

National Consumer Sentiment Survey 2024

Key Insights from Australian Health Consumers

In 2024, the Consumers Health Forum of Australia (CHF) conducted a survey to better understand how Australians feel about the healthcare system and their experiences with it.

This survey helps highlight what's working, and what needs fixing, in Australia's healthcare system. It gives a voice to everyday Australians and helps guide improvements that matter to communities.

About the Survey

The National Consumer Sentiment Survey (NCSS) is run annually by the Consumers Health Forum of Australia (CHF). It captures real experiences and views to help shape better healthcare.

2024 Survey Snapshot

- - Conducted online in late 2024
- 5,000 Australians participated
- Included people with and without recent healthcare experiences

Who Took Part?

- - 39.2% reported excellent or very good health
- 14.5% live with a disability
- 62.3% have a chronic condition lasting 6+ months
- 15.5% care for someone with a serious illness, disability, or age-related needs

What Australians Are Saying About Healthcare

Most Australians feel positively about the healthcare system—but many believe it needs major improvements. 55.8% of survey participants said:

“There are good things about Australian healthcare, but big changes are needed to make it work better.”

Key Areas for Improvement

Affordability & Accessibility

- 1 in 10 Australians couldn't afford needed medical care in the past year. That's up to 2 million people missing out on treatment.
- Access is unequal, especially for:
 - Young adults
 - People with chronic conditions
 - Those in lower-income areas
 - People without private health insurance
 - Dental care access is particularly limited.

Workforce Shortages & Cost of Care

- Two-thirds of Australians want more doctors, nurses, and health professionals.
- Reducing the cost of care and medicines is a top priority for consumers.

Communication & System Navigation

- Most people are satisfied with their healthcare provider relationships.
- However, many want better communication and more support in making shared decisions.

Discrimination & Disrespect

- While most people don't experience discrimination, 8.1% said they did—and it made their healthcare journey harder. That's nearly 2 million Australians affected.
- More action is needed to eliminate racism, stigma, and discrimination in healthcare.