

# Veterinary Services Regulations

## Public Consultation Summary



Government  
of South Australia

Department of Primary  
Industries and Regions

OFFICIAL

## Veterinary Services Regulations Public Consultation Summary

Information current as of November 2025

© Government of South Australia 2026

### Disclaimer

Department of Primary Industries and Regions and its employees do not warrant or make any representation regarding the use, or results of the use, of the information contained herein as regards to its correctness, accuracy, reliability and currency or otherwise. Department of Primary Industries and Regions and its employees expressly disclaim all liability or responsibility to any person using the information or advice.

### All Enquiries

Department of Primary Industries and Regions  
Biosecurity Policy and Governance Team  
Level 21, 11 Waymouth Street  
GPO Box 1671, Adelaide SA 5001  
E: [PIRSA.VeterinaryServicesAct@sa.gov.au](mailto:PIRSA.VeterinaryServicesAct@sa.gov.au)

# Contents

Background.....	4
Public Consultation .....	4
Submissions received .....	5
Summary of feedback received and action taken .....	6
Unprofessional conduct .....	6
Scope of veterinary service and provision of services by non-veterinary providers .....	6
Inclusions in the definition of veterinary service .....	6
Exclusions from the definition of veterinary services.....	9
Application of offence to provide veterinary services for money or other consideration .....	11
Prescribed peak body .....	13
Governance training.....	14
Delegations - Board .....	14
Delegations – Executive Officer .....	15
Responsible person in respect of premises.....	15
Application of offence to carry on a business unless at registered premises .....	16
Complaints to be dealt with by Board resolution.....	16
Procedures and further provisions for dealing with matters that may be resolved by the Board .....	18
Requirements for admitting or denying allegations.....	19
Other feedback received .....	19

## Background

Veterinarians play a key role in animal, human and community wellbeing by maintaining the health and wellbeing of our pets and our livestock.

In 2020, PIRSA began a review of the [Veterinary Practice Act 2003\(External link\)](#) to ensure that South Australia maintains a contemporary and flexible veterinary regulation and registration framework that continues to meet the objectives of protecting animal health, safety and welfare, and the public interest (including users and providers of veterinary services).

Consultation was undertaken during 2020 and 2021, and following consideration of stakeholder feedback, a draft Bill was prepared. In 2022, consultation was undertaken on the draft Bill. The *Veterinary Services Bill 2023* passed through Parliament on 30 November 2023 and was assented to 7 December 2023 and subsequently became the [Veterinary Services Act 2023\(External link\)](#). The *Veterinary Practice Act 2003* continues to remain in effect until the *Veterinary Services Act 2023* commences.

To support the commencement of the Act, regulations need to be drafted and made by the Governor in Executive Council. Public consultation on the Discussion Paper will inform the development of drafting the regulations.

## Public Consultation

The Department of Primary Industries and Regions (PIRSA) undertook public consultation on the Veterinary Services Regulations Discussion Paper via yourSAy for a period of 4 weeks from 16 April 2025 to 14 May 2025.

The consultation was widely publicised by PIRSA, using a series of communications channels:

- PIRSA sent an email to the targeted stakeholder list of 191 contacts on 16 April 2025, to announce the consultation, explain the consultation process and encourage participation.
- PIRSA's Facebook, X and LinkedIn accounts, with a combined following of about 25,000 were used to create awareness and call for feedback at various points during the consultation.
- The link to YourSAy page was sent to over 35,000 registered users in addition to being published on the legislation reform page of PIRSA's website
- the PIRSA met with specific key stakeholders, as requested, to provide any further information required
- a reminder to provide feedback was sent to the targeted stakeholder list on 9 May 2025.

In addition to PIRSA's engagement, the Veterinary Surgeons Board of South Australia (the Board) and the AVA published notification of the consultation through their regular newsletters.

PIRSA also met with key stakeholders as part of the consultation process and to progress development of the regulations.

## Submissions received

PIRSA received 17 submissions, 16 were from external stakeholders and one was from an internal Government stakeholder.

The 16 external submissions were from 7 different stakeholder groups including:

- 5 submissions from veterinarians or bodies representing veterinarians
- 3 from consumers or bodies representing consumers
- 1 from a stakeholder in education
- 1 from a welfare organisation
- 5 from paraprofessionals or bodies representing paraprofessionals, and
- 1 from a statutory body being the Board.

All feedback was considered in development of the regulations.

## Summary of feedback received and action taken

### Unprofessional conduct

Stakeholders were asked:

1. Is there any other conduct that should be considered within the scope of unprofessional conduct and that constitutes an offence that is not already covered by parts (a) to (d)?

Feedback received	Response
<p>The following should be included in the scope of unprofessional conduct:</p> <ul style="list-style-type: none"> <li>knowingly delegating restricted acts of veterinary science to unqualified or unsupervised individuals”</li> <li>“professional misconduct”, defined as conduct that justifies suspension or cancellation of registration.</li> <li>non-release of records to a veterinarian from another veterinarian.</li> </ul>	<p>The scope of “unprofessional conduct” as defined in the Act already has the capacity to address the feedback received.</p> <p>Defining “professional misconduct” is outside of the scope of the regulations. It is a matter best addressed in the Act.</p>
<p><b>Clarity sought</b> - How can the Board enforce unprofessional conduct for a “responsible person” (in respect of premises) if it is determined that they are not required to be a registered veterinarian?</p>	<p>‘Unprofessional conduct’ does not apply to a responsible person. Where required, enforcement in relation to a responsible person must be undertaken in accordance with the provisions of the Act.</p>

### Scope of veterinary service and provision of services by non-veterinary providers

#### Inclusions in the definition of veterinary service

Stakeholders were asked:

2. Should extracorporeal shock wave therapy be included in the definition of ‘veterinary service’?

Feedback received	Response
<p><b>Support</b> for inclusion of extracorporeal shock wave therapy (ESWT) where sedation is required to safely perform</p>	<p>ESWT not specified as an inclusion in the definition of veterinary service.</p> <p>Where ESWT requires a diagnosis or anaesthetic, this therapy already falls within the definition of ‘veterinary service’ or would require a veterinarian to be present while the therapy is undertaken. If required, further regulation of ESWT is recommended to be pursued via the <i>Animal Welfare Act 1985</i>.</p>
<p>Treatment varies and should be assessed on a case-by-case basis</p>	
<p><b>Support</b> for inclusion in of ESWT because:</p> <ul style="list-style-type: none"> <li>it should be provided under supervision of a veterinarian to safeguard animal welfare, ensure optimal health outcomes for animals, and protect public health and safety</li> <li>veterinary oversight will ensure animal welfare and proper application</li> <li>it requires diagnosis and anaesthetic/sedation or other S4 drug prescription</li> <li>there are risks that could have an impact on the welfare of the animal</li> <li>there are contraindications for its use that need to be considered</li> </ul>	

<p><b>Support</b> for inclusion in of ESWT as it should be performed by individuals who are appropriately skilled within the veterinary profession, however a qualified veterinary nurse or veterinary technologist should be authorised to undertake this task under the supervision of a registered veterinarian.</p>	
<p><b>Not supported</b> - ESWT should not be included in the definition of veterinary service because it can safely be provided by non-veterinarians, or would be beneficial to be provided by veterinary support staff</p>	

Stakeholders were asked:

3. Are there any other services (acts, activities, procedures, treatments etc.) that should be prescribed by the regulations to be included in the definition of ‘veterinary service’?

Feedback received	Response
<p>The following should only be performed by registered veterinarians:</p> <ul style="list-style-type: none"> <li>• diagnosis</li> <li>• administration of anaesthetic to an animal</li> <li>• stomach tubing or oesophageal intubation of horses.</li> <li>• artificial insemination and embryo transfer of horses and camelids</li> <li>• pregnancy testing of horses and camelids by rectal examination</li> <li>• microchip insertion in horses</li> <li>• sampling of tissue from live animals</li> <li>• laparoscopic insemination</li> <li>• general anaesthesia</li> <li>• undertaking any treatment, procedure or test involving insertion of anything into the nasal passage, nasal sinuses, thoracic cavity, abdominal cavity, pelvic cavity, cranial cavity, spinal cavity, tooth alveolar cavity, eye, orbital cavity, tympanic cavity, joint spaces or any other synovial cavity of any animal</li> <li>• equine dentistry using motorised tools, extractions or dentistry below the gumline</li> <li>• equine dentistry other than manual rasping on a horse</li> <li>• all small animal dentistry (excluding tooth brushing and flossing)</li> <li>• cattle spaying by flank or dropped-ovary method</li> <li>• anaesthetic free dentistry</li> <li>• equine reproductive procedures</li> <li>• Trans Cervical Insemination (TCI) in dogs</li> <li>• acts of veterinary service performed in relation to pet blood banks</li> <li>• prescribing a course of treatment / medication</li> <li>• performing invasive or surgical procedures on animals</li> <li>• signing any certificate or other document prescribed by or under any Act which requires the signature of a veterinary surgeon</li> </ul>	<p>Noted. These procedures are already intended to fall within the definition of ‘veterinary service’ in the Act or are regulated under other legislation e.g. <i>Controlled Substances Act 1984, Animal Welfare Act 1985 or Export Control Act 2020.</i></p>
<p><b>Mulesing</b> – Include Mules operation on sheep <u>over 12 months of age</u>. This should be performed by a veterinarian for due to increased risks and need for pain relief.</p>	<p>Regulation 79(1) of <i>Animal Welfare Regulations 2012</i> provides that “A person must not carry out the Mules operation on a sheep that is less than 24 hours old or more than 12 months of age”. This means no person</p>

OFFICIAL

	(including a vet) can carry out the “Mules operation” on a sheep that is more than 12 months of age.
<p><b>Animal acupuncture treatment</b> Should be included as a veterinary service or be performed only by recognised trained professionals</p>	It is intended that acupuncture falls within the definition of ‘veterinary service’. For consistency with existing regulation 6(c) of the <i>Veterinary Practice Regulations 2017</i> , the proposed exemption for treatment of an animal by a registered health professional has been extended to include physiotherapists and chiropractors to provide coverage to the extent that they may perform acupuncture on animals under the supervision of a veterinarian.
<p><b>Artificial insemination (dogs)</b> Surgical artificial insemination of dogs is no longer appropriate, and veterinarians should be replacing with TCI.</p>	The performance of an invasive or surgical procedure on an animal falls within the definition of ‘veterinary service’ in the Act. It is already open to veterinarians to consider the most appropriate procedure to use based on their professional judgement. The Veterinary Services Act is not the appropriate legislative tool to prohibit TCI.
The regulations must provide further clarity regarding the ‘veterinary services’ definition in the Act, particularly in relation to dental procedures.	The regulations provide clarity by excluding certain activities from the definition (regulation 5) and exemptions for provision of veterinary services by persons other than veterinarians (regulation 12).
The SA Regulations should consider adopting similar definitions and guidance found in regulations of other jurisdictions	Noted. This has been considered where possible, noting that definitions at Act level differ between jurisdictions.

## Exclusions from the definition of veterinary services

Stakeholders were asked:

4. Is there any other act or activity that should be prescribed by the regulations to be excluded from the definition of veterinary service?

In particular:

- are there any other procedures relating to reproduction (artificial breeding procedures or pregnancy diagnosis) that should be excluded?
- are there any other dental procedures that should be excluded?
- are there any pig husbandry procedures that should be excluded?

Feedback received	Response
<p><b>General support</b> for proposed exclusions, including:</p> <ul style="list-style-type: none"> <li>• deworming, external ectoparasite treatment and performance of faecal egg counts</li> <li>• pregnancy diagnosis via external ultrasound</li> </ul>	Noted.
<p><b>Non-invasive procedures</b> - Support for the exclusion of non-invasive manual physical therapy and use of therapeutic devices (other than extracorporeal shock wave therapy (ESWT)).</p>	No action taken. This exclusion is achieved via the definition of 'veterinary service' at Act level.
<p><b>Canine hydrotherapy</b> - canine hydrotherapy should be excluded if there is no diagnosis.</p>	Hydrotherapy is excluded as it does not fall within the definition of a 'veterinary service'. Where a diagnosis is required, the diagnosis would be a veterinary service.
<p><b>Artificial insemination</b> - Objects to artificial insemination being classified as an 'invasive procedure' and supports the continued ability for individuals to be able to perform certain procedures including non-surgical AI, under veterinary supervision.</p>	Noted.
<p><b>Artificial insemination (cattle and pigs)</b> - Query as to why there is a proposed exclusion for cattle and pigs when other species are routinely inseminated by non-veterinarians.</p>	Wording of this exclusion has been refined to clarify intent. Further information and consultation required to inform exclusion for other species.
<p><b>Collection of blood, faeces and urine from live animals</b> – support for this to be excluded. Reasons include:</p> <ul style="list-style-type: none"> <li>• In remote areas where veterinarians are largely absent, allowing non-veterinarians to undertake such sample collection (ideally under the remote direction of a veterinarian) may be critical for timely biosecurity surveillance.</li> <li>• In some industries, it is common practice for blood sampling to be performed by vet nurses or animal handlers using training and conditioning (without veterinarians present)</li> </ul>	<p>Noted. To the extent that collection of such samples can be undertaken in a way that is non-invasive, the sample collection is not intended to fall within the definition of the veterinary service.</p> <p>To address feedback regarding blood samples, provision for collection of these samples has been added to regulation 12(1)(g).</p>
<p><b>Faecal egg count</b> - Clarity sought as to why this requires exclusion from the definition</p>	Excluded to provide clarity that performance of a faecal egg count is not intended to exclusively be a service that only veterinarians can provide.
<p><b>Sampling techniques carried out pursuant to a licence under the <i>Animal Welfare Act 1985</i></b> Clarity sought as to if certain activities carried out pursuant to an animal ethics approval will be allowed to continue including sampling techniques (eg, collection of blood, urine and faeces, and excision of ear tips or tail tips for DNA specimens) and the administration of euthanasia agents on wild animals by non-veterinarians in field settings.</p>	<p>Regulation 12(1)(b) provides that the treatment of an animal by a person pursuant to a licence under the <i>Animal Welfare Act 1985</i> is exempt from the offence in Section 49(1) of the Act.</p> <p>The intent of this regulation is to allow the continued sampling as described where it is pursuant to a licence under the <i>Animal Welfare Act 1985</i>.</p>

<p><b>Vaccination (cats and dogs)</b> - It should be specified that qualified paraprofessionals of at least 2 years of post-qualification be allowed to carry out core vaccination of cats and dogs.</p>	<p>This is intended to be achieved via prescribing the following circumstance so that the offence in Section 49(1) of the Act does not apply: “the administration of an anaesthetic, drug or vaccine to an animal by a person in accordance with the directions of a veterinarian” (refer Regulation 12(1)(e)).</p>
<p><b>Acupuncture</b> - should be excluded from the definition of a ‘veterinary service’ with the proviso that a veterinary diagnosis is not required.</p>	<p>It is intended that acupuncture falls within the definition of ‘veterinary service’. Excluding from the definition of ‘veterinary service’ would open it any person being able to provide such a service and this conflicts with other consultation feedback received.</p> <p>For consistency with existing regulation 6(c) of the <i>Veterinary Practice Regulations 2017</i>, the proposed exemption for treatment of an animal by a registered health professional has been extended to include physiotherapists and chiropractors to provide coverage to the extent that they may perform acupuncture on animals under the supervision of a veterinarian.</p>
<p><b>Medical treatments carried out by qualified veterinary nurses and veterinary technologists</b> The current definition of "medical treatment of an animal" is broad in scope and lacks sufficient clarity. This ambiguity presents challenges in accurately delineating the roles and responsibilities of members of the veterinary team. A significant number of tasks routinely performed by qualified veterinary nurses and veterinary technologists fall within this category. Greater specificity within the definition is recommended to ensure legal clarity, support safe and effective delegation within veterinary teams, and recognise the competencies of appropriately trained professionals.</p>	<p>Noted. Introducing a scheme for further regulation or registration of paraprofessionals such as veterinary nurses and technicians is out of scope for development of regulations at this time. The regulations do however aim to ensure that veterinary nurses and technicians are enabled to undertake their employment without being in contravention of the Act via exclusions from the meaning of ‘veterinary service’ (Regulation 5) or disapplication of the offence in section 49 of the Act and Regulation 12.</p>
<p><b>Dental procedure (companion animal)</b> - Scaling and polishing of teeth of a companion animal should be included as an exclusion, or the offence should be disapplied in relation to Section 49(1).</p>	<p>Noted. Provided for as an exemption for provision of veterinary services by persons other than veterinarians as follows “the scaling and polishing of teeth of an animal under the supervision of a veterinarian, by a person in the ordinary course of their employment or as a part of practical training undertaken for the purposes of an educational or vocational course” (regulation 12(g)(i))</p>
<p><b>Dental procedure (equine)</b> - All dental procedures on horses and related species should be performed by registered veterinarians and be supported by evidence-based medicine</p>	<p>No action taken. As proposed in the discussion paper, rasping the teeth, or removing a loose tooth or deciduous tooth cap, of a horse using manual instruments has been excluded from the definition.</p>
<p><b>Manual rasping on a horse</b> - should be performed by a person with an appropriate Certificate IV qualification.</p>	<p>This is to ensure it can continue consistency with the existing policy position regulated under the <i>Veterinary Practice Act 2003</i>.</p>
<p><b>Pig husbandry procedures</b> – There are no pig husbandry procedures that should be excluded.</p>	<p>No pig husbandry procedures have been excluded.</p>

## Application of offence to provide veterinary services for money or other consideration

This theme corresponds to regulation 12.

Stakeholders were asked:

### 5. Are there any other circumstances in which the offence in Section 49(1) should be disapplied?

Feedback received	Response
<b>Support</b> – for the proposed list of circumstances to be disapplied.	Noted.
<b>Research</b> - The Australian Code of Practice for the Care and Use of Animals for Scientific Purposes requires a program of veterinary care to be established wherever animals are to undergo procedures including acts of veterinary science. It also requires researchers to be assessed and certified as competent to undertake these procedures. The minimum requirement should be the need for veterinary oversight where any act of veterinary science was to be undertaken as part of research.	This is addressed by disapplication of offence when services are provided pursuant to a licence under the <i>Animal Welfare Act 1985</i> (Regulation 12(1)(b)). Current licences issued under the <i>Animal Welfare Act 1985</i> are for teaching and research with conditions that may be imposed on such licences including “requiring the holder of the licence to comply with such provisions of the Australian Code of Practice for the Care and Use of Animals for Scientific Purposes as may be specified in the conditions” (Section 19, <i>Animal Welfare Act 1985</i> ).
<b>Husbandry</b> - Some acts of veterinary science are routinely performed on livestock by lay persons, and legislation may grant exemptions for these procedures. Essential any associated compulsory standards such as age restrictions, requirements for competence, and use of analgesia are enforced.	These have been provided for either by way of exclusion from the meaning of ‘veterinary service’ (Regulation 5) or disapplication of the offence in section 49 of the Act and Regulation 12.
<b>Supervision</b> - The term ‘supervision’ should be defined.	Provision added to enable requirements relating to supervision to be specified in a code of conduct or professional standard prepared or endorsed by the Board under the Act (refer regulation 12(2)). This will enable the Board to explore in further detail, and consult on, supervision requirements.
<b>Direction</b> – The phrase “In accordance with directions of a veterinarian” should be further defined	No action taken. No further definition of this phrase is recommended. This is consistent with the <i>Veterinary Practice Regulations 2017</i> which also use this phrase but do not define further.
The SA Regulations should include guidance around liability where “prescribed circumstances” enable non-veterinarians to provide veterinary services	Noted. This may be considered further by the Board as part of its functions under Section 14 of the Act.
<b>Regulation of veterinary nurses and technicians</b>	
Support for proposed exclusions 5, 7, 8 and 9 (pg. 19-20 of the Discussion Paper) with recommendation to: <ul style="list-style-type: none"> <li>limit these exclusions to veterinary nurses and technicians/technologists, not unqualified persons</li> <li>ensure these exclusions also apply in the course of training.</li> </ul>	<p>Regulation 12(1)(e) addresses proposed exclusion 5 and regulation 12(1)(g) addresses proposed 7, 8 and 9 (pg. 19-20 of the Discussion Paper).</p> <p>Regulation 12(1)(e) applies to a person undertaking such procedures in accordance with the directions of a veterinarian.</p> <p>Regulation 12(1)(g) applies to “by a person in the ordinary course of their employment or as a part of practical training undertaken for the purposes of an educational or vocational course “. This wording addresses feedback to ensure these exclusions apply in the course of training, however does not limit these procedures exclusively to veterinary nurses and technicians.</p>

	<p>The intent of these provisions is to ensure that veterinary nurses and technicians are enabled to undertake their employment without being in contravention of the Act.</p> <p>The Regulation 12(1)(g) does not define a veterinary nurse or technician due to the risk of unintended consequences such as further exacerbating workforce shortages if new requirements are too stringent or if the registration process is a deterrent. Such unintended consequences require further detailed consideration and targeted consultation with veterinary nurses and technicians.</p> <p>PIRSA continues to monitor progress toward a national framework for the registration of veterinary nurses and technicians and will consider this matter further once the relevant work has been completed.</p>
<p>The following should be able to be performed at the direction of a veterinarian:</p> <ul style="list-style-type: none"> <li>• Perform a temperature, pulse and respiration (TPR)</li> <li>• Consulting – giving general health advice in relation to weight loss, nutrition, parasite control and similar matters</li> </ul> <p>The following should be able to be performed at the direction and under supervision of a veterinarian:</p> <ul style="list-style-type: none"> <li>• Dental prophylaxis</li> <li>• Placement of intravenous catheter</li> <li>• Monitoring anaesthesia</li> </ul>	<p>Noted. Clarity is provided by the definition of veterinary service in the Act, Regulation 5 which provides the exclusions from the definition of veterinary service, and Regulation 12 which provides exemptions for provision of veterinary services by persons other than veterinarians.</p> <p>It should be noted that only services which fall within the scope of the definition of ‘veterinary service’ in the Act have been considered for exclusion or exemption via regulation 5 and 12.</p> <p>The following have been added to regulation 12(1)(g):</p> <ul style="list-style-type: none"> <li>• Perform a temperature, pulse and respiration test on an animal (where such an act constitutes a veterinary service)</li> <li>• Insertion of an intravenous catheter into an animal</li> </ul>
<p>Appropriately trained and licensed paraprofessionals may perform specified acts of veterinary science but under the supervision of a veterinarian. Level of supervision will vary.</p>	<p>This feedback has been considered either by way of exclusion from the meaning of ‘veterinary service’ (Regulation 5) or disapplication of the offence in section 49 of the Act and Regulation 12. A provision has also been added to enabling requirements relating to supervision to be specified in a code of conduct or professional standard prepared or endorsed by the Board under the Act (refer regulation 12(2)).</p>
<p>There should be an assessment undertaken to determine tasks that are higher risk, and/or of a higher quality that would allow for a licencing system to be established. For other unregistered non-veterinary animal health providers legislation needs to be introduced which includes a code of conduct that applies to all unregistered animal health service providers and allows for complaints to be heard against the providers.</p>	<p>Noted. There is no head of power for licencing in the Veterinary Services Act and introducing a scheme for further regulation of paraprofessionals such as veterinary nurses and technicians is out of scope for development of regulations at this time. The regulations do however aim to ensure that veterinary nurses and technicians are enabled to undertake their employment without being in contravention of the Act.</p>
<p>Supports the proposed Regulations for the prescribed procedures to be performed by non-veterinarians under the supervision of a veterinarian, however it is our recommendation to restrict the authorisation to veterinary nurses and technologists, not unqualified persons.</p> <p>Recommends an amendment to Circumstance 4 to include allowing the provision of services by veterinary</p>	<p>Noted. The Regulations do not define a veterinary nurse or technologist due to the risk of unintended consequences but do aim to ensure that veterinary nurses and technicians are enabled to undertake their employment without being in contravention of the Act.</p>

<p>nursing and technology students under the supervision of a veterinarian.</p> <p>Strong support for the proposed procedures which are medical procedures requiring specialised knowledge and technical proficiency, should be performed by veterinary nurses and technologists during the ordinary course of their employment at veterinary premises, under veterinary supervision.</p>	
<p>Section 49(1) prohibits the provision of veterinary services for money or other consideration unless the person is a registered veterinarian. However, this formulation implies that if no money or other consideration is exchanged, anyone—regardless of qualifications or training—may legally perform acts of veterinary service. This creates a significant gap in regulatory oversight, particularly in relation to the risks of harm to animals and the public that can arise from unqualified care.</p>	<p>Noted. The Act does not prohibit non-veterinarians from performing veterinary services provided they are not performing them for money or other consideration, and they are not falsely holding themselves out as a veterinarian. The provisions of other legislation such as <i>Animal Welfare Act 1985</i> and <i>Controlled Substances Act 1984</i> may apply in such circumstances.</p>

## Prescribed peak body

This theme corresponds to regulation 6.

Feedback received	Response
<p><b>Support</b> for the South Australian division of the Australian Veterinary Association (AVA) as the prescribed peak body</p>	<p>Noted, no action taken.</p>
<p><b>Not supportive</b> of the South Australian division of the AVA as the prescribed peak body for reasons including:</p> <ul style="list-style-type: none"> <li>• Consultation on codes, standards or guidelines should not be limited only to the AVA but should also include relevant stakeholders.</li> <li>• Concern that the AVA would hold influence over the appointment of AVA members in preference to veterinarians who are not members of the AVA.</li> <li>• Concern that consultation with AVA on codes, standards and guidelines may result in these documents being ideologically influenced and not based on scientific evidence.</li> </ul>	<p>Per the proposal in the discussion paper, Regulation 6 prescribes the South Australian division of the AVA as the peak body representing the veterinary profession in the state.</p> <p>Under section 6(3) of the Act, the Minister will have discretion as to if they consult with the prescribed peak body and in addition, consultation with this body does not bind the Minister to taking its advice.</p>
<p>The Minister should exercise discretion regarding consultation under section 6(3) of the Act</p>	<p>Under section 14(4)(a) of the Act the Board is required to consult on the proposed code, standard or guidelines, or variation, substitution or revocation (as the case requires), with veterinarians, the prescribed peak body or relevant stakeholder in accordance with a scheme determined by the Board. This provides the VSBSA flexibility to consult with the profession in as the circumstances determine. Consultation with the prescribed peak body does not bind the Board to taking its advice.</p>
<p>In relation to consultation required by section 14(4)(a) of the Act, such consultation may identify opposing positions / viewpoints. In these instances, the Board should have final determination.</p>	

## Governance training

This theme corresponds to regulation 7.

Stakeholders were asked:

6. Are there any other capabilities that Board governance training should be required to cover?  
7. Are there any further requirements that should be specified in relation to governance training?

Feedback received	Response
<p><b>Support</b> for proposed governance training requirements</p>	<p>The proposal to prescribe detailed requirements regarding topics to be covered in corporate governance training has not been pursued.</p> <p>Instead, the regulations provide for the Minister to approve a proposal determined by the Board.</p> <p>The intent of regulating in this way is to provide flexibility that will allow the Board manage individual training needs (regulation 7(1)).</p>
<p>Training should include <b>complaints management</b></p>	
<p>Training should include</p> <ul style="list-style-type: none"> <li>• <b>Understanding of the veterinary industry landscape</b> (private/public sectors).</li> <li>• <b>Governance of regulated professions</b></li> <li>• <b>Awareness of mental health and workforce sustainability issues</b></li> </ul>	
<p>Training that builds <b>cultural awareness</b> and <b>awareness of the social determinants of health</b> (and their impact on both public health and animal health) should be included. This training would help the Board to understand how culture, history, and social inequities shape access to animal care, public health, and professional opportunities. This knowledge supports fairer, more context-aware governance that upholds equity, safety, and trust across all communities served.</p>	
<p>There should be <b>flexibility to recognise prior learning</b> for members who have recently completed similar training or have sufficient expertise.</p>	

## Delegations - Board

This theme corresponds to regulation 8.

Stakeholders were asked:

8. Are there any other Board functions that must be exclusively carried out by the Board?

Feedback received	Response
<p>Functions like setting registration standards, overseeing complaints, and imposing disciplinary action must remain Board responsibilities.</p>	<p>Noted.</p>
<p>Any matters referred through to SACAT for unprofessional conduct should be referred only by a Board resolution.</p>	<p>This is consistent with section 78(1)(a) of the Act which prescribes that a complaint may be lodged with the Tribunal by the Board. It is acknowledged that the administrative act of lodging the complaint may be undertaken by the Executive Officer on the basis of a Board resolution.</p>

## Delegations – Executive Officer

Stakeholders were asked:

*9. Are there any Executive Officer functions that should be carried out exclusively by the Executive Officer and not further delegated?*

Feedback received	Response
The Executive Officer should be enabled to delegate functions where required and without exclusivity.	Noted. No Executive Officer functions are proposed to be prescribed pursuant to section 26(1) of the Act.
Executive functions (e.g. day-to-day administration) should remain with the Executive Officer but not include disciplinary powers or rule interpretation.	Noted.

## Responsible person in respect of premises

Stakeholders were asked:

*10. Are there any requirements relating to responsible persons in respect of registered premises is in the case of premises owned or occupied by an entity?*

Feedback received	Response
<p><b>Support</b> - for setting no requirements relating to responsible persons in respect of registered premises is in the case of premises owned or occupied by an entity.</p> <p>Reasons included:</p> <ul style="list-style-type: none"> <li>• should not be limited to veterinarians to allow for a veterinary nurse or technologist that may be a practice owner or practice manager to be assigned the role of 'responsible person'</li> <li>• for a temporary premise, the responsible person should be the coordinating entity, or the principal veterinarian engaged to lead service delivery – not the entity that owns or manages the physical premises where the field clinic is established</li> </ul>	Noted, however based on the balance of feedback received, regulations updated to include the requirement that the responsible person should be a veterinarian with primary registration under the Act whose principal place of residence is in South Australia.
<p>Responsible person should be required to be a <b>veterinarian registered in South Australia</b>.</p> <p>Reasons included:</p> <ul style="list-style-type: none"> <li>• Consistency with other jurisdictions</li> <li>• Will ensure familiarity with South Australian legislative requirements</li> <li>• Accountability for enforcing compliance with welfare and safety standards</li> <li>• Will enable enliven the complaints processes for veterinarians for matters relating to premises</li> <li>• Will enable disciplinary action to be taken against a veterinarian for matters relating to premises</li> <li>• Ease of prosecution</li> <li>• Risk that a responsible person who is not a veterinarian may be perceived to be giving improper directions</li> </ul>	Noted. Regulations updated to include the requirement that the responsible person should be a veterinarian with primary registration under the Act whose principal place of residence is in South Australia.

If the responsible person is not a registered veterinarian, commencement of premise registration should be delayed enable relevant training to all registered persons.	Feedback was considered in determining commencement date and transitional provisions.
The responsible person for each premises is not the overall holding entity and must be based in South Australia.	It is the intent is for the responsible person to be responsible for the operation of the veterinary service premises and not the landlord or owner of the building (unless they are responsible for the service provision).

## Application of offence to carry on a business unless at registered premises

Stakeholders were asked:

11. Are there any other circumstances in which the offence in Section 51 should be disapplied?

Feedback received	Response
Consideration should be given to outreach clinics/practices that set up temporarily, particularly in regional and remote areas.	This is a matter for the Board to consider in development of the veterinary premise standard and premise registration scheme.

## Complaints to be dealt with by Board resolution

This theme corresponds to regulation 13.

Stakeholders were asked:

12. Are there any other complaints or conduct that are appropriate for the Board to consider?

Feedback received	Response
<b>Supported</b> the proposal outlined in the Discussion Paper	Noted.
Add reference to damaging the international reputation of Australia in relation to veterinary education to 'conduct that if repeated or continued, is likely to damage the international reputation of Australia in relation to animal exports, animal welfare, animal produce or sporting events.'	No action taken. This provision has been based on a similar provision from equivalent legislation in Western Australia. For consistency, damaging the international reputation of Australia in relation to veterinary education has not been added, however this may not prevent such conduct from being addressed under other provisions of the Act and Regulations.
The following should be included in the Regulations as complaints that can be dealt with by Board resolution: <ul style="list-style-type: none"> <li>Failure to appropriately supervise paraprofessionals</li> <li>Improper certification of documentation.</li> <li>Breach of advertising or professional communication standards.</li> </ul>	<ul style="list-style-type: none"> <li>Failure to supervise appropriately is included as proposed regulation 13(a)(iv).</li> <li>Improper certification of documentation could be considered further by the Board as to if this is appropriate to include in a code of conduct or professional standard. Contravention of such a code or standard is already included via proposed regulation 13(a)(ii).</li> <li>Breach of advertising is provided for via provisions of the Act relating to illegal holding out and use of certain titles or descriptions (refer section 57, 58, 59 and 60). Contravention of these sections of the Act is already included as a complaint that may be dealt with under Part 7 Division 3 of Act via proposed regulation 13(a)(ii)</li> </ul>

Stakeholders were asked:

13. Are there certain contraventions of the Act or regulations that are more appropriate to be dealt with by Board resolution than others?

Feedback received	Response
Low-level unsatisfactory professional conduct (e.g., minor communication issues or first-time recordkeeping lapses) should be resolved at the Board level. Tribunals should focus on serious or repeated breaches.	Noted. This is the intent of Part 7 Division 3 of the Act, the principles outlined in Section 72(3) and the complaints that may be dealt with under Part 7 Division 3 of the Act as outlined in regulation 13.
Perceived contraventions of the Act or Regulations should be dealt with by the Board to assess if it is appropriate to be addressed by Board resolution or referred to another authority.	No action taken. This feedback is consistent with provisions of the Act, specifically section 69 which provides for Board assessment of complaints.

Stakeholders were asked:

14. Are there any complaints or conduct that are not suitable for the Board to consider or are more appropriate to be lodged with the Tribunal?

Feedback received	Response
<b>Not suitable</b> - Matters relating to the professional fees or charges for veterinary medicines or products	Noted. No action required.
<b>Not suitable</b> - Complaints or conduct of veterinary nurses or technicians unless directly associated with unprofessional conduct of a veterinarian supervision.	Noted. No action required.
<b>Not suitable</b> - Operations of the practice, including staffing matters for non-veterinarians. These should be dealt with by the practice.	Noted. No action required.
<b>Not suitable</b> - Anonymous complaints where further detail and/or information is required to be able to commence an investigation.	Noted. No action required. How complaints may be made, including the anonymity of complainants (or otherwise), is a matter for the Board to consider in the establishment of administrative processes as required under Section 67 of the Act.
<b>Not suitable</b> - Complaints received in relation to controlled substances, EPA, Dog and Cat Management Board and Animal Welfare matters. These should be dealt with directly by the authorised body that administers the related legislation. If found there has been a breach, the matter should be referred to the Board to deal with the disciplinary action against the veterinarian or if required, the Responsible Person of the Premises.	Noted. No action required. This is a matter for the Board to manage in consultation with other regulatory bodies.
<b>Not suitable</b> - Complaints related to the Board that are unable to be addressed to the satisfaction of a claimant should be directed to the Minister for consideration.	Noted. Should a complainant not be satisfied with the outcome of a complaint made to the Board, they should consider the range of options available to them, including review by the Tribunal under Part 9 of the Act if applicable.
<b>More appropriate to be lodged with the Tribunal</b> – matters relating to medical fitness and if there is a conflict with the Board in relation to a standing Board Member.	Provisions relating to medical fitness are outlined in Part 6 of the Act and outline the Board is responsible for matters of medical fitness. In instances where a Board member may identify a personal conflict of interest in a complaint made to the Board, the Board is expected to act in accordance with the <i>Public Sector (Honesty and Accountability) Act 1995</i> .
Kinds of complaints proposed to be resolved by the Board pursuant to section 73(a) do not identify matters relating to registration of a premises.	Noted. No action taken. The scope of section 73(a) relates to complaints about the conduct of veterinarians, not complaints or notifications relating to premise registration.

<p>Matters involving gross negligence, criminal acts and repeat offences should be escalated to the Tribunal. This supports proportionate disciplinary response and efficient use of resources.</p>	<p>No action taken. This feedback is consistent with what is intended to be dealt with by the Board under section 73 of the Act and Regulation 13.</p>
---	--

## Procedures and further provisions for dealing with matters that may be resolved by the Board

Stakeholders were asked:

*15. Are there any other procedures or matters that should be outlined in the regulations relating to the operation of Part 7 Division 3 of the Act?*

Feedback received	Response
<p>Should a matter result in a determination now required to be published on a website, discretion should be given to the Board to determine publishing the name of the veterinarian.</p>	<p>The determination required to be published on a website is a determination made pursuant to Section 72(1) of the Act regarding the complaint, or complaints of a class, determined by the Board after consultation with the Minister to be complaints that may be dealt with under Division 3 of the Act.</p> <p>If a complaint is dealt with under Division 3, there is a requirement for the Executive Officer to inform the veterinarian concerned and the complainant of the outcome of the Board resolution (Section 74(10)), but there is no requirement to publish the outcome of such a resolution, except to the extent that the resolution may impact information kept on a register required by the Act.</p>
<p>Part 7 Division 3 of the Act should include procedures for:</p> <ul style="list-style-type: none"> <li>• Handling conflicts of interest on the Board</li> <li>• Publishing summaries of resolved cases</li> <li>• Establishing independent complaint review panels</li> </ul> <p>Inclusion of these enhances transparency and procedural fairness.</p>	<p>The Board is bound by Public Sector Code of Ethics with regard to conflicts of interest. Under Part 7 Division 3 of the Act, conflicts of interest on the Board can be managed by virtue of the fact that the Act requires the Board to cause the matter to be referred to the Executive Officer for resolution (Section 74(1)).</p> <p>If a complaint is dealt with under Division 3, there is a requirement for the Executive Officer to inform the veterinarian concerned and the complainant of the outcome of the Board resolution (Section 74(10)), but there is no requirement to publish the outcome of such a resolution, except to the extent that the resolution may impact information kept on a register required by the Act.</p> <p>Section 76 already provides for monitoring of Board resolutions with a view to maintaining proper and consistent practices.</p>

## Requirements for admitting or denying allegations

This theme corresponds to regulation 14.

Stakeholders were asked:

16. Are there any other requirements that you think should be specified in the regulations in relation to admitting or denying allegations?

Feedback received	Response
<p>Regulations should require:</p> <ul style="list-style-type: none"> <li>• Clear timeframes for response</li> <li>• Written admissions or denials</li> <li>• Opportunities for voluntary undertakings or mediation</li> </ul> <p>The Regulations should require that a veterinarian be told (in writing) that if they do not admit the allegation then the matter must be dealt with by the tribunal.</p> <p>Regulations should state that the veterinarian should not feel compelled to admit any allegation, just to get the Board to deal with the matter rather than the Tribunal.</p>	<p>Regulation 14 proposes that the Board must allow a veterinarian at least 21 days to admit or deny the allegation and that any admission or denial must be made in writing.</p>
<p>Section 74(3)(b) of the Act should not commence as it goes against the spirit of the clause 72(3) of the Act, which is to avoid formal disciplinary proceedings and to deal with complaints as a means to educate and improve the veterinarian's future conduct</p>	<p>No action taken. Further engagement identified that the provision requested to not commence was Section 74(4). Section 74(4) is central to the operation of Division 3 of the Act. Not commencing this provision would be a significant departure from the scheme passed by Parliament.</p>

## Other feedback received

Feedback received	Response
<p>A range of feedback was received on matters outside of the scope of this consultation.</p> <p>This feedback included:</p> <ul style="list-style-type: none"> <li>• Clarification of complaints processes outlined in the Act</li> <li>• Requests for Board accountability and transparency in the complaints process, particularly transparency to the public</li> <li>• Clarification of provisions relating to deemed registration</li> <li>• The definition of "animal" in the Act should include vertebrate fish, crustaceans and cephalopods</li> <li>• Feedback relating to the skills, knowledge and expertise required in a Board Chair</li> <li>• Feedback encouraging the diversity of Board members</li> <li>• Feedback relating to penalties set by the Act</li> <li>• Cost of implementation</li> <li>• Consideration of the emerging role of artificial intelligence</li> </ul>	<p>Generally, this feedback fell into one or more of the following categories:</p> <ul style="list-style-type: none"> <li>• <i>Veterinary Services Act 2023</i> already addresses feedback or provides appropriate level of regulation</li> <li>• Feedback is best addressed at Act level – the scope of this consultation is matters that can be addressed via regulation</li> <li>• Provisions of the Act require further clarification to stakeholders – noting that "to provide information and advice to veterinarians and the public about relevant legislation, codes of conduct, professional standards and other standards and guidelines prepared or endorsed by the Board" is a function of the Board (refer Section 14(1)(i) of the Act)</li> <li>• Further investigation or consultation required to establish issue and seek further views from stakeholders</li> <li>• Matter for implementation, not regulation</li> </ul>

**OFFICIAL**

<p><b>Support</b> for the regulatory intent to strengthen accountability and quality standards in the veterinary sector.</p>	<p>Noted.</p>
<p><b>General and specialist register</b> - should include the registration number and category of registration of the veterinarian.</p>	<p>Section 27(2) of the Act provides that the general and specialist register “may include other information as the Board thinks fit”.</p>
<p><b>Exemptions relating to persons registered in New Zealand</b> - Requirement for a veterinarian to have their principal place of residence in SA conflicts with the Trans-Tasman Mutual Recognition Arrangement (TTMRA), which requires veterinarians from New Zealand to be registered in South Australia and New Zealand. Request that the regulations allow discretion under TTMRA to waive section 28(4)(c) of the Act. This would enable short-term registration for New Zealand veterinarians and exempt them from annual returns and CPD requirements as per Section 32(2) of the Act.</p>	<p>Exemption has been provided via regulation 9.</p>
<p><b>Veterinary premise registration</b></p> <ul style="list-style-type: none"> <li>• There should be an ability to register temporary veterinary premises, such as field clinics, acknowledging that these facilities are the only viable means of providing veterinary care in many remote regions.</li> <li>• Allow for streamlined or ongoing registration processes for temporary premises that are used repeatedly in the same locations, reducing unnecessary duplication of applications.</li> <li>• Waive registration fees for temporary veterinary premises operated by nonprofit organisations in contexts where a defined scope of services (typically desexing and urgent animal welfare treatments) are available free of charge to under-resourced community residents.</li> </ul>	<p>These are matters for the Board to consider in development of the veterinary premise standard and premise registration scheme.</p>
<p><b>Complaints about veterinary premises</b> The Regulations should be clear on how a member of the public or the profession refers matters relating to contraventions of premises or Responsible Persons.</p>	<p>No action taken. This is a matter for the Board to decide and communicate to stakeholders.</p>
<p><b>Veterinary premises register</b> should include the category of premises (consulting, hospital, etc) and the registration number of the premises for the Register.</p>	<p>Section 39(3) of the Act prescribes that the Board “may” include on the register any other information that it sees fit.</p>
<p>Veterinarians should be required to ensure “no personal advantage is sought to the detriment of a professional colleague”</p>	<p>This is a matter best addressed by the Board via the Code of Conduct.</p>

OFFICIAL



**Government  
of South Australia**

Department of Primary  
Industries and Regions

OFFICIAL