



Emergency care action plan

Action	Who	Timing
<p>Develop a Statement on Emergency Care After Hours, including:</p> <ul style="list-style-type: none"> • Guidance on adequate emergency care • Guidance on what is an emergency • Clearer expectations on who is required to provide emergency care • Information on whether, how and when emergency care exemptions will be given 	<p>Vet Council with input from the profession, veterinary businesses (including Vet Business Group), NZVA, SIBs, VPIS</p>	<p>Draft for consultation Q2 2025</p>
<p>Hold regional meetings with veterinarians and veterinary businesses to:</p> <ul style="list-style-type: none"> • Develop a shared understanding of what is an emergency and what is acceptable emergency care • Encourage only providing emergency care after hours • Encourage the development of regional shared after hours services • Work on regional service standards • Educate on the Emergency Care Statement, including complaints and enforcement 	<p>Vet Council, NZVA</p>	<p>Ongoing 2025</p>
<p>Develop a coordinated communications/awareness campaign, targeted at the public, covering:</p> <ul style="list-style-type: none"> • Educating on the role of emergency care (emergency-only) • Re-setting expectations around service levels after hours • Educating on the true costs of emergency care • Encouraging pet healthcare planning (including insurance) 	<p>Vet Council, NZVA, VPIS</p>	<p>Plan agreed Q3 2025</p>
<p>Develop coordinated messaging for students and new graduates around emergency care shifts, emphasising their value for skills development and professional identity. Re-frame conversations about these shifts from being a burden to being a valuable and rewarding part of professional development. Support messaging around non-punitive, safe environments for emergency care.</p> <p>Consider whether mandatory/encouraged exposure to emergency care shifts is feasible during placements.</p>	<p>Vet Council, NZVA, SIBs, Massey</p>	<p>Plan agreed Q4 2025</p>
<p>Develop training for experienced veterinarians in:</p> <ul style="list-style-type: none"> • emergency care skills, possibly including opportunities for seeing shifts in dedicated emergency clinics 	<p>NZVA, SIBs, other CPD providers, Vet Council if others not interested</p>	<p>TBC</p>



<ul style="list-style-type: none"> • triaging inquiries regarding possible animal emergencies • difficult conversations with clients, particularly in high pressure situations (e.g. financial discussions where there is an animal emergency) 		
Review the effectiveness of the current mentoring scheme and find ways to improve its effectiveness	Vet Council, NZVA	Plan agreed Q4 2025
Explore the desirability and feasibility of establishing a national advice line to support veterinarians on after hours shifts	Vet Council, NZVA, VPIS	Q3 2025
<p>Continue work on supporting veterinary businesses, including:</p> <ul style="list-style-type: none"> • Improving management of the health and safety aspects of emergency after hours • Consistent approaches to remuneration and reward that recognises those doing emergency after hours shifts <p>Benchmarking of emergency service related metrics (e.g. on-call ratios)</p>	NZVA, VBB, Vet Council support as required	TBC but ongoing