



PRESIDENT'S MESSAGE

Welcome to your newsletter.

In this edition I am proud to enclose the strategic plan for your Vet Board.

This plan reflects the input of the numerous members of our profession and the public who contributed to surveys and workshops around Victoria. The plan provides a roadmap of how we continue to be an effective regulator worthy of the trust of our profession and the people and Government of Victoria. Our thanks to all who contributed to this important plan.



In our March newsletter, we discussed the spectrum of care. On page 5, we explore relationship-centred communications in spectrum of care practice.

The veterinary profession continues to deliver care against a backdrop of a well-publicised “cost of living crisis”. Veterinary costs are a source of stress for consumers when household budgets are under pressure.

While your board has no jurisdiction over the magnitude of veterinary fees, it is timely to remember the need to ensure that care reflects the resources, beliefs and desired care outcomes of clients; manage client expectations carefully; ensure that clients understand the financial commitments that they are making for the care of their animals; and support these discussions with a clear document trail.

CONTENTS

President's message.....	1
BOARD UPDATES	
Report on 2023 Vetboard forums and survey.....	2
Strategic Plan 2024-27.....	3
Compliance and Enforcement Policy 2024-27.....	3
Veterinary medical records guidance.....	4
TGA prohibitions on advertising medicines.....	4
Communications in spectrum of care practice.....	5
New veterinary specialists in Victoria.....	6
Removal from Veterinary Register for non-renewal.....	8
ANIMAL WELFARE & OTHER UPDATES	
Update on Victoria's animal laws.....	6
Conference on domestic violence and animals.....	6
AVA feedback survey.....	6
EMERGENCY ANIMAL DISEASE UPDATES	
Current situation avian influenza in Victoria.....	7
Stay alert for high pathogenicity avian influenza.....	7
Private vets are part of the EAD puzzle.....	8
SUPPORT AND CONTACT INFORMATION.....	9

The tectonic shifts in technology, the structure of the veterinary workforce, the use of paraprofessionals and increased public expectations are impacting the art and science of veterinary practice. Over the coming months we will be consulting with you on our role in addressing these changes, including through delivering our Strategic Plan.

Our state continues to deal with the challenges of emergency animal disease, with outbreaks of avian influenza. Please take a look at the update on page 7- a timely reminder of our obligations in dealing with this notifiable disease.

As winter releases its icy grip and longer days bring the promise of warmth, enjoy the spring.

Dr John Harte
President

REPORT ON FEEDBACK FROM 2023 VETBOARD FORUMS AND SURVEY

Thank you to the many veterinary practitioners and other stakeholders who attended our veterinary forums and responded to our feedback survey in late 2023.

Eight forums were held with vets and the general public across regional Victoria, in Melbourne and online. Board President Dr John Harte and Interim CEO Frances Mirabelli attended each forum, supported by Board members Dr David Colson, Dr Charlie Blackwood, Dr Kate Clarke, Dr Josh Slater and Dr Tracey Bradley.

Our aim was to gather feedback on the Board and gain insights into the future direction of the profession. Key questions we asked were:

- What are the biggest issues for the future of veterinary practice in Victoria?
- Which of a selected list of issues should the Board address in its next strategic plan?
- What can your Board do more of, less of, start doing, and stop doing, to achieve success?

A clear picture of the trends and issues affecting the provision of quality veterinary care across Victoria emerged. Dominant themes included workforce shortages, rural vs metropolitan service delivery, after-hours service delivery, mental health of veterinarians, and the role of veterinary nurses and technicians in delivering services. Availability of after-hours veterinary services was of highest concern in regional areas.

Survey respondents also cited concerns about:

- insufficient registration pathways for international veterinarians (especially specialists)
- prescribing practices, including supply of medicines for wildlife
- changes in the veterinary profession such as corporatisation and telehealth
- inadequate remuneration and increasing costs
- inadequate support for graduate vets
- behaviours and expectations of animal owners and the public towards the veterinary profession (in person and on social media), including a perception that the Board “protects the public” to the detriment of the profession

- the Board’s handling of complaints, including resolution times and resulting stress
- the combined effect of all of the above, together with the increasing cost of living.

The Board’s analysis of and response to these insights and concerns is summarised in the report, [2024 Veterinary Board Forums and Survey](#) (PDF).

Importantly, the consultation helped the Board shape its Strategic Plan for 2024-27 - [also presented in this newsletter](#).

Through our discussions at the forums, we recognised that some veterinarians may not fully understand the role of the veterinary boards and historically have had little engagement with their regulator other than through annual renewal of their registration.

We are committed to holding more events where you can ask questions and provide feedback, and we can provide guidance on our role.

VIDEOS AND FACTSHEETS ABOUT VETBOARDS

The Board’s primary functions are to register veterinary practitioners and receive, assess and investigate complaints about veterinary practitioners’ conduct or concerns about their health. **Want to know more?** The Australasian Veterinary Boards Council has produced some videos and factsheets for vets:

- [About veterinary boards and what they do](#)
- [What happens when a complaint is made to a veterinary board?](#)
- [What can you do if a complaint is made about you?](#)
- [What happens if your practice is impaired by a health issue?](#)
- [How can you prevent a complaint?](#)



Available to share with clients

Share our factsheet with tips for pet owners on working with veterinary practitioners to help care for their pets:

- www.vetboard.vic.gov.au > Public > You, your pet and your vet

STRATEGIC PLAN 2024-27

After consulting veterinarians, pet owners, paraprofessionals, and members of the community about veterinary care across Victoria and in response to current veterinary and regulatory trends, the Board published its Strategic Plan for 2024-27.

The Board aims to be a more effective regulator, delivering a positive influence on the quality and sustainability of veterinary practice in Victoria.

The Board’s priorities for 2024-27 are to:

- enable professional practice
- deliver efficient and effective regulation
- engage productively with stakeholders on regulatory and sector issues
- promote organisational sustainability.

More detail about these priorities and the actions relating to them can be accessed at www.vetboard.vic.gov.au > [About > Strategic Plan](#)

Vision

The sustained provision of quality veterinary care across Victoria

Purpose

To protect the public and the health and welfare of animals

Values

Integrity Impartiality Responsiveness
 Respect Leadership

Our priorities

A: Enabling professional practice <ol style="list-style-type: none"> 1. Enhance regulatory guidance and resources 2. Evolve Continuing Professional Development guidance 3. Empower skilled personnel to deliver professional services 4. Encourage supportive and sustainable workplaces 	B: Efficient and effective regulation <ol style="list-style-type: none"> 1. Continue improvement of our regulatory practice 2. Develop service users understanding of our regulatory remit and approach 3. Encourage proactive resolution 	C: Engaged stakeholders <ol style="list-style-type: none"> 1. Develop and implement a Stakeholder Engagement Plan 2. Work with stakeholders on sector issues 3. Increase opportunities for stakeholder feedback with Vetboard Victoria
D: Organisational sustainability <ol style="list-style-type: none"> 1. Empower and develop our people 2. Maintaining a financial structure to support our strategy 3. Harmonise and upgrade IT systems and digital capability 		

Our goals

- Trusted and respected regulator
- Enhanced regulatory expertise and capability
- Sustainable fit-for-purpose finances
- Timely and effective risk reduction
- Confident and competent veterinary practice
- Thriving veterinary profession

COMPLIANCE AND ENFORCEMENT POLICY 2024-27

The Board has also recently published its inaugural Compliance and Enforcement Policy. A companion document to the Strategic Plan, it sets out our approach to preventing harm to the public and animals by promoting and ensuring compliance with:

- the legal requirements and obligations of the *Veterinary Practice Act 1997*
- other laws applicable to veterinary practitioners
- standards of professional and personal conduct relevant to a veterinary practitioner’s practice.

The Compliance and Enforcement policy sets out:

- the key principles, priorities and objectives underpinning our compliance approach
- the activities and tools we use to achieve compliance and respond to non-compliance
- guidance in using investigation, prosecution and regulatory action (including sanctions)
- how we account for the regulatory action we take.

The Board’s regulatory activities aim to drive behavioural change in order to lead and strengthen the veterinary profession. We do this through regularly reviewing the VPRBV’s guidelines on appropriate standards of veterinary practice and veterinary facilities, effectively communicating with our

stakeholders, and providing resources and information to support professional standards.



Figure: **Shifting behaviour through a regulatory approach** ('Regulatory concepts', With Purpose Solutions, June 2022)

The Compliance and Enhancement Policy 2024-27 can be accessed at: www.vetboard.vic.gov.au > [Plans, Policies and Disclosures > Compliance and Enforcement Policy](#)

VETERINARY MEDICAL RECORDS GUIDANCE

Make records at or close to the time of events

The Board’s Guideline 7 on veterinary medical records requires, ‘7.2: A veterinary practitioner takes reasonable steps to ensure their entries to a veterinary medical record are completed at the time they provide veterinary services’.

Making clear and accurate veterinary medical records at the time of events, or as soon as possible afterwards, is essential for the continuing good care of an animal and keeping the public safe.

As accounts of events may differ, medical records often provide the foundation for reconciling the two. Therefore, the absence of contemporaneous medical records can significantly impact the ability to determine the facts of a complaint.

In a recent investigation, it was discovered that the veterinary practitioner had amended the record after becoming aware of a complaint (and several months after the events taking place). Poor records management did not support the practitioner’s submission that they had undertaken specific assessments or provided relevant information to the complainant. As the information had been added much later than the events, it could not be established whether the detail in the amendments actually occurred.

The Board generally will review written information shared with the complainant or veterinary peers at the time of, or close to, the relevant events.

The Board understands that there may be occasions where medical records are unable to be reasonably completed in time or you later recall information to include in the records. In these circumstances, we recommend that you write changes or additions underneath the original record, along with the date of the addition.

Your memory of consultation and treatment is always going to be freshest on the day, so making records at the time of, or close to, events will help to ensure your records are accurate and include all necessary information.

It is in your best interests to ensure you document all relevant details relating to clinical management, including diagnostic options and communications with the owner, at or close to the time of events.

Sharing medical records

The Board receives complaints from animal owners, and sometimes other vets, about not being able to get copies of medical records and test results from a veterinary practitioner.

The Board’s position is that, as records are owned by the veterinary practitioner or practice, the Board cannot compel records to be provided.

However, the Board’s first principle of professional conduct is, ‘The wellbeing of an animal is central in a veterinary practitioner’s decision-making in the provision of veterinary services’. Therefore, you should consider whether sharing information about a patient is necessary to facilitate continuity of care for the animal.

If you choose not to share records where the patient’s wellbeing may be compromised, consider sharing a summary of consultations, test results and your clinical management plan and actions. If you decide not to do either, you should provide reasons for this to the animal’s owner or the requesting veterinary practitioner (Guideline 7.8).

More information:

- [Board’s principles of professional conduct](#)
- [Guideline 2 - Animal wellbeing](#)
- [Guideline 7 - Veterinary medical records](#)



TGA PROHIBITIONS ON ADVERTISING MEDICINES

The Board has recently seen examples of veterinary practitioners promoting Schedule 4 flea and tick product Bravecto Quantum direct to end users through social media and waiting room materials.

Unless otherwise authorised, the *Therapeutic Goods Act 1989* prohibits advertising which refers to substances, or goods containing substances, included in Schedule 3, 4 or 8 to the current Poisons Standard. Effectively what this means is that it is illegal to promote S3s, S4s, S8s to the public. They may be promoted to health professionals, but any such advertising must not be accessible to the public.

The Board expects all registered veterinary practitioners to comply with their obligations regarding advertising of veterinary medicines.

More information: [Complying with advertising requirements](#), Therapeutic Goods Administration

RELATIONSHIP-CENTRED COMMUNICATIONS IN SPECTRUM OF CARE PRACTICE

In our March 2024 newsletter, we discussed the concept of “spectrum of care practice”. This approach involves considering and discussing with an animal’s owner a range of care options taking into account:

- the animal’s wellbeing and welfare
- the client/owner’s financial resources, ability to comply with treatment requirements, values and beliefs, expectations, and care goals
- the vet’s knowledge and skill
- practice capacity
- scientific evidence, and
- professional guidelines.

A client-centred approach, where the vet asks the owner open-ended questions and actively listens, may help the owner to share important information about the context. But having these conversations can be challenging and time consuming, and often takes an emotional toll.

Good communication skills are not inherent. Developing the non-technical competencies and skills to be able to engage differently with different clients to settle on the best options for their specific animals takes time and is a continuing process.

Last year, Dr Megan Alderson of the vetThrive Collective Podcast [interviewed Dr Michael Meehan, a practising vet and adjunct senior lecturer at Massey University.](#)

Dr Meehan spoke about his research measuring **human-animal attachment** using methods developed to explore the human attachment bond, ‘How well connected we feel with other people emotionally ... starts with the mother to child relationship, close proximity, showing distress when detached.’ The idea with the human-animal bond is, he says, ‘[the client] is like a mother taking their child to a paediatrician; they become a voice for their child, and my communication [as a vet] should be like a doctor[’s].’

He found that clients who are “highly bonded” to their animals demand a greater degree of acknowledgement of the role of their pet in their lives. He suggests that communication should be relationship-centred and provide clients with the opportunity to share their thoughts, ideas and concerns, because their pet is like a family member.



Dr Meehan says, ‘Whether you’re bonded to your pet or not, you should expect to receive really good communication, but with highly-bonded clients it’s a non-negotiable: make sure you check in with ... what they’re thinking and feeling and acknowledge the human animal bond.’

Moreover, it’s important for vets to check in with themselves before conversations with clients:

One of the hardest challenges with communication skills and managing emotions, whether it’s grief or anger or whatever, is each one of us holds experiences of how we managed emotion-charged situations prior to us becoming a vet, and that’s one of the key takeaway points for anyone who is about to talk with a client who’s upset or angry.

I was about to call her and I had to check in with myself to see, ‘Where’s my emotional agitation at the moment?’ and interestingly I was feeling like I was up for a fight, ‘It’s all her and I’m going to defend my team...’

As soon as I was aware of that, I didn’t call her because I knew I had to go and have something to eat - it’s amazing how many times if you’re hungry, angry or tired you just have to eat and have a rest.

After, I just felt like the edge came off and suddenly I was able to focus: ‘My main goal here is to become a sounding board and a listener first: **Explore, Listen, Reflect**.’

What is touched on here is how integral keeping in good health, managing stress, and building resilience are to communicating with clients.

Building and maintaining team relationships is also essential, as communication is a team task. A multi-disciplinary approach can support complex client-patient needs as discussed in the Australian Veterinary Association’s policy: [Animal welfare and human wellbeing – vulnerability of clients and veterinary staff](#)

Some resources on communications and other non-technical competencies and skills are provided for you and your team below.

MORE INFO & LEARNING OPPORTUNITIES:

- New Zealand Veterinary Association 5-module on-demand online course developed with Dr Meehan, [Professional skills for veterinary teams](#) (open to non-members)
- Australian Veterinary Association (AVA) [THRIVE programs and events](#) & [Education & Events Calendar](#) (click Wellness or Business)
- AVA policies: [Great veterinary workplaces](#)
- [Building better communication in veterinary medicine](#), vetThrive Collective Podcast, 22 May 2023 (touches on mentoring and team building principles and tools)

UPDATE: VICTORIA'S NEW ANIMAL LAWS

The Engagement Summary of the consultation on the draft Bill for a new Animal Care and Protection Act has been released.

The draft Bill was released for public comment from 15 December 2023 to 25 March 2024.

Feedback was sought on any unintended consequences or gaps that would prevent the objectives of the new laws being achieved.

The feedback received is informing the development of a final Animal Care and Protection Bill.

The consultation also launched the first engagement on the regulations to support the new Act, with an online survey.

Animal Welfare Victoria thanks all who provided feedback.

**SEE FEEDBACK SUMMARY
AT ENGAGE VICTORIA:
[Reforming Victoria's animal
care and protection laws](#)**

CONFERENCE ON ANIMAL ABUSE AND DOMESTIC AND FAMILY VIOLENCE

Perpetrators of domestic and family violence are known to often threaten, harm and kill animals to control and intimidate victim-survivors. Animal abuse is considered to be a high risk factor for intimate partner femicide.

Lucy's Project is a national charitable organisation that aims to improve the safety of people and animals experiencing domestic and family violence through collaboration, advocacy, research and education.

At the Lucy's Project Conference to be held online on **16 & 17 October 2024**, 15 Australian and international researchers and practitioners will discuss:

- how the safety of people and animals is interconnected and why it's important to enable people and animals to heal and recover together
- emerging and better practice in supporting people and animals experiencing domestic and family violence
- different ways that human and animal services and law enforcement can support and protect people and animals.

Lucy's Project is extending an invitation to all veterinary practitioners and other veterinary workers in Victoria to attend the conference.

**[LUCY'S PROJECT
CONFERENCE PROGRAM
AND REGISTRATION](#)**

AVA FEEDBACK SURVEY

The Australian Veterinary Association (AVA) is inviting all members of the veterinary profession (whether AVA members or not) to complete a feedback survey.

Survey results will help inform the AVA's purpose, value and strategic direction.

The survey closes on 2 September 2024.

**[COMPLETE THE AVA
SURVEY](#)**

NEW SPECIALISTS IN VICTORIA

Congratulations to the veterinary practitioners newly endorsed as specialists since March 2024:

- Dr Kate Averay, endorsed as a specialist in Large Animal Surgery (Equine) on 1 July 2024
- Dr Sebastien Bauquier, endorsed as a specialist in Veterinary Anaesthesia & Analgesia on 9 July 2024
- Dr Juliet Brown, endorsed as a specialist in Veterinary Clinical Pathology on 1 July 2024
- Dr Benedetta Crivellari, endorsed as a specialist in Veterinary Anaesthesia & Analgesia on 1 July 2024
- Dr Jiah Yin Goh, endorsed as a specialist in Veterinary Emergency Medicine & Critical Care on 1 July 2024
- Dr Louise Lemonnier, endorsed as a specialist in Equine Internal Medicine on 9 July 2024
- Dr Kaiying Lim, endorsed as a specialist in Small Animal Medicine on 1 July 2024
- Dr Nicola Martinez, endorsed as a specialist in Veterinary Dermatology on 9 July 2024
- Dr Travis Smyth, endorsed as a specialist in Equine Surgery on 9 July 2024.

More information: [Board Guideline 17 - Emergency veterinary services and specialist veterinary services](#)

EMERGENCY ANIMAL DISEASE (EAD) PREPAREDNESS PROGRAM UPDATES FROM AGRICULTURE VICTORIA



CURRENT SITUATION WITH AVIAN INFLUENZA IN VICTORIA

The requirement to house poultry that has been in effect to help control the spread of avian influenza in the control and restricted areas near Terang and Meredith was lifted for some birds on Thursday 15 August.

As no further cases of avian influenza have been detected in Victoria since 24 June, changes to the control orders have been gazetted, taking Victoria one step closer to being free from the high pathogenicity avian influenza virus.

Agriculture Victoria is continuing to respond to the detection of avian influenza at 8 Victorian poultry farms. Avian influenza is a viral disease of birds found globally. Virus strains are described as low pathogenicity (LPAI) or high pathogenicity (HPAI).

Seven infected properties close to Meredith have been infected with a dangerous strain of avian influenza called H7N3. A property near Terang has become infected with a highly contagious strain called H7N9.

A comprehensive surveillance program is in place in the restricted and control areas in order to detect the viruses. Finding infected properties shows the program is effective at detecting infections. Early detection helps to stop disease spreading beyond restricted areas.

Restricted and control areas surround all infected premises. They are in the Golden Plains and Corangamite shires. We have placed all properties in quarantine and have safely and humanely disposed of all poultry. We are in the process of cleaning and clearing the sites of infection.

Agriculture Victoria staff are on the ground supporting the affected properties. They are working closely with poultry owners and industry to contain and kill the virus. Tracing is also underway to determine the source and spread of the infection.

STAY ALERT FOR HIGH PATHOGENICITY AVIAN INFLUENZA

Veterinary practitioners are likely to be at the forefront in the early detection of new avian influenza strains which pose a high risk to Australian wildlife and poultry.

Since 2021, there has been global spread of a new strain of avian flu which has infected many wild and domestic birds as well as mammals. Disturbingly severe illness and high mortalities have been reported on all continents, except for Australia.

The new virus known as high pathogenicity avian influenza (HPAI) H5N1 clade 2.3.4.4b has caused unprecedented disease in poultry, wild birds and over 50 mammal species, including marine mammals and carnivores.

All bird species are thought to be susceptible to HPAI H5N1 clade 2.3.4.4b.

With the detection of HPAI on mainland Antarctica in February 2024, potential pathways of entry to Australia include via wild birds on both northern and southern routes.

Spread of HPAI H5N1 clade 2.3.4.4b from birds to people is uncommon, and symptoms in humans are usually mild. However, on rare occasions, severe disease and death may occur.

In the USA, H5N1 clade 2.3.4.4b has recently been reported in ruminants, causing a drop in milk production in dairy cattle and neurological signs in goats.

Be on the look-out for unusual disease and deaths in domestic and wild birds, and also marine mammals. Avian influenza (AI) is a **notifiable** disease, and veterinarians who suspect the presence of avian influenza MUST report it IMMEDIATELY to Agriculture Victoria.

You can do this by calling one of the following:

- an Animal Health Officer or District Veterinary Officer at Agriculture Victoria on [136 186](tel:136186) (Monday–Friday 8.30 am– 5 pm)
- the all-hours Emergency Animal Disease Hotline on [1800 675 888](tel:1800675888).

More information: [Avian influenza \(bird flu\)](#), Agriculture Victoria

EAD PREPAREDNESS UPDATES CONT. FROM AGRICULTURE VICTORIA

PRIVATE VETS ARE PART OF THE PUZZLE

One vet's experience of working in emergency animal disease response



When Dr Matt Boon from Prime Livestock Veterinary Services put his hand up to work on emergency animal disease outbreaks, he did it with the bigger picture in mind, 'As advocates for the Australian livestock industry, livestock vets like me have a moral obligation to step up and give a hand'.

Matt operates a mobile livestock service in the north-east and signed up to join Agriculture Victoria's Emergency Veterinary Response Team last year. In February, Matt was deployed to support an emergency anthrax response and worked alongside a team of animal health and welfare staff to vaccinate livestock for anthrax in the Shepparton region.

'I came away from the experience with a deeper insight into what goes into an emergency disease response and the challenges that come with managing an outbreak'.

'It was very different work to what private vets are usually doing day-to-day on farms. It was rewarding to work alongside government vets and to better understand the role they play for the industry,' Matt said.

To respond to the challenges of future emergency animal disease outbreaks, we need more private vets like Matt to be part of the puzzle.

'I'd encourage other private vets out there to get involved! If you can spare the time, there's nothing to lose and so much to gain. I'm certainly glad I put my hand up to be involved'.

Share your expertise, learn new skills and help protect our agricultural sector and communities. Casual employment is available as an emergency response veterinary officer and veterinary businesses can sign up via service level agreements.

To find out more, visit agriculture.vic.gov.au/privatevets

VETERINARY PRACTITIONERS REMOVED FROM VICTORIAN REGISTER

The following veterinary practitioners with general registration did not renew their registration and were removed from the Register of Veterinary Practitioners on 1 August 2024. These practitioners may have moved to other jurisdictions or retired.

Dr Georgia E Allardice [V10461]
 Dr Tom Bennett [V10687]
 Dr Charles A D Burgess [V10873]
 Dr Peter G Butterfield [V2905]
 Dr Caleb Cafolla [V10692]
 Dr Imogen E R Comyn [V10579]
 Dr Orlaith Donnelly [V10500]
 Dr Nicholas R C Evans [V8658]
 Dr Hannah C Evans [V9319]
 Dr Rebecca J Fabby [V10640]
 Dr Sophie K G Firth [V10624]
 Dr William M Forsyth [V720]
 Dr Andrew R Gamman [V10537]
 Dr Duncan K Hall [V1767]
 Dr Marianne E Hevern [V8464]
 Dr John F Isaac [V1324]
 Dr Benjamin D Jacklin [V5865]
 Dr Hannah L Kent [V8801]
 Dr Teng-Xiang Khoo [V6023]
 Dr Candice Kriegler [V9256]
 Dr Aaron C C Lau [V9933]
 Dr Neasán L Mac Suibhne [V10570]
 Dr Natasha M Macintosh [V10780]
 Dr Adam C Matthews [V4935]
 Dr Chanelle C D Manikkam [V6229]
 Dr Felicity K Miller [V5554]
 Dr Rhys W Morris [V8117]
 Dr Bridgette J Murphy [V10098]
 Dr Rupert G Oakley [V10661]
 Dr Charlotte A Prowse [V9923]
 Dr Rachael E Riley [V10522]
 Dr George D Robinson [V10614]
 Dr Samuel A Samir [V8668]
 Dr Kathleen A Seddon [V10823]
 Dr Jose C Sequeira [V1786]
 Dr Anhad Bir S Sidhu [V10569]
 Dr Tabitha E Sternberg Allen [V10538]
 Dr Grace J Tansley [V10104]
 Dr Mallory A Thompson [V6224]
 Dr Natasha Wayne-Wynne [V10663]
 Dr Brooke M Wheeler [V9247]
 Dr Luke C Yates [V10550]

SUPPORT AND INFORMATION FOR VETERINARY PRACTITIONERS

VETBOARD VICTORIA RESOURCES

- [Videos and factsheets about veterinary boards, how they handle complaints and how you can respond to a complaint](#)
- [Download proof of registration or update your contact details via **My Account**](#)
- [Registration](#)
- [Complaints](#)
- [Guidelines for appropriate standards of veterinary practice and veterinary facilities](#)
- [Veterinary Practice Act 1997](#)
- [Other laws relating to veterinary practice including *Drugs, Poisons and Controlled Substances Act 1981*](#)
- [About the Board and Board members](#)
- [Annual reports](#)

MEDICINES, MICROCHIPPING, RADIATION

Medicines & Poisons Regulation (MPR)

Branch, Victorian Department of Health

- [Medicines and Poisons Regulation](#)
- [Legislative requirements for vets](#)
- [Factsheet – Key requirements for vets](#)
- [MPR Enquiry form](#)

Prescribing guidelines and resources:

- [AMR Vet Collective antimicrobial guidelines](#)

Microchipping

- [Authorised implanter course for veterinarians](#) - Victorian Division AVA
- [Greyhound Microchip Registry 8329 1139](#)

Radiation Safety Unit, Vic Health:

- [Individual use licences](#)
- [Management licences](#)

COVID-19 INFORMATION

- National hotline: **1800 020 080**
- [Coronavirus Vic Gov](#)
- [Business and work](#)
- [COVIDSafe Plan](#)
- [Coronavirus \(COVID-19\)](#) - WorkSafe

SUPPORT FOR VETS

- **Australian Veterinary Association:** [telephone counselling service 1300 687 327](#) **both** for AVA members **and** the vet professionals who work for them
- **AVA THRIVE** [veterinary wellness portal](#)
- **Lifeline** 13 1114 & [Get help](#)
- **Beyond Blue:** 1800 512 348 & [Get mental health support](#)
- **SANE** 1800 187 263 & [SANE services](#)
- **1800RESPECT** 1800 737 732 & [website](#)
- **Mensline Australia** 1300 789 978 & [website](#) (delivered by Lifeline)
- **Head to Health** [Australian Gov resources](#)
- **Mental health support** [Victorian Gov resources](#)

AGRICULTURE VICTORIA INFORMATION

Emergency Disease Hotline

- 1800 675 888 to report suspected emergency diseases - staffed by vets 24 hours a day, 365 days a year.

Local animal health staff

- Call 136 186 to get in touch with Agriculture Victoria District Veterinary Officers and Animal Health Officers located throughout Victoria.

General contacts

- Customer service line 136 186
- Email biosecurity queries or feedback to animal.biosecurity@agriculture.vic.gov.au
- Email animal welfare queries to pet.welfare@agriculture.vic.gov.au

General information

- www.agriculture.vic.gov.au
- [Biosecurity and animal diseases](#)
- [National biosecurity training hub](#)
- [VetWatch newsletter](#) – information about animal disease surveillance
- [Antibiotic resistant infections and information for veterinarians and veterinary staff](#)
- [Animal Welfare Victoria](#)
- [Livestock and animals](#)
- [Pet care](#)

Disclaimer: Some links in this newsletter direct you to the websites of third-party organisations which are responsible for and/or may be able to assist you with the item's subject matter. The Veterinary Practitioners Registration Board of Victoria has no control over and is not responsible or liable for the content of any third-party website.