



Private hospitals

# Passionate but under-resourced

Private hospital employees are deeply committed to their work, but many feel they're doing it without the support and tools they need. In 2024, industry enjoyment was the lowest across health and community services. Workers report strong bonds with colleagues as a driver of role enjoyment, but patient-to-nurse ratios, staff turnover and skills gaps are eroding trust and morale. Small positive gains have been made since 2022 in industry pride and enjoyment and perceptions of industry flexibility and career opportunities. Now is the time to lock in gains and rebuild trust by helping employees feel appreciated and supported.

Here's a summary of the 2024 findings.

## Role satisfaction



Second lowest across health and community services.

## Support



Feel they have the tools / resources to do their job.

## Employer Net Promoter Score<sup>^</sup>



-5 points since 2022, highlighting significant staff attrition risk.

<sup>^</sup> Net Promoter Score (NPS): Likelihood to recommend working for their main employer to a family member or friend.

Investing in the right tools, maintaining manageable workloads, providing emotional support and showing genuine care can help rebuild loyalty in a sector at risk of disconnection.

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**Source:** HESTA workforce research 2024; Private hospitals sample size n=598. The statistics presented are based on responses from participants in the 2024 study and are not representative of the entire population.

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## 2024 workforce snapshot

### What employees enjoy most about the role

**51%** Mention relationships with colleagues.

**42%** Mention feeling a sense of personal reward in their role.

**32%** Cite workplace location.


### Concerns

**43%**

Cite under-resourcing as the top contributor to not enjoying their role (highest across all health and community services).

**28%**

Feel energised at work (slightly higher than public hospitals at 26%).

 **Access support and resources**

