

Consultation outcomes report

Strengthening the
veterinary workforce
and safeguarding animal
health and welfare

Modernising the veterinary practice
regulatory framework in New South Wales

August 2026



Acknowledgement of Country

The Department of Primary Industries and Regional Development acknowledges that it stands on Country which always was and always will be Aboriginal land. We acknowledge the Traditional Custodians of the land and waters, and we show our respect for Elders past, present and emerging. We are committed to providing places in which Aboriginal people are included socially, culturally and economically through thoughtful and collaborative approaches to our work.

Artwork: 'On Country', Mumbulla Creative





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More information

DPIRD website – [Veterinary Workforce Shortages](#)

Acknowledgements

The Department of Primary Industries and Regional Development acknowledges and thanks members of the community and the veterinary profession for their contributions and feedback to the consultation process.

Introduction



Purpose of this consultation

The *Veterinary Practice Act 2003* (the Act) has been in place for more than 20 years. Over this period, the delivery of veterinary services has evolved significantly including changes to clinical practices, the workforce composition, service delivery models, and the use of technology.

The need for improvements to the legislative framework was reinforced in the 2023 NSW Parliamentary Inquiry into the veterinary workforce shortage in New South Wales. The Inquiry report, handed down in June 2024, highlighted critical areas for improvement including in relation to workforce recognition, the need for the framework to reflect modern approaches to veterinary service delivery, and a modernised complaints investigation process.

As part of the legislative reform, a [Consultation Paper](#) was released on 5 June 2026 seeking feedback on the proposed changes to ensure the needs of the veterinary sector, animal owners, and the broader community are considered.

This Consultation Outcomes Report provides an overview of the feedback received on the proposed changes to the veterinary practice regulatory framework through the public consultation period between 5 June 2026 and 3 July 2026.

Reform objectives

The proposed reforms aim to modernise the veterinary practice regulatory framework in NSW by delivering a more supportive, practical and responsive framework for the sustainability of the veterinary sector into the future.

The proposed legislative changes centre around five key themes:

- 1



Protecting the mental health and wellbeing of the veterinary workforce
- 2



Improving access to veterinary care across NSW
- 3



Increasing the capacity and capability of the veterinary workforce
- 4



Implementing clear, risk-based regulation
- 5



Modernising regulatory settings to reflect contemporary practice and community expectations.

The reforms aim to modernise practice standards, improve transparency, and strengthen accountability across the sector.

Consultation approach



**NSW Government's
Have Your Say website**



**Targeted consultation
sessions**

Members of the community and the veterinary profession were invited to provide feedback on the proposed reforms via the NSW Government's Have Your Say website between 5 June 2026 and 3 July 2026.

The key themes of the consultation were outlined in a consultation paper. Feedback could be made through a survey or written submission, and could be marked as confidential.

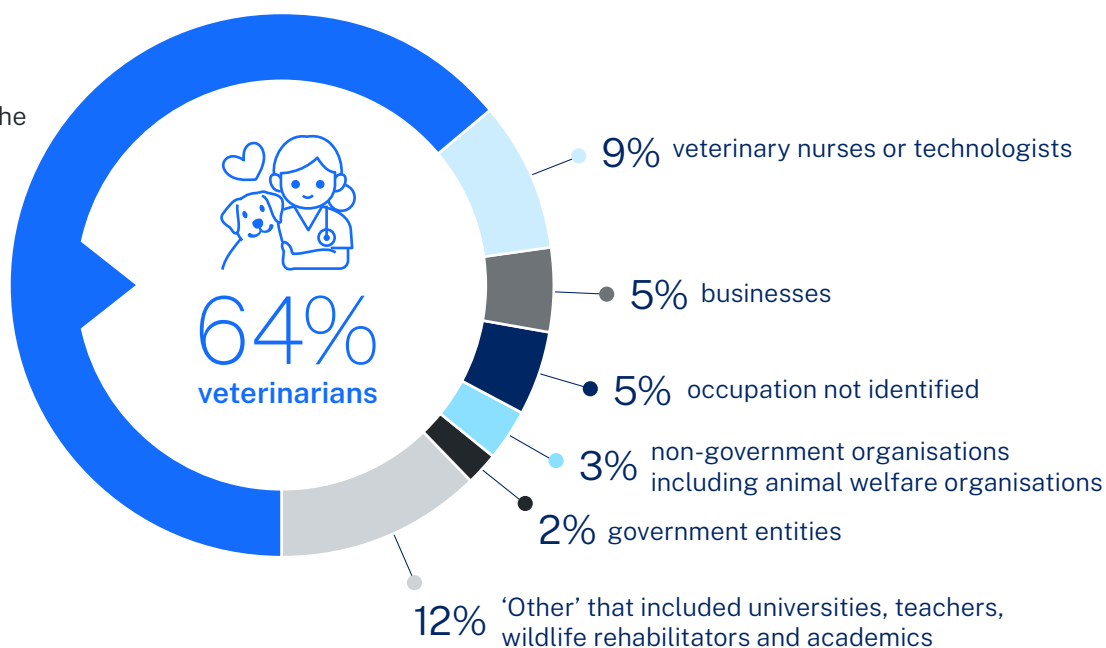
In addition to the feedback received through the Have Your Say website, the Department of Primary Industries and Regional Development held targeted consultation sessions with a range of key stakeholders across the profession and community.

Summary of outcomes

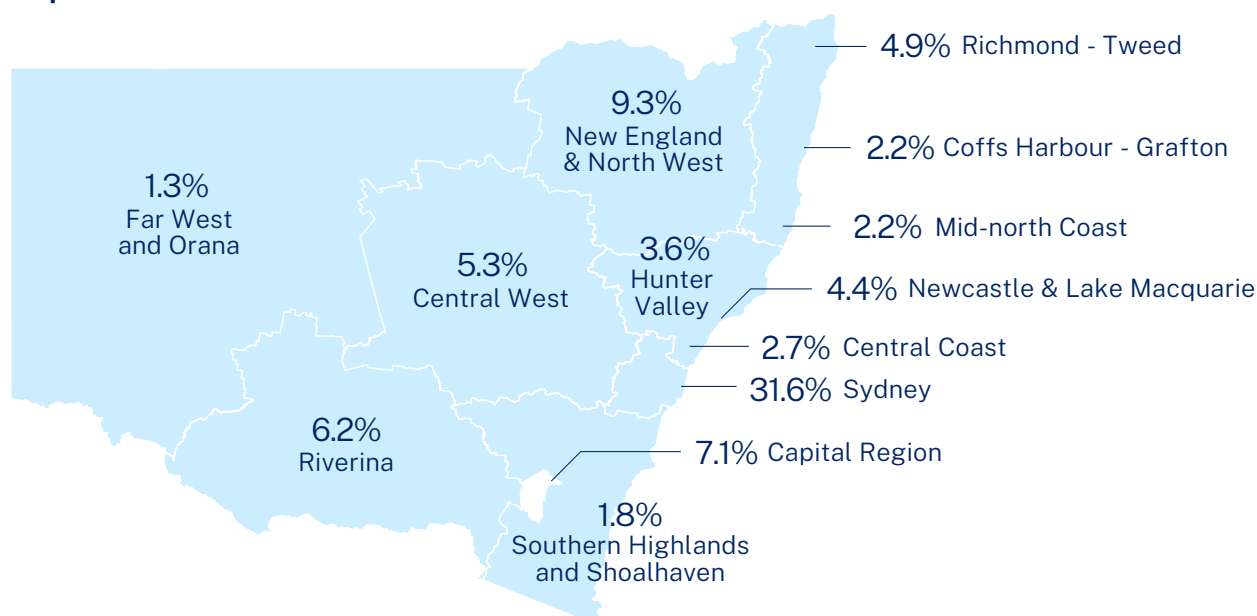


Who responded

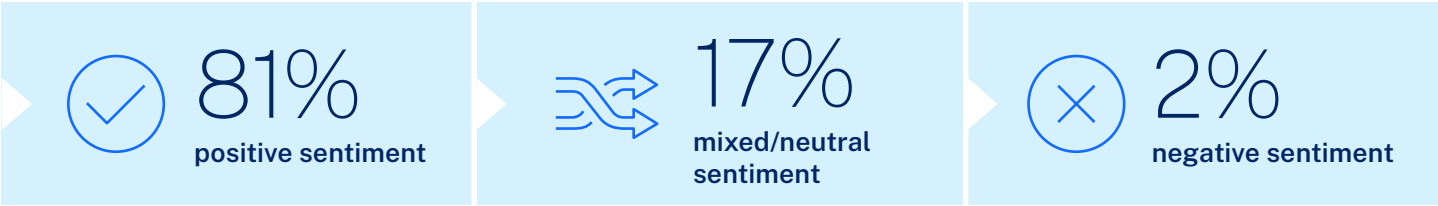
Respondents represented a range of stakeholders, with the majority of responses received from members of the veterinary profession.



Where were respondents located



Sentiment



The majority of respondents had positive feedback on the proposed reform themes, and several themes were consistently raised by respondents that reflect a strong emphasis on maintaining professional standards and ensuring accountability within the veterinary sector.

Themes and issues

The following key themes were identified across the submissions:

The benefits of establishing a **registration pathway** for veterinary nurses

Updating the **code of conduct**, and the need for clear standards in emerging areas such as telehealth

Implementing a **risk-based complaints handling system** for more effective management of complaints

Licensing of mobile and telehealth services, provided that their regulation did not negatively impact the provision of veterinary services to regional NSW

Reviewing **membership** of the Veterinary Practitioners Board (the Board) to better reflect the profession

The need for any new or increased fees and charges to be proportionate and reasonable for the costs they were to cover

The following issues were raised by respondents but are outside of the scope of matters that can be addressed through the veterinary practice regulatory framework or are outside of the purview of the NSW Government.

Increased remuneration and award rates for the profession

University course admittance requirements

TAFE courses fees

Where appropriate, feedback on these issues will be shared with relevant NSW Government departments or other stakeholders for consideration and may also inform future policy development and reform initiatives.

What we learnt: Proposed changes to the veterinary practice regulatory framework



Reform Theme 1 – Greater access to veterinary care across NSW

By improving delivery, particularly in regional and remote areas by leveraging workforce capability, and targeted accreditation.

What we asked

- 1a. Do you support the licencing of mobile and telehealth services in line with a Standard established by the Board?
- 1b. What are some of the minimum standards which should apply to telehealth services to safeguard animal health and complement existing veterinary practices?
- 1c. Are there any other factors to consider when permitting persons who are not registered veterinarians to perform restricted acts of veterinary science?

What the feedback told us



81.4%

positive sentiment for licensing
mobile and telehealth services

Submissions broadly recognised the potential benefits of telehealth and mobile services and provided valuable feedback on the factors to consider to ensure these services support access to veterinary services without negatively impacting local veterinary clinics.

Respondents outlined that it is important to maintain high standards of care and ensure there is adequate training and supervision of non-veterinarians performing restricted act of veterinary science, while also emphasising the need to avoid negative impacts to existing veterinary practices. Overall, the implementation of Standards for mobile and telehealth services developed and published by the Board was supported, following consultation with the profession.

1a. Licensing of mobile and telehealth services



Yes (Support for licensing telehealth and mobile services). But only if it is done properly and standards for these activities are adequately monitored and enforced.

**Registered veterinarian,
Far West and Orana**

Telehealth consultations should not replace the need for a physical examination.

Registered veterinarian, Sydney

The majority (81.4%) of respondents were supportive for the proposal to implement licensing of mobile and telehealth services and the development of a Standard published by the Board.

Key feedback included:

- The need to set clear guardrails for the operation of these services and developing standards for these activities that are adequately monitored and enforced.
- Consideration for potential impacts on the sustainability of existing fixed-address practices, especially in rural areas.
- Opportunities for mobile and telehealth services to improve access to veterinary services, particularly in rural and remote areas.
- The importance of managing relationships between mobile and telehealth services, and existing veterinary practices including through continuity of care arrangements, particularly in rural areas.
- Concerns were raised about telehealth's limitations, particularly for diagnosing conditions in animals which, unlike humans, cannot communicate their symptoms.
- Potential risk of reducing access to animal care by restricting veterinary services through regulating a previously unregulated service.



1b. Minimum standards for telehealth services

Respondents were supportive of establishing minimum standards for telehealth services (60%). Respondents emphasised the importance of appropriate standards, ensuring there were continuity of care arrangements in place, and the necessity of an established owner-veterinarian relationship as minimum standards which should apply to telehealth services to safeguard animal health and complement existing veterinary practices.

Key feedback included:

- the importance of ensuring telehealth services are delivered by qualified professionals and operate within a clear regulatory framework
- placing restrictions on telehealth prescribing medications where a prior physical examination of the animal has not occurred.



As in line with human medicine, the animal must have been examined by a veterinarian within a reasonable time frame prior to obtaining prescription medicine to ensure the animal is suitable for prescription.

*Registered veterinarian,
Far West and Orana*

Set standards on when it is possible to make a new diagnosis and issue prescriptions via Telehealth. Eg. It is possible to diagnose an abscess by video call, but not pancreatitis.

*Registered veterinarian,
Sydney*



1c. Factors to consider when permitting non-veterinarians to perform restricted acts of veterinary science

The majority of respondents (62%) were supportive of permitting non-veterinarians to perform restricted acts of veterinary science under certain conditions. A proportion of respondents (32%) were opposed, citing the animal welfare risks of untrained persons performing these acts and the potential to undermine the role of the veterinarian.

Respondents emphasised the following factors to consider when permitting non-veterinarians to perform restricted acts:

- the potential to alleviate workforce shortages and improve access to care, particularly in rural areas
- the need for strict safeguards, training, and accreditation frameworks to be in place
- the risks to animal welfare and the potential for the erosion of professional standards needs to be considered before allowing non-veterinarians to perform certain restricted acts.

Several respondents raised the need for consideration of wildlife care within the reforms and how wildlife carers and veterinarians can operate in a complementary way to provide appropriate care to wildlife.



Somehow there needs to be some control over the designated veterinary procedures being undertaken by 'non-veterinary associated professionals' so that these people can be prevented from undertaking veterinary procedures, and that do not breach POCTA (*Prevention of Cruelty to Animals Act 1979*).

Veterinarian in academia, Riverina

Non-vets must only perform these restricted acts whilst under the supervision of a licenced vet, they should not be allowed to operate solely.

*Registered veterinarian,
Central Coast*



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We strongly support the proposed increase in access to veterinary care through increased regulation and licensing pathways for mobile clinics and telehealth services. Contemporary veterinary service delivery increasingly relies on flexible models of care, particularly in regional, rural and remote communities where workforce shortages limit access to veterinary services.

Charles Sturt University

AWL NSW strongly supports a flexible and practical regulatory framework for mobile veterinary services. The current regulatory framework was designed primarily for fixed premises and should be updated to accommodate contemporary mobile service delivery models.

Animal Welfare League

NSW Farmers provides in principle support for the licensing of mobile and telehealth veterinary services, recognising their potential to improve access to veterinary care in regional and remote areas where workforce shortages are most acute. These models provide a practical mechanism to address service gaps in areas where producers are experiencing delays or where permanent veterinary services are no longer available.

NSW Farmers

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Reform Theme 2 – Increase workforce capacity

By recognising the broader workforce and setting of minimum standards to optimise roles and responsibilities.

What we asked

2a. Do you support the proposed approach to establish registration for veterinary nurses and technologists?

2b. Are there additional implementation/transitional issues that should be considered?

What the feedback told us



88.7%

positive sentiment for registration of
veterinary nurses and technologists

Submissions supported (88.7%) the proposed approach to registration for veterinary nurses and technologists.

Stakeholders consistently emphasised the importance of formal registration in improving professional standards, enhancing workforce capacity, and addressing the growing demand for veterinary services. A small portion of respondents also outlined potential implementation challenges, including the need for practical transitional arrangements and potential costs to businesses, veterinary nurses, and technologists.

Submissions also acknowledged the opportunity to expand the scope of practice for veterinary nurses and technicians to address workforce shortages over time.



2a. Registration for veterinary nurses and technologists

There was very strong support from respondents for the proposal to implement a registration system for veterinary nurses.

Key feedback included:

- minimum standards for training and education for all veterinary nurses, including day one competencies and mandatory continuing professional development
- support for appropriate grandfathering and transitional arrangements for very experienced vet nurses without formal qualifications
- ensuring registration fees or ongoing continuous professional development requirements did not put an undue burden on vet nurses or their practice
- ways in which the higher level of training and education of veterinary technicians could be recognised through a registration scheme and scope of practice
- ensuring veterinary nurses and technicians had appropriate supervision requirements to perform certain tasks
- protection of title and adherence to the same code of practice as veterinarians
- increased pay for veterinary nurses.

A small number of submissions raised concerns that the approach may deter entry to the workforce through increased regulatory requirements and that it may create additional administrative burdens on veterinary nurses.



Yes, NSW needs a framework for nurse/tech registration where they can be held accountable for their own mistakes and professional development, then it can be efficient to delegate relevant tasks to them.

Registered veterinarian, Sydney

Establishing registration for veterinary nurses and technologists is strongly supported by evidence, workforce data, and international precedent. Regulation improves patient safety by setting minimum qualification standards, protecting clinical titles, and providing mechanisms for accountability protections already standard in every comparable human health profession.

Veterinary nurse/technologist, Sydney

I strongly support the proposed introduction of registration for Veterinary Nurses and Veterinary Technologists. Voluntary registration has already contributed to substantial improvements in professional standards, largely through the dedication and initiative of the current veterinary nursing profession.

**Veterinary nurse/technologist,
Southern Highlands and Shoalhaven**



2b. Implementation and transitional considerations

Respondents raised several areas for consideration regarding implementation and transitional arrangements when establishing a new registration scheme for veterinary nurses and technicians.

Key feedback included:

- recognising advanced qualifications, such as those held by veterinary technologists, and to differentiate these from veterinary nursing qualifications
- importance of ensuring equitable transitional arrangements for experienced veterinary nurses without formal qualifications
- cost of registration for veterinary nurses
- consideration of registering all allied health professionals.



Many vet nurses are happy just working with animals and vets and not performing “pseudo-vet” roles, so registrations need to reflect those levels of skills and ambitions too.

**Registered veterinarian,
Hunter and Central Coast**

It cannot be overstated that the experience of many of the non-qualified but hugely knowledgeable nurses I have been fortunate enough to work with should not be diminished because of their lack of formal qualifications.

**Registered veterinarian,
Sydney**

Integration with education systems also requires attention. Registration should align with existing qualification frameworks, clinical placement expectations, and CPD [Continuous Professional Development] requirements so that training providers, employers, and registrants operate within a coherent system. Rural and remote impacts must be considered to ensure registration strengthens, rather than strains, workforce availability. This may include remote assessment options, subsidised CPD, and transitional allowances for mixed role staff. Employer readiness is equally important.

Veterinary nurse or technologist, Sydney





“

The RVNTWP strongly supports the NSW Government's proposal to establish a statutory registration scheme for veterinary nurses and technologists. This reform is long overdue, is well-supported by evidence, and if implemented with appropriate rigour and cross jurisdictional alignment will deliver lasting benefits to animal welfare, workforce sustainability, accessibility and public confidence in veterinary services in NSW.

Regulation of Veterinary Nurses and Technologists Working Party - a working party of the Australasian Veterinary Boards Council (AVBC) and the Veterinary Nurses Council of Australia (VNCA)

The AVA supports a carefully staged and well-governed transition to any registration framework for veterinary nurses, ensuring that new regulatory requirements strengthen, rather than disrupt, existing service delivery or workforce stability. Implementation should focus on maintaining animal welfare standards, supporting the current workforce, and ensuring clarity of roles and responsibilities.

Australian Veterinary Association

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Reform Theme 3 – Protecting the mental health and wellbeing of the veterinary workforce

By clarifying roles, sharing responsibilities across the workforce, and establishing supportive regulatory settings.

What we asked

- 3a. Do you support enabling a modern, risk-based approach to complaints management?
- 3b. Are there any other ways the regulatory framework should support the mental health of veterinary practitioners outside of the complaints process?

What the feedback told us



92.4%

positive sentiment for risk-based
complaints management

The majority of responses for this theme were supportive of the proposed changes to protect the mental health and wellbeing of the veterinary workforce.

Respondents consistently emphasised the need for reforms to reduce the stress associated with the complaints process and the value of targeted mental health and wellbeing supports.

Respondents also highlighted the continued importance of addressing broader systemic issues, such as workforce shortages, workplace leadership, wages, and administrative burden, to ensure the long-term sustainability of the veterinary profession.

3a. Modern, risk-based complaints management

A significant majority of responses (92.4%) were supportive of enabling a modern, risk-based approach to complaints management.

Respondents described the current process as slow, stressful, outdated, overly punitive and too accommodating of frivolous or vexatious complaints. Submissions emphasised that there are too many constraints in the current process to enable better consideration of practitioner wellbeing.

Key feedback included:

- support for a process that enables triaging of complaints to allow the Board to focus on complaints involving serious animal welfare concerns, professional misconduct or risks to public confidence
- the need for a system that is transparent, merits-based and proportionate
- proper management of frivolous and vexatious complaints, noting some minor grievances can signal systemic issues and still needed to be addressed to avoid escalation
- shifting from a punitive mindset to a supportive, educational and constructive approach, using tools like guided continuous professional development, mentorship and practice-level interventions.



The current complaints process is a well-documented source of practitioner stress. Triage, early dismissal of vexatious complaints, and the ability to direct minor disputes to local resolution are all welcome.

**Registered veterinarian,
Capital Region**

I welcome this theme more than any other, because I have watched what the present system does to people. A complaints process in which around 88% of matters are ultimately dismissed, yet any one of them can shake a conscientious vet to the core, is a process that harms the blameless.

Non-practising veterinarian, Sydney



3b. Wellbeing supports and mental health framework

The majority of respondents (85%) identified mental health and wellbeing as significant issues affecting the veterinary profession and acknowledged the importance of improving outcomes for veterinary practitioners. Feedback around ways in which wellbeing and mental health in the profession could be supported related to factors that were both within and outside the scope of the veterinary regulatory framework.

Key feedback included:

- wellbeing support was the most frequently mentioned theme, which included support options such as early intervention, free mental health check-ups, a veterinarian specific employee assistance program or hotline, a fatigue management regulation
- supportive of regulatory settings, including a voluntary notification pathway that allows veterinarians to seek help without fear of disclosure
- the framework or development of guidance materials that help vets manage mental health and balance their obligations
- community education and behaviour change initiatives to improve public understanding of veterinary services, reduce unreasonable client expectations and harmful behaviour, and support the wellbeing of veterinary teams
- guidance material to help manage expectations for new graduates working hours
- opportunities to improve workplace conditions through initiatives that helps support public-facing staff in veterinary clinics, proportionate continuous professional development expectations for new parents, protection from online defamation, and shifting the culture to prioritise “learning over blame”.



There needs to be more public awareness about how much is required from a vet compared to most other jobs... nobody understands how stressful it is.

*Registered veterinarian,
Richmond-Tweed*

With better education for the general population Vets may not be seen as the bad guys or are just in it for the money as is often the accusation. Educational materials need to be in multiple languages as well – we are a multicultural state.

*Veterinary nurse or technologist,
Sydney*



“

The shift from complaints being directed solely at individual veterinarians to also capturing practices, premises, and other registered workforce members is supported. In a multi-site corporate environment, systemic practice factors often contribute to adverse outcomes. Recognising this distributes accountability more fairly and creates organisational incentives for better clinical governance.

Apiam Animal Health

The AVA supports the transition to a modern, risk-based complaints management framework, recognising that this approach provides a more proportionate, efficient, and fair system for complainants, veterinarians and veterinary nurses. A tiered, risk-based model enables regulatory resources to be directed toward serious matters impacting animal welfare, public safety, and professional conduct, while allowing lower-risk concerns to be resolved more efficiently and constructively.

Australian Veterinary Association

Sophie's Legacy strongly supports the consultation paper's recognition that the current complaints framework contributes to the disproportionate stress, burnout and suicide risk experienced by veterinary professionals. We note the consultation paper's own data that veterinarian suicide rates are up to four times higher than the general population, and that on average 88% of complaints are ultimately dismissed - meaning the overwhelming majority of practitioners subjected to a complaints process are found to have done nothing wrong, yet bear the psychological cost of the investigation regardless of outcome.

Sophie's Legacy

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Reform Theme 4 – Implement clear, risk-based regulation

By enabling the NSW Veterinary Practitioners Board to be a contemporary, fit-for-purpose, risk-based regulator.

What we asked

- 4a. What implementation/transitional factors should be considered when establishing a licencing framework for veterinary practices/other veterinary services businesses?
- 4b. How could the Board's membership better reflect modern veterinary practice?

What the feedback told us



72%

stated licensing fees should be proportionate in a new licensing framework

Respondents emphasised the importance of ensuring that licensing frameworks are practical, proportionate, and minimise disruption to existing practices. Submissions were supportive of ensuring all licensed premises were held to a similar standard and that there was a need for clear, proportionate guidelines to ensure compliance for licenced premises however submissions highlighted the need for more detail on the specific changes that may occur before they could adequately provide support.

Licensing fees were one of the most frequently discussed considerations for implementation, raised by 72% of submissions. Of these, 19 submissions specifically called out concerns about the potential for increased licensing costs and administrative burdens that may unintentionally reduce access to veterinary care, particularly in rural areas.



80%

supported diverse board membership including the addition of a veterinary nurse/technologist

Submissions also provided insights to other factors that could be considered in reviewing licencing provisions for veterinary premises. This included the benefits and risks of removing controlling interest ownership requirements to reflect modern veterinary business models, the importance of transition periods ranging from six months to eighteen months to allow practices to adapt to new requirements and consideration of ways to make licensing easier such as through digital renewal.

The majority of submissions were supportive (80%) of the proposal to broaden the composition of the Board to better reflect the diversity and complexity of modern veterinary practice, specifically through the inclusion of a veterinary nurse.

4a. Implementation of a veterinary practice licensing framework

Submissions (20%) specifically called out that there should be some level of registration and oversight for all businesses providing a veterinary service, and that there should be a clear understanding of the services each licenced premise may undertake.

Key feedback included:

- considering potential impacts to existing veterinary practices with regard to cost of licensing and administrative burden, including ways to minimise any disruption to existing practices
- supporting veterinary practices through an appropriate transition period
- ensuring all businesses were held to the same standards including compliance and inspection checks.



Any business that supplies veterinary services should be subject to the same guidelines.

*Registered veterinarian,
New England and North West*

A sufficient transition period will be essential to allow existing practices and businesses to understand the new requirements, adapt their operations, and achieve compliance without disrupting the delivery of veterinary services. Existing licensed veterinary hospitals should be transitioned automatically where possible, minimising unnecessary administrative burden.

Registered veterinarian, Sydney

Maintain the current rigor associated with licencing. Do not allow standards to drop in the interests of having new practices flood into the market.

Registered veterinarian, Sydney



4b. Board membership reflecting modern veterinary practice

Respondents were supportive of amending the composition of the Board to better reflect the veterinary profession.

Respondents raised the following on ways the membership could reflect modern veterinary practices:

- the addition of a veterinary nurse or technician
- ensuring the Board composition is diverse and reflective of the workforce including rural, mixed or production animal veterinarians
- retaining a consumer representative position on the Board
- consideration of multidisciplinary perspectives such as the inclusion of members with expertise in governance, veterinary surgeons, wildlife care, hospital management, and business operations.



Including a veterinary nurse representative on the Board is appropriate given the proposed expansion of Board functions to cover this profession. The Board's total size should not be increased; one of the current veterinarian seats could be reallocated.

Registered veterinarian, Capital Region

The Board's membership should match and include representatives from the various areas of the profession and consumer. Registration of veterinary nurses would require a veterinary nurse representative. The veterinarians on the board should be representative of the breakdown of the profession.

*Registered veterinarian,
New England North West*





“

The AVA supports the introduction of a licensing framework for veterinary premises, recognising that it will improve consistency, accountability, and public confidence across all models of veterinary care. However, successful implementation will depend on a carefully staged and practical transition process that recognises the diversity of veterinary service delivery and minimises disruption to existing services.

Australian Veterinary Association

Adequate enforcement capacity is required to ensure this becomes an effective regulatory initiative. These additional 400 businesses should be subject to oversight to ensure they are compliant with licensing requirements.

Royal Society for the Prevention of Cruelty to Animals (RSPCA)

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Reform Theme 5 – Modernise regulatory settings to reflect contemporary practice and community expectations

By providing clarity and certainty for industry and meet contemporary animal welfare and community expectations.

What we asked

- 5a. Do you support streamlining the registration categories for veterinarians in line with other jurisdictions? What issues should be considered?
- 5b. Do you support extending the code of conduct framework to all registered persons and licence holders of veterinary premises?
- 5c. In establishing a contemporary fees and charges framework, what safeguards or considerations should be included to ensure the framework remains fair, proportionate and sustainable?

What the feedback told us



76.6%

positive sentiment for streamlining categories of veterinary registration



93.2%

positive sentiment for expanding the Code of Conduct to include all registered persons and licence holders

Submissions were broadly supportive (76.6%) of efforts to streamline the registration categories for all veterinarians and supportive (93.2%) of ensuring the code of conduct framework covers all registered persons and licence holders.

A small number of submissions noted that modernising the regulatory settings may have the potential for disproportionate impacts on specific groups, such as rural practitioners, early-career professionals, and veterinary nurses. Respondents emphasised the need for careful implementation to ensure that the proposed reforms achieve their intended goals without imposing undue burdens on the veterinary workforce.



5a. Streamlining registration categories for veterinarians

A majority of respondents (76.6%) were supportive of streamlining the registration categories for veterinarians on the basis that this would reduce administrative complexity and align NSW with other Australian jurisdictions, facilitating greater mobility for veterinary professionals.

Key feedback included:

- the importance of maintaining clear distinctions between different professional roles, such as veterinarians, veterinary nurses, and veterinary technicians
- the need to ensure the requirements are clear for international veterinarians seeking registration in NSW.



I do, as long as this doesn't prevent general vets who have upskilled in certain areas from continuing to practice in those areas.

Registered veterinarian, Sydney

Yes streamline (registration categories for veterinarians) would be ok as long as all responsibilities are covered. This is especially for animal welfare and duty of care to an animal.

Registered veterinarian, Riverina

Yes, I support the streamlining of the registration categories. I think one of our greatest abilities as veterinarians is that we are versatile but largely are aware of our own abilities. I don't think we need more categories and that a General vs Specialist registration is required.

Registered veterinarian, Sydney



5b. Extending the code of conduct framework

A significant (93.2%) number of responses to this question were supportive of extending the code of conduct to all registered persons and licence holders of veterinary premises.

Respondents highlighted shared accountability and the importance of holding all registered professionals and licence holders to consistent professional and ethical standards.



Extending (Code of Conduct) to most staff in clinic will make it easier to understand scope of practice as well as regulations in one framework.

Veterinary nurse/technologist, Newcastle and Lake Macquarie

I support extending the code of conduct to all registered persons, ensuring that all registered Veterinary Technicians and Veterinary Nurses are held to consistent professional and ethical standards. Applying the code of conduct to all registrants would promote accountability, professionalism, and public confidence in the veterinary profession.

Veterinary nurse/technologist, Southern Highlands and Shoalhaven



5c. Contemporary fees and charges framework

Respondents emphasised the importance of ensuring that fees are transparent, proportionate, and aligned with the actual cost of regulation. Respondents provided a variety of feedback for safeguards or considerations in the development of a contemporary fees and charges framework.

Key feedback included:

- transparent setting of fees that reflected the cost of administration, rather than 'revenue raising'
- consideration of a tiered fee system based on size and services delivered by a practice or hospital
- consideration of fee relief for rural or regional veterinarians, to incentivise veterinarians to move to regional areas
- charging of fees to lodge a complaint to assist with complaints handling.

Several stakeholders raised veterinary service costs and the potential for sector-wide guidance on pricing for common services and medicines as a potential area for support.



The framework should be transparent, with fees published and publicly accessible. Annual CPI (Consumer Price Index) indexation is reasonable.

**Registered veterinarian,
Capital Region**

I think there should be equality in the fees charged to vets and technicians/ individuals accredited to perform acts of veterinary science. The registration of Veterinary nurses should reflect the income difference for such careers. For registration of businesses, I think the fees should be tailored to the number of employees or annual turnover of the business. I think this is important for sustainability of small and single-vet businesses who should not be expected to pay the same fees as the large multi-vet hospitals.

Registered Veterinarian, Central West





A consistent code of conduct will help define expectations around professional behaviour, communication, animal welfare and clinical responsibility. This is particularly important as roles expand and new models of service delivery, such as telehealth and mobile services, become more established. Clear and consistent standards will support better coordination within veterinary practices and reduce ambiguity around responsibilities.

NSW Farmers

The AVBC supports extending the code of conduct to all registered persons and licence holders (Question 5b). It is recommended that code be developed by the Board in consultation with other jurisdictions, and AVBC, to support consistency.

Australasian Veterinary Boards Council

The AVA supports regulatory reform that strengthens animal welfare, public trust, and workforce sustainability, while maintaining that acts of veterinary science must be performed by appropriately qualified and regulated professionals.

Australian Veterinary Association



Next steps

Feedback received during the consultation period will be considered in finalising proposed changes to the veterinary practice regulatory framework and the development of a Bill for introduction to Parliament in late 2026.

Updates on the proposed reforms will be published on the [Department of Primary Industries and Regional Development webpage](#) as they progress.



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