

Board Update

Vetboard Victoria newsletter



OCTOBER 2018

PRESIDENT'S MESSAGE

This Board Update announces our new premises, the Board's Annual report for the 2017-18 financial year, and a rebranding initiative overseen by the Board.

Vetboard Victoria is on the move.

From 29 October 2018, we will be based at

**Level 14, 10-16 Queen Street
Melbourne VIC 3000**

The Board is relocating to premises with more space and a different floor layout with more suitable hearing and meeting room facilities. We hope the new office will offer a welcoming environment to stakeholders, especially veterinary practitioners attending the office for registration and investigation matters.

The Board's 2017-18 Annual Report has been published on the Board's website.

Complaints to the Board increased compared with last year, and Board members met on several occasions outside of the normal meetings schedule to consider matters requiring urgent action. The Board also considered some fitness to practise matters, held one formal hearing, investigated potential breaches of the *Veterinary Practice Act 1997* and initiated three prosecutions under the Act.

The Board continues to implement administrative improvements to simplify registration application and renewal processes.

With this newsletter, we launch a refreshed logo and new look for the Board.

Much thought has gone into developing a look that better reflects the Board's mission, and we explain the ideas behind the changes in an article in this issue.

From late October you will see the refreshed logo and other changes used in all documents and our website.

Peter Mansell
President

CONTENTS

Stop press! The board is moving	1
President's message.....	1
2017-18 Annual Report.....	2
A fresh look for Vetboard Victoria.....	3
Veterinary workforce survey	3
New specialist in Victoria	3

STOP PRESS! THE BOARD IS MOVING

From **Monday 29 October 2018**, Vetboard Victoria will be located at new premises at:

Level 14, 10-16 Queen Street, Melbourne near the corner of Queen and Flinders Street.

Contact arrangements during relocation

On Friday 26 October the Board's offices will close for relocation, and the Board's website will not be accessible from 3pm Thursday 25 October until Monday 29 October.

You will still be able to call or email the Board during this time:

- Email: communications@vetboard.vic.gov.au
- Telephone: 9620 7444.

If we do not answer your call, you will be able to leave a voicemail message.

We will be checking our email and voicemail messages periodically and will attend to all urgent queries as soon as we can.

2017-18 ANNUAL REPORT

The Board's 2017-18 Annual Report was presented to the Victorian Parliament in September 2018 and has been uploaded to the Board's website.

During the 2017-2018 year, the Board met 22 times to oversee Board operations and initiatives, and the Board's Audit and Risk; Registration; and Professional Standards sub-committees met regularly to support the Board's work.

At a strategic review workshop held in March 2018, the Board considered specific aspects of its role as a regulatory agency, reviewed its goals, and developed a clear agenda for reforming registration and complaints processes, enhancing relationships with our numerous and diverse stakeholders, and periodically reviewing legislation with a view to recommending improvements.

In the last issue of the Board's newsletter we shared the Board's strategic approach with stakeholders and invited feedback.

The Board's focus in 2017-18 has been to put in place the resources and systems needed to implement work plans arising from the Board's review of operations and meet the service levels in our Service Charter.

Actions undertaken include:

- appointing a second (part-time) Registration & Communications Officer, retaining a casual IT & Process Improvement Officer, and deciding to appoint an Investigation Team Manager
- sourcing and investing in case management software to support the Board's functions of receiving complaints and conducting investigations
- preparing for a review of the Board's Guidelines in 2019
- upgrading to a fibre-based internet connection, rolling out new anti-virus and firewall software, and implementing processes to comply with the Victorian Protective Data Security Standards Framework.

In his message in this newsletter, the Board's President has summarised the investigative matters dealt with by the Board in 2017-18. While increased activity in 2017-18 necessitated extra expenditure, particularly to meet the Board's investigation functions, the Board's finances remain on a sound footing.

Investigation in 2017-18

Complaints to the Board increased compared with last year, likely due to a combination of more veterinary practitioners being registered and greater public awareness of the Board.

INVESTIGATION SNAPSHOT

- 280 initial enquiries
- 105 complaints investigated (some open from previous years)
- 7 informal hearings resulting in 6 findings of unprofessional conduct *not* of a serious nature
- 1 formal hearing resulting in a finding of unprofessional conduct of a serious nature
- 3 prosecutions initiated.
- As in previous years, most complaints involved companion animals (predominantly dogs).

Registration in 2017-18

In the 2017-18 year, registrations increased by almost 5%, with over 100 new graduates from the University of Melbourne and other veterinary schools across the country joining the profession in Victoria in December 2017 alone. This year, 95.6% of vets renewed their registration online.

REGISTRATION SNAPSHOT

- At 30 June 2018, 3,350 veterinary practitioners were registered in Victoria – up 4.4% from 2017.
- 283 practitioners were granted general registration for the first time in Victoria
- 57 general registrants were reinstated to the register
- 39 practitioners were granted specific registration with conditions, and
- 10 general registrants were granted specialist endorsement.

A FRESH LOOK FOR VETBOARD VICTORIA

In 2017-18 Board staff worked with design and template specialists *kboodl* to refresh the Board's communications.

After considerable reflection and discussion, the Board approved a refreshed logo incorporating the short name "Vetboard Victoria".



The aim of these changes is for the Board to project a simple, contemporary, consistent and professional image to Victorian veterinary practitioners, members of the public and other external stakeholders.

The Board thought it was important, for continuity, to retain the centaur motif common to most Australian State and Territory Veterinary Boards.

The centaur image has been refreshed so it is more stylised, action-oriented and outward-facing.

The centaur carries a shield instead of a spear, reflecting the concept of protection in the Board's mission statement, '**To protect the public and the health and welfare of animals by regulating veterinary practitioners through the effective administration of the Veterinary Practice Act 1997.**'

Adding a reference to the short version of the Board's name should increase the Board's visibility among veterinary practitioners and the community in general. **Vetboard Victoria** is easier to remember than either **Veterinary Practitioners Registration Board of Victoria** or the acronym **VPRBV**. This said, we will continue to refer to the Board's full name in all Board communications.

From late October 2018, all Vetboard Victoria communications will be progressively updated with the refreshed logo, a new colour palette and new styles.

The new look can be viewed in the Board's Annual Report, this newsletter, and on our website.

VETERINARY WORKFORCE SURVEY

As advertised in our last newsletter, every 2 years the Australian Veterinary Association (AVA) undertakes an online survey to scope the current profile of the veterinary profession in Australia.

The Veterinary Workforce Survey is open to all veterinary practitioners.

Survey findings help the veterinary profession understand the factors affecting provision of veterinary services, including trends in the veterinary profession such as the numbers of veterinary graduates, veterinary practitioners moving to part-time work or taking a career break, or practitioners retiring or moving into other professions.

In the interest of collecting data that is as representative of the profession as possible, the Board encourages all veterinary practitioners registered in Victoria to complete the survey.

Take the Veterinary Workforce survey at:

www.surveymonkey.com/r/GBBWNNQ

View past survey results at

www.ava.com.au/workforce-data.

NEW SPECIALIST IN VICTORIA

Congratulations to Dr Sarah Elizabeth Helmond [V4119], endorsed by the Board as a specialist in Small Animal Medicine on 3 October 2018.