

Devoted but overwhelmed

Public hospital workers continue to show up with deep pride and purpose, often in the face of intense demands. In 2024, many still find meaning in their roles, but signs of strain are impossible to ignore. Role satisfaction levels are the lowest across health and community services, with feelings of isolation and limited support and inclusion affecting morale and trust.

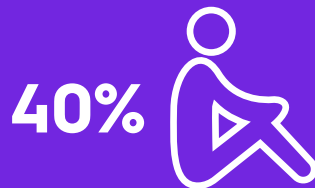
Here's a summary of the 2024 findings.

Role satisfaction



Satisfied with their current role – lowest across health and community services sector; 8% lower than in 2022 and 12% lower than 2020.

Isolation



Report frequent feelings of isolation or loneliness at work – the highest across all health and community services sectors.

Employer Net Promoter Score[^]



Slightly higher than private hospitals.

[^] Net Promoter Score (NPS): Likelihood to recommend working for their main employer to a family member or friend.

* Such as DHR, Workflow, workflow management and general AI implementations.

2024 workforce snapshot

What employees enjoy most about their role

49% Mention feeling a sense of personal reward in their role.

40% Mention relationships with colleagues.

30% Cite workplace location.

Concerns

Under resourcing

42% Feel there is not enough staff and just 36% say they have the support, tools and resources to perform their role.

Tech adoption*

Only 11%

of public hospital workers reported adopting new technology in the previous 12 months. Less than a third of these felt there was clear communication about the new technology.



 **Access support and resources**

Rebuild cohesion from the inside out. Tackling workplace culture, ensuring psychological safety, and equipping leaders with the tools to lead well are critical steps to supporting staff and lifting morale.

With more than a million members beside us, we know what matters to them.

Access workforce reports, support tools and educational resources for you and your employees today or email yourindustryfund@hesta.com.au

Source: HESTA workforce research 2024; Public hospitals sample size n=610. 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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