

Health Alliance

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The NIIN Health Alliance, part of the broader National Industry Innovation Network (NIIN), brings together industry, healthcare and research to accelerate digital innovation across Australia. Leveraging NIIN's national network and research capability, it enables health agencies and hospital operators to collaborate on solutions that improve outcomes for the community.

HEALTH ALLIANCE HIGHLIGHTS



Cisco Chairman & CEO Chuck Robbins visit to Australia

Cisco Chair and CEO Chuck Robbins visited Australia on 18-19 February 2026, joining NIIN and NIIN Universities senior executives for a closed roundtable. Chuck and the NIIN executives explored major national and geopolitical challenges facing universities and industry, including AI infrastructure, cyber security, and skills development.

Chuck also shared insights fresh from Davos and the chairing of the Global AI Summit, providing a timely global perspective on Australia's opportunities and challenges. The visit also marked a significant milestone for the network, with a [formal partnership](#) signing ceremony between NIIN, Cisco ANZ and the University of Adelaide.

Accelerating AI Adoption in Australia Whitepaper Release

Cisco and the National Industry Innovation Network (NIIN) released the [Accelerating AI Adoption in Australia](#) whitepaper during the recent visit by Cisco CEO Chuck Robbins to Australia on 18–19 February 2026. The report highlights the urgent opportunity for Australia to translate growing AI capability into national advantage, noting that artificial intelligence could unlock up to A\$115 billion in economic value annually by 2030 if supported by the right infrastructure, skills, and industry collaboration.

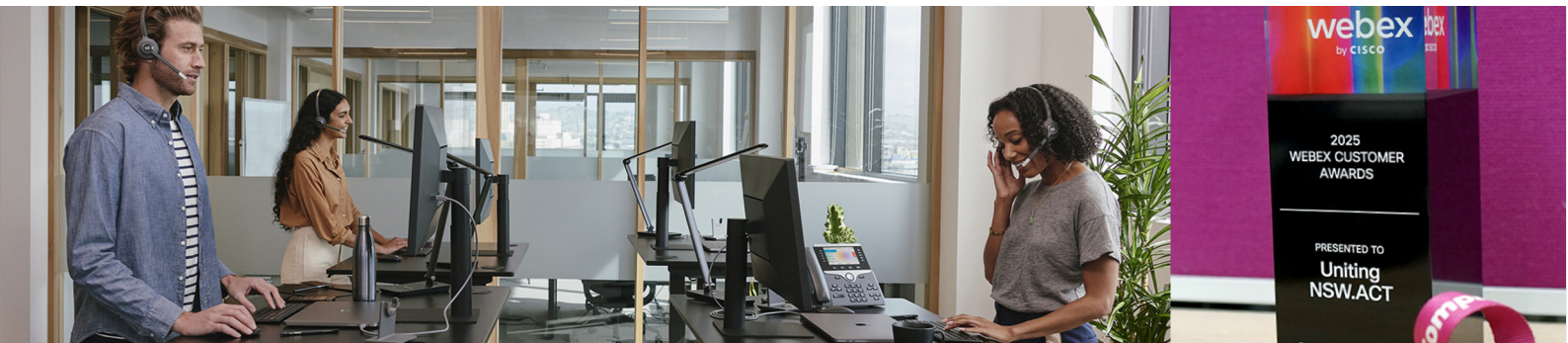
The whitepaper outlines a coordinated national pathway through the NIIN AI Adoption Moonshot, centred on two flagship initiatives: the development of a NIIN Sovereign AI Cloud to provide secure, Australian-hosted AI infrastructure, and the NIIN AI Skills Challenge to accelerate workforce capability. Together, these initiatives position NIIN as a national platform for industry-university collaboration, helping organisations safely trial, scale, and adopt AI technologies across sectors including healthcare, education, and critical infrastructure.



NIIN AI Skills Challenge Launched Under AI Adoption Moonshot

The NIIN AI Skills Challenge was launched in Q1 2026 as a flagship initiative under the [NIIN AI Adoption Moonshot](#), committing to upskill 200,000 Australians in AI and digital capabilities by mid-2028. Aligned with the Federal Government's AI policy, the program mobilises NIIN's ten university partners, six Innovation Centrals, Cisco Networking Academy, VET collaborators, and industry partners to deliver coordinated, measurable AI capability development at national scale.

More than a standalone initiative, the Skills Challenge establishes a structured ecosystem of micro-credentials, short courses, mentoring, industry projects, and in-curriculum AI integration across universities. With Deputy Vice Chancellor-led governance and quarterly reporting to the NIIN Council, the initiative positions NIIN as a national engine for responsible AI adoption – strengthening workforce readiness, sovereign capability, and industry-driven innovation across sectors including healthcare.



Uniting NSW.ACT Transforms Care with Webex AI Agent “Jeanie”

Uniting NSW.ACT has emerged as a leading example of AI-enabled service innovation in Australia's health and care sector through its deployment of Cisco Webex Contact Center and the launch of its [AI agent, “Jeanie.”](#) Developed in partnership with Cisco and Optus, Jeanie acts as an intelligent first point of contact – handling routine enquiries, triaging requests, and ensuring clients are seamlessly connected to the right services. Early results have demonstrated significant impact, including a 35% reduction in wait times, over 60% of routine enquiries resolved on first interaction, and improved client satisfaction – freeing frontline staff to focus on more complex and empathetic care needs.

This innovation has not only enhanced customer experience but also delivered measurable operational benefits, including improved workforce productivity, reduced burnout, and projected cost efficiencies. In recognition of this achievement, Uniting NSW.ACT was awarded the [2025 Cisco Webex One Award for Collaboration Champion](#), highlighting the success of its co-innovation approach and leadership in adopting AI to transform service delivery.

Digital Front Door Driving Tangible Impact for Healthcare

Healthcare providers across Australia are beginning to realise meaningful operational and clinical benefits through the adoption of [Digital Front Door](#) approaches, as demonstrated in recent pilot initiatives delivered in partnership with [ArchiTech](#). By introducing a unified, AI-enabled patient access layer across channels such as voice, chat, and messaging, providers have been able to significantly reduce administrative burden by up to 30%, deflect routine enquiries, and streamline appointment coordination and triage processes. This has translated into faster patient access to care, reduced wait times, and a more consistent, personalised patient experience – particularly important as expectations shift toward always-on, digital-first healthcare engagement

Beyond efficiency gains, the Digital Front Door model is helping healthcare organisations reallocate valuable clinical and frontline resources toward higher value care activities. Automation of routine workflows – such as appointment reminders, intake, and follow-ups – has shown improvements in attendance rates and reduced no-shows, while also enabling more proactive and data driven patient engagement. Critically, these outcomes demonstrate that a well implemented Digital Front Door is not just a technology upgrade, but a strategic enabler of better patient outcomes, improved workforce sustainability, and more resilient healthcare operations at scale.



2nd NIIN Health Alliance Roundtable in Adelaide

The second in the series of [NIIN Health Alliance Roundtable](#) was held in Adelaide on 4th February 2026, hosted jointly by the Innovation Central Adelaide, Flinders Digital Health Research Centre and the NIIN Health Alliance, with the sponsorship of ArchiTech.

The event connected directly with Flinders Wicked Problems (read the full report [here](#)) – a bold initiative uniting disciplines to address society’s most complex issues – and includes the launch of the [NIIN Health x Digital Transformation Report 2025-2026](#), highlighting transformative insights from across the sector.

NIIN Health Alliance Advisory Committee Welcomes David Siroky

David Siroky, AI CTO for Cisco Asia Pacific Japan and China, has joined as a member of the NIIN Health Alliance Advisory Committee.



At Cisco, David focuses on solution architecture and collaborating with data scientists to support organisations in delivering on their AI projects. Prior to Cisco, David has led teams that build some of the largest medical research and AI systems in the region and in recent years been involved in pioneering works from Alzheimer’s detection, skin cancer detection, emergency room triage to oncology prognosis.

NIIN Industry Alumni Program Welcomes New Professor of Practice at RMIT

RMIT University has appointed Rob De Nicolo, former Cisco executive, as Professor of Practice under the NIIN Industry Alumni Program.

Rob will support the RMIT-Cisco Health Transformation Lab and the School of Health and Biomedical Sciences in MedTech innovation, leadership coaching, and strengthening industry partnership across the NIIN Health Alliance network. Rob has also joined the NIIN Health Alliance Advisory Committee as member.

