30 October 2008

Hon. Mr Ian Macdonald MLC
Minister for Primary Industries
Governor Macquarie Tower
1 Farrer Place
SYDNEY NSW 2000

Dear Mr Macdonald

The Annual Report for the financial year 1 July 2007 to 30 June 2008 is submitted to you pursuant to Sections 7, 8 and 9 of the Annual Reports (Statutory Bodies) Act 1984.

The Annual Report will now be printed and distributed.

Yours faithfully

Glenn Lynch
Registrar
Report of Operations
1 July 2007 - 30 June 2008

Pursuant to Sections 8 & 9 of the Annual Reports (Statutory Bodies) Act 1984
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CHARTER AND AIMS

Ministerial Responsibility
The Veterinary Practice Act 2003 and Regulations 2006 is within the portfolio of the Minister for Primary Industries, The Honourable Ian Macdonald MLC.

Management and Structure
The Board is appointed by the Governor and Section 77 of the Veterinary Practice Act 2003 provides that the Board shall consist of eight members.

Term of Office
The appointment of all current members of the Board commenced on 1 September 2006 and expires on 30 June 2009.

Meetings
The Board meetings are held monthly at 55 Portman Street, Zetland NSW 2017.

Registrar
Mr Glenn Lynch was appointed Registrar on 6 February 2005.

Charter
The Veterinary Practitioners Board of New South Wales is constituted under Section 76 of the Veterinary Practice Act 2003 and is responsible for the keeping of the Register of Veterinary Practitioners registered to practise in New South Wales and for the licensing of Veterinary Hospitals. The Board also has responsibility for the regulation of the conduct of Veterinary Practitioners and compliance with the standards of practice of veterinary science.

Aims
The Board aims to act in the interests of the welfare of animals and the public interest in ensuring that the practise of veterinary science in NSW is performed only by qualified and registered Veterinary Practitioners in suitable licensed premises. The Board aims to consult with other State Veterinary Boards and the Australasian Veterinary Boards Council Inc. (AVBC) and organisations representing the interests of members of the veterinary profession and users of veterinary services with a view to achieving the purposes of the Veterinary Practice Act 2003.

Access to the Board
The office of the Board is located at 55 Portman Street, Zetland NSW 2017.

The postal address of the Board is PO Box 6391 Alexandria NSW 2015.

The Registrar can be contacted in person between 9.00am and 5.00pm Monday to Friday

Telephone: 02 9699 4477
Local Call Cost: 1300 366 653
Facsimile: 02 9699 4488
Email: registrar@vpb.nsw.gov.au

Website
The Board maintains and regularly updates a website at: http://www.vpb.nsw.gov.au. The website provides details of all current registered Veterinary Practitioners, Veterinary Specialists and Licensed Hospitals, as well as numerous Board publications. The website also allows Practitioners and Hospitals to pay their respective annual fees.
### MANAGEMENT AND STRUCTURE

#### Membership of the Board and Attendance at Meetings

1 July 2007 - 30 June 2008

<table>
<thead>
<tr>
<th>NAME</th>
<th>NOMINEE</th>
<th>MEETING ATTENDANCE</th>
</tr>
</thead>
</table>
| Dr Garth McGilvray BVSc
President                  | Nominee of the NSW Division of Australian Veterinary Association pursuant to section 77(2)(a)(ii) and appointed as President | 9/11               |
| Dr Vanessa Barrs BVSc  | Nominee of the NSW Division of the Australian Veterinary Association pursuant to section 77(2)(a)(i) | 9/11               |
| Dr Andrew Hansen BVSc  | Nominee of the NSW Division of Australian Veterinary Association pursuant to section 77(2)(a)(iii) | 10/11              |
| Dr Merran Govendir BVSc | Nominee of the University of Sydney pursuant to section 77(2)(a)(iv) | 11/11              |
| Dr Timothy Crisp BVSc  | Nominee of the Minister pursuant to section 77(2)(b)                    | 11/11              |
| Dr Graeme Brown BVSc   | Nominee of the Minister pursuant to section 77(2)(b)                    | 10/11              |
| Mrs Angela Haynes      | Nominee of the Minister pursuant to section 77(2)(c)                    | 11/11              |
| Mrs Margaret Francis   | Nominee of the Minister pursuant to section 77(2)(c)                    | 11/11              |
ADMINISTRATIVE STAFF AND STRUCTURE

Duties of the Administrative Staff

Registrar
- Works with the Board to develop and recommend policy direction;
- Prepare Board agenda and minutes;
- Implement decisions and policies approved by the Board;
- Assist with the preparation of reports, forecasts and budgets to present to the Board;
- Provide leadership and direction for staff of the Board;
- Administrative responsibilities relating to Hospital Licences;
- Monitor compliance with standards for hospital licensing;
- Provide assistance to veterinary practitioners and consumers of veterinary services;
- Assist the Board and the profession in the maintenance of standards of veterinary science;
- Assist the Board, the profession and users of veterinary services regarding the resolution of complaints.

Administrative Assistant/Complaints Officer
- Support the Registrar;
- Design and enhance administrative procedures;
- Assist stakeholders in understanding the legislation;
- Ensure compliance with records management standards;
- Maintain the complaints handling processes;
- Provide information to veterinary practitioners and consumers of veterinary services of complaint handling procedures;
- Maintain procedures for the processing of annual registration and hospital licences;
- Co ordinate the supply of office equipment, materials and repairs.

Registration/Finance Officer
- Maintain and enhance the Board’s finance record keeping processes;
- Provide financial reports to the Registrar / Board;
- Assist with the Board’s annual audit;
- Maintain the Board’s database of registered veterinary practitioners and specialists;
- Processing of veterinary practitioner registrations;
- Provide administrative support to the Registrar.

Administrative Support Officer (part-time)
- Maintain and enhance the Board’s information technology systems including the website;
- Responsible for the annual registration payment and the annual return processes;
- Provide technological support to the Registrar as required.

Future Staffing
The Board does not intend to increase the level of administrative staffing.
**SUMMARY REVIEW OF OPERATIONS**

**The Register of Veterinary Practitioners**

At 30 June 2008 there were 2620 registered veterinary practitioners in New South Wales*. There are constant changes in the number registered.

Factors causing change are:
- registration of new graduates;
- registration of veterinary practitioners (local, other states and overseas);
- requests for voluntary removal from the Register;
- the death of registered veterinary practitioners;
- restoration to the Register of veterinary practitioners previously registered and;
- changes from Full registration to Honorary registration status.

### The Register of Veterinary Practitioners - Full and Honorary

Changes to Numbers Between 1 July 2007 and 30 June 2008

<table>
<thead>
<tr>
<th>MONTH</th>
<th>NEW REG</th>
<th>RESTORED</th>
<th>REMOVED</th>
<th>DEATHS</th>
</tr>
</thead>
<tbody>
<tr>
<td>July</td>
<td>12</td>
<td>6</td>
<td>233</td>
<td>4</td>
</tr>
<tr>
<td>August</td>
<td>10</td>
<td>53</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>September</td>
<td>15</td>
<td>34</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>October</td>
<td>11</td>
<td>21</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>November</td>
<td>8</td>
<td>6</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>December</td>
<td>54</td>
<td>6</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>January</td>
<td>58</td>
<td>16</td>
<td>7</td>
<td>1</td>
</tr>
<tr>
<td>February</td>
<td>34</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>March</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>April</td>
<td>9</td>
<td>5</td>
<td>12</td>
<td>0</td>
</tr>
<tr>
<td>May</td>
<td>10</td>
<td>2</td>
<td>27</td>
<td>0</td>
</tr>
<tr>
<td>June</td>
<td>10</td>
<td>7</td>
<td>34</td>
<td>1</td>
</tr>
</tbody>
</table>

**TOTALS** 231 159 320 13

*NOTES*
- In 2007-8, the Board granted six applications for limited registration.
- At 30 June 2008, ten grants of limited registration were current.
- Honorary registrants do not pay the annual registration fee.
- As at 30 June 2008, there were 265 honorary veterinary practitioners (261 in 2006 - 2007).
The Register of Veterinary Specialists

The Advisory Committee on Registration of Veterinary Specialists (ACRVS) is a Committee of the Australasian Veterinary Boards Council Inc. The ACRVS assesses applications by veterinary practitioners from all States, Territories and New Zealand for Specialist registration in specific categories and makes the appropriate recommendation to the relevant Board for registration if its criteria are met.

The ACRVS was established by the Australasian Veterinary Boards Council in 1985 to offer guidance to the State and Territory Boards as to qualification for Specialist registration in order to achieve a consistent National standard.

Specialists Registered
1 July 2007 - 30 June 2008

<table>
<thead>
<tr>
<th>REG. DATE</th>
<th>NAME</th>
<th>SPECIALIST CATEGORY</th>
</tr>
</thead>
<tbody>
<tr>
<td>14/08/2007</td>
<td>Manreet Kaur Singh</td>
<td>Veterinary Medicine - Small Animal Medicine</td>
</tr>
<tr>
<td>20/11/2007</td>
<td>Philip Harold Brain</td>
<td>Veterinary Medicine - Small Animal Medicine</td>
</tr>
<tr>
<td>18/12/2007</td>
<td>Craig John Bailey</td>
<td>Veterinary Surgery - Small Animal Surgery</td>
</tr>
<tr>
<td>18/12/2007</td>
<td>John Douglas Tulloch</td>
<td>Veterinary Public Health</td>
</tr>
<tr>
<td>29/01/2008</td>
<td>Kirsten Maree Neil</td>
<td>Veterinary Medicine - Equine</td>
</tr>
<tr>
<td>03/06/2008</td>
<td>Richard Irwin Smith</td>
<td>Veterinary Opthalmology</td>
</tr>
<tr>
<td>03/06/2008</td>
<td>Stephen Monta Yeomans</td>
<td>Veterinary Pathology - Anatomic Pathology</td>
</tr>
</tbody>
</table>

As at 30 June 2008 there were 114 registered veterinary specialists in NSW.

Veterinary Hospitals
1 July 2007 - 30 June 2008

The Veterinary Practice Act 2003 requires premises that perform ‘major surgery’ as defined to be licensed as a veterinary hospital. There are three categories of veterinary hospital licence. The Board licenses large animal, small animal and mixed animal practices.

A corporation must not represent itself to be a veterinary practice unless one or more veterinary practitioners has or have the controlling interest in the corporation.

The legislation requires that all licensed premises are managed by a Superintendent, who must be a registered veterinary practitioner.

<table>
<thead>
<tr>
<th>LICENSED HOSPITALS</th>
<th>NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Small Animal Hospitals</td>
<td>584</td>
</tr>
<tr>
<td>Small &amp; Large Animal Hospitals</td>
<td>20</td>
</tr>
<tr>
<td>Large Animal Hospitals</td>
<td>11</td>
</tr>
</tbody>
</table>
QUALIFICATIONS FOR REGISTRATION

The Board has conducted the review of Universities that are approved for the purposes of qualification for full registration, pursuant to Section 21 (1) (a) of the Veterinary Practice Act 2003.

Qualifications recognised by the Australasian Veterinary Boards Council Inc (AVBC) as providing a holder with eligibility to apply for registration as a veterinary surgeon in Australia and New Zealand without further examination.

• Accreditation Body - Veterinary Schools Accreditation Advisory Committee (VSAAC)

Degree from University of Sydney; University of Melbourne; Murdoch University; University of Queensland
Degree from Massey University, New Zealand

• Accreditation Body - Australasian Veterinary Boards Council Inc (AVBC)

Australian National Veterinary Examination Certificate (ANVE)
New Zealand National Veterinary Examination Certificate (NZNVE)

• Accreditation Body - Royal College of Veterinary Surgeons (RCVS)

Degree from UK - London (RCVS), Bristol, Liverpool, Glasgow, Edinburgh, Cambridge
Degree from Canada - Guelph, Toronto, Prince Edward Island, Saskatchewan, Quebec.
Degree (BVSc) from University of Pretoria (Onderstepoort)
Membership of RCVS attained by statutory examination

• Accreditation Body - Educational Commission for Foreign Veterinary Graduates (ECFVG)

The examination process of the Educational Commission for Foreign Veterinary Graduates Examination conducted in Canada or USA. (Veterinarians who have passed that assessment and who are able to demonstrate satisfactory competency in the English language, and who otherwise would be eligible to sit the ANVE or NZNVE).

• Accreditation Body - European Association of Establishments for Veterinary Education (EAEVE) with AVBC

Bachelor of Veterinary Medicine University College Dublin, graduation class of 2004 onwards.
• **Accreditation Body - American Veterinary Medical Association (AVMA)**

  Degrees listed below with the further requirement of a pass in the North American Veterinary Licensing Examination or its antecedent, the National Board and Clinical Competency Test Examination.

  Oregon State University
  University of Pennsylvania
  Texas A & M University
  Virginia Polytechnic Institute & State University / University of Maryland College Park
    (Virginia Tech, Virginia - Maryland Regional)
  Washington State University
  Universite de Montreal
  University of Tennessee
  University of Wisconsin - Madison
  Louisiana State University
  Tufts University
  University of Missouri - Columbia
  Cornell University
  North Carolina State University
  Michigan State University
  University of Minnesota
  Mississippi State University
  Oklahoma State University
  Auburn University
  Tuskegee University
  University of California
  University of Georgia
  University of Illinois
  Colorado State University
  Purdue University
  Iowa State University
  University of Florida
  Kansas State University
  The Ohio State University
  State University of Utrecht
  Western University of Health Sciences  Provisional Accreditation
Statistics

The following information has been collected by the Board and provides an interesting overview of the profession.

Gender Trend

<table>
<thead>
<tr>
<th>Age Group</th>
<th>% of Vets</th>
</tr>
</thead>
<tbody>
<tr>
<td>+70</td>
<td>24</td>
</tr>
<tr>
<td>&lt;70</td>
<td>25</td>
</tr>
<tr>
<td>&lt;60</td>
<td>143</td>
</tr>
<tr>
<td>&lt;50</td>
<td>323</td>
</tr>
<tr>
<td>&lt;40</td>
<td>290</td>
</tr>
<tr>
<td>&lt;30</td>
<td>136</td>
</tr>
</tbody>
</table>

Employment Types - Not in Private Practice

<table>
<thead>
<tr>
<th>Employment Type</th>
<th>No of Vets</th>
</tr>
</thead>
<tbody>
<tr>
<td>Government Officer Commonwealth</td>
<td>28</td>
</tr>
<tr>
<td>Government Officer R.L.P.B.</td>
<td>29</td>
</tr>
<tr>
<td>Government Officer NSW</td>
<td>39</td>
</tr>
<tr>
<td>Government Research</td>
<td>9</td>
</tr>
<tr>
<td>Specialist Small Animal</td>
<td>34</td>
</tr>
<tr>
<td>Specialist Large Animal</td>
<td>28</td>
</tr>
<tr>
<td>Specialist Other</td>
<td>16</td>
</tr>
<tr>
<td>Pharmaceutical Industry</td>
<td>28</td>
</tr>
<tr>
<td>Research &amp; Development</td>
<td>28</td>
</tr>
<tr>
<td>University Teaching</td>
<td>28</td>
</tr>
<tr>
<td>TAFE Teaching</td>
<td>12</td>
</tr>
<tr>
<td>Other Veterinary Pursuit</td>
<td>31</td>
</tr>
<tr>
<td>Currently Not Practising</td>
<td>31</td>
</tr>
<tr>
<td>Non-Veterinary Pursuit</td>
<td>22</td>
</tr>
<tr>
<td>Retired</td>
<td>10</td>
</tr>
<tr>
<td>Unknown</td>
<td>10</td>
</tr>
</tbody>
</table>

No of Vets: 152
Employment Types

Small Animal
- Male: 550
- Female: 659
Total: 1209

Large Animal
- Male: 142
- Female: 60
Total: 202

Mixed
- Male: 300
- Female: 193
Total: 493

All Other Types
- Male: 615
- Female: 338
Total: 953

Veterinary Specialisation

- Animal Behaviour
- Veterinary Anaesthesiology
- Veterinary Medicine
- Veterinary Medicine/Avian Medicine
- Veterinary Medicine/Canine Medicine
- Veterinary Medicine/Canine & Feline Medicine
- Veterinary Medicine/Cat Medicine
- Veterinary Medicine/Cat and Feline Medicine
- Veterinary Medicine/Cardiology
- Veterinary Medicine/Dermatology
- Veterinary Medicine/Equine Medicine
- Veterinary Medicine/Feline Medicine
- Veterinary Medicine/Internal Canine
- Veterinary Medicine/Laboratory Animals
- Veterinary Medicine/Large Animal
- Veterinary Medicine/Oncology
- Veterinary Medicine/Ovine
- Veterinary Medicine/Porcine
- Veterinary Ophthalmology
- Veterinary Paraziology
- Veterinary Pathobiology
- Veterinary Pathobiology/Anatomic
- Veterinary Pathology
- Veterinary Pathology/Anatomic Pathology
- Veterinary Public Health
- Veterinary Radiology
- Veterinary Reproduction
- Veterinary Surgery/Dentistry
- Veterinary Surgery/Equine Surgery
- Veterinary Surgery/Neurology
- Veterinary Surgery/Small Animal Medicine
- Veterinary Surgery/Small Animal Surgery
- Veterinary Surgery/Small Animal Surgery

No of Vets

Male  Female
City vets are determined from a downloaded list of post codes from Australia Post, which groups postal codes into the following “City” areas. The rest are assumed to be country areas.

- Sydney and Suburbs
- Newcastle and Central Coast
- Wollongong

### Practising Vets - City vs Country Spread

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Country Male</th>
<th>Country Female</th>
<th>City Male</th>
<th>City Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>+70</td>
<td>24</td>
<td>7</td>
<td>24</td>
<td>7</td>
</tr>
<tr>
<td>&lt;70</td>
<td>108</td>
<td>45</td>
<td>108</td>
<td>45</td>
</tr>
<tr>
<td>&lt;60</td>
<td>173</td>
<td>88</td>
<td>172</td>
<td>88</td>
</tr>
<tr>
<td>&lt;50</td>
<td>167</td>
<td>131</td>
<td>120</td>
<td>62</td>
</tr>
<tr>
<td>&lt;40</td>
<td>231</td>
<td>46</td>
<td>21</td>
<td></td>
</tr>
<tr>
<td>&lt;30</td>
<td>126</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Country vs City Practising Vets Trend

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Total Country</th>
<th>Total City</th>
</tr>
</thead>
<tbody>
<tr>
<td>+70</td>
<td>27</td>
<td>26</td>
</tr>
<tr>
<td>&lt;70</td>
<td>118</td>
<td>93</td>
</tr>
<tr>
<td>&lt;60</td>
<td>250</td>
<td>226</td>
</tr>
<tr>
<td>&lt;50</td>
<td>340</td>
<td>189</td>
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<tr>
<td>&lt;40</td>
<td>363</td>
<td>209</td>
</tr>
<tr>
<td>&lt;30</td>
<td>173</td>
<td>85</td>
</tr>
</tbody>
</table>
Australasian Veterinary Boards Council Inc. (AVBC)
The Boards in each State, Territory and New Zealand constitute the members of the AVBC and provide funding for its activities. The AVBC monitors common issues plus education and training standards and co-ordinates the National Veterinary Examination (NVE) by arrangement with the National Office of Overseas Skills Recognition. The NVE is a pre-requisite for registration in Australia and New Zealand of graduates of overseas institutions whose qualifications are not recognised in local legislation. The AVBC assesses applications from registered veterinary practitioners seeking specialist registration.

National Recognition of Veterinary Registration
The Animal Health Committee from the Commonwealth Department of Agriculture, Forestry and Fisheries has been assisting with the facilitation of the implementation of National Recognition of Veterinary Registration. All the states and territories of Australia have agreed on the proposed model which in essence will allow a registered veterinary practitioner from one state or territory to practise in any other state or territory without the requirement to formally register in that jurisdiction.

Under the proposed model a veterinarian would be required to register with the veterinary board of the state or territory in which they reside. This model is similar to the one adopted by the legal profession.

Legislative amendment in each state and territory will be required to bring about this change and some jurisdictions, including New South Wales, are developing the required legislation to bring about this major change. It is anticipated that in 2009, New South Wales will have passed the legislative amendment to allow the implementation of national recognition of veterinary registration in New South Wales.

Continuing Veterinary Education
The Veterinary Practice Act 2003 and the Regulations 2006, places a requirement on registered practitioners to submit an ‘Annual Return’. Information sought in the Annual Return includes the reporting of Continuing Professional Development (CPD) points. The Board in consultation with the AVBC and the profession have agreed on the activities, validation and points allocation model. The Board relies on its relationship with the Australian Veterinary Association (AVA) to provide guidance in regards to continuing veterinary education. The compulsory requirement to report on CPD activities will provide the government and consumers of veterinary services further assurance that registered veterinary practitioners are continuing to keep abreast of developments and change within the profession.

Fees
Fees payable to the Board were fixed by the Minister for Primary Industries on 28 March 2006 in accordance with the Veterinary Practice Act 2003. The fee for annual veterinary registration remained at $235 and the fee for annual veterinary hospital licensing remained at $250.00. The Board has established a cash reserve to cover contingencies including projected legal costs associated with potential disciplinary proceedings arising out of matters referred to the Administrative Decisions Tribunal (ADT) and the Supreme Court of New South Wales.

Website
The Board’s website is very comprehensive and includes details of the Board’s operations including relevant legislation and the complaint handling processes. A search facility enables an on-line search of the register of veterinary practitioners, veterinary specialists and the register of veterinary hospitals. There are links to relevant sites including the Australian Veterinary Association and other State and New Zealand Board sites. All of the relevant forms needed for registration and hospital licensing can also be downloaded from the site. Registration fee payments and hospital licence payments are now able to be paid through the Board’s website, further information regarding this process can be found at ‘Delivery of Electronic Services’ on page 12 of this Annual Report.

Boardtalk
The Board published the newsletter Boardtalk in June and December 2007 and April 2008. Boardtalk is sent to every NSW registered veterinarian and is available on the Board’s website. The Board uses Boardtalk to inform the veterinary profession about current issues and developments affecting the functions of the Board and the regulation of the veterinary profession.

Premises
The Board leased its current premises at 55 Portman St Zetland in March 2002. In March 2006 the Board took the option to continue with the lease for a further four years. The premises provide suitable facilities for the operations of the Board.

Payment of Accounts
The Board pays all its accounts promptly and within the indicators set by the Treasurer. It is standard operating procedure to pay accounts as soon as is practicable and in any event within 30 days.

Hospital Inspections
The Veterinary Practice Act 2003 requires that all premises that perform ‘major surgery’ be licensed. This includes premises that perform major surgery on large animals. The Registrar continued to perform Hospital Inspections which has enabled the Board to systematically collect information as to the level of compliance with the minimum standards for premises that perform major surgery as well as other acts of veterinary science. The Registrar has inspected all premises that are currently licensed and the Board is confident that these premises meet the expectation that they are equipped and maintained according to the current standards.

Equine Influenza (EI)
In August 2007 the Board was alerted to the Equine Influenza outbreak by NSW Department of Primary Industries. As the Board holds the email addresses of most NSW registered veterinarians, the DPI sought the co-operation of the Board to distribute important information regarding EI. From August 2007 until 30 June 2008 the Board distributed 19 bulletins to veterinarians on behalf of NSW DPI. The process of distributing electronic information urgently, proved to be very beneficial in containing and controlling EI.
FACTORS AFFECTING THE BOARD

Legislative Change - The Veterinary Practice Act 2003
The Veterinary Practice Act 2003 and Regulations 2006 commenced 1 September 2006. The new legislation has required adjustment and implementation to the Board’s operations. Significant changes include:

• abolition of the previous constituted Veterinary Surgeons Investigating Committee;
• the requirements of practitioners to submit an Annual Return including their participation in Continuing Professional Development (CPD);
• the licensing of Large Animal veterinary hospitals (as well as the existing Small Animal veterinary hospitals);
• the requirement for the Board to call an Annual General Meeting of the profession;
• A veterinary practice must have one or more veterinary practitioners holding the controlling interest in the practice except for an agricultural supply company as per section 14 (5)(a) of the Act.

The current Board Members were appointed by the Governor and gazetted on 27 September 2006.

Economic Factors
The Board is in a financially sound position and is not aware of any substantial contingent liabilities.

Equal Employment Opportunity
The Board complies with Equal Employment Opportunity principles in its policies and procedures relating to employment.

Disability Plans
The Board does not have a formal disability plan. Special arrangements are made as required to meet the needs of those with disabilities. Staff have undertaken training in relation to the needs of people with disabilities and disability awareness.

Consultants
The Board did not engage any consultants at a cost in excess of $30,000 per annum during the financial year 2006-2007.

Land Disposal
The Board has developed a Property Disposal Plan. The Board does not own any real estate.

Research and Development
The Board has established measures to collect information about the employment patterns of registered veterinary practitioners and the results are published in this Annual Report and the Board’s newsletter, Boardtalk from time to time.

Promotion of Information about the Board
The Board issues the following publications:
• Annual Report
• The Register of Veterinary Practitioners
• The newsletter ‘Boardtalk’
• Website.

Boardtalk, the annual reports, the Veterinary Practice Act 2003 and Regulations 2006 and related legislation are available on the Board’s website. A search facility for the registered practitioners, specialists and veterinary hospitals is also available on the website.

Overseas Visits
No overseas visits were taken by Board Members or employees of the Board during the year.

Consumer Response
The Complaints Committee dealt with formal complaints of alleged professional misconduct by veterinary practitioners. Other enquiries relating to activities associated with the veterinary profession made to the Board by consumers and veterinary practitioners are dealt with by the staff of the Board and referred to the Board as required. As far as is practicable the staff provide an immediate response by telephone, e-mail or fax. The staff have a broad knowledge of the kinds of practical advice usually required and may offer referral to more appropriate agencies. Written references are considered at a Board meeting and the Registrar replies as directed by the Board.

Risk Management and Insurance Activities
The Board maintains insurance cover through the Treasury Managed Fund for its assets and any liability of staff and Board members. It also maintains Workers Compensation insurance as required by the Workers Compensation legislation.

Ethnic Affairs Priorities Statement (EAPS)
The Board upholds its Ethnic Affairs Priorities Statement.

The statement confirms the commitment of the Veterinary Practitioners Board to the Principles of Multiculturalism and reflects how services and facilities are accessible to all residents of this State. The Board applies the Statement equally to all people regardless of their Australian immigration status.

No ethnic affairs agreement has been entered into between the Board and the Community Relations Commission.
Ethnic Affairs Action Plan
The Board has implemented the Ethnic Affairs Action Plan by:
Circulating information and providing training that will assist staff to respond effectively to ethnic affairs issues.
• Developing a field in the database of licensed Veterinary Hospitals that records information as to the languages other than English that are spoken at the Hospital and making that information available to the public on request.
• Providing for special needs of potential staff in the recruitment process for Finance Officer and Administrative Support Officer positions.
• Working to ensure on a daily basis that all members of the public who communicate with the Board’s office receive information in a form that is understood by them.

The Board proposes to continue its current strategies in relation to implementation of the Plan.

NSW Government Action Plan for Women
The Board is committed to ensuring that the Government’s philosophy in relation to women and womens’ issues is implemented in all aspects of the functions of the Board. At all times during the financial year half the staff of the Board were women. Many registered veterinary practitioners are women and about three quarters of new graduate registrants are women. The staff of the Board have frequent contact with users of veterinary services and are well trained in meeting the needs of all clients of the Board including women.

Occupational Health and Safety
The Board is aware of its occupational health and safety obligations and informs staff by way of a noticeboard of relevant changes. No work related injuries were reported during the year and the Board was not prosecuted in respect of any occupational health and safety related illnesses.

Delivery of Electronic Services
The Board has introduced and maintains an electronic registration payment gateway through the Board’s website. This allows veterinary practitioners to pay their annual registration fee either by credit card or BPay, whilst retaining the former procedures for payment including postage of the annual registration payment.
The Board is able to provide many other services by electronic means including the provision of forms and documents by e-mail and the website. The Board uses e-mail and the website extensively for communication with and the provision of information to the profession and the public. The Board members frequently exchange information electronically. The Board and its staff recognise the savings in time and costs which are achieved by the use of electronic communications and services. The use of the website by clients is a quick and efficient method of sourcing forms and searching of the databases for veterinary practitioners and Hospital details. The use of the website greatly minimises administration processes allowing staff to focus on other duties.

Collection of Data about the Veterinary Profession
During the year the Board collated new data and collected additional statistical information received from submission of the Annual Return (s.33 Veterinary Practice Act) from registered veterinary practitioners. The Board is able to provide accurate statistical information to the Government and other stakeholders as outlined in this Annual Report.
The statistics in relation to veterinary practitioners include:
• gender;
• date of birth;
• employment field;
• location of employment (city or rural);
• degree, and
• year and university from which the degree was obtained.

Information was also collected in relation to Veterinary Hospitals. Information available from previous years includes:
• numbers of veterinarians, veterinary nurses and support staff;
• working hours;
• employment of locums;
• supervision of students;
• employment of new graduates; and
• type of practice and employment of persons who speak a language other than English.

This Annual Report provides a detailed statistical overview of the veterinary profession in NSW and therefore the Board is well placed to identify trends and changes within the profession.

The Board’s office staff receive and respond to queries regarding statistical information relating to veterinary practitioners and Veterinary Hospitals in NSW.

Flexible Work Practices
The Board recognises the importance of flexibility for all employees to balance their work and personal responsibilities more effectively.
Flexible work arrangements offered to employees include job sharing, part time work, career breaks and flexible working hours.

Records Management
The Board maintains a comprehensive Records Management Policy in compliance with its obligations under the State Records Act 1998. Staff participate in the State Records Small Agencies Forum and attend training programmes. Staff apply the Records Management Policy Procedures and the Board’s records are maintained in electronic and hardcopy format to a high standard.
**COMPLAINTS COMMITTEE**

**Constitution and Function**

The Complaints Committee is established under section 49 of the *Veterinary Practice Act 2003*. The three members of the Committee are Board members nominated by the Board and consist of two registered veterinary practitioners and one consumer representative. The Committee investigates complaints of ‘professional misconduct’ and ‘unsatisfactory professional conduct’ made against registered veterinary practitioners.

The Committee meets up to twice a month and also maintains contact electronically.

The role of the Committee is to investigate complaints and to interview veterinary practitioners in respect of a complaint made against them. The Committee perform the administrative functions in regard to a complaint and at the conclusion of an investigation it provides a detailed report and recommendation to the Board. The Board at its monthly meetings discuss the report and make the decision in accordance with section 47 of the Act.

The Board will only accept a complaint concerning a registered veterinary practitioner when the complaint is documented as a Statutory Declaration. The Statutory Declaration and the process of investigating a complaint is enunciated on the Board’s website.

The Board understands that complaints made about a veterinary practitioner can be a very stressful event and recognises the importance of a speedy and transparent resolution whilst maintaining a thorough investigation process and the delivery of an appropriate decision.

The *Veterinary Practice Act 2003* at section 47 provides the Board with a range of options to appropriately deal with complaints regarding ‘unsatisfactory professional conduct’.

Prima Facie matters regarding ‘professional misconduct’ are referred to the NSW Administrative Decisions Tribunal (ADT) for a decision. The Board refers matters to the ADT when they are seeking a suspension or removal from the register.

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**Membership of the Complaints Committee and Attendance at Committee Meetings**

1 July 2007 - 30 June 2008

<table>
<thead>
<tr>
<th>MEMBER</th>
<th>APPOINTMENT</th>
<th>MEETING ATTENDANCE</th>
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</thead>
<tbody>
<tr>
<td>Dr Timothy Crisp BVSc</td>
<td>Registered Veterinary Practitioner</td>
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<td>Board Member</td>
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<tr>
<td>Dr Andrew Hansen BVSc</td>
<td>Registered Veterinary Practitioner</td>
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<tr>
<td>Mrs Angela Haynes</td>
<td>Consumer Representative</td>
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<tr>
<td>Mrs Margaret Francis</td>
<td>Consumer Representative</td>
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<tr>
<td>Dr Merran Govendir BVSc</td>
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New and Finalised Complaints by Month
1 July 2007 - 30 June 2008

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<tr>
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<td>TOTALS</td>
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Overview of the Complaints Committee Investigations
During 2007/2008 the Complaints Committee investigated thirty one new complaints and continued the investigation of the six complaints current at 1 July 2007. Twenty one complaints were finalised and at 30 June 2008 there were sixteen complaints current.

Board Decisions

<table>
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<tr>
<th>COMPLAINTS</th>
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<tr>
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Financial Statements
2007 - 2008