



# VSBSA

STRATEGIC PLAN 2023-2026

# Introduction

## **The Veterinary Surgeons Board of South Australia**

**(VSBSA) Strategic Plan 2023-2026** outlines how we will regulate the provision of veterinary treatment to protect the public interest and animal health, safety and welfare identifying five priority areas for the next three years.

With the impending introduction of new legislation in South Australia and a renewed Board and administration, it is an opportune time to set the future direction ensuring we are working with the profession to continue to achieve and maintain high professional standards of competence and conduct in the provision of veterinary treatment and what the community expects, including transforming the VSBSA regulatory functions and services.

Community engagement is a priority and we will continue to develop and share knowledge of trends, be supportive, understand risks and have insights, modernise administrative processes through digitisation and work with all stakeholders to achieve the same end goal, which is to protect the public interest and animal health, safety, and welfare.

We are excited about the opportunities and the priorities that have been set for the next three years, but also aware that with big change, priorities may move and so ask you to continue to work with us and provide feedback on how we are going.



Sonya Beyers  
Presiding Member

**Veterinary Surgeons Board of South Australia**

# OUR PURPOSE

To achieve and maintain high professional standards of competence and conduct in the provision of veterinary treatment. We do this by discharging our functions under the *Veterinary Practice Act 2003*

# OUR VALUES



Integrity

Impartiality

Fairness

Respect

Accountability

# OUR FUNCTIONS

**Administrative Processes for  
Handling of Complaints**

Education & Training

**Establishment and Maintaining  
of Registers**

General Registration  
Requirements

**Other Functions of the Act**

Prepare or Endorse Codes of  
Conduct and Professional Standards

**Prepare or Endorse Guidelines  
on Continuing Education**

Provide Advice to Minister for  
PIRSA

**Specialist Registration  
Requirements**

# OUR PRIORITIES

## Develop Our Capability

We will continue to learn, develop, and focus on building awareness and broaden our engagement activities and communication.

## Improve Our Service Experience

We will improve our registration and complaint systems and processes to provide modern, timely and reliable services to veterinary practitioners, the community, and our sector stakeholders.

## Support Professional Competence and Conduct

We will provide increased support to the profession to understand what is needed to comply with their obligations and embed a risk-based approach to the investigation and enforcement of complaints.

## Financial Sustainability

We will develop a sustainable financial model that enables the VSBSA to be a modern and trusted regulator while supporting industry growth and sustainability.

## Stakeholder Re-engagement

We will work on strengthening our relationships with the profession and stakeholders, including professional memberships.

## Develop Our Capability

Initiative	Measure of Success
Adopt a way of working that optimises being able to effectively administer legislation, ensure we deliver on our purpose and continue to build capability and continually improve processes.	<ul style="list-style-type: none"> <li>• Reduction in processing time of renewals and registrations</li> <li>• Meeting policy timeframes for Notifications</li> <li>• Automation of processes</li> </ul>

## Improve Our Service Experience

Initiative	Measure of Success
Reduce the backlog of notifications.	Files closed with notifications lodged prior to 2023 (unless with SACAT)
Review and revise the notification process.	<ul style="list-style-type: none"> <li>• Develop a policy including timeframes</li> <li>• Develop a Notification Sub-Committee criteria assessment</li> </ul>
Introduce prioritisation and risk assessment analysis for notifications.	<ul style="list-style-type: none"> <li>• Triaging of matters being referred to the Notifications Sub-Committee.</li> <li>• Matters being assessed within timeframes by the Notifications Sub-Committee.</li> </ul>
Implement an online registration/renewals/notification management system including My eQuals and GreenID.	The portal setup, tested and implemented by November 2023 for the 2024 renewals and registrations process.

## Support Professional Competence and Conduct

Initiative	Measure of Success
Increase communication of industry trends leading to solutions and opportunity focused decisions.	Inclusion of an education section within the monthly newsletter with learning from notifications.
Preparation of Professional Standards, Guidelines, Learning Tools, and workshops.	Production of guidance on note taking, difficult conversations, communication, conflict resolution, introduction of new legislations and what it means.
Increase transparency of compliance actions and their outcomes.	Publish redacted cases and outcomes on website.

## Financial Sustainability

Initiative	Measure of Success
Establish a sustainable financial model for the regulation of veterinary practitioners into the future, driven by better outcomes for people and animals and efficient, cost-effective processes.	Providing service delivery within budget.

## Stakeholder Re-engagement

Initiative	Measure of Success
Increase methods and channels for communication and engagement with the community, veterinary practitioners, and partners.	<ul style="list-style-type: none"><li>• A monthly newsletter.</li><li>• Presentations at veterinary practices on the role of the Board.</li><li>• Meeting with graduating students on the role of the Board.</li><li>• Attending conferences.</li><li>• Active membership of the AVBC.</li><li>• Roadshows including education forums/seminars/meet and greets.</li></ul>