

NZVNA REMUNERATION AND WELLBEING SURVEY 2025



Rangahau
Aotearoa

Research
New Zealand

NEW ZEALAND VETERINARY NURSING ASSOCIATION MEMBER SURVEY



About this report

This report presents the New Zealand Veterinary Nursing Association Member Survey for 2025.

The survey's content was designed around the four pillars of the NZVNA (as published on the Association's website):

- Improved remuneration.
- Improved wellbeing/Workplace culture/Psychological safety.
- Being fully integrated members of the Veterinary Health Care Team.
- Professional advancement.

In addition, a section was included about the NZVNA.

The specific objectives of the survey were to:

- Measure members' current opinions with regard to the four pillars.
- Identify key differences by member sub-groups of importance to the Association.

How was the survey completed?

- This year's survey was completed online, with the sample provided by NZVNA.
- A total of N=1,440 members were invited to complete the survey on a voluntary and anonymous basis.
- The survey was completed by an achieved sample of n=459 respondents, including partial responses.
- This represents a response rate of 32%.
- Results based on the total sample of n=459 respondents are subject to a maximum margin of error of +/- 4.6% (at the 95% confidence level). This means that had we found, for example, that 50% of respondents were female, we could be confident of getting the same result in 95 of 100 repeat surveys falling in the range 45.4% to 54.6%.
- A description of the achieved sample is provided on the following slide. Refer to Appendix A for more methodological information.

Who responded to the survey?

91%



91% of all the respondents currently work in a veterinary practice.

54%



Over one-half of practices are companion animal practices (54%), followed by 33% that are mixed practices.

54%



Over one-half of respondents working in a vet practice are Veterinary nurses or nursing assistant, followed by 41% who are Senior veterinary nurses.

97%



97% of all the respondents are female.

47%



47% of all respondents are aged between 26-35 (47%).

How to read this report

The following sections of this report are based on the survey results for the 91% of respondents who work in a veterinary practice (n=418). The report is organised into the following sections:

Section 1: A summary of the key findings.

Section 2: The nature of respondents' work.

Section 3: Remuneration.

Section 4: Improved wellbeing/workplace culture.

Section 5: Professional advancement.

Section 6: Future plans.

Section 7: The New Zealand Veterinary Nurses Association.

The results presented in these sections are mainly analysed by the following sub-groups of respondents:

- Groups based on respondents' **position role**.
- Whether they work **part-time or full-time**.
- The hours they **actually work**.
- Whether they are paid an **hourly rate or annual salary**.

Only statistically significant results are commented on (at the 95% confidence level).

SECTION 1

Summary of key findings



Key findings

The key findings of the NZVNA's Remuneration and Wellbeing Survey for 2025 are presented in relation to the **four pillars** of the Association:

1. Improved remuneration.

- Most respondents (84%) earn a wage.
- Most stated they are employed to work full-time (81%). That is, either between 30-40 hours plus a week (68%) or 40 hours or more a week (13%).
- The hourly wage rates for those working full-time ranging from \$24 to \$46, with a mean (average) of \$31.19.
- Many are working in excess of their contracted hours. For example, while two-thirds (68%) are contracted to work between 30-40 hours per week, a significant proportion are actually working more than 40 hours (41%). This converts to 28% of all respondents (i.e., one-in-every-four).
- Furthermore, 25% of respondents working full-time stated their hours have increased in the last 12 months.
- Consequently, 61% stated they do not believe they are paid fairly.
- Possibly reflecting this are the results for an indicator called a 'Net Promoter Score' (NPS), which measures the extent to which respondents stated they would recommend becoming a veterinary nurse. Ideally, a NPS should be positive, but in this case, it is negative at -61. This is based on subtracting the percentage of respondents who stated they would recommend becoming a veterinary nurse (7%) from those who would not (68%).

2. Professional advancement.

- Most respondents' highest qualification was a Diploma (64%).
- Almost three-quarters of respondents (73%) stated that, in addition to their financial remuneration, they receive support to continue their education.
- However, most respondents stated they either do not plan to do further studies (37%) or don't know whether they will (33%). In comparison, one-third indicated that they are either currently studying (10%), or plan to do further studies (20%).
- Possibly reflecting this:
 - Less than one-half (46%) stated they see a clear career path for themselves as a veterinary nurse.
 - Thirty percent stated that in 5 years' time, they will not be working as a veterinary nurse.

3. Improved Wellbeing/Workplace Culture/Psychological Safety.

- Most respondents agreed that they have a positive workplace culture:
 - 80% stated they feel they can speak up if they make a mistake.
 - 71% stated they feel they can speak up about decisions which may affect their role.
- However, over one-third (37%) felt they were burnt out most of the time, 23% stated their work-related stress was not manageable and 27% said they did not have good work-life balance.

4. Being Fully integrated.

- While respondents stated they have a broad range of responsibilities, they identified three tasks that they spend 'most of their time' doing; namely, monitoring animals under anesthesia (80%), placing catheters (63%) and obtaining diagnostic samples (54%).
- That said, 27% disagreed that there are enough hours in the day for them to do their job well.
- However, 88% stated they felt supported by their workmates and 66% by their employer.
- Access to 'Continued Professional Development' through NZVNA membership was considered important to 85% of respondents, followed by 65% who viewed 'Employment support through online resources and expert advice' as important.

SECTION 2

The nature of respondents' work



About this section

In this section we provide the results to questions about the nature of respondents’ work. All results are based on respondents who are currently working in a veterinary practice. These questions cover:

- The range of tasks respondents complete and which they spend most of their time doing.
- The hours respondents are actually working in a week to complete these tasks.
- How these actual hours compare with the hours they are contracted to work per week.
- Whether respondents’ hours of work have been increasing, decreasing or staying about the same over the last 12 months.

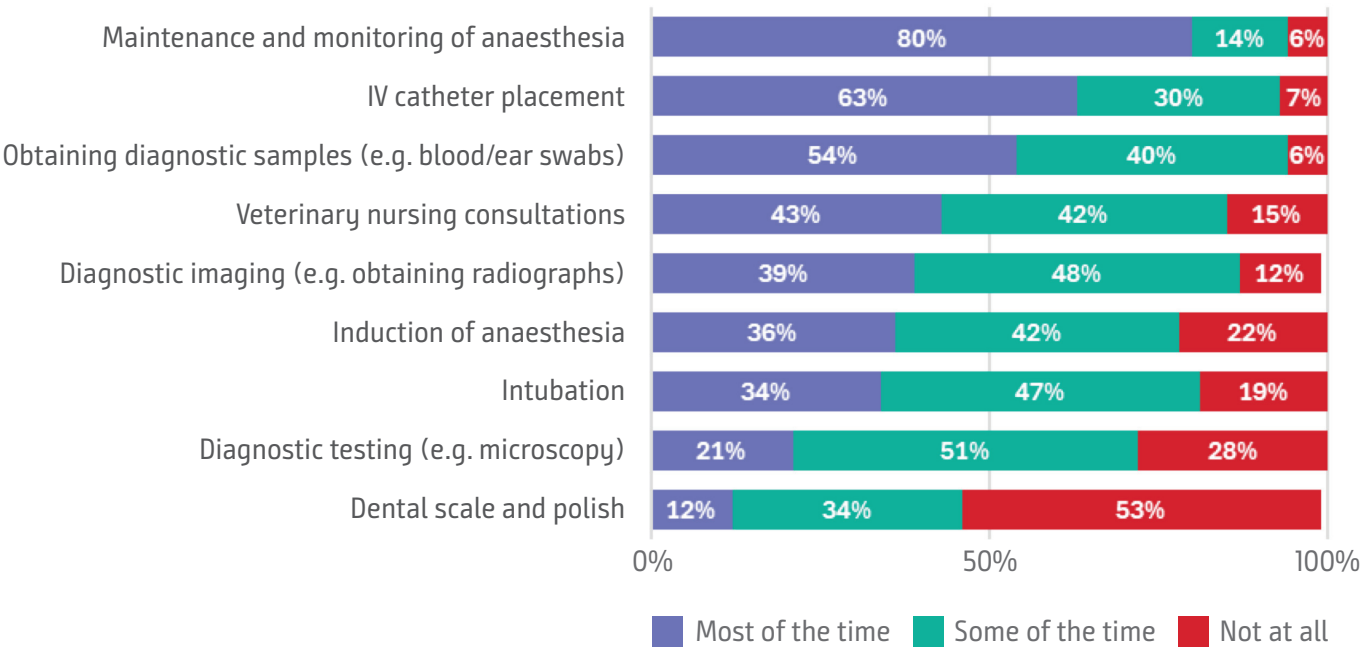
As appropriate, the results are examined by respondents’ position role and whether they work part-time or full-time.

Responses

Respondents indicated they have a wide range of responsibilities, but their estimate of the time spent on each differs.

This graph shows that respondents spend ‘most of their time’ monitoring animals under anaesthesia (80%), placing catheters (63%) and obtaining diagnostic samples (54%). While they also spend time on other tasks, they only spend ‘some of their time’ on these tasks, spending the least on dental scaling and polishing, with 53% of respondents stating they do not do this at all.

Figure 1: Amount of time spent on responsibilities which are part of their role



“
I think that when veterinarians expect us to do most of the skills that they are paid to do (e.g., cytology, induction of anesthesia, taking bloods, etc.) that we should also be receiving a pay rate that reflects these skills. Nurses are an essential part of making the clinic run smoothly, and we can also take on roles of retail staff and helping veterinarians do most of what they do...
(Veterinary Nurse)
”

Responsibilities differ by position role

This table shows the extent to which respondents do each of the listed tasks 'most of the time', by their position role. Except for maintaining and monitoring anaesthesia, the table shows that Senior veterinary nurses spend more time across all tasks compared to Veterinary nurses and nursing assistants. For example, 63% of Senior veterinary nurses spend most of their time obtaining diagnostic samples, compared with 51% of Veterinary nurses and nursing assistants.

Table 1: Responsibilities spend 'most of the time' doing, by position role

	Total	Veterinary Nurse/Nursing assistant	Senior Veterinary Nurse/Practice Owner/Manager	Other job title
Unweighted base =	418* %	224 %	171 %	23** %
Maintenance and monitoring of anaesthesia	80	84	81	35
IV Catheter Placement	63	63	70	17
Obtaining diagnostic samples	54	51	63	22
Veterinary Nursing consultations	43	42	48	13
Diagnostic imaging	39	34	50	13
Induction of anaesthesia	36	34	43	9
Intubation	34	31	40	13
Diagnostic testing	21	17	27	9
Dental scale and polish	12	9	19	0

*Based on n=418 respondents who indicated they are currently working in a vet practice, and answered 'do most of the time' for Q7.

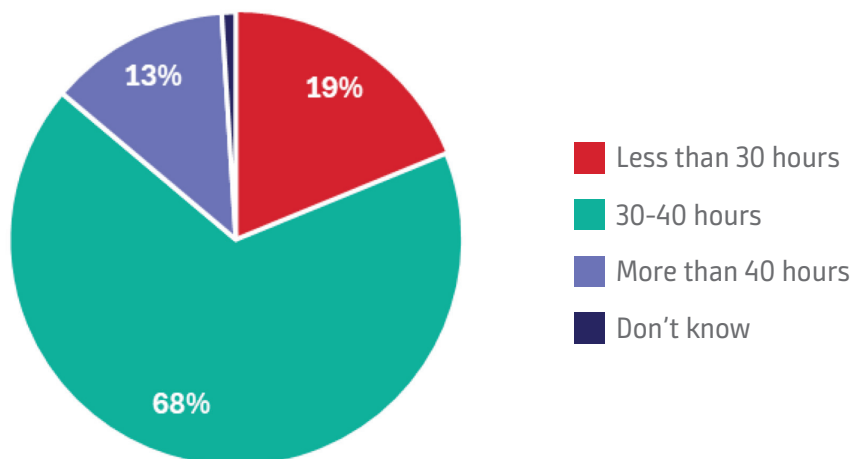
**Caution: low base number of respondents - results are indicative only.

The majority of respondents are contracted to work full-time (81%)

This graph shows whether respondents are contracted to work less than 30 hours (part-time), 30 to 40 hours (full-time) or more than 40 hours (full-time) per week.

Based on this, the graph shows that the majority of respondents are contracted to work between 30 and 40 hours (68%), followed by 19% who are contracted to work less than 30 hours, and 13% who are contracted to work more than 40 hours per week.

Figure 2: Hours contracted to work per week



*Based on n=418 respondents who indicated they are currently working in a vet practice.

Respondents contracted to work between 30 and 40 hours are working significantly more hours than they are contracted to work

This table compares the number of hours respondents are contracted to work (along the horizontal axis) with the hours they are actually working (along the vertical axis). Note that a significant proportion of respondents contracted to work between 30 and 40 hours per week (68% of all respondents) are actually working more than 40 hours (41%). This converts to over one-in-every four of all respondents (28%).

Table 2: Hours actually worked per week, by hours contracted to work

Unweighted base = Hours actually worked	Total 418* %	Hours contracted to work		
		Less than 30 hours 78 %	30 to 40 hours 284 %	More than 40 hours 53 %
Less than 30 hours	21	97	4	2
30 to 40 hours	39	3	55	9
More than 40 hours	39	0	41	89

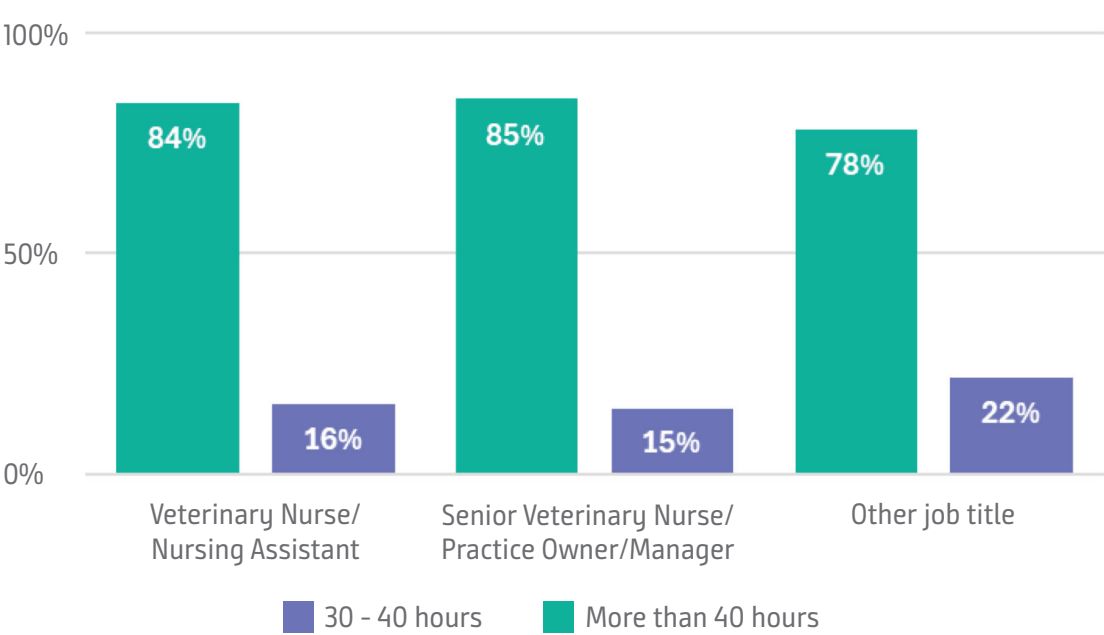
*Based on n=418 respondents who indicated they are currently working in a vet practice.

Hours actually worked are greater than hours contracted to work for full-time respondents, regardless of position role

Building on the previous slide, the two graphs below compare the hours respondents who are contracted to work full-time with the hours they actually work (graph on the right), by position role.

This comparison shows, for example, that although 85% of full-time Senior veterinary nurses are contracted to work full-time (30-40 hours), less than one-half (43%) are doing this, with over one-half (53%) actually working more than 40 hours a week. This also applies to Veterinary nurses and nursing assistants

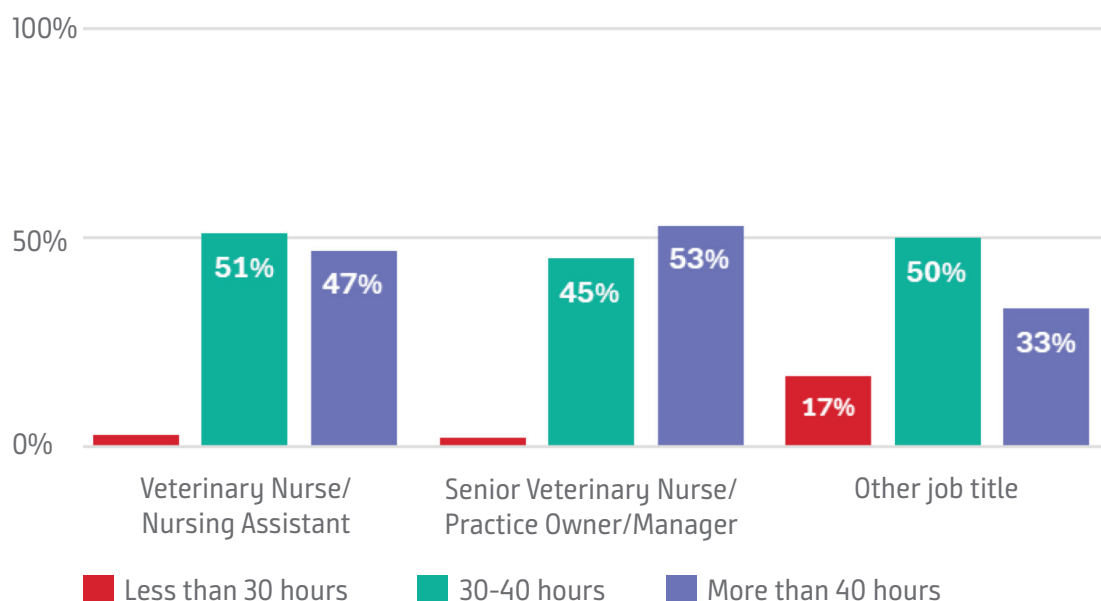
Figure 3: Hours contracted to work for full-time respondents, by position role



*Based on n=337 respondents who indicated they are currently working in a vet practice, and are contracted to work full time.

**Caution: low base number of respondents with other job titles- results are indicative only.

Figure 4: Hours actually worked for full-time respondents, by position role



**Based on n=337 respondents who indicated they are currently working in a vet practice, and are contracted to work full time.*

***Caution: low base number of respondents with other job titles - results are indicative only.*

Significant proportions of Veterinary nurses and assistants, and Senior veterinary nurses are working more than 40 hours each week

This table shows the total hours actually worked per week by respondents, by their position role. It shows that well over one-third (39%) stated they are working more than a 40-hour week. This is the case for both Senior Veterinary nurses and Veterinary nurses and nursing assistants, with 46% and 36% respectively working more than 40 hours a week. The mean (average) hours worked per week for Senior Veterinary nurses is approximately 38 hours and approximately 35 hours for Veterinary nurses and nursing assistants.

Table 3: Actual hours actually worked per week, by position role

	Total	Veterinary Nurse/Nursing assistant	Senior Veterinary Nurse/Practice Owner/Manager	Other job title
Unweighted base =	418* %	224 %	171 %	23** %
Less than 30 hours	21	24	15	39
30 to 40 hours	39	40	39	35
More than 40 hours	39	36	46	26

**Based on n=418 respondents who indicated they are currently working in a vet practice.*

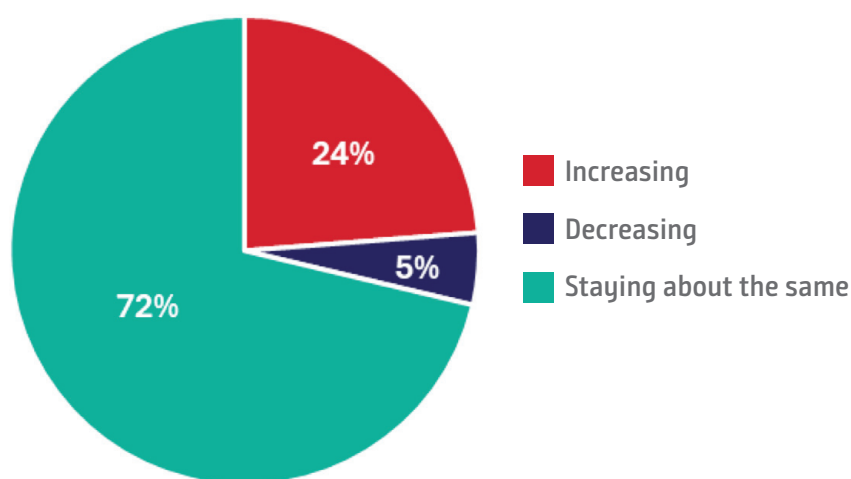
***Caution: low base number of respondents - results are indicative only.*

One-in-every four respondents stated the hours they are actually working has been increasing over the last 12 months

Not only did many respondents state they are working more hours per week than they are contracted to work, but many also said the hours worked have been increasing over the last 12 months.

This applies to 24% of all respondents, although the pie chart shows that most respondents indicated the hours they have been working have 'stayed about the same' in the last 12 months

Figure 5: Changes in work hours over the last 12 months



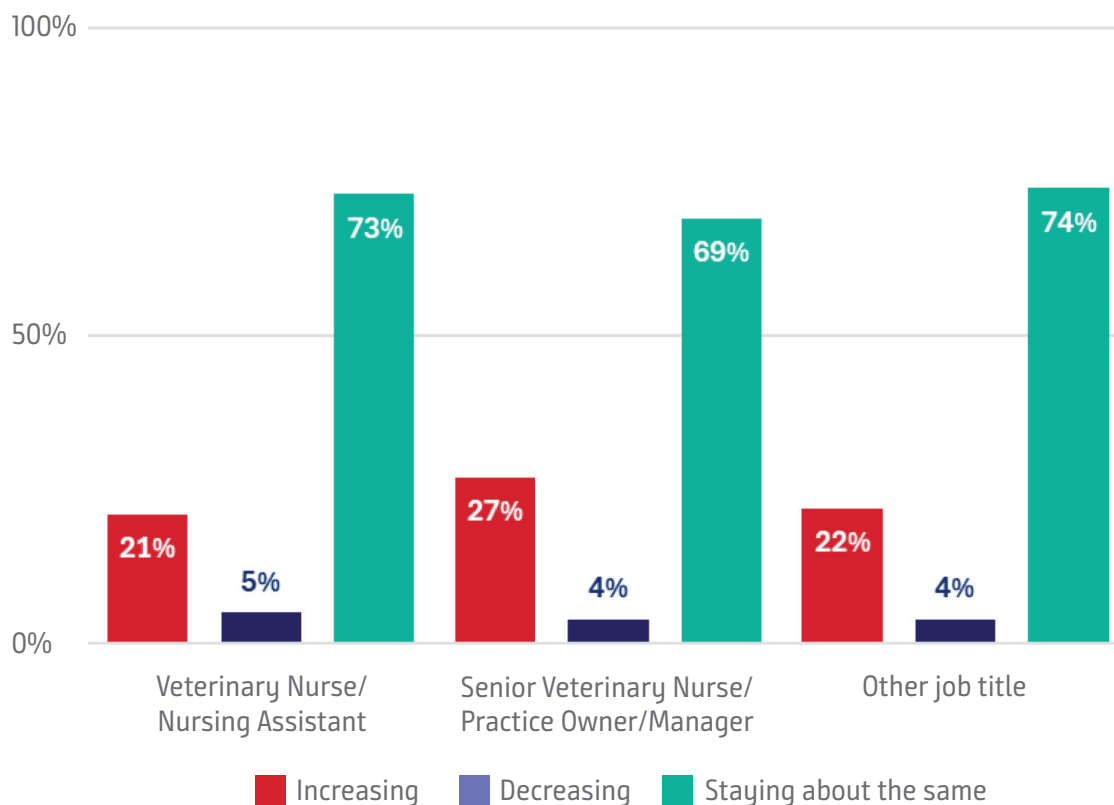
*Based on n=418 respondents who indicated they are currently working in a vet practice.

“Expectations of employer exceeds reality of time available, and additional responsibilities are given to the good workers who can multitask, but others stay back and do half the job.”
(Senior Veterinary Nurse)

This trend applies to all, regardless of position role

This graph shows the proportion of respondents in each position role who stated whether their hours have been increasing or decreasing over the last 12 months. While most respondents across all position roles stated the hours they actually work have 'stayed about the same', a large proportion of respondents indicated an increase in the hours worked. For example, 27% of Senior veterinary nurses stated the hours they are actually working have been increasing, as well as 21% of veterinary nurses and nursing assistants.

Figure 6: Changes in work hours over the last 12 months, by position role



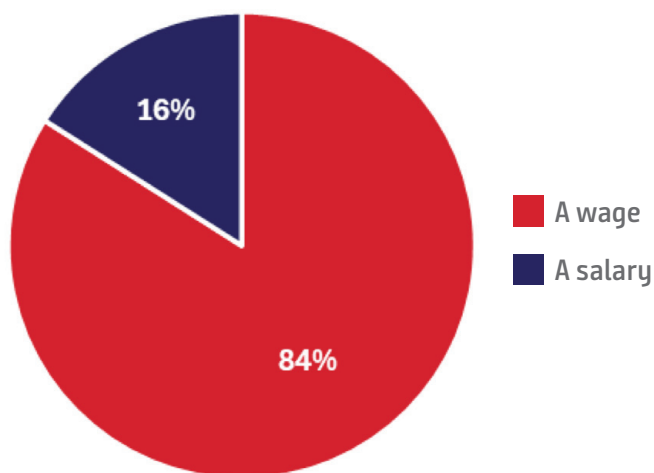
*Based on n=418 respondents who indicated they are currently working in a vet practice, and answered Q7.

**Caution: low base number of respondents with other job titles - results are indicative only.

Eight-in-every-ten respondents said they are paid a wage

The graph below show the proportion of respondents that stated they are paid a wage or a salary. The majority of respondents reported earning a wage (84%), regardless of position role. For example, 82% of Senior veterinary nurses are paid a wage, as well as 87% of Veterinary nurses and nursing assistants. This also applies to both full-time and part-time respondents, with 88% of part-time respondents earning a wage, as well as 82% of full-time respondents. Note that most respondents stated they are working full-time (81%).

Figure 9: Remuneration type



*Based on n=409 respondents who indicated they are currently working in a vet practice, and answered Q28b

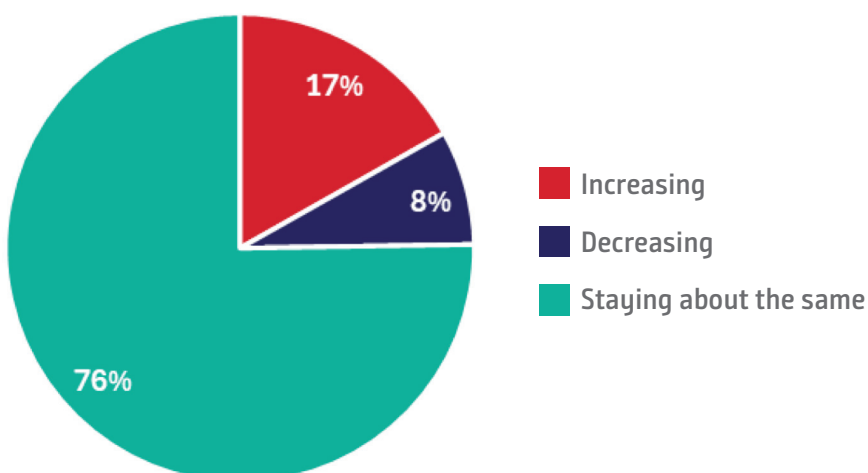
The biggest challenge with regard to remuneration for vet nurses, is that there is a cap to our hourly rate... This makes it challenging because we can work in less stressful roles in other careers for a higher wage. Supporting a family in 2025, a lot of us are pushed to seek better pay rates...

(Veterinary Nurse)

Both respondents who work part-time and full-time state the hours they are actually working have been increasing

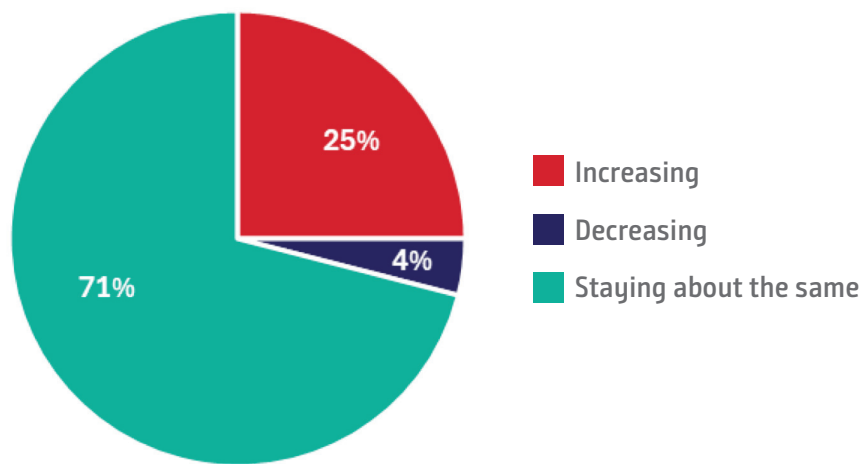
The pie charts below compare the extent to which respondents working full-time and those working part-time indicated the hours they actually work have been increasing in the last 12 months. While more respondents working full-time stated this (25%), the proportion of respondents working part-time who also say this is not insignificant (17%). Note that most respondents stated they are working full-time (81%).

Figure 7: Changes in work hours over the last 12 months for part-time respondents



*Based on n=78 respondents who indicated they are currently working in a vet practice, and are contracted to work part time.

Figure 8: Changes in work hours over the last 12 months for full-time respondents



**Based on n=337 respondents who indicated they are currently working in a vet practice, and are contracted to work full time.*

In the case of respondents working full-time, this applies to all, regardless of position role

This table shows the extent to which respondents working full-time, and who indicated the hours they actually work have been increasing in the last 12 months, differs by position role. The general conclusion is that hours worked have been increasing over the last 12 months for all respondents working full-time, regardless of position role; for example, 28% of Senior veterinary nurses and 23% of Veterinary nurses and nursing assistant.

We have not examined this for respondents working part-time because the relatively small overall number of these respondents means that we cannot have the same level of confidence in the results as for those working full-time.

Table 4: Changes in work hours for full-time respondents over the last 12 months, by position role

	Total	Veterinary Nurse/Nursing assistant	Senior Veterinary Nurse/Practice Owner/Manager	Other job title
Unweighted base =	337* %	172 %	147 %	18** %
Increasing	25	23	28	28
Decreasing	4	5	3	6
Staying about the same	71	73	69	67

**Based on n=337 respondents who indicated they are currently working in a vet practice, and are contracted to work full time.*

***Caution: low base number of respondents - results are indicative only.*

SECTION 3

Respondents' remuneration and benefits



About this section

In this section we provide the results to questions about respondents' remuneration. Results are based on respondents who indicated they are currently working in a veterinary practice. These questions cover:

- Whether respondents are paid a wage or salary.
- The distribution of hourly wage rates.
- The distribution of salaries.
- Whether respondents' remunerations have been increasing, decreasing or staying about the same compared to the previous tax-year.
- Additional benefits received by respondents.
- Respondents' opinions about their remuneration relative to the work they do.

The results to these questions are examined by respondents' position role, whether they are paid an hourly rate or annual salary, whether they work part-time or full-time and other variables as appropriate.

NB: The salary and wage distribution graphs in this section display the mean, median and mode:

- The mean is the average hourly wage rate or annual salary, calculated by summing all responses and dividing them by the number of respondents.
- The median is the middle hourly wage rate or annual salary when responses are ordered from lowest to highest.
- The mode is the most frequently occurring hourly wage rate or annual salary, highlighting the most common answer.

At the end of the section, we have also provided results for those **not** working in a vet practice.

Responses

Hourly wage rates range from \$24 to \$46 for respondents working full-time

These graphs show the distribution of wage rates for both respondents who work part-time and are paid a wage (graph on the left) and those who work full-time and are paid a wage (graph on the right). Wage rates are grouped into five bands (quintiles), and each bar represents the number of respondents that indicated they are earning a wage within that band, with reference to the mean, median and mode below.

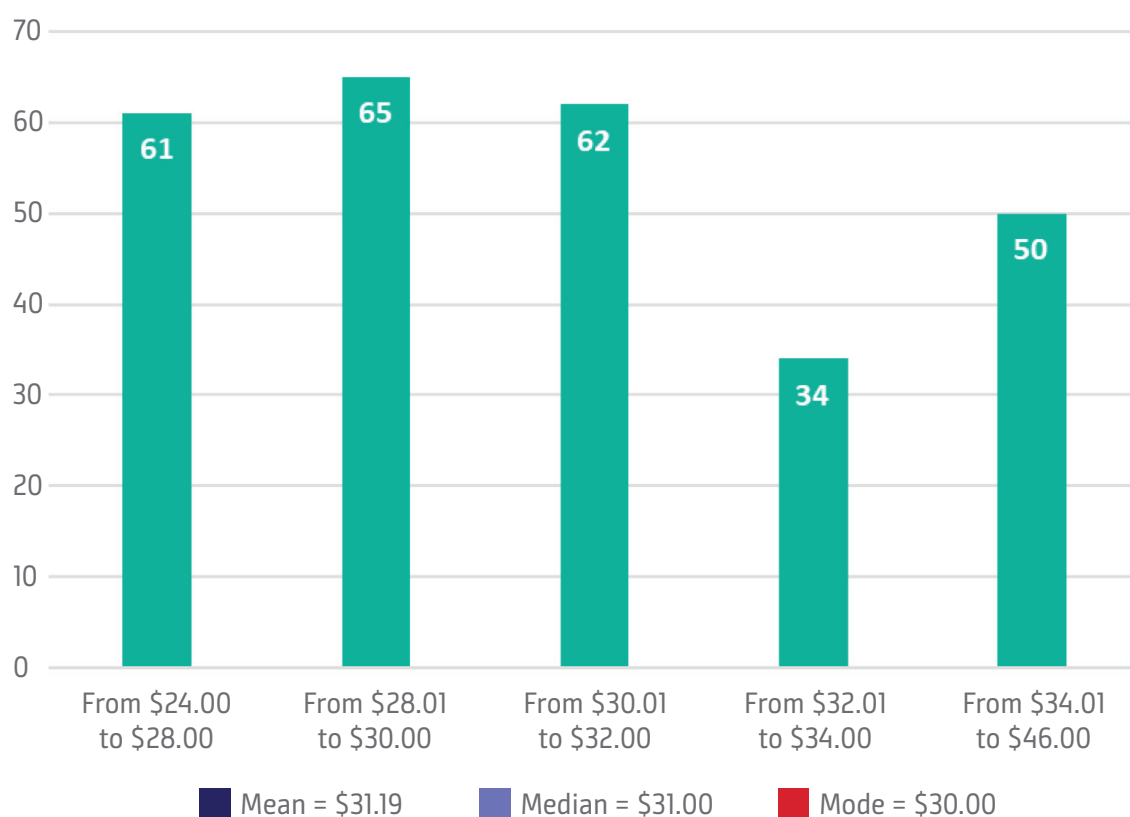
Based on this, the hourly wage rates for respondents working part-time ranges from \$23 to \$51, with a mean (average) of \$30.27. This compares to a range of \$24 to \$46 for respondents working full-time, with a slightly higher mean (average) of \$31.19.

Figure 10: Distribution of wage rates for part-time respondents working in a vet practice



**Based on n=67 respondents who indicated they are currently working in a vet practice, work part-time hours, and earn a wage. Results exclude one outlier.*

Figure 11: Distribution of wage rates for full-time respondents working in a vet practice



**Based on n=272 respondents who indicated they are currently working in a vet practice, work full-time hours and earn a wage. Results exclude one outlier.*

Senior veterinary nurses earn a higher hourly wage rate compared to Veterinary nurses and nursing assistants

This table shows the mean (average), median and mode hourly wage rates for respondents who are paid a wage, by their position role.

Based on this, Senior veterinary nurses earn a higher hourly wage rate compared with Veterinary nurses and nursing assistants. For example, the mean (average) hourly wage rate for Senior veterinary nurses (\$33.07) is significantly higher than for Veterinary nurses and nursing assistants (\$29.39).

Table 5: Summary of hourly wage rates, by position role

Unweighted base =	Veterinary Nurse/Nursing assistant 186 \$	Senior Veterinary Nurse/Practice Owner/Manager 137 \$	Other 18** \$
Mean (average)	29.38	33.07	32.33
Median	29.00	32.00	32.00
Mode	28.00	30.00	30.00

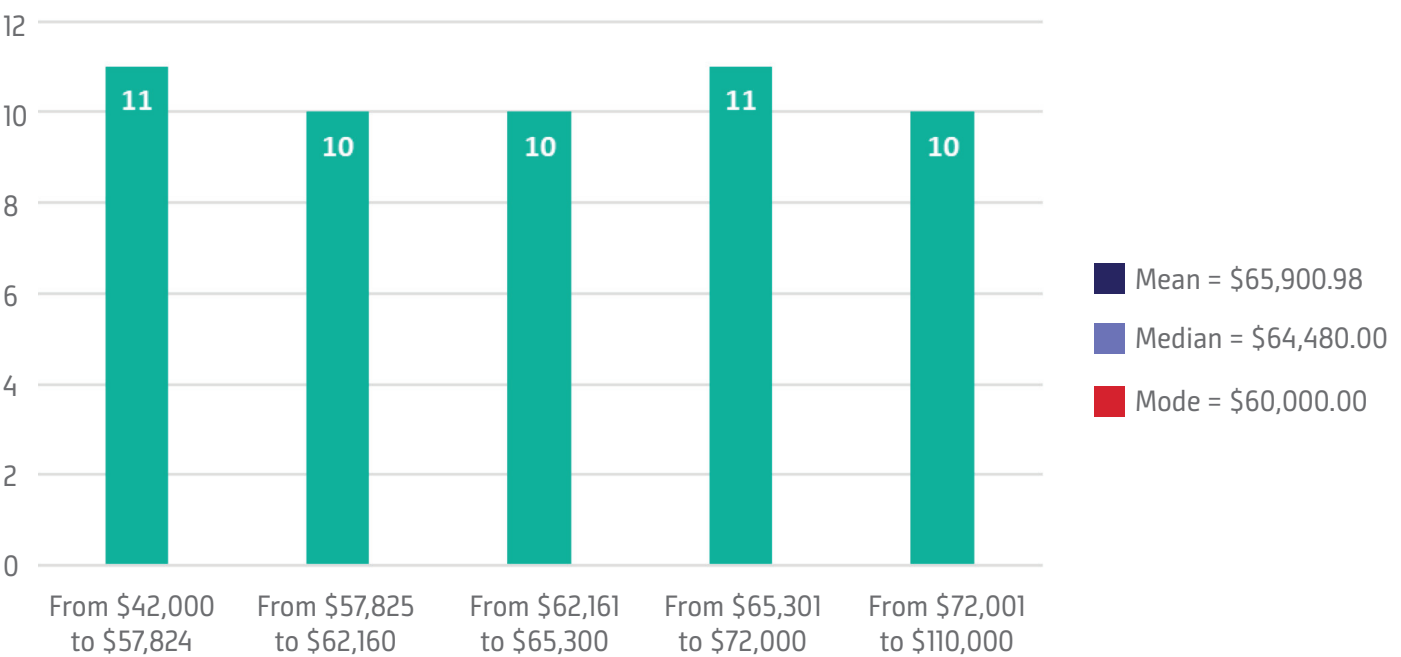
*Based on n=341 respondents who indicated they are currently working in a vet practice, and earn a wage. Results exclude one outlier.

Salaries range from just under \$42,000 to \$110,000 for respondents working full-time, with a mean over \$64,000

The graph below show the distribution of salaries for respondents who work full-time and are paid a salary, grouped into five bands (quintiles) as for those paid an hourly wage. Based on this, salaries of these respondents range from \$42,000 to \$110,000 with a mean (average) of \$64,480.

Results are not presented for respondents working part-time and earning a salary, as the number of these respondents is too small (n=8).

Figure 12: Distribution of salaries for full-time respondents



*Based on n=52 respondents who indicated they are currently working in a vet practice, work full-time hours, and earn a salary. Results exclude one outlier.

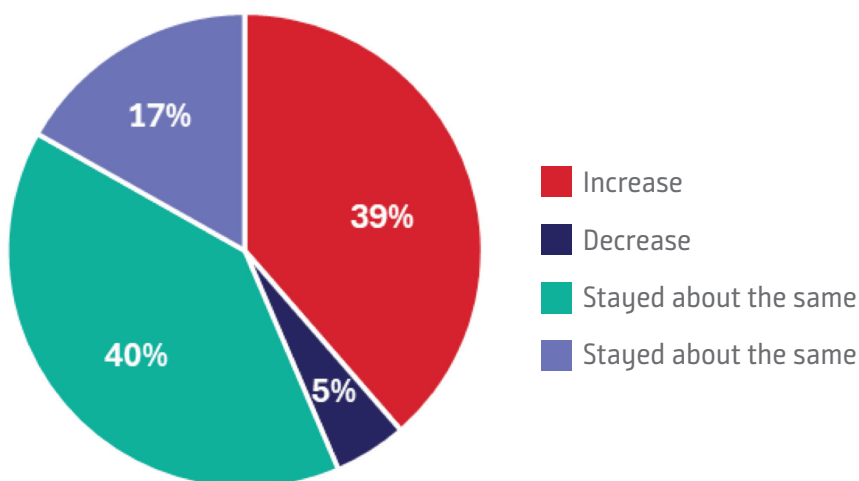
Remuneration is either staying much the same (40%) or increasing (39%)

This pie chart shows whether respondents' earnings have increased, decreased or stayed about the same compared with the previous tax-year.

Based on this, a similar proportion of respondents indicated that their earnings had either increased or stayed about the same (39% and 40% respectively). Note that 5% believed their earnings had decreased, while 17% did not know.

Results differ by position role, with Senior veterinary nurses more likely to state their earnings have stayed about the same (46%) compared with Veterinary nurses and nursing assistants (35%). Results also differ by practice location, with respondents working in a town more likely to report increased earnings (45%) compared with those working in a practice in a metropolitan city (32%).

Figure 13: Changes in earnings compared to previous tax-year



**Based on n=403 respondents who indicated they are currently working in a vet practice, and answered Q31.*

“Although my wage has increased in the last year, I feel that the wages overall in the vet industry are quite low, given the work we do.

(Veterinary Nurse)

Nearly all respondents reported receiving additional benefits; mostly discounted clinical fees, uniforms, NZVNA membership and CPD

This graph shows the percentage of respondents that are receiving each of the listed benefits, with the bar at the top showing the percentage of respondents that receive at least one of the listed benefits. Almost all respondents indicated they received at least one of the benefits (99%).

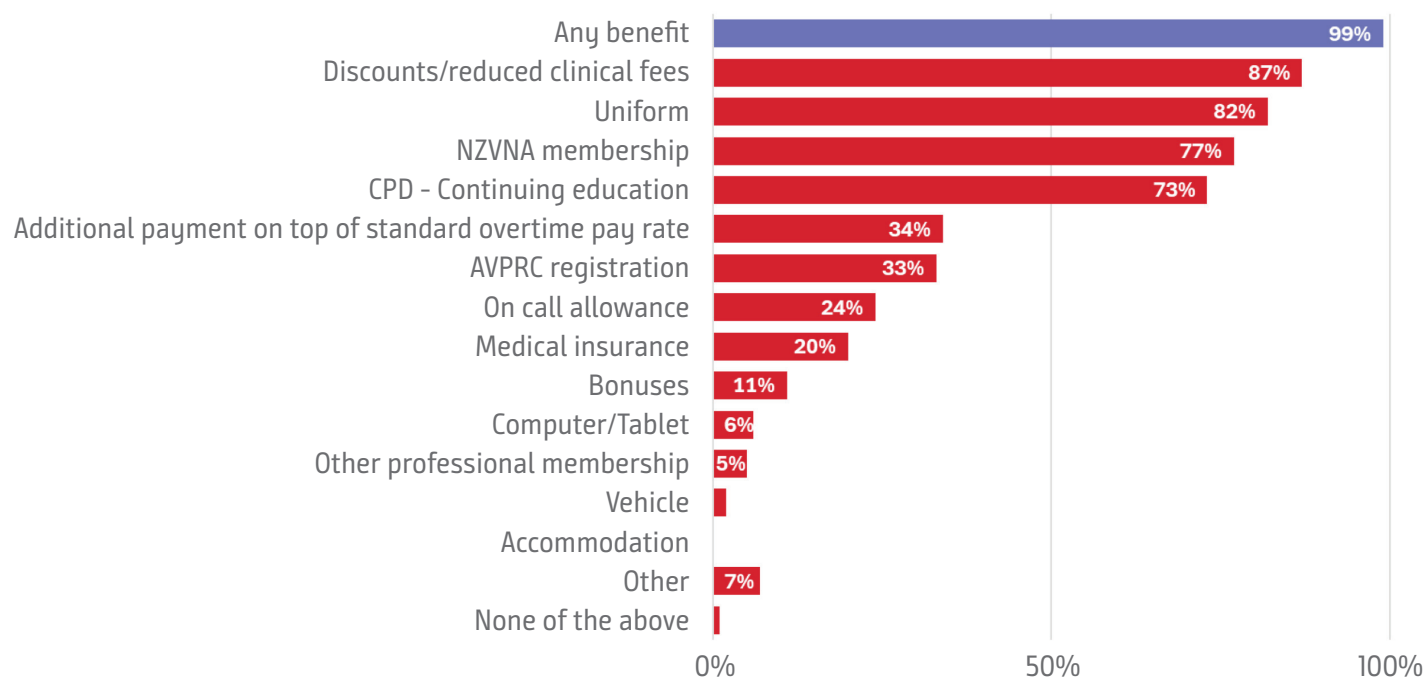
Senior veterinary nurses are more likely to receive most of the benefits (e.g., 80% of Senior veterinary nurses receive CPD, compared to 69% of Veterinary nurses and nursing assistants). The exception to this are a 'uniform', 'additional payment on top of standard overtime pay rate' and 'on call allowance'.

Respondents who earn a wage are more likely to receive some of the benefits compared with salary earners. For example, wage earners are more likely to receive 'bonuses' (13%, compared with 5% of salary earners), but less likely to receive 'NZVNA membership' (76% compared with 87% of salary earners).

Other significant differences are as follows:

- 'Medical insurance' is more likely to be received by respondents in internationally owned practices (36%), compared with those working in NZ-owned and independent practices (15%).
- 'NZVNA membership' is more likely to be received by respondents working in NZ-owned (82%) and independent practices (79%), compared with those working in internationally owned practices (57%).

Figure 14: Additional benefits received by respondents



*Based on n=403 respondents who indicated they are currently working in a vet practice, and answered Q34a.

Most disagreed they are fairly paid for the work they do

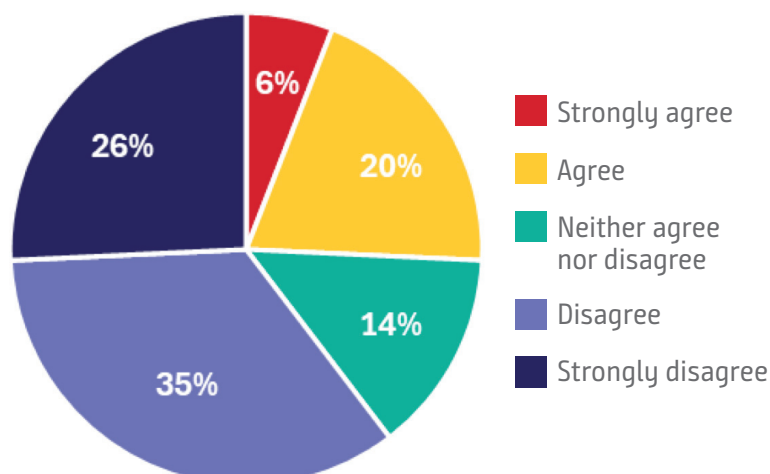
The pie chart below shows respondents' level of agreement with a statement about being paid fairly for the work they do. Based on this, nearly two-thirds of respondents indicated that they either 'disagree' or 'strongly disagree' that they are paid fairly (61% collectively).

- Respondents who were more likely to disagree (strongly disagree or disagree) that they are paid fairly were:
- Respondents working more than 40 hours (66%) compared with those working less than 30 hours (52%).
- Respondents whose hours have been increasing over the last 12 months (75%) compared with those whose hours have been staying about the same (55%).
- Respondents whose pay has stayed about the same (68%) compared with those whose pay has increased (50%).

Respondents who were more likely to agree (strongly agree or agree) that they are paid fairly were:

- Respondents who indicated their pay has increased compared to the last tax-year (40%) compared with those whose pay stayed about the same or decreased (19% and 11% respectively).
- Respondents working in an independent practice (37%) compared with those working in a NZ-owned or internationally owned practice (19% and 11% respectively).

Figure 15: Respondents level of agreement that they are paid fairly



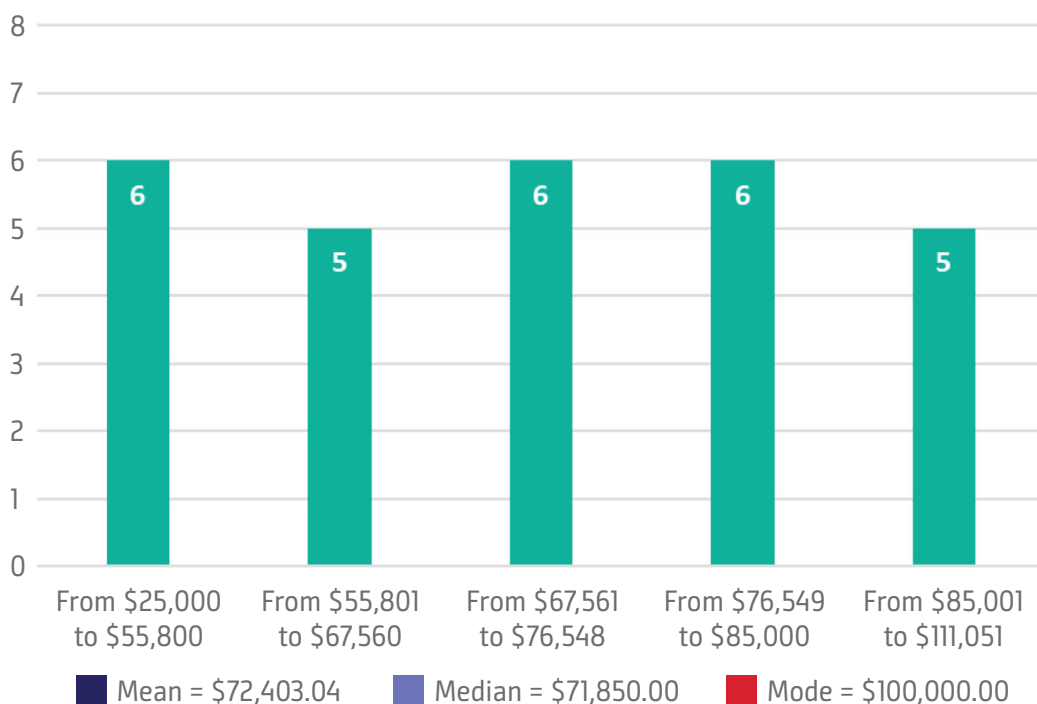
“Most clinics I have worked for will only pay nurses minimum wage or barely over that. Most nurses who are considered for more of a senior role still don't get paid enough to reflect their commitment to improving their skills and staying current... I can get paid a lot more for cleaning jobs than I do as a BVN.”
(Veterinary Nurse)

*Based on n=399 respondents who indicated they are currently working in a vet practice, and answered Q35.

Remuneration for those not working in veterinary practice

Although this report is based on those working in a veterinary practice, the graphs below show the salary range and hourly wage rate for those not working in a vet practice (e.g., tertiary institutions, businesses or organisations). Although the percentage of respondents this applies to is small (9%), these graphs show the salaries and wages of these respondents are relatively higher than those for those respondents that work in veterinary practices. For example, salaries for respondents not working in a vet practice range from \$25,000 to \$111,051 with a mean (average) of \$72,400. This compares with a mean of \$64,480 for those respondents working in a veterinary practice.

Figure 16: Distribution of salaries for respondents *not* working in a veterinary practice



**Based on n=28 respondents who indicated they are not currently working in a vet practice, and earn a salary.*

Figure 17: Distribution of wage rates for respondents *not* working in a veterinary practice



**Based on n=10 respondents who indicated they are not currently working in a vet practice, and earn a wage*

SECTION 4

Respondents' wellbeing



About this section

In this section we provide the results to questions about workplace wellbeing and culture. Results are based on respondents who indicated they are currently working in a veterinary practice. These questions cover:

- Whether respondents agreed or disagreed with various general statements about their work and workplace.
- Whether respondents agreed or disagreed with various statements about workplace wellbeing.
- How likely respondents would be to recommend a job as a veterinary nurse to others.

As appropriate, the results are examined by respondents' position role, hours actually worked, the level of agreement with being paid fairly, and practice location.

Responses

While there are many positive aspects of their work and workplace, having a clear career path is unclear for many respondents

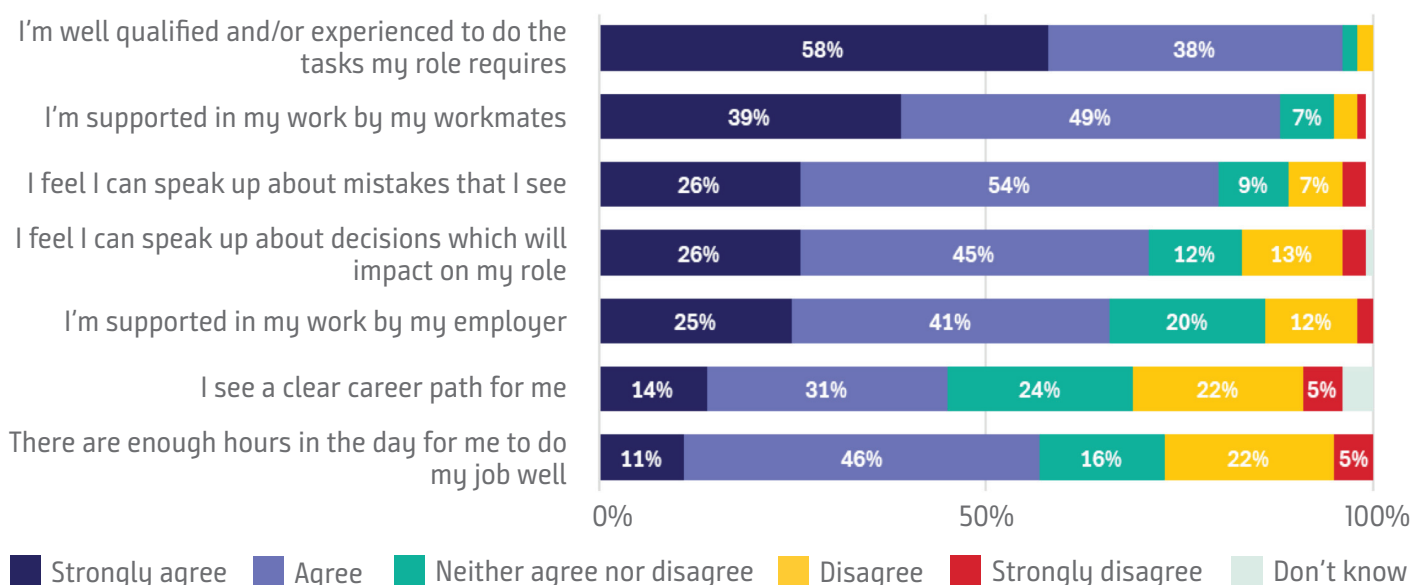
This graph shows respondents' level of agreement with statements about their work and workplace. For example, over one-half of respondents (58%) strongly agreed that they are 'well qualified and/or experienced' to do the tasks their role requires. However, in comparison, there is uncertainty about career paths, with 27% of respondents indicating they disagreed (or strongly disagreed) that they see a clear career path for themselves.

Senior veterinary nurses showed higher agreement with these statements compared with Veterinary nurses and nursing assistants. For example, 98% of Senior veterinary nurses felt well qualified to do the tasks their role requires, compared with 94% of Veterinary nurses and nursing assistants. However, they were less likely to agree that there are enough hours in the day to do their job well, which likely reflects the fact that 53% of them are working more than 40 hours per week (see slide 18).

Further significant differences are as follows:

- Respondents working more than 40 hours per week (39% of the n=418 sample) were generally less likely to agree with these statements. For example, 65% agreed they could speak up about decisions affecting their role compared with those working 30-40 hours and less than 30 hours per week (72% and 79% respectively).
- Respondents who feel unfairly paid felt less supported, less able to speak up, and are less optimistic about their career path. Almost one-third (31%) who strongly disagreed that they are paid fairly saw a clear career path for themselves, compared with 76% of those respondents who strongly agreed they are paid fairly.

Figure 18: Respondents level of agreement with statements related to the workplace



*Based on n=418 respondents who indicated they are currently working in a vet practice.

Over one-third of respondents said they feel burnt out most of the time (37%), and over a quarter report poor work-life balance (26%)

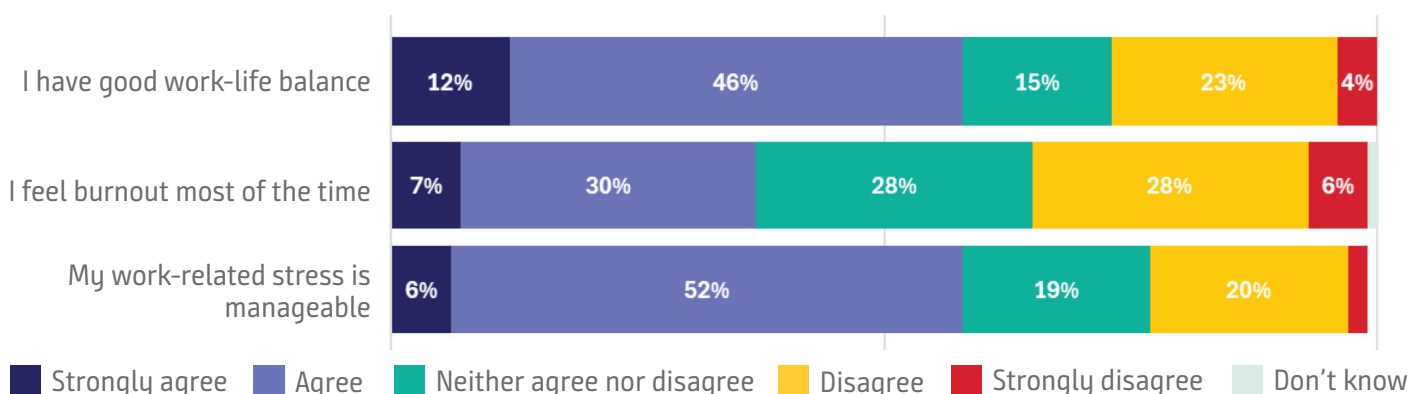
This graph shows respondents' level of agreement with statements related to workplace wellbeing. Although over one-half agreed that their work-related stress is manageable (58%), over one-quarter disagreed that they have a good work-life balance (27%) and over one-third agreed that they feel burnt out most of the time (37%).

Senior veterinary nurses and Veterinary nurses/nursing assistants have similar opinions about their workplace wellbeing, while those in other roles (e.g., receptionists, cleaners, etc.) tend to report better work-life balance (83%), compared with both Veterinary nurses/nursing assistants and Senior veterinary nurses (55% and 59% respectively). Respondents working more than 40 hours a week also reported poorer work-life balance (41%) compared with those working 30-40 hours or less than 30 hours (64% and 79% respectively) and reported higher levels of burnout (50%) compared with those working 30-40 hours or less than 30 hours per week (36% and 15% respectively).

Further significant differences are as follows:

- Respondents who strongly disagreed they are paid fairly were less likely to report manageable work-related stress (41%) compared with those who strongly agree (80%).
- Respondents who strongly disagreed that they were being paid fairly were less likely to report positive workplace wellbeing, with over one-half indicating they feel burnout most of the time (56%) compared with those who strongly agree (16%).

Figure 19: Respondents level of agreement with statements related to workplace wellbeing



*Based on n=418 respondents who indicated they are currently working in a vet practice.

Only a small proportion of respondents were highly likely to recommend being a veterinary nurse, resulting in a negative NPS score of -61

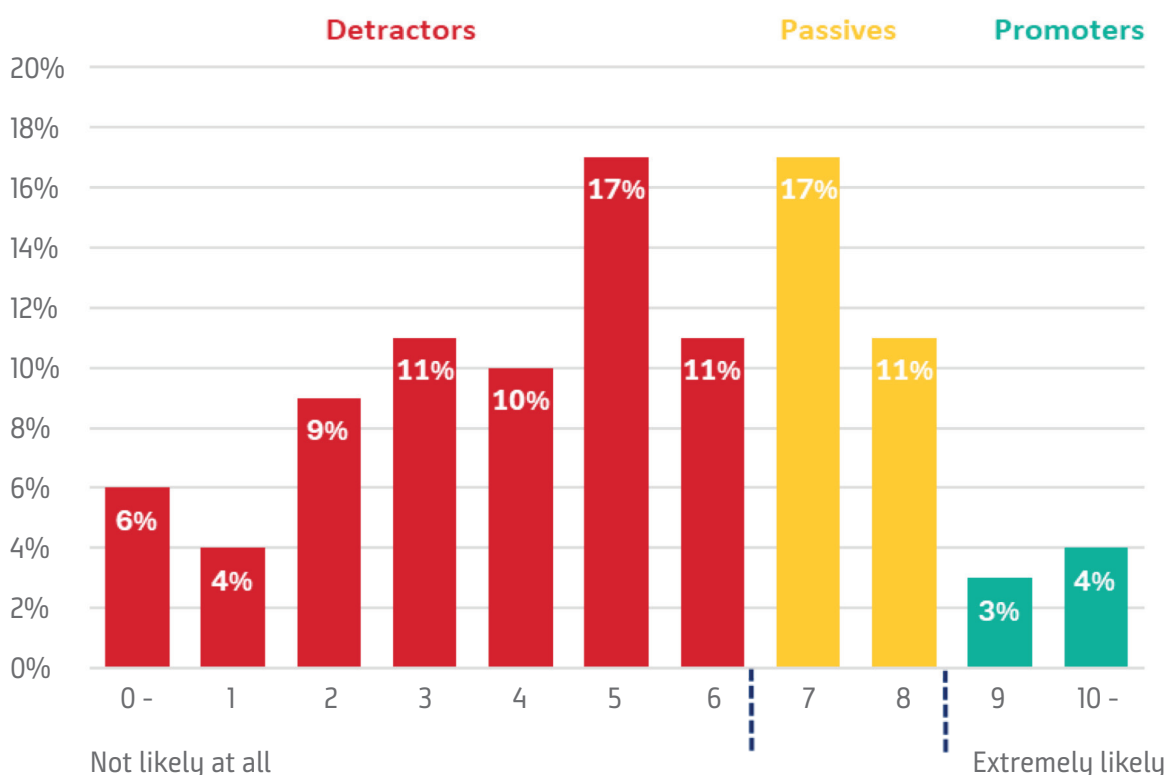
This graph shows how likely respondents said they would recommend a job as a veterinary nurse. Based on a convention, the graph is organised into three groups, 'Detractors' (who answered between 0 and 6 on the 11-point response scale), 'Passives' (who answered 7 or 8) and 'Promoters' (who answered 9 or 10). This grouping is used to create the Net Promoter Score (NPS), which is calculated by subtracting the percentage of 'Detractors' (68%) from the percentage of 'Promoters' (7%).

The NPS for veterinary nursing is strongly negative at -61, suggesting a low likelihood of recommending the role. This is due to very few respondents selecting the high recommendation scores (9 or 10), with many choosing the middle range scores (e.g., 4-6), which classify them as a 'Detractor' and contributes to the overall negative perception of working as a veterinary nurse.

Significant differences are as follows:

- Respondents who actually work more than 40 hours a week were more likely to be 'Detractors' (72%) compared with those that are working 30-40 hours (60%).
- Veterinary nurses and nursing assistants were also more likely to be 'Detractors' (71%, compared with 61% for Senior veterinary nurses).
- Respondents who strongly disagree that they are paid fairly were significantly more likely to be 'Detractors' (83%) compared with those who agree (46%) or strongly agree (24%) for example.
- Respondents who work in metropolitan cities were more likely to be defined as 'Detractors' (73%), compared with those working in towns and rural areas (61% and 48% respectively).

Figure 20: Respondents likelihood of recommending a job as a veterinary nurse (Net Promoter Score)



**Based on n=418 respondents who indicated they are currently working in a vet practice.*

Comments from respondents reflected negative perceptions of pay, and struggles with work/life balance and wellbeing

“

“Pay is very unfair – it needs to be increased and regulated across all business/clinics. A pay scale is needed – determining ‘Junior’ and ‘Senior’ roles depending on experience and responsibilities. Nurses need to be valued and recognised more. I love my job, but struggle with wages – financial burden on top of a challenging workload is not conducive to wellbeing. We should be recognised alongside human nursing and our pay reflective of this.”

(Veterinary nurse)

.....

“This industry is so toxic, no matter what clinic you are in or how much work life balance you have. We are under paid, cleaners get paid more and we also have to clean, more than we’d like too. I wish I knew before I started, as I wouldn’t have studied vet nursing and got a degree in something that paid more and wasn’t so toxic.”

(Veterinary nurse)

.....

“The pay is dismal compared to the value and amount of work demanded of vet nurses. I see huge red-flags for burnout and detriment to physical and mental health... I have seen that veterinarians and vet nurses work harder and longer hours... I feel that vet nursing is undervalued, and our concerns are often dismissed due to this industry being a “caring” profession. I feel that my quality of life would be better in a different job.”

(Veterinary nurse)

.....

“I feel that the veterinary nursing career as a whole is a significantly underpaid one for the amount of work, the qualifications and the skills that are expected of us, and for these reasons, I’m not sure if I will be able to financially sustain staying in the career long-term.”

(Veterinary nurse)

”

SECTION 5

Respondents' professional advancement



About this section

In this section we provide the results to questions about professional advancement. Results are based on respondents who indicated they are currently working in a veterinary practice. These questions cover:

- The highest qualification respondents hold.
- Whether respondents hold a postgraduate qualification.
- Whether respondents hold an annual practicing certificate (via AVPRC).
- Whether respondents hold a specialist qualification on top of their base veterinary nursing qualification.
- Whether respondents are currently studying or plan to do further studies.

As appropriate, the results to these questions are examined by respondents' position role, highest qualification, practice location, whether their pay has increased or decreased.

Responses

The majority of respondents hold a Diploma as their highest qualification, and hold an annual practicing certificate

These pie charts show respondents' highest current highest qualification (on the far left), followed in order by those who hold a post-graduate qualification, those who hold a specialist qualification, and whether they hold an annual practicing certificate. Based on this, most respondents hold a Diploma as their highest qualification (64%), followed by a Certificate (18%), a Bachelor degree (14%), and another qualification (3%, including those with a post-graduate qualification). Over one-half of respondents hold an annual practicing certificate (58%).

Significant differences are as follows:

- Veterinary nurses and nursing assistants are more likely to hold a Diploma (72%) compared with Senior veterinary nurses (58%); the latter more likely to hold a Bachelor degree (18%, compared to 10% of Veterinary nurses and nursing assistants).
- Respondents working in a metropolitan city are less likely to hold a Bachelor degree compared with those in a provincial city (11% and 20% respectively) and are also less likely to hold a Certificate compared with those in a town (14% and 25% respectively).

Figure 21: Highest qualification

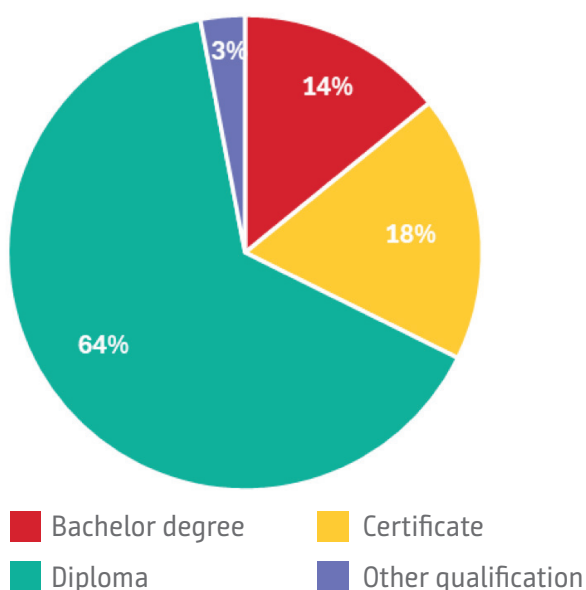
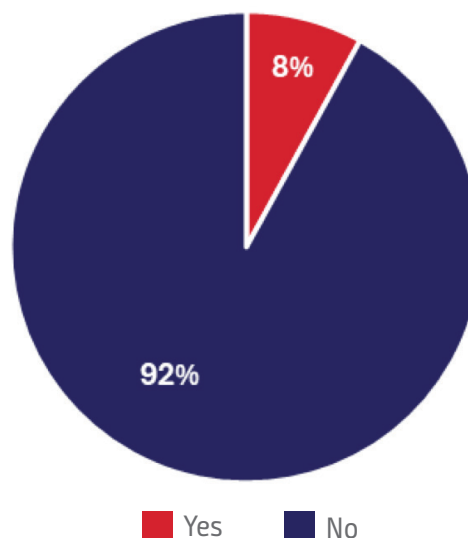


Figure 22: Post-graduate qualification



*Based on n=410 respondents who indicated they are currently working in a vet practice, and answered Q19 through to Q23.

Figure 23: Specialist qualification

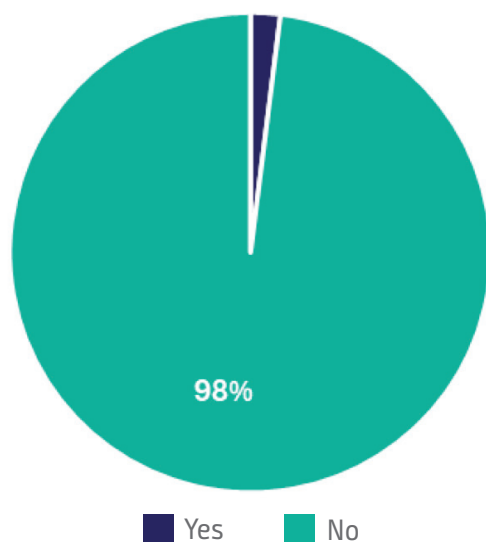
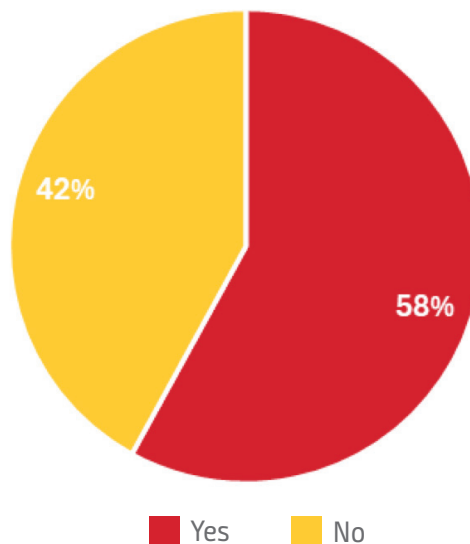


Figure 24: Annual Practising Certificate



*Based on n=410 respondents who indicated they are currently working in a vet practice, and answered Q19 through to Q23.

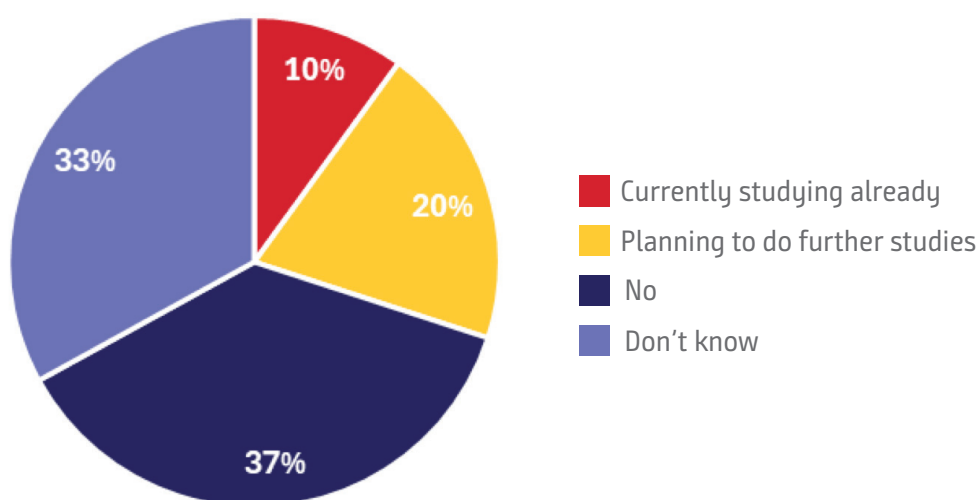
Most respondents either don't know whether they will do further studies (33%), or are not planning to do further studies (37%)

This graph shows whether respondents are currently studying or plan to do further studies. Although the majority of respondents indicated they either do not plan to do further studies (37%) or don't know whether they will (33%), one-third of respondents indicated that they are either currently studying, or plan to do further studies (30% collectively). This applies to both Senior veterinary nurses and Veterinary nurses and nursing assistants.

Significant differences are as follows:

- Respondents that hold a Certificate were more likely to say they will not be completely further studies (43%), compared with those who hold a Bachelors degree (25%).
- Respondents who indicated their pay has increased are more likely to be planning to do further studies (26%) compared with those whose pay stayed about the same (17%).

Figure 25: Respondents' plans to complete further studies



*Based on n=410 respondents who indicated they are currently working in a vet practice, and answered Q26.

SECTION 6

Respondents' future plans



About this section

In this section we provide the results to questions about respondents' future plans. Results are based on respondents who indicated they are currently working in a veterinary practice. These questions covered:

- What respondents expect they will be doing in 5 years' time (i.e., in 2030).
- How many hours respondents expect to be working in 5 years' time.

As appropriate, the results to these questions are examined by respondents' position role, highest qualification, hours actually working and whether they agree they are paid fairly.

Responses

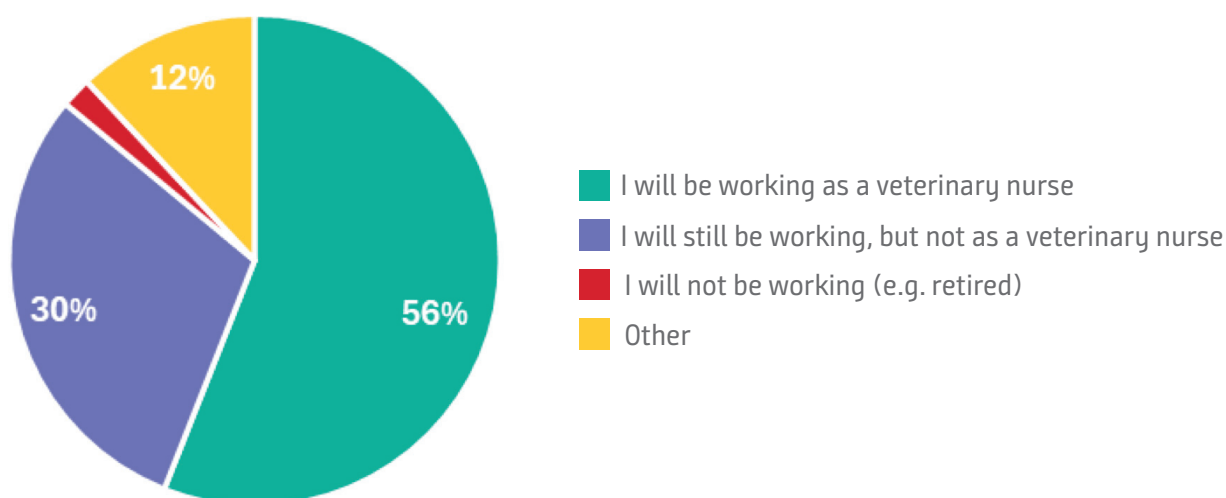
While the majority of respondents said they will still be working as veterinary nurses in 5 years' time, a significant proportion do not plan to do so

This pie chart shows what respondents expect they will be doing in 5 years' time. Although most respondents indicated they will still be working as a veterinary nurse (56%), just under one-third indicated that they will not be working as a veterinary nurse (30%). This applies to both Senior veterinary nurses and Veterinary nurses and nursing assistants.

Significant differences are as follows:

- Respondents who hold a Bachelor degree were more likely to state that they will still be working as a veterinary nurse (75%) compared with those who hold a Certificate or Diploma (49% and 54% respectively).
- Interestingly, respondents who are actually working more than 40 hours a week were more likely to state that they will still be working as a veterinary nurse (61%) compared with those that work 30 to 40 hours per week (49%).
- Respondents who agree that they are paid fairly were more likely to state that they will still be working as a veterinary nurse (70%) compared with those who disagree (50%). Respondents who disagree that they are paid fairly were more likely to say that they will not be working as a veterinary nurse (35%) compared with those that agree (22%).

Figure 26: Respondents' expectations for their career in 5 years' time



**Based on n=410 respondents who indicated they are currently working in a vet practice, and answered Q24.*

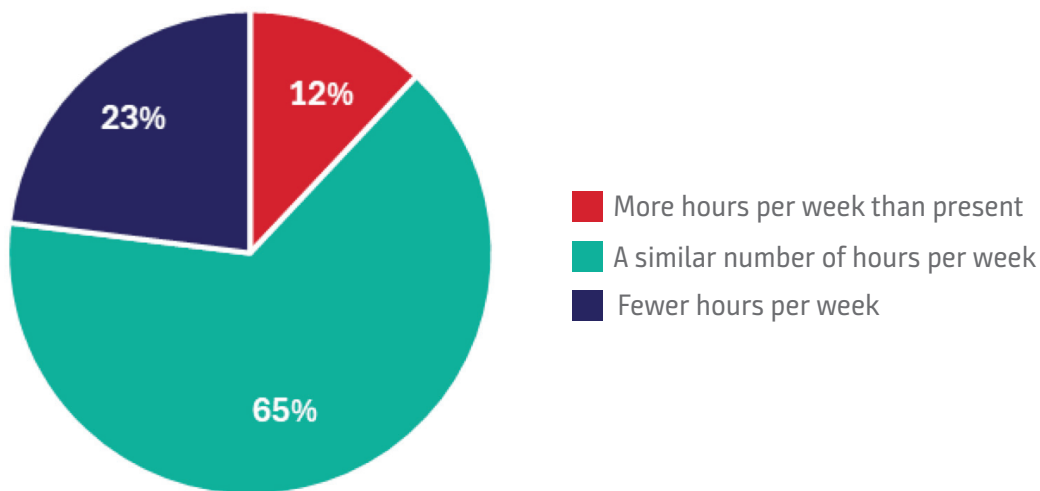
Although most respondents expect to be working a similar number of hours per week in 5 years' time, a significant proportion expect their hours to decrease

This pie chart shows the number of hours respondents expect to be working in 5 years' time. While the majority of respondents expect to be working a similar number of hours to what they actually do now (65%), just under one-quarter expect their hours to decrease in 5 years' time (23%).

Significant differences are as follows:

- Senior veterinary nurses were more likely to state they expected their hours would decrease (31%) compared with Veterinary nurses and nursing assistants (18%). Instead, Veterinary nurses and nursing assistants were more likely to say they expected their hours to increase (15%) compared to Senior veterinary nurses (4%).
- Respondents currently working less than 30 hours per week were more likely to state they expected their hours to increase (47%) compared with those who work 30-40 hours or more than 40 hours (2% and 1% respectively).

Figure 27: Respondents' expectations for their work hours in 5 years' time



**Based on n=410 respondents who indicated they are currently working in a vet practice, and answered Q25.*

SECTION 7

The New Zealand Veterinary Nurses Association



About this section

In this section we provide the results to questions about the New Zealand Veterinary Nurses Association. Results are based on respondents who indicated they are currently working in a veterinary practice. These questions covered:

- How long respondents have been an NZVNA member.
- Who pays for their membership.
- Whether respondents agree or disagree that they value being a member of the Association.
- The relative importance of different NZVNA membership benefits.
- How much respondents would be willing to pay for their membership.

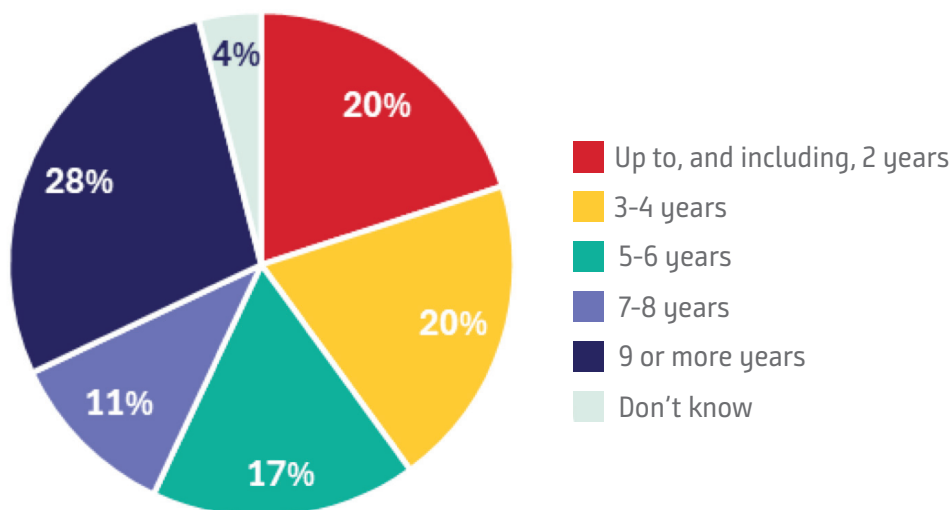
As appropriate, the results to these questions are examined by respondents' position role, highest qualification, and the hours they are actually working.

Responses

Respondents varied in terms of how long they had been a NZVNA member

This pie chart shows the length of time respondents have been NZVNA members. At one extreme, 28% of respondents stated they have been members for nine years or more, while at the other, 20% have been members for up to and including two years. The average time was approximately 6 years. As expected, Senior veterinary nurses were more likely to indicate they have been members for 9 or more years (41%) compared to Veterinary nurses and nursing assistants (17%).

Figure 28: Respondents' length of time as NZVNA members



**Based on n=398 respondents who indicated they are currently working in a vet practice, and answered Q42.*

“

I believe there are several areas where NZVNA could improve its value to members ... I would like to see more high-level, technical content that challenges experienced veterinary nurses and supports ongoing professional development...Enhancing the website and conference offerings could go a long way in supporting workforce development and ensuring the NZVNA remains relevant and valuable to its members.

(Senior Veterinary Nurse)

”

One-half of respondents value being an NZVNA member

This pie chart shows the extent to which respondents indicated they value being a member of the NZVNA. It shows that, one-half of respondents said they either agreed or strongly agreed that they value being a member (50% collectively). At the other extreme, 8% disagreed or strongly disagreed, while 40% gave a neutral response, neither agreed nor disagreed.

The graph to the right shows whether this differs by who pays for membership of the NZVNA. There are no statistically significant differences, with the same proportion valuing their membership of the NZVNA regardless of whether membership is paid by the respondent personally or it is paid by their employer (47% and 46% respectively).

Figure 29: Respondents' views on the value of NZVNA Membership

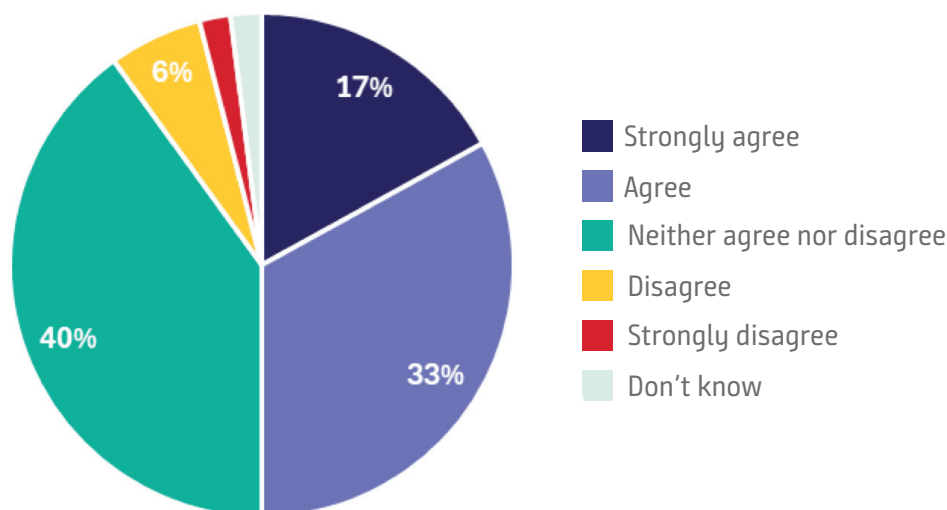
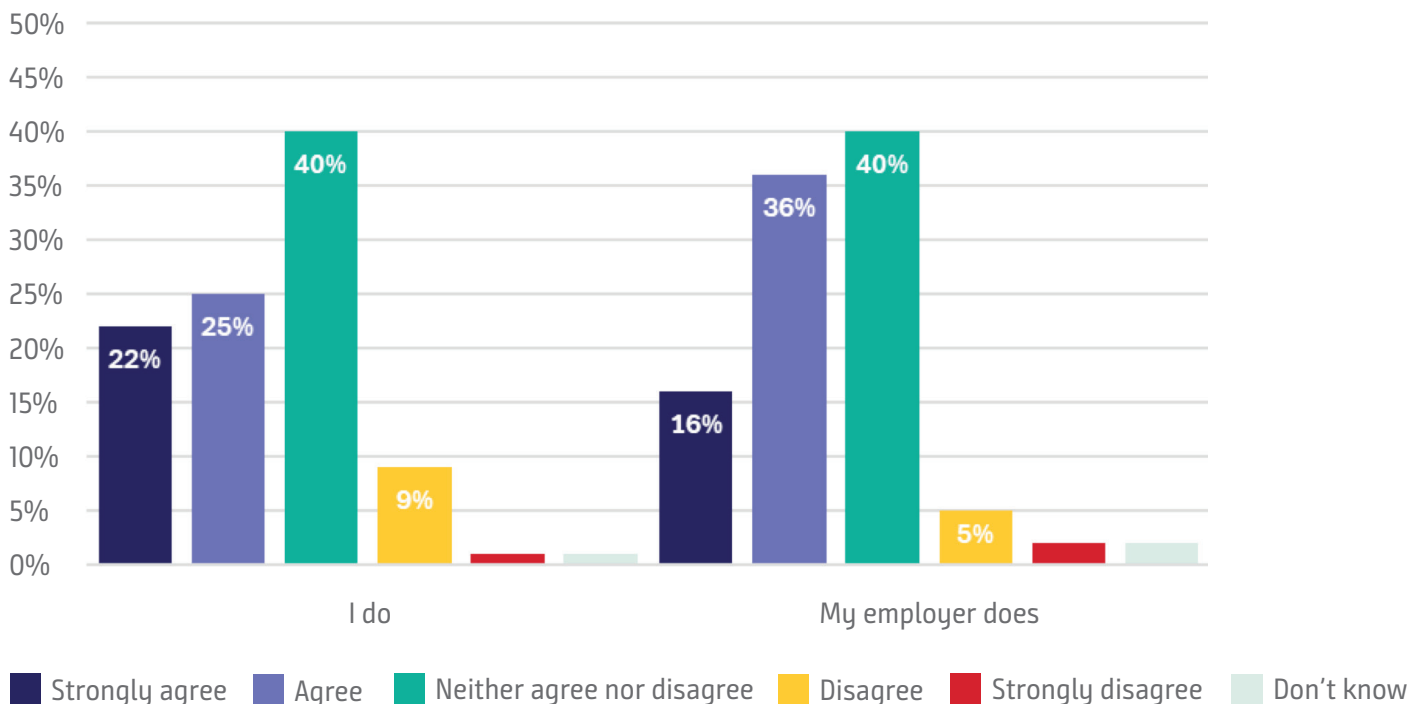


Figure 30: Respondents' views on the value of NZVNA Membership, by who pays their NZVNA membership fees



**Based on n=398 respondents who indicated they are currently working in a vet practice, and answered Q43.*

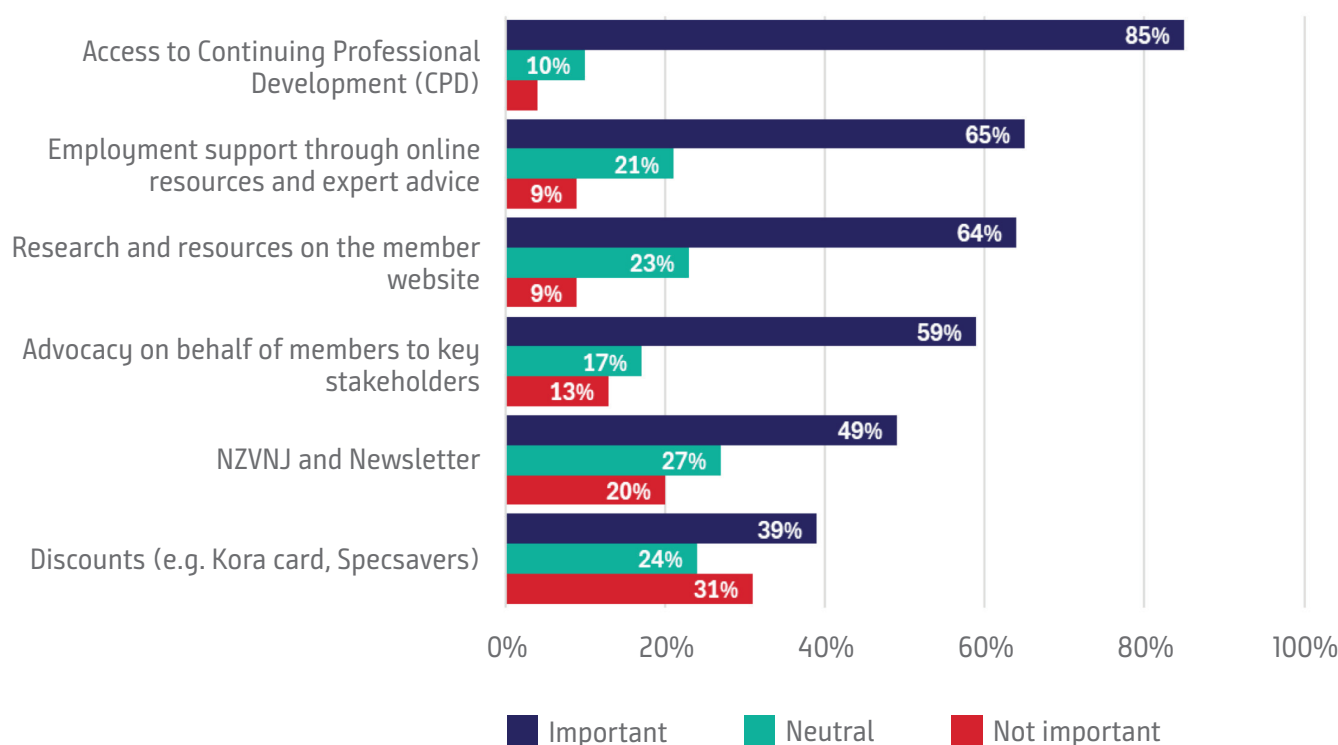
Respondents identified having access to continued professional development as the most important benefit of NZVNA membership

This graph shows which NZVNA membership benefits respondents consider important, and which they consider less important. Respondents identified 'access to Continued Professional Development (CPD)' as the most important benefit of their NZVNA membership, with 85% rating this as important or extremely important. In contrast, 'discounts' were seen as the least important benefit, with only 39% considering them important or extremely important. This applies to both Senior veterinary nurses, and Veterinary nurses and nursing assistants.

Other significant differences are as follows:

- Respondents who agreed that they value being a member of the NZVNA (50% of all respondents) were more likely to state that all benefits were important or extremely important. For example, 95% of these respondents stated that 'access to CPD' was an important benefit, compared with 57% of those respondents who disagreed or gave a neutral response when asked about the value of being an NZVNA member.

Figure 31: Respondents' views on the importance of NZVNA Membership benefits



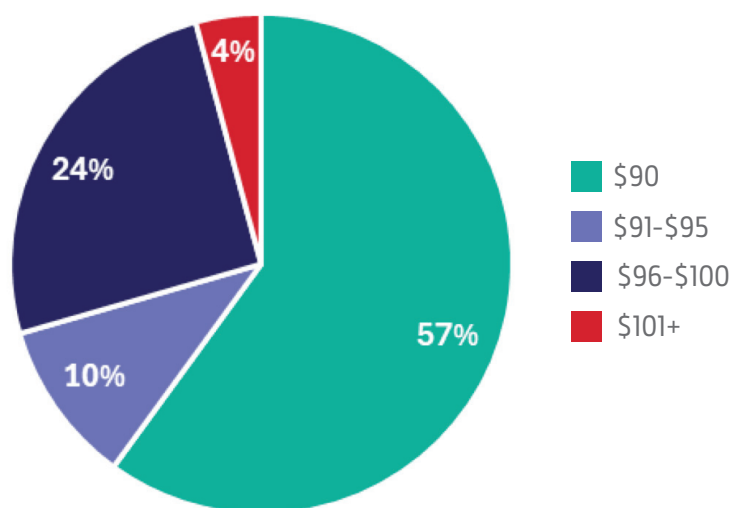
**Based on n=396 respondents who indicated they are currently working in a vet practice, and answered Q45.*

Although most respondents indicated they would prefer to pay the current membership price, some would pay up to \$10 more

This pie chart shows the maximum amount respondents are willing to pay for their NZVNA membership, based on those who are currently paying for their own NZVNA membership. These respondents were reminded that they currently pay \$90 per annum for their membership before being asked to consider the member benefits they receive and what would be the maximum they would be willing to pay to receive these.

Based on this, most respondents (57%) stated they would prefer to pay the current membership fee of \$90, although 34% of respondents would be willing to pay between \$91 and \$100..

Figure 32: Maximum amount respondents are willing to pay for NZVNA Membership



**Based on n=67 respondents who indicated they are currently working in a vet practice, and stated they pay their own membership fees at Q43.*

“

I have been in the industry for 30 years and have enjoyed seeing the NZVNA evolve into what it is today. I advocate for all our nurses to be members and have their membership paid for by the clinic. It gives them a safe place to seek advice outside of the clinic should they require it and provides extra CPD along with other industry information... Keep up the good work team...

(Veterinary Nurse)

”

For further information please contact

Emanuel Kalafatelis, Managing Partner • emanuel@researchnz.com • Mobile 027 500 4401
Mila McHardy, Researcher • Mila.Mchardy@researchnz.com • Mobile 027 880 7835

Rangahau Aotearoa Research New Zealand • Level 6, 166 Featherston Street,
PO Box 10 617, Wellington 6143 • www.researchnz.com



Rangahau
Aotearoa

Research
New Zealand