

# AVA Transition Project

Your questions and our answers

24<sup>th</sup> July Update | version 4

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# Most Frequently Asked Questions (FAQs)

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# About the Transition Project

 More FAQs



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# About the Transition Project

## Q: What is the AVA Transition Project?

The AVA Transition Project is all about updating how the AVA works based on what members have told us matters most.

We're looking at things like governance, membership options, services and technology so that the AVA is easier to engage with, provides better value and stays strong into the future.

## Q: Why is AVA implementing this?

In 2024, more than 2,500 members and non-members gave feedback.

You told us **you want the AVA to be more inclusive, affordable, and supportive.**

This project is shaped by that feedback and aims to deliver the changes you've asked for.

## Q: What is the AVA Transition Project delivering?

The plan includes:

- ✓ An all-inclusive, more affordable membership model
- ✓ Technology upgrades for a better user experience
- ✓ Governance reforms for transparency and agility
- ✓ Better support for students and early-career vets

# About the Transition Project

## Q: What is the timeline for delivery?

We're planning to roll out the project in stages, with the all-inclusive membership model ready for the 2026 renewal period.

You'll be kept in the loop every step of the way, and member input will continue to shape the process.

## Q: Can I get involved?

Yes, and many already have. **In June 2025, we ran 42 focus groups with over 350 people from across the profession.** These were supported by one-on-one conversations and written submissions, giving depth to what we heard. This built on our 2024 consultation, which included 17 focus groups and a survey with 2,551 responses.

There's still time to have your say. You can [email us](#) or share feedback through the [anonymous form](#) anytime.



Email us



Submit feedback

## Q: How can I stay up to date?

We've created a [Transition Project web page](#) with all the latest updates, including what's changing and how to stay involved. You'll also find updates in our weekly Member Newsletter and across AVA's social media channels.



Visit our webpage



# When is this happening?

WE ARE HERE!

SEPT – DEC 2024

## Phase 0

### Discovery

*Listening to what you want and need from the AVA*

- ✓ Stakeholder **survey**
- ✓ 17 **Focus groups**
- ✓ All-inclusive membership **proposal**
- ✓ In-principle **AVA Board approval**  
*One flat fee, access to SIGs*

FEB - **SEPT 2025**

## Phase 1

### Co-designing the future

- ✓ Defining value – **member focus groups**
- Financial modelling
- Recommendation **report**
- New membership offering **design complete**

APR- **SEPT 2025**

## Phase 2

### Constitution Strengthened

- ✓ Stage 3 **proposal**
- Member feedback
- Final **Constitution draft published**
- Members **vote** on the proposal

SEPT 2025- MAR 2026

## Phase 3

### Setting the foundations

- Detailed refresh **roadmap**
- Scope/build system and process refresh
- Test refreshed architecture and tools
- Pilot new technologies

APR- JULY 2026

## Phase 4

### Launch and rollout

- Member **updates**
- Training and support
- New tools/systems **launched**
- All-inclusive fee **LAUNCHED**

More FAQs



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# Delivered in 3 sub-projects over 4 phases



1

## All-Inclusive Membership Model

*One flat annual fee, with free access to the SIGs to make things accessible and simple*



All-inclusive fee  
**launched**

2

## Constitution reform

*Update AVA constitution to support the profession into the future*



Modernised  
Constitution

3

## Technology systems and processes

*Improving the digital experience for members*



New tools and  
systems launched

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# About the all-inclusive membership model

 More FAQs



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# All-inclusive membership model

## Q: What is the all-inclusive membership model?

The proposed all-inclusive membership model means AVA Members would pay one flat annual fee that provides access to all SIGs.

It makes it easier to join, explore new areas of interest and get more out of your membership through collaboration with more Members.

## Q: What would the all-inclusive fee cover?

You'll get full access to all SIGs without paying separately for each one.

This opens up more ways to get involved and makes the whole experience easier to manage. Some optional extras may still sit outside the flat fee like the EVA Drug & PPE Forms App, ACV's PREGCHECK™, or AVBM's journal.

## Q: When is this being implemented?

We're rolling it out in stages, with member input guiding every step. Consultation is happening now, and the new model is set to launch by **July 2026**.

This includes working closely with SIGs, updating systems, and making sure everyone's supported along the way.



Indicative timeline



# All-inclusive membership model

## Q: What is a value proposition and why does it matter?

A value proposition simply explains what you get from your AVA membership and why it matters.

It helps each SIG, Division, Group and Branch clearly show the unique value they offer.  
These statements are being shaped during the engagement focus groups and will guide how we personalise the membership experience under the new model.

## Q: How is the AVA developing the value propositions?

We're co-designing them with members, SIGs, Divisions, Groups and Branches, supported by independent association expert **Belinda Moore**.

Belinda started with draft value propositions based on 2024 survey feedback from members and non-members. These are now being refined in focus groups to make sure they reflect what matters to each part of the profession.



[Meet Belinda Moore](#)

## Q: What is the impact of these changes on the financial sustainability of the AVA?

Financial sustainability has been a focus from day one.  
The Board looked at different membership models and how they might affect engagement, retention and growth.  
We're continuing to refine the numbers alongside member feedback. As part of this transition, **fees are frozen for 2025**. Final pricing will be set once financial modelling is complete and feedback is fully considered.



# All-inclusive membership model

## Q: Is AVA undertaking the change specifically to increase Member numbers?

No. This change is about listening to members and acting on what you've told us matters.

In 2024, consultation revealed that only **32% of the profession** were AVA members, and many current members weren't involved in any SIGs.

The most common feedback? **Make it easier to join, remove extra SIG fees and increase the value of membership.** That's what this model is aiming to do.

Yes, we hope more people will join and stay but not through sales tactics or gimmicks. Growth will come if we deliver a membership that genuinely helps members connect, learn and make a difference in the profession.

If we get it right, here's what we expect to see:

- ✓ More members getting involved in SIGs and AVA activities
- ✓ Deeper engagement across all parts of the association
- ✓ Higher renewal rates and stronger participation in training and events
- ✓ Stronger finances to reinvest in member support
- ✓ A louder, united voice for advocacy and policy

# All-inclusive membership model

## Q: How will the AVA support SIGs/Divisions if fees are reduced?

We'll continue funding SIGs, Groups, Divisions and Branches and their important community initiatives.

While SIG fees have helped in the past, they've never fully covered the real costs of running these groups.

Instead, AVA draws income from things like education and events, sponsorships, advertising, member services and investments.

This helps fund not just SIGs and Divisions, but also advocacy, policy and other work that supports the profession.

We're committed to making sure this support continues even as the membership model changes.

## Q: Why not reduce the AVA base fee instead of making SIGs free?

Because members told us SIG fees were the bigger barrier. In the 2024 Stakeholder Survey, vets said the extra costs were stopping them from joining SIGs and over 40% of members weren't involved in one.

By removing those fees, we're making it easier for all members to connect with the groups and resources that matter most.

That said, we're also looking at ways to reduce the base fee over time. Our goal is a membership that's both inclusive and affordable no matter where you are in your career.



# All-inclusive membership model

## Q: Why not offer tiered membership options instead of one flat fee?

Tiered models sound appealing but can be hard to navigate and often end up excluding the very groups we want to support like students and early-career vets.

The all-inclusive model simplifies things. It allows Members to explore, connect and grow without worrying about extra costs. It also helps reduce administrative burden and supports a more unified, collaborative AVA community.

## Q: Could SIGs be influenced by Members with conflicting views? How will SIGs values and culture be protected?

This is a legitimate concern, particularly for SIGs operating in politically or ethically sensitive areas. While removing fees does increase accessibility, it doesn't mean opening the door to individuals who don't align with the SIG's purpose or values.

SIGs can still set clear expectations for how members engage codes of conduct, and criteria for leadership roles. These should be documented and shared with members up front.

Removing fees doesn't make a SIG more vulnerable. External advice has confirmed that price has never been a strong barrier. A well-designed onboarding process is a more effective safeguard to protect a SIG's values, purpose and culture.

# All-inclusive membership model

## Q: How would PREGCHECK and BULLCHECK operate?

PREGCHECK and BULLCHECK are vital accreditation programs and will continue to be delivered with the same high standards and separate fees. As more members gain SIG access, including cattle vets and mixed practitioners, we expect greater participation in these programs.

To manage this well, AVA is looking at ways to improve administration, support volunteers, and maintain clear eligibility pathways.

Accreditation fees will stay in place to protect program quality and ensure there's proper resourcing.

## Q: Will Members vote on this model?

Yes, members will vote on the constitutional parts of the model, like the proposed changes to membership categories.

Other elements, like how the all-inclusive fee works or how SIG access is managed, don't require constitutional change and won't go to a formal vote. That said, your feedback is still crucial. These features are being shaped through focus groups, working sessions, and member input, and we want to hear from you.

 Email us

## Q: Are the changes to the membership model linked to the constitution reform?

Yes, they go hand-in-hand.

The refreshed Constitution makes sure our rules reflect how members actually interact with the AVA with more clarity, fairness and flexibility.

The membership model itself isn't written into the Constitution, but both changes are about responding to member feedback and modernising how the AVA operates. That's why they're being delivered together under the Transition Project.

# About the Stage 3 Constitution reforms

 More FAQs



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# About the Constitution reforms

## Q: What are the Stage 3 reforms all about?

Stage 3 is the final step in a multi-year plan to strengthen the AVA Constitution the document that underpins how decisions are made and how members are represented.

Stages 1 and 2 focused on legal clean-up. Stage 3 is about modernising how we govern to better reflect today's profession and support a stronger, more inclusive AVA.

A draft is available for members to review. We'd love your feedback. Email us any time



Email us

## Q: What governance improvements are planned?

The proposed changes aim to modernise how the AVA is governed making it fairer, clearer and more future-focused.

These proposed changes include:

- ✓ A fully Member-elected Board, with representation from key sectors like Small Animal, Equine, and Cattle.
- ✓ A clearer focus on Board skills and experience, supported by a new skills matrix and an independent Nominations Committee.
- ✓ Simplified membership categories with no loss of Member rights or voting entitlements.
- ✓ A shorter, clearer Constitution focused on governance, with operational details moved into policy for more flexibility.
- ✓ Updated roles for SIGs, Groups, Divisions and Branches to strengthen their influence while modernising how they operate.
- ✓ Ongoing commitment to ethical standards, diversity and succession planning.



Read more



# Constitution reforms

## Q: Are Member rights changing?

No. Your rights, including voting and participation **are not** changing. What's changing is how member categories are defined, to make things simpler and more inclusive.

This helps all veterinary professionals across every sector and career stage understand where they fit and how to get involved.

It's about improving access and making it easier for more people to be part of the AVA community.

## Q: Will I lose any rights with these changes?

No. Moving detailed procedures into policy is a standard part of good governance and it doesn't reduce your rights.

Policies stay transparent and can be updated more easily when needed, with appropriate consultation.

These changes are also designed to strengthen voting processes and improve member representation.

## Q: Will these changes effect my membership fees?

No. Governance changes won't impact fees on their own. The AVA Board has approved a new **all-inclusive membership model** in principle.

This means **you'll no longer pay extra to join SIGs**. One single membership fee will cover access to all SIGs, helping reduce financial barriers and promote more collaboration across the profession.



# What are the proposed changes?

## Most of the Constitution is not changing



Clause Range	What it Covers	Status
<b>Clauses 1–9</b>	Purpose, structure, guarantee, not-for-profit status	No change
<b>Clauses 12–16</b>	Membership application, approval, fees, transfers	Some minor wording update in the case of Clause 10 changing
<b>Clauses 18–20</b>	Dispute resolution and disciplinary process and Divisions	Some minor wording updates may be required in Clause 20. To be advised.
<b>Clauses 26–42</b>	General meetings, resolutions and voting	No change
<b>Clauses 43, 45–62</b>	Directors, Board meetings, duties, powers	No change
<b>Clauses 63–71</b>	CEO, Secretary, financial year, records, notices	No change
<b>Clauses 72–78</b>	Indemnity, winding up, definitions	No change

## Proposed updates for improvement



Clause Range	What it Covers	Status
<b>Clause 10</b>	Member categories	Streamlined from 7 to 3
<b>Clause 11</b>	Membership of groups	Simplified via Policy
<b>Clause 17</b>	Ending membership	Minor update (linked to Clause 10 changes)
<b>Clauses 21–23</b>	Branches, SIGs and Other Groups	Simplified : structure retained, detail to Policy
<b>Clauses 24–25</b>	Policy Advisory Council, Representation	Simplified : structure retained procedural elements to PAC Charter
<b>Clause 44</b>	Board elections and appointments	Updated : Clearer, skills-aligned nomination process

# Constitution reforms: Member categories

## Q: What's changing about membership categories and why?

We're updating and simplifying the membership categories to better reflect how people actually contribute to the profession today.

The current list includes a mix of historical and role-based categories (like Full, Life, Associate, and Honorary) that can be confusing.

The new model is clearer and easier to navigate making it simpler for individuals and organisations to join, get involved and understand their benefits.

These changes are based on your feedback and won't affect your rights as a member.

 Read more

## Q: How are they different?

The new categories focus less on status and more on what members do or where they work. It's a shift to a role-based structure that better reflects how people engage with the AVA today.

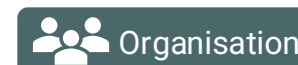
This makes it easier for members to understand their place in the AVA and for the AVA to better support them.

## Q: Where can I learn more?

Learn more about Individual membership category changes



Learn more about organisational category changes



# Constitution reforms: Member categories

## FROM



## TO



## WHY SIMPLIFY?

### Categories of membership

#### Clause 10 (p.4)

There are 7 categories of membership

- (a) Full Membership
- (b) Life Membership
- (c) Student Members
- (d) Overseas Members
- (e) Associate Members
- (f) Honorary Members
- (g) Fellows

Simplify membership categories

- (a) Veterinarian
- (b) Student Members
- (c) Allied Veterinary Professional

Simpler, more intuitive categories mean members can more easily identify where they fit.

✓ **75% supported the idea of fewer, clearer membership categories,** making it easier to join and engage with the AVA.

✓ **62% of members say our categories don't reflect today's workforce.** Especially for those in part-time, locum or non-traditional roles.

# Constitution reforms: Member categories

## How this might look in practice

### (a) Veterinarian

- Early Career (Yr1-3)
- Early Career (Yr4-5)
- Full-Time
- Part-Time
- Career Break
- Overseas Member
- Retired
- Life Member
- Fellow

#### Proposed Constitution update

**Name change** from Full Member to Veterinarian. This category would incorporate existing categories of Fellow and Overseas Member.

### (b) Allied Veterinary Professionals

Veterinary staff including:

- Vets not eligible for registration in Australia
- Nurses
- Technologists
- Support staff working in the veterinary field
- Honorary members

#### Proposed Constitution update

**Name change** from Associate Member to Allied Veterinary Professional. This category would incorporate existing Honorary Members.

### (c) Student

Student

#### Proposed Constitution update

**No Change**

# Constitution reforms: Member categories

## Proposed organisational membership categories

### Veterinary practice

**Veterinary practices** who employ multiple veterinarians/allied veterinarian professionals.



### Government

**Government department or entity** who employ multiple veterinarians/allied veterinarian professionals.



### Academic

**Academic institutions** who employ multiple veterinarians/allied veterinarian professionals.





# Constitution reforms: Member categories

## Q: What happens to retired, part-time or unemployed vets?

They are included in the "Veterinarian" category, with options and pricing reflecting part-time, retired and career-break professionals.

## Q: Does allowing non-vets to be Members pose a risk?

Non-veterinarian Members have long been part of the AVA community. The proposed changes to the Constitution do not involve any changes to the voting rights of full Members. That is, only veterinarians who are registrable in Australia can vote. The existing parameters around voting rights remain in place.

## Q: How will practice membership work?

Veterinary Practice membership is designed to support entire veterinary practices and is distinct from individual membership. It offers a flexible structure tailored to the size of the practice, allowing multiple staff to be included under one membership package.

## Q: Who are "Industry Supplier" Members?

Industry Supply Members may be Veterinarians or Allied Veterinary Professionals working in veterinary supply/support organisations (pharmaceutical businesses, nutrition, equipment, wholesaler, etc.).

# Constitution reforms: Board structure

## Q: What are the proposed changes to the Board structure?

The proposal maintains nine Director positions on the AVA Board.  
However, the proposed composition of the Board guarantees at least one Director each from Cattle, Equine and Small Animal sectors (three in total); four AVA Members with voting rights (currently known as Full Members; proposed name change to Veterinarian); and two independent Directors. All Directors will be elected by Members eligible to vote.

## Q: Who will be represented on the AVA Board?

The current proposal includes nine Director positions comprising at least one each from Cattle, Equine, and Small Animal sectors; four AVA Members with voting rights (currently known as Full Members); and two independent Directors.

## Q: How will the criteria for Board representation change?

The proposed changes include more formalised selection criteria to nominate for an AVA Board Director.  
These include clear Director position descriptions, a Board-approved skills matrix and the oversight of an independent Nominations Committee.  
A position description for the Director role currently exists and sector-specific position descriptions are being developed in collaboration with the relevant SIGs, Board and subject matter experts.

## Q: What is the envisioned role of the Board?

No changes to the role of the board. The Board would remain responsible for strategic direction, governance leadership, financial stewardship and oversight of organisational risk, while operational matters would continue to be managed by the CEO and executive team of the AVA.

# Proposed board composition

## FROM

### Number of directors

**Clause 43.1** The association has 9 Directors, made up of the President and 8 directors appointed in accordance with this constitution.

*3 of these are SIG nominees who are directly appointed by the largest SIG (by number as per clause 44.4).*

*6 of these are general members elected by the membership at the AGM*

## TO

Maintain 9 Directors with the proposed composition:

- 4 AVA Directors- from the general membership **elected by members**
- 3 Sector Directors (one each for cattle, equine, small animal) - **elected by members.**
- 2 Independent Directors to bring specialist skills in areas like governance, finance and advocacy- **elected by members.**

## BECAUSE

- ✓ 9 directors is a governance best practice, balancing diversity, efficiency and strategic oversight
- ✓ 2 independent directors strengthen objectivity and broadens external expertise
- ✓ Balances sector and member representation with independent insight and risk oversight
- ✓ Strengthens sector input and preserves objectivity and fairness to fulfil director responsibilities

# Proposed: SIG Nominee to Sector Director

## FROM

### Clause 44.4 Nominees appointed by Largest SIGs (p.22)

#### Directors appointed by Special Interest Group

(a) Each of the three largest special interest groups by number..

(c) ... These Directors may hold office for a term of three years, with a maximum of two consecutive terms.

## TO

✱ 3 Sector Directors: One each from Cattle, Equine and Small Animal sectors **to embed representation**

✱ These sectors reflect the largest and most established segments of the profession, irrespective of SIG size

✱ A new independent Nominations Committee will assess all nominees for skills and eligibility

## BECAUSE

### Sector representation guaranteed!

- ✓ SIG size may fluctuate; sector needs do not
- ✓ Directors must act for all of AVA, not just a subgroup (Corporations Act, ACNC)
- ✓ SIG-appointed directors risk perceived conflicts of interest
- ✓ Lack of skills-based vetting weakens board capability
- ✓ Only allowing some members to vote for certain directors undermines fairness and can weaken member trust

# Constitution reforms: Board structure

## Q: How will sector-specific Board positions (e.g. Equine, Cattle, Small Animal) be filled under the new model?

The proposed model introduces a more transparent and structured process for filling sector-specific Board positions. The intention is that representation of each sector will now be guaranteed and no longer be tied solely to the size of the SIG.

It is proposed that all elected positions will be supported by clear governance mechanisms. One recommendation being explored is for SIGs to nominate a shortlist of suitably experienced Members, such as those who have held office-bearing roles within the SIG or demonstrated significant sector leadership to the independent Nominations Committee for review.

The final process will be developed through consultation with formalised position descriptions (PDs) and a Board-approved skills matrix. These tools will help ensure that sector representation (Cattle, Equine and Small Animal) is guaranteed on the AVA Board, that all nominees meet consistent standards.

## Q: Will Members vote on Board positions?

Yes. Under the proposed Constitutional changes, all Members with voting rights would vote for all Director positions.

These reforms are intended to strengthen Member democracy and inclusivity.



# Nomination pathway: Proposed standardised process

## Initiation

## Application

## Assessment

## Election

## Outcome



**General member  
Director**  
(x4)

1 Position Description and Skills matrix published

2 Nomination EOI

3 Application  
(**Open for all members**)

4 Nomination committee review against criteria

5 AVA Board review and endorse

6 All eligible candidates who meet criteria stand for election, with voting open to all members

7 Appointed at AGM



**Independent  
Director**  
(x2)

1 Position Description and Skills matrix published

2 Nomination EOI

3 Application  
(**Open for internal & external applicants**)

4 Nomination committee review against criteria

5 AVA Board review and endorse

6 All eligible candidates who meet criteria stand for election, with voting open to all members

7 Appointed at AGM



**Sector  
Director**  
(x1 Cattle,  
x1 Equine,  
x1 Small animal)

1 Position Description and Skills matrix published

2 Nomination EOI

3 Application  
(**Open to SIG members**)

4 Nomination committee review against criteria

5 AVA Board review and endorse

6 All eligible candidates who meet criteria stand for election, with voting open to all members

7 Appointed at AGM

# Constitution reforms: Board structure

## Q: How would the proposed independent Nominations Committee be formed?

The draft proposal suggests a mix of AVA Members and independent voices, appointed through clear criteria to support balance and fairness. Council of Presidents, SIGs and other Member groups would be encouraged to put forward nominations. We want to hear your views on how this might work best. See the proposed **Terms of Reference** on our website.

 Read more

## Q: How will representation of different veterinary sectors be ensured?

A key focus of the proposal is developing a skills and experience matrix that reflects practice area, geography, gender, cultural background and career stage.

We are seeking input to ensure this approach meets the expectations of the profession.

## Q: Will there still be opportunities to serve on Advisory Bodies?

Yes. One of the goals of this process is to broaden Member participation. Committees, working groups and advisory councils will remain vital to AVA's strategic and policy development. We welcome ideas for how these can be further strengthened.

# Constitution reforms: Board structure

**Q If all members vote, how can we be sure Sector Directors (like cattle, equine or small animal) will be elected?**

Sector Director roles are guaranteed positions.

Applicants must meet the criteria in the position description, focusing on sector experience and broader skills outlined in the skills matrix.

After an application and assessment process, the independent Nominations Committee (iNC) would put forward to Board only those who meet the requirements.

Members will then vote from that shortlist, with candidate information shared in advance.

**Q: Would the proposed Nominations committee block someone from standing for election?**

No. The iNC wouldn't prevent eligible members who meet the position description and skills matrix from standing. As part of the process, they would assess candidates and make a recommendation to the AVA Board.

**Q: Will current AVA Directors be on the Nominations Committee?**

No. Not under the current proposal.

# Constitution reforms: Independent Directors

## Q Will members elect the independents?

Yes, all members will vote on all Director positions. Candidate information would be shared in advance.

## Q: Why two independent directors instead of one?

The goal is to strengthen governance by bringing in diverse external perspectives and skills. Two voices create better balance, more support and a greater impact than one alone. It also reduces the risk of isolation.

If the proposal is adopted, the two roles would likely be introduced in a planned and staggered way as existing director terms end, supporting continuity on the Board.

## Q: Will current AVA Directors be on the Nominations Committee?

No. The remuneration would be aligned with the current Director arrangements. As a mission-driven organisation, we expect to attract experienced, values-aligned professionals who are motivated by purpose, not pay.

# Constitution reforms: Sector Director Positions

## Q: Will the largest 3 SIGs retain an appointed seat?

Under the current system, the 3 largest SIGs by membership number have a nominee to the Board, which means representation can shift over time.

The new proposal aims to provide more certainty by securing dedicated representation for key sectors including Cattle, Equine and Small Animal.

Position descriptions for these Board roles will be developed in direct consultation with the relevant SIGs, to make sure they reflect the knowledge, experience and relationships needed for meaningful sector representation.

## Q: Why is the AVA considering changes to how SIG-appointed Directors are selected?

The goal is to create a fairer and future-ready way of electing Directors. Right now, the Constitution allows for Directors to be nominated by the three largest SIGs but it doesn't say which ones.

As SIG sizes shift over time, this may not reflect the core sectors of the profession. The proposed change would guarantee representation from the Cattle, Equine and Small Animal sectors, no matter the size of their SIGs.

This helps keep the Board balanced and representative as the profession evolves.



Anonymous feedback form



# Constitution reforms: Sector Director Positions

**Q: Will this proposed change negatively impact the 3 SIGs who currently appoint Directors?**

We recognise this change represents a shift in structure and may raise concerns. These SIGs have made a significant contribution to the AVA Board, and we are committed to ensuring that their perspectives remain central. Therefore, rather than tying Board representation to SIG size, the proposed model guarantees seats for Equine, Cattle and Small Animal sectors, ensuring these voices remain at the Board table regardless of group membership numbers. This consultation invites your feedback on whether a representative mix can be better achieved through an open, skills-based election model, with continued opportunities for SIGs to nominate candidates.

**Q: Will SIGs or other Member groups lose representation?**

No. Groups such as SIGs, Divisions, and Branches will continue to play an essential role in shaping AVA policy, advocacy and professional development. The proposals aim to ensure that governance roles are filled in a way that is transparent and open to all Member input.

**Q: Are SIG nominees valued?**

Yes. The SIG nominee provides critical insight into the issues affecting their sectors, and their contribution to AVA governance is recognised and deeply valued.

That's exactly why the proposed model continues to ensure ongoing sector-specific representation (Equine, Cattle and Small Animal) on the Board. What is being proposed is a change to the *process* by which Directors are selected making it more consistent and in line with modern governance practices.



# Member participation and engagement

 More FAQs



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# Member participation: proposed membership model

## Q: How can Members provide input on the all-inclusive membership model?

We want to hear from you. Members can provide by sending us an email at **[transitionproject@ava.com.au](mailto:transitionproject@ava.com.au)**.

If you'd prefer to provide feedback anonymously, you're welcome to use our anonymous feedback form. Your feedback will inform final outcomes.

[Email us](#)[Submit feedback](#)

## Q: Who sees the feedback I send to the Transition Project email inbox?

Your feedback goes to the CEO, Head of Strategic Projects and the Transition Project team. It's also shared with the AVA Board and independent expert Belinda Moore. All feedback is reviewed to help shape and refine the model.

If you'd rather stay anonymous, you can use the [anonymous feedback form](#) instead.

## Q: What happens to the feedback I submit?

Every submission is logged, reviewed, and grouped into themes by the Transition Project team. These insights guide how the model develops. While we may not be able to act on every single comment, your feedback plays a vital role in the consultation.

Once this phase is complete, we'll share a summary of what we heard and how your input is shaping the next steps.

# Member participation: proposed Constitution reform

## Q: How can Members provide input on Stage 3 of the Constitution reform?

Members are invited to share their feedback by emailing **constitutionfeedback@ava.com.au**.

We welcome your views and encourage open discussion to help shape a Constitution that reflects the needs of all our Members. If you'd prefer to provide feedback anonymously, you can also use our anonymous feedback form.

[Email us](#)[Submit feedback](#)

## Q: Who sees the feedback I send to the Constitution feedback email inbox?

Feedback submitted to the Constitution inbox is received by the CEO, Head of Strategic Projects, and relevant Members of the AVA team. Each submission is acknowledged and logged. All feedback is reviewed by the **Constitution Reform Working Group (CRWG)**, shared with the AVA Board and independent governance expert Steven Bowman. The proposal will continue to evolve based on Member feedback, with updated versions shared along the way for input in the lead-up to the final vote.

[Meet Steve Bowman](#)

## Q: Will Members get to see how feedback has shaped the revised Constitution?

Yes. A revised draft Constitution will be shared with Members before the vote, along with a summary of the key themes raised through Town Halls, focus groups and written submissions.

The feedback will be presented in aggregate and will not be attributed to individuals. This ensures confidentiality while still providing visibility into how Member input has informed the next version of the proposal.

# Member participation: proposed Constitution reform

## Q: What are the Townhalls for?

The **Townhalls** provided all Members an opportunity to learn more about the proposed reforms, ask questions and share feedback. AVA Board Members, CRWG Members and external consultants were present to facilitate discussion and respond to Member questions.

Each one focused on a specific theme:

- ✓ Townhall 1: Why Change the Constitution?
- ✓ Townhall 2: Board Structure and Elections
- ✓ Townhall 3: Policy and Member Categories

[WATCH ONLINE](#)

## Q: When will the changes be finalised?

The AVA is consulting with members until September 2025, with a vote on Constitutional changes planned for late September. If more time is needed, the timeline can be adjusted to ensure meaningful engagement. Final documents will be shared before the vote, and Members are strongly encouraged to review the proposals, ask questions and share any concerns or suggestions.

## Q: Who is on the Constitution Reform Working Group (CRWG)?

The CRWG was established by the AVA Board to guide the review of the AVA Constitution and governance model. It includes veterinarians from a mix of clinical and non-clinical backgrounds, states and sectors.

The group includes: President and Chair, Dr. **Gemma Chuck**, and SIG representatives, **Dr Liz Young** (ACV), **Dr Warwick Vale** (EVA/VBG), **Dr Stephen Yeomans** (ASAV), **Dr Jeremy Lee** (VBG), alongside **Dr Wesley Simek** and **Dr Simone Maher**. The group is supported by the AVA project team (CEO **Melissa King**, Head of Strategic Projects **Sarah Bell**, Head of Corporate Services **Michael Ghattas**) and external advisors **Steve Bowman** and **Alice Tay** from Conscious Governance.



# Technology and operational evolution

 More FAQs



Explore more topic areas

Next 

# Technology and system upgrades

## Q: Are Technology and process improvements part of the Transition Project?

Yes. We value the feedback from our Members, and we are acting on what we heard in the 2024 Stakeholder Survey. You told us that the website is frustrating, communication tools are limited, and processes can be slow or unclear. As part of the Transition Project, we are reviewing and updating our technology, business rules and ways of working to address these issues and deliver a better Member experience.

## Q: What is AVA prioritising?

We're focused on prioritising the areas members told us matter most:

- ✓ A better website and portal for events, CPD and resources.
- ✓ Smarter communication tools to reduce email fatigue.
- ✓ Clearer, more flexible business rules.
- ✓ Better onboarding, support and visibility for volunteers.

## Q: How can I get involved in the planned improvements?

Member feedback is central to how we are shaping improvements. From mid-2025, we'll be reviewing key technologies and processes, such as the website, event planning and SIG communication, with input from Members, SIGs, Divisions and Branches. There will be opportunities to get involved through workshops, pilots and testing groups, so you can help shape the solutions that best support your experience. If you would like to be part of the process, please email us.

 Email us



# Technology and system upgrades

## Q: What is changing and when?

As part of the transition to the proposed all-inclusive membership model, we're making important improvements to the way our systems and processes work. The process and technology improvement will roll out in phases, allowing time for collaboration, testing while setting the foundation for long-term improvements.

- ✓ **Mid-late 2025:** Review of technology, systems and business processes based on member and stakeholder feedback.
- ✓ **Late 2025:** Co-design of improved tools and business rules, informed by insights from the membership model consultations and shaped in partnership with Members, SIGs, Divisions, Branches and committees.
- ✓ **Commencing in late 2025:** Gradual rollout of improvements, including early enhancements such as better communication tools.
- ✓ **Throughout 2026 and beyond:** Major updates, including website improvements, will be implemented as part of the broader membership transition, followed by ongoing enhancements based on Member feedback and evolving needs.

## Q: Will these upgrades affect my membership?

Yes, but in a positive way.

We're working to improve the Member experience by making tasks like renewing membership, registering for CPD or accessing member-only content easier and more user-friendly. Changes will be rolled out gradually, with clear communication and support along the way.

# Thank you

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