Veterinary Nursing Review Consultation Strategy

This Consultation Strategy for the **Veterinary Nursing Review project** includes:

- a project snapshot
- the stakeholder groups to engage, their purpose or reason for being involved
- communications channels and tools required to effectively engage with stakeholders
- details about consultation workshops
- processes for collecting and responding to stakeholder feedback.

Project snapshot

Project type: Routine, 12 months (18 months in total including Skills Review completed June 2025)

Timeline:

- Training Package project commencement: July 1, 2025
- Public and Government Consultation Draft 1 (Broad Consultation): Minimum 4 weeks, October/November 2025
- Incorporating Feedback: Minimum 4 weeks, December 2025/January 2026
- Consensus Gathering: Minimum 2 weeks, February/March 2026
- Senior Officials' Check: Minimum 2 weeks, April/May 2026
- Finalisation and Submission to Assurance Body: May 2026
- Skills Ministers Endorsement: Date subject to submission outcomes

Scope/expected outcomes:

The veterinary services industry supports a thorough review of the Certificate IV and Diploma of Veterinary Nursing to ensure occupational and skills alignment, including compliance with regulatory requirements. Essential skills and knowledge for veterinary nursing has been investigated in the skills review (Jan-June 2025) and will serve as the foundation for training product development.

Website: A dedicated project webpage on the Skills Insight website has detailed information about the project plan, scope and consultation: *Veterinary Nursing Review - Skills Insight*

Stakeholder Consultation

A list of key stakeholder organisations has been identified for this project. Skills Insight will ensure contact is made with each of these organisations during the development of this project to seek their involvement and their views on the draft training products. Consultation is not limited to the organisations on this list. This list simply helps us to identify those organisations that, because of their industry role, size or specialty, are likely to have a key interest in the development and outcomes of this project. All and any interested industry participants are encouraged to engage in the consultation of this project, when the draft units are available for feedback via this webpage and workshops that take place.

Engagement Strategy

1. Identify Stakeholders: This includes all Registered Training Organisations (RTOs) that offer each qualification and skill set, as they are directly impacted by the project. Additionally, it is important to identify and include stakeholders who represent different occupations, sectors and perspectives, ensuring that the subject matter experts (SMEs) in the Technical Committee provide balanced and varied input.

2. Inform and Engage Stakeholders: Send an initial communication, via email, to all identified stakeholders. This communication will provide details about the project, the issues to be addressed, and the importance of their participation in consultations.

3. Establish the Technical Committee: The Technical Committee will be established to act as a focused task force. It will provide technical expertise, guide project decisions and serve as a bridge between the broader stakeholder community perspectives. It's essential that the Technical Committee is representative of a range of industry sector perspectives within the *Animal Care and Management* (*ACM) Training Package*.

4. Technical Committee Consultation Meetings: The Technical Committee will meet as a whole at key stages of the project to draw on their expertise and provide advice on the training products, their implementation issues, and identify any additional stakeholders that should be included in the consultation strategy. Targeted portions of the Technical Committee may be called upon to advise on specific issues as required.

5. Consultation scheduling: Stakeholder-specific (e.g. delivery and assessment-focussed) meetings will be held along with one-on-one phone calls throughout the project. Due to the new approach to qualification design (qualification reform), it is anticipated that delivery and assessment-focussed consultation will be organised as required.

Due to the range of industry sectors it covers (including sectors such as racing, zoos, on-farm and community organisation and species-specific sectors such as equine, exotic, avian and wildlife), broad consultation meetings will be all-inclusive, while targeted industry sector-specific consultation will be organised as required and as opportunities arise.

6. Organise Site Visits: Site visits will be organised as required and as time permits; ideally to coincide with planned travel for broad consultation. Site visits provide an opportunity to observe job functions covered by the units provide firsthand and increase depth of understanding. Site visits must be arranged in accordance with Skills Insight's Work Health and Safety Policy and Procedures for Site Visits.

7. Feedback Loop: Create a robust feedback system to incorporate the insights and suggestions generated during these meetings. This system would help in continually adjusting the project plan as per stakeholder inputs and ensuring their concerns are addressed in a timely manner (see Feedback section below)

8. Regular Updates: Document and incorporate the insights and suggestions generated during Technical Committee meetings, Public Consultation workshops etc. Keep all stakeholders updated about the project's progress regularly. Use various methods like email, newsletters, and the project website to share information.

9. Evaluation and Review: Periodically evaluate and review the stakeholder engagement strategy to ensure its effectiveness. Make necessary changes based on the feedback received and the project's evolving needs.

Identified Key Stakeholder Groups

- Representatives from multiple sectors within the *ACM Training Package* that make use of the qualifications that are included in this project, noting that some stakeholders may be suitable to respond for multiple sectors. Sectors can be divided in various ways (e.g. based on species, workplace type, industry and more). Accordingly, stakeholders in this project may represent multiple sectors, including but not limited to:
    - Species-specific sectors, e.g. avian and exotics; equine; wildlife
    - Industry sub sectors, e.g. racing, zoos
    - Workplace type, e.g. general practice, emergency and critical care, specialist
    - Education type, e.g. private RTO, public RTO, university, learners
    - Other relevant groupings, e.g. rural, regional and remote (RRR), wellbeing, regulatory, delivery and assessment-focused (RTO and educational experts), animal emergency management, business solutions
- Unions
- RTOs (especially those with impacted qualifications/skill sets on their scope of registration)
- State/Territory Training Advisory Bodies (STA/TTA)
- Industry training advisory bodies (ITABs) (or equivalent) with relevant sector coverage
- Other Jobs and Skills Councils who use the units of competency
- Regulatory and registration bodies, noting that:

- No consistent national framework applies to veterinary sciences or veterinary nursing specifically
- Mandatory registration is required for veterinary nursing under WA legislation; registration is not mandatory in all other jurisdictions
- In all jurisdictions licensing applies to specific tasks that may form part of the veterinary nursing function but are not required for the job role. Licenses, such as imaging licenses – X-ray, CT scan, MRI – may be held by individuals or organisations based on the jurisdiction.

Organisations for Targeted Consultations

(Including, but not limited to…)

Organisation	Name	Jurisdiction	Stakeholder type	Sector area
				Bullets in this column may refer to the organisation as a whole, or individual/s expertise within the organisation
RTOs with qualifications on scope				
Animal Industries Resource Centre (Provet Pty Ltd)		Qld, National	RTO Private	• RTO
Applied Vocational Training Pty Ltd		WA, National	RTO Private	• RTO • Equine
Australian Animal Care Institute Pty Ltd		Vic, National	RTO Private	• RTO
Australian College of Applied Animal Studies (G & K Stapleton Pty Ltd ATF G & K Stapleton Family Trust)		Vic	RTO Private	• RTO

Organisation	Name	Jurisdiction	Stakeholder type	Sector area
				Bullets in this column may refer to the organisation as a whole, or individual/s expertise within the organisation
Australian College of Veterinary Nursing (via University of Queensland)		Vic, National	RTO Private	• RTO
Bendigo Kangan Institute		Vic	RTO Public	• RTO
Pets on Elgar/Box Hill Institute		Vic	RTO Public	• RTO
Brisbane College of Australia Pty Ltd		Qld	RTO Private	• RTO
Canberra Institute of Technology		ACT, NSW	RTO Public	• RTO
Central Regional TAFE		WA	RTO Public	• RTO
Charles Darwin University		NT, National	RTO Public	• RTO
TAFE International Western Australia (Department of Training and Workforce Development)		WA	RTO Public	• RTO

Organisation	Name	Jurisdiction	Stakeholder type	Sector area *Bullets in this column may refer to the organisation as a whole, or individual/s expertise within the organisation*
Gordon Institute of TAFE		Vic	RTO Public	• RTO
Goulburn Ovens Institute of TAFE		Vic, National	RTO Public	• RTO
Greenwood Academy Animal care and Agriculture (Enlighten Talent Pty Ltd)		NSW, National	RTO Private	• RTO
Halo Nation Training Pty Ltd		Qld, National	RTO Private	• RTO
Melbourne Polytechnic		Vic	RTO Public	• RTO • Higher education
Pet Stylist Academy and Dog Trainer Academy (NATIONAL SKILLS TRAINING INSTITUTE PTY. LTD.)		Qld, National	RTO Private	• RTO

Organisation	Name	Jurisdiction	Stakeholder type	Sector area
				Bullets in this column may refer to the organisation as a whole, or individual/s expertise within the organisation
Open Colleges Pty Ltd		NSW, National	RTO Private	• RTO
South Metropolitan TAFE		WA	RTO Public	• RTO
TAFE Gippsland (Gippsland Institute of Technical and Further Education)		Vic	RTO Public	• RTO
TAFE NSW (Technical and Further Education Commission)		NSW	RTO Public	• RTO
TAFE Queensland		Qld, National	RTO Public	• RTO
TAFE SA		SA, National	RTO Public	• RTO
Other education				
CQ University		Qld	University	• Higher education

Organisation	Name	Jurisdiction	Stakeholder type	Sector area
				Bullets in this column may refer to the organisation as a whole, or individual/s expertise within the organisation
Exotic Veterinary Nurse Training		Vic, National	Education, other	• Exotics
Foundation Learning Centre		Vic	RTO Public	• RTO
Health Careers International		Vic, National	RTO Private	• RTO
La Trobe University		Vic	University	• Higher education
Regional Skills Training Pty Ltd		SA, National	RTO Private	• RTO
RSPCA NSW (RTO 70238)		NSW	RTO Private	• RTO
RSPCA WA		WA	Education – other	• Public and school-based education and training
Southern Cross University		NSW, Qld, Vic, WA	University	• Higher education
The University of Melbourne		Vic	University	• Higher education

Organisation	Name	Jurisdiction	Stakeholder type	Sector area
				Bullets in this column may refer to the organisation as a whole, or individual/s expertise within the organisation
University of Adelaide		SA, Vic	University	• Higher education
University of Queensland		Qld	University	• Higher education
University of Southern Queensland (USQ)		Qld, NSW	University	• Higher education
The Clean Vet		Qld, National	Education - other	• Infection prevention and control

Peak bodies, associations and community organisations

Organisation	Name	Jurisdiction	Stakeholder type	Sector area
Animal Emergency Incident Management Network ANZ (AEIMN)		National	Peak body	• Animal emergency management
Australasian Veterinary Boards Council (AVBC)		National	Peak body	

Organisation	Name	Jurisdiction	Stakeholder type	Sector area *Bullets in this column may refer to the organisation as a whole, or individual/s expertise within the organisation*
Australian Horse Industry Council		National	Peak body	• equine
Australian Veterinary Association (AVA)		National	Peak body	
Pet Industry Association of Australia		National	Peak body	
Racing Australia		National	Peak body	• Racing • Equine
Veterinary Nurses Council of Australia (VNCA)		National	Peak body	
Animal Management in Rural and Remote Indigenous Communities (AMRRIC)		NT, Qld, SA, WA	Community organisation	• RRR • Indigenous communities
Sophie's Legacy		SA, National	Community organisation	• Mental health and wellbeing

Organisation	Name	Jurisdiction	Stakeholder type	Sector area
				Bullets in this column may refer to the organisation as a whole, or individual/s expertise within the organisation
Veterinary and Community Care		WA	Community organisation	• Vulnerable community pet care (veterinary services)
Vet Herd		National	Community organisation	• Mental health and wellbeing
Committees and networks				
Animal Care and Management Provider Network		Victoria	Network	• RTO
Educators for the Veterinary Allied Health Professions in Higher Education		National	Network	• Higher education
National Industry Advisory Group for Veterinary Nursing		National	Advisory body	

Organisation	Name	Jurisdiction	Stakeholder type	Sector area
				Bullets in this column may refer to the organisation as a whole, or individual/s expertise within the organisation
Working Party on Statutory Regulation of Veterinary Nurses and Technologists in Australia		National	Working party	

Industry (including employer and employee)

Organisation	Name	Jurisdiction	Stakeholder type	Sector area
Apiam Animal Health		NSW	Employer	
Bendigo Animal Hospital		VIC	Employer	• Exotics • Emergency services
Brisbane Bird and Exotics Veterinary Service		QLD	Employer	• Exotics
Brunker Road Veterinary Centre		NSW	Employer	• Critical care
Bulimba Vet Surgery		QLD	Employer	

Organisation	Name	Jurisdiction	Stakeholder type	Sector area
				Bullets in this column may refer to the organisation as a whole, or individual/s expertise within the organisation
Byron Bay Wildlife Hospital		NSW	Employer	• Wildlife
Casey Pet Emergency		VIC	Employer	• Emergency and critical care
Cockatoo Creek Veterinary Practice		VIC	Employer	
Currumbin Sanctuary		QLD	Employer	• Wildlife
Erica Honey Consulting		National	Employer	• Business solutions
Glenrowan Veterinary Clinic		VIC	Employer	
Greencross Pet Wellness Company		National	Employer	• Large employer
JCUVet		QLD	Employer	• Emergency and critical care • Specialist services

Organisation	Name	Jurisdiction	Stakeholder type	Sector area
				Bullets in this column may refer to the organisation as a whole, or individual/s expertise within the organisation
Kew Vet and Cattery		VIC	Employer	
Kilmore Veterinary Practice		VIC	Employer	
Lake Road Veterinary Hospital		NSW	Employer	• Emergency and critical care • RRR
Locum veterinarian for single practioner practices		VIC	Employer	
Lort Smith Animal Hospital		Vic	Employer	• Emergency and critical care
Manly Road Veterinary Hospital		Qld	Employer	• Emergency services
McIntyre's Veterinary Surgery		Vic	Employer	

Organisation	Name	Jurisdiction	Stakeholder type	Sector area
				Bullets in this column may refer to the organisation as a whole, or individual/s expertise within the organisation
Northern Illawarra Veterinary Hospital		NSW	Employer	
Northside Veterinary Centre		ACT	Employer	
Perth Zoo		WA	Employer	• Zoo
Petucation		NSW	Employer	
Racing Victoria		VIC	Employer	• Racing
REC Specialist Equine Centre		NSW	Employer	• Equine
RSPCA Australia Inc		National	Employer	• Animal welfare
State-based RSPCA organisations: • ACT		All states and territories	Employer	• Animal welfare

Organisation	Name	Jurisdiction	Stakeholder type	Sector area
				Bullets in this column may refer to the organisation as a whole, or individual/s expertise within the organisation
		- NSW (also listed in education) - NT - Qld - SA - Tasmania - Vic - WA (also listed in education)		
Silverdale Farm		NSW	Employer	Equine
Simbani Research		NT	Employer	RRR
Small Animal Specialist Hospital (SASH)		NSW, Qld	Employer	Emergency and critical care
Taronga Zoo		NSW	Employer	Zoo

Organisation	Name	Jurisdiction	Stakeholder type	Sector area
				Bullets in this column may refer to the organisation as a whole, or individual/s expertise within the organisation
The Rabbit Doctors		VIC	Employer	• Exotics
The Village Vet		ACT	Employer	
VETBIZ		TAS	Employer	• Business solutions
Veterinary Advisory Services		ACT	Employer	
Veterinary Specialist Services		Qld	Employer	• Emergency and critical care • Specialist services
Veterinary Specialists of Sydney		NSW	Employer	• Emergency and critical care • Specialist services
VetPartners		National	Employer	• Large employer

Organisation	Name	Jurisdiction	Stakeholder type	Sector area
				Bullets in this column may refer to the organisation as a whole, or individual/s expertise within the organisation
				• Business solutions
Warby Street Veterinary Hospital		Vic	Employer	• Veterinary services
Waroona Veterinary Clinic		WA	Employer	• Veterinary services
Woodend Veterinary Centre		Vic	Employer	• Learner perspective (learner completing Cert IV currently)
Government, union, regulators and legal expertise				
ACT Health		ACT	Regulator	• Radiation regulator
Agriculture, Food and Animal Management (AFAM)		NSW	Industry advisory group	

Organisation	Name	Jurisdiction	Stakeholder type	Sector area
				Bullets in this column may refer to the organisation as a whole, or individual/s expertise within the organisation
Agriculture Victoria		Vic	State government	
Department for Education (SA)		SA	State training authority Senior responsible officer	
Department of Education		NSW	State training authority Senior responsible officer	
Department of Education and Training		NT	State training authority	
Department for Innovation and Skills		SA	State government	
Department of Employment and Workplace Relations (DEWR)		National	Senior responsible officer	

Organisation	Name	Jurisdiction	Stakeholder type	Sector area
				Bullets in this column may refer to the organisation as a whole, or individual/s expertise within the organisation
Department of Energy, Environment and Climate Action		Vic	State government	
Department of Health		NT	Regulator	• Radiation regulator
Department of Health		Qld	Regulator	• Radiation regulator
Department of Health		Tas	Regulator	• Radiation regulator
Department of Health		Vic	Regulator	• Radiation regulator
Department of Jobs, Skills, Industry and Regions (DJSIR)		Vic	Senior responsible officer	
Department of Natural Resources and Environment (TAS)		Tas	State government	• Radiation regulator

Organisation	Name	Jurisdiction	Stakeholder type	Sector area
				Bullets in this column may refer to the organisation as a whole, or individual/s expertise within the organisation
Department of Primary Industries and Regional Development		NSW	State government	
Department of primary and industry and regional development		WA	State government	• Veterinary Practice Act (WA) and regulations development and updates
Department of State Development (SA)		SA	State government	
Department of Trade, Employment and Training		Qld	Industry advisory body Senior responsible officer State training authority	
Department of Training and Workforce Development (WA)		WA	State training authority Senior responsible officer	

Organisation	Name	Jurisdiction	Stakeholder type	Sector area
				Bullets in this column may refer to the organisation as a whole, or individual/s expertise within the organisation
Environment Protection Authority		NSW	Regulator	Radiation regulator
Environment Protection Authority		SA	Regulator	Radiation regulator
Food, Fibre & Timber Industries Training Council WA (FFITC)		WA	Industry advisory body	
Food and Primary Skills Victoria		Vic	Industry advisory body	
Industry Skills Advisory Council, NT (ISAC NT)		NT	Industry advisory body	
Primary Industries Curriculum Maintenance Management service		Vic	Curriculum Maintenance Management	
Radiological Council		WA	Regulator	Radiation regulator
Skills ACT		ACT	Industry advisory body	

Organisation	Name	Jurisdiction	Stakeholder type	Sector area
				Bullets in this column may refer to the organisation as a whole, or individual/s expertise within the organisation
Skills Canberra		ACT	State training authority Senior responsible officer	
Skills Tasmania		Tas	Industry advisory body Senior responsible officer State training authority	
South Australian Skills Commission		SA	Industry advisory body	
Veterinary Practice Board Western Australia		WA	Regulator	Registration of veterinary nurses WA
Victorian Skills Authority		Vic	State training authority	
United Workers Union		National	Union	
Australian Workers Union		National	Union	

Organisation	Name	Jurisdiction	Stakeholder type	Sector area
				Bullets in this column may refer to the organisation as a whole, or individual/s expertise within the organisation
-	Individual author	Vic	Individual legal expert	Legal expert, veterinary law

Distribution of key stakeholders

Stakeholder Type	National	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
RTOs	✓	✓	✓	✓	✓	✓	✓	✓	✓
Industry employer	✓	✓	✓	✓	✓	✓	✓	✓	✓
Industry association /Peak industry body	✓	✓	✓	✓	✓	✓	✓	✓	✓
Industry training advisory bodies (ITAB)		✓	✓	✓	✓	✓	✓	✓	✓
STA/TTA	✓	✓	✓	✓	✓	✓	✓	✓	✓

Communications channels, tools and purpose

Skills Insight Website

- The [Skills Insight website](#) will be the key information tool, where industry can find all the information they need about the project and activities. This dedicated webpage will exist for the duration of the project which will also include mechanisms for registering interest and feedback, such as registration details for workshops, and surveys for collecting feedback.

Skills Insight newsletter and news alerts

- The Skills Insight general newsletter (usually published monthly) will provide an update to all subscribers on project activities and opportunities to be involved.
- Timely news alerts will also be distributed to project and sector-specific subscribers whenever there is a project update.

Industry media

- A range of key stakeholder organisations with influential newsletters will be encouraged to share news of the project activities and consultation opportunities with their networks.

Email/mail merge

- To engage in topics related to specific stakeholder groups, i.e. RTOs, Government Departments and key industry associations around matters related to delivery, funding or employment considerations.

Workshops and meetings

- To provide further information about:
  - updates to the training package products
  - to ask questions about the project
  - how to provide feedback.

Regular updates to State/Territory Training Authorities (STA/TTA), Industry Training Advisory Bodies (ITAB), Curriculum Maintenance Manager (CMM):

- Direct monthly emails to inform of project updates
- One-on-one phone calls to discuss the project and seek feedback (during consultation phases)
- State/Territory based virtual meetings
- Invitations to provide support for final drafts.

Consultations

The training package products in this project will be drafted in consultation with the Technical Committee, subject matter experts and their networks. At the broad public consultation stage, Skills Insight then presents and discusses the draft training package products, collecting feedback from a wide range of stakeholders across the country. Whilst specific public consultation dates are identified, feedback is welcomed at any time, and will help Skills Insight in drafting the training package products. Stakeholders are encouraged to contact the project team via the [Skills Insight website](#).

Consultation type	When/where	Details
Technical Committee meetings	The Technical Committee will meet at project commencement and conclusion. Additional meetings will occur in response to project needs. Portions of the Technical Committee may be called upon for advice and decision-making on specific issues as required. Post consultation discussions may be required, depending on outcomes of feedback and any follow-up that may be required. Propose that a minimum of two meetings are held face-to-face, with additional meetings held online. Phone calls and/or sector-specific meetings will be used to address targeted areas of concern.	Initial meeting online to facilitate introductions to members and concepts. Sign off on the terms of reference, consultation strategy required. Face-to-face meetings are preferred for in-depth discussion at initial development and for final sign-off of products following consensus gathering. Targeted one-on-one phone calls/industry-specific meetings discussing the changes impacting the qualifications in their respective industry or area of expertise, and seeking support in updating training package products to include the improved units. Additional meetings/phone calls with Technical Committee members will take place if/when required to address any conflicting feedback and/or seek further advice. Technical Committee members are encouraged to attend a public consultation session (broad consultation) if possible. Consensus gathering workshops are to sign-off of any proposed solutions, draft materials and further recommendations. These are open to public.
Delivery and assessment- focused targeted consultation (i.e. RTO and educational experts)	Pre-Broad Consultation period, or early consultation period, based on availability. Online. Additional, as required by the project. Note that project team members will attend and present at VELG, late October, allowing for open engagement with conference attendees.	Specific opportunities to engage stakeholders in addressing topics/challenges with delivery and assessment will be provided. This opportunity has been identified as a beneficial consultation activity based on: • the level of RTO engagement • breadth and depth of available expertise across interested stakeholders (particularly noted in the Technical Committee expression of interest process) • the degree of change under qualification reform.

Broad consultation – face-to-face and online	Draft 1 consultation – proposed state-based, face-to-face broad consultation meetings and minimum of 1 online session.	The focus of this consultation phase is on getting feedback on the draft qualifications and units. People from all backgrounds are encouraged to attend and provide feedback/contribute. Additional documentation to include the list of units to be updated in each qualification, and to include notes on changes included in the drafts so that stakeholders have a greater understanding of the impact that updating these training products will have. Skills Insight Feedback Hub will be used to capture feedback via the project webpage. Surveys may be utilised to be used to capture feedback, e.g. regarding transition timelines.
Site visits	As required/as time permits	Site visits will be organised ideally to coincide with planned travel for broad consultation. Site visits must be arranged in accordance with Skills Insight's Work Health and Safety Policy and Procedures for Site Visits.
Consensus gathering – online sessions.	Consultation to finalise drafts – Proposed 2 public consultation webinars. Online.	Focus of this consultation phase is to seek support for proposed solutions, receive final feedback on draft materials and further recommendations prior to final steps to submit for endorsement. Additional notes on changes between the current and updated units so that stakeholders have a greater understanding of the impact that updating these qualifications will entail. Surveys may be utilised to be used to capture feedback, e.g. regarding transition timelines.

Targeted invitations to STAs/ITABS/CMMs	Targeted consultation with state training authorities, state industry advisory groups and curriculum maintenance management service. As needed throughout the project.	Throughout the project stages, these stakeholders will be offered opportunities to engage through direct communication (email, phone call, meetings) or online sessions to address questions and receive feedback from this stakeholder group.

Feedback

Receiving feedback from a broad range of stakeholders is essential to the training package product development process.

How to provide feedback

- During consultation workshops (virtual and face-to-face)
- Email – vetnursing@skillsinsight.com.au
- Feedback hub – the Skills Insight Feedback Hub is integrated on our website and gives stakeholders the ability to comment on formal documents that we upload
- Feedback surveys – any feedback surveys made available during development, broad consultation and consensus gathering phases will be promoted on the project's webpage at Veterinary Nursing Review - Skills Insight. Surveys are utilised when a specific topic requires input, such as to collect RTO feedback regarding transition periods or components proposed for deletion.
- Website contact form - https://skillsinsight.com.au/contact/
- Phone - 03 9321 3526

What happens to the feedback?

All feedback received is recorded in a Consultation Log for the project. This log will be updated after each phase of the project and will be publicly available on the project's webpage at Veterinary Nursing Review - Skills Insight

This log will include:

- Generic stakeholder information (stakeholder type and location)
- Method feedback was received
- Feedback received

- Consideration and proposed resolution, including justification of why feedback may not have been incorporated
- General summary of all feedback received and how it has been addressed in the draft training package products.

Conflicting feedback

When feedback received is varied and a broad consensus is not able to be achieved from the feedback alone, Skills Insight will engage with subject matter experts in the Technical Committee or other targeted specialists (such as regulators or relevant government departments) for their expertise to work towards an agreeable solution. In some cases, an additional review phase may need to take place followed by another round of public consultation in order to address the draft training package products in question.

After all methods to address conflicting feedback have been undertaken, in the event consensus is unable to be reached, a formal dispute resolution process may be undertaken. This process is outlined in the [Training Package Organising Framework](#).

As with all other feedback, this process and its outcomes will be recorded and made publicly available in the project's Consultation Log.

Technical Committee sign-off

The Veterinary Nursing Review Technical Committee has reviewed and contributed to this Consultation Strategy as required, and gave their support on September 9, 2025