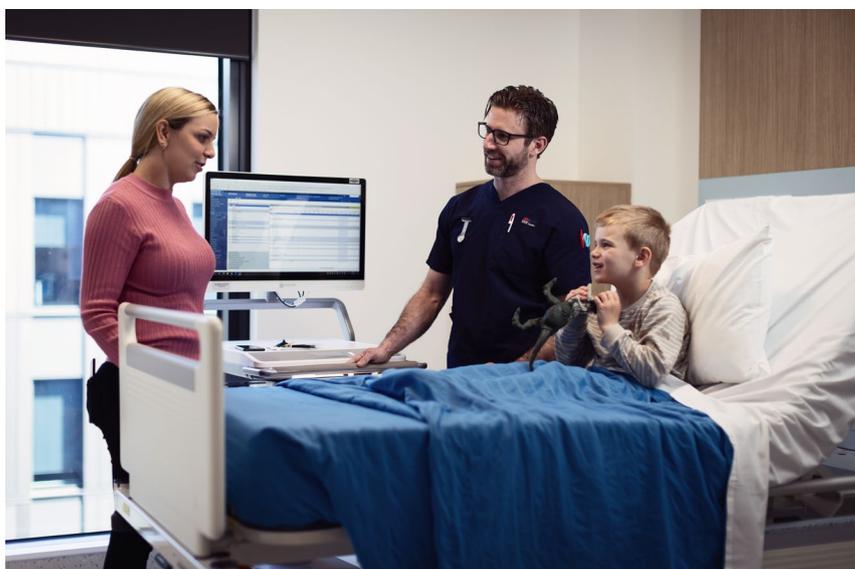
Digital health care is booming with some estimates valuing the global marketplace at US\$550 billion by 2027.<sup>1</sup> According to the National Australia Bank the global market for digital health is currently experiencing a 37% growth rate.<sup>2</sup> In 2022, the Australian Digital Health market reached US\$2.12bn in revenue.<sup>3</sup>



# 3 Helping People

We're proud to make a difference, helping to improve patient, carer, clinician and support staff experiences right across NSW Health every single day.

Whether that's helping to build COVID-19 vaccination administration systems or reconnecting flood-stricken hospitals to vital network services in the middle of the night. eHealth NSW's people are solving some of NSW Health toughest issues.



# Staff profiles



**Steph Kelly**  
**Management Trainee**

I joined eHealth NSW as part of the Australian College of Health Service Management Traineeship program.

Coming from working as an acute care physiotherapist across both the public and private hospital sector, I had a strong understanding of the clinical side of healthcare.

Working at eHealth NSW has been a fantastic opportunity to build skills in the world of digital health, and how technology can intersect with and improve traditional healthcare delivery.

It has helped me to understand the huge range of career opportunities in health and the many different directions in which a career in healthcare, or technology could take me.

Steph has a Bachelor of Arts & Bachelor of Science (Monash University) and a Master of Physiotherapy (University of Sydney). Currently studying a Master of Health Service Management (Griffith University), expected completion in 2023.



**Laura Zhang**  
**Management Trainee**

I joined eHealth NSW to combine my interest in technology and innovation with my desire to work in healthcare.

Working in digital health is exciting because we are solving challenging healthcare problems using technology.

Given the broad range of roles in digital health, I expect my career to be diverse and stimulating.

Laura has a Bachelor of Laws and Bachelor of Science (Biochemistry & Molecular Biology, Biotechnology), University of Melbourne. Currently studying a Master of Health Service Management (Griffith University), expected completion in 2023.



**Wen Hong**  
**Management Trainee**

I joined eHealth NSW to combine my interest in Public Health and technology. I did this through the Australasian College of Health Service Management Traineeship program.

My current role is to support the design and build of the Single Digital Patient Record (SDPR), focussing on optimising human performance and reliability to support patient safety.

Wen has a Bachelor of Medicine, Bachelor of Surgery (University of Newcastle, UK). A Master of Global Health (UNSW). A Master of Health Leadership and Management (UNSW).



**Hannah Dawkins**  
**Communications Advisor**

Journalism is my passion; speaking to real people about real issues. But the newsroom can be selfish, and I wanted my writing to help people.

I'm proud to work in Digital Health as a Communications Advisor.

In my current role I support the public and our colleagues across the state with a range of marketing and communications to consumers and government.

Hannah has a Bachelor of Communications majoring in Journalism.



**Daniel Hansen**  
**Program Manager,**  
**Critical Infrastructure Refresh**

I decided to work for eHealth NSW because of the training and development opportunities that are available.

The opportunity to work on new technology with world class technology partners.

And the ability to make a difference in people's lives on a daily basis.

Daniel has a Bachelor of Science Psychology and a Graduate Diploma in Psychology.

1. <https://www.biospace.com/article/digital-health-market-size-to-worth-around-us-551-09-bn-by-2027/>  
2. <https://business.nab.com.au/digital-health-the-lure-of-a-multibillion-dollar-market-46410/>  
3. <https://www.statista.com/outlook/dmo/digital-health/australia>.

# Want to learn more about Digital Health?

Get involved in consumer testing



Partnering with consumers like you allows us to work towards a shared vision to deliver consumer-centred digital solutions that improve health outcomes.

To enhance the voice and equity of all consumers, eHealth NSW supports inclusive and collaborative partnerships with a diverse range of consumers.

Sign up to become a consumer representative.

Your contribution can be as little as one hour a month.



Scan the QR code to complete an expression of interest form

For more information, go to [EHNSWConsumerEngagement@health.nsw.gov.au](mailto:EHNSWConsumerEngagement@health.nsw.gov.au)

