

SAVC Strategic Implementation Plan

2022-2025 Council term

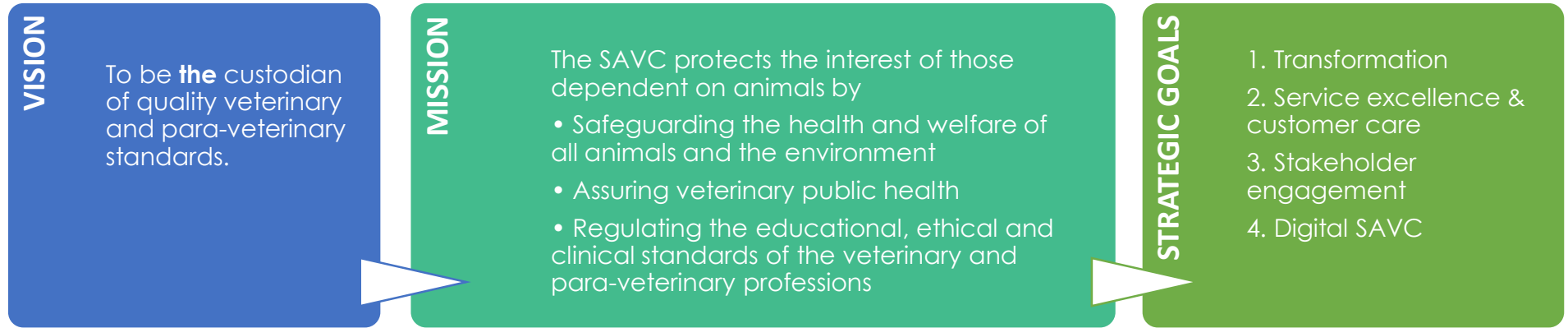
2024 submission



Abbreviations

Ad hoc	When necessary or needed
Etc.	Further, similar items are included
EXCO	Executive Committee
HR	Human Resources
IT	Information Technology
MANCO	Management Committee
PR	Public Relations
R&A	Registration and Authorisation
SAVC	South African Veterinary Council
TOR	Terms of Reference

SAVC Strategic Implementation Plan 2022-2025



GOALS

1. Transformation

Activities (Output)	Measures	Deadline	Responsible Persons	Outcomes	Success Indicator
Disband the current Heritage and Transformation of professions Committee and Working Group on the Composition of Council and set up a new ad hoc Transformation Committee.	Facilitate the process of establishing a new ad hoc Transformation Committee.	September 2023	Council Registrar Director: Legal Services and Registrations Director: Registrations	Establishment of a new ad hoc Transformation Committee. Done.	Have a fully functional ad hoc committee with an approved Terms of Reference (TOR).
Amend the name of the regulatory body.	Propose a new name for the Council.	March 2024	Registrar Director: Legal Affairs Director: Registrations	Inclusivity and strengthening of the veterinary and para-veterinary professions.	Council approval of the new name of the regulatory body.

Activities (Output)	Measures	Deadline	Responsible Persons	Outcomes	Success Indicator
				<p>Done research, submitted estimates for name change. On agenda of Transformation Committee Ongoing.</p>	
<p>Review of the Composition of Council.</p>	<p>Review the inclusion of associations and training institutions on Council.</p> <p>Review of representation of registrees on Council.</p> <p>Review and evaluate the registree maintenance fee structure and propose a plan to Council.</p> <p>Review the processes for election of Councillors into Council and criteria for appointment of Councillors and co-opted members into different</p>	<p>2023-2025</p>	<p>Council Registrar Director: Legal Services and Registrations</p>	<p>Implementation of transformation initiative (subject to formal promulgation of the amendment act).</p> <p>Appointed a Council ad hoc transformation committee.</p> <p>The matter is on the agenda of the Transformation Committee meeting to be held on 1 February 2024.</p> <p>Appointed a Council ad hoc transformation committee.</p> <p>Appointed a Council ad hoc transformation committee.</p>	<p>Submission of the first draft bill to Council under the transformation component to the intended amendment of the act.</p>

Activities (Output)	Measures	Deadline	Responsible Persons	Outcomes	Success Indicator
	committees and working groups.				
Establishment of a Veterinary and para-veterinary industry transformation charter	Research on the establishment of a veterinary and para-veterinary industry transformation charter.	2023-2025	Council and relevant committees Registrar	Have a completed veterinary industry transformation charter to Improve transformation in the veterinary and para-veterinary professions. In the process of being done by the Transformation Committee. LINK to Roadmap LINK ToR	Implementation by industry (subject to approval by Council).
Officially endorse the establishment of a new, second veterinary faculty.	Endorse the process of establishing a second veterinary institution within South Africa and avail standards of training.	2023	Council and relevant committees Registrar	Show support by endorsing the establishment of a new, second veterinary faculty. Done, Registrar confirmed in writing to 3 contenders that the principle of the establishment of a second	Increased student enrolment.

Activities (Output)	Measures	Deadline	Responsible Persons	Outcomes	Success Indicator
				faculty is endorsed.	
Promote the transformation of higher education institutions.	Promote the transformation of the veterinary and para-veterinary professions within South African tertiary institutions.	2023-2025	Council and relevant committees Registrar	Increased enrolment of students from previously disadvantaged groups. On ad-hoc Transformation Committee agenda (Transformation charter). Ongoing.	Promote diversity.

2. Service excellence and customer care

Activities (Output)	Measures	Deadline	Responsible 1	Outcomes	Success Indicator
Review the current service charter.	The current available data must be analysed. Send service charter with proposed changes to the Councillors.	2023	Registrar Management Committee (MANCO)	Improved service delivery. Done, query register in place.	Increased registree satisfaction.
Explore different communication platforms to improve communication with registrees.	Conduct surveys with registrees to establish their preferred means of communication.	December 2023	Systems & Design	Improve communication channels. Done survey, received feedback, done	Improved registree engagement.

Activities (Output)	Measures	Deadline	Responsible 1	Outcomes	Success Indicator
				research. Not financially viable.	
Registration, authorisations, and facilities.	Implement a full online registration process for registrars and students).	In line with digital SAVC plan	Director: Registrations Systems & Design	Improved service delivery and automated registration process. Student forms done, piloting.	Efficient service delivery.
	Develop and present a new inspection model to Council.	March 2024	Director: Registrations Inspections Committee	Increase capacity and inspections. Increase overall facility compliancy. Done, provided training to prospective inspectors.	Efficient service delivery.
	Compile an inspections project plan which consists of planned inspections, selected inspectors, and time frames.	April 2024	Director: Registrations		
	Review of authorisation policies and guidelines.	March 2024	Director: Registrations Registration and Authorisation (R&A) Committee	Streamlined processes. Done LINKS: <u>Approved TOR</u> <u>Vets; AHT; LATs; Vet nurse; Vet tech</u>	Efficient service delivery.
Compliance	Address issues of non-registered registrars that are practicing.	2023-2025	Registrar Director: Legal Affairs	Improve compliance.	Increased compliance levels.

Activities (Output)	Measures	Deadline	Responsible 1	Outcomes	Success Indicator
	Address issues of non-compliant facilities across the professions.			Done, submitted the report to Council.	
	Address issues of lay persons practicing in the veterinary and para-veterinary professions.				
	Review of the disciplinary rules.	March 2024	Registrar Director: Legal Affairs	Keeping up to date with current standards. Done, electronically approved by Council, and submitted to Minister on 20 October 2023.	Streamlined disciplinary processes.
Education	Ensure the veterinary and para-veterinary professionals are trained: <ul style="list-style-type: none"> • Monitor subjects at all levels of education. • Visit educational institutions. • Conduct and evaluate examinations. 	2023 and ongoing	Director: Education	Well trained veterinary and para-veterinary professionals. Done, ongoing process.	Improved veterinary and para-veterinary services to the public.
Wellness	Establish a Wellness Committee.	2023/2024	Human Resources (HR) Officer	Established a Wellness Committee who deals with wellness issues.	Improved mental well-being of registrars and staff members.

Activities (Output)	Measures	Deadline	Responsible 1	Outcomes	Success Indicator
				Done, service provider identified (ICAS). Formal appointment to be made. LINK	
Policy Review	Reviewing of all SAVC policies.	2023	Council HR Officer	Establish a SAVC policy framework linked to SAVC strategic objectives. Done, to be tabled at the next Council meeting in April 2024 for amendment and endorsement.	Ensure that policies are related to current and relevant legislation.
Finance	Initiate and finalise the SAVC budgeting process.	March 2024	Director: Finance	Manage Council funds. In process to submit budget for approval. Submit the fees component of the budget to the Minister of DALRRD once approved.	Prudent financial management.
	Financial Management.	Ongoing	Director: Finance	Monitoring of the budget and submission of financial reports. Done.	Ensuring financially sound processes.

Activities (Output)	Measures	Deadline	Responsible 1	Outcomes	Success Indicator
				LINK LINK	
	Contract Management.	Ongoing	Director: Finance HR Officer	Conduct a service level agreement audit and review all contracts within the SAVC. Done, ongoing. Link	Mitigating risks and irregular expenditure.
	Advise on costing and availability of funds for proposed projects.	Ongoing	Director: Finance	Planning of processes and expenditure. Advise on costing and availability of funds for projects. Ongoing.	Funding of Council approved projects.

3. Stakeholder engagement

Activities (Output)	Measures	Deadline	Responsible	Outcomes	Success Indicator
SAVC Stakeholder map	Review of current SAVC stakeholder map.	End April 2023	Systems and Design MANCO	To have a comprehensive stakeholder list. Review SAVC stakeholder infographic. Update stakeholder list	Improved relationships with stakeholders and public access to stakeholder information.

Activities (Output)	Measures	Deadline	Responsible	Outcomes	Success Indicator
				(ensure no stakeholders are left out and include names, abbreviations, interactions, links, etc.). Done. List on website.	
Proceed with annual Registree survey	Conduct annual registree surveys.	April 2023 and ongoing	Systems & Design	To get Registrees' feedback to improve service. Done. Report on feedback.	Satisfied registrees.
Stakeholder Survey	Conduct annual stakeholder surveys.	End 2023 and ongoing	MANCO	Use feedback to improve processes and communication with stakeholders. Associations & Training institutions Survey. Done, ongoing.	Build relationships and improve service delivery.
Bi-annual Indaba	Review the hosting of an indaba.	2023/2024	MANCO	MANCO to evaluate the benefit and decide to either disband indaba and find alternative to stakeholder engagement to review return on investment or to	Save on expenses and find better ways to reach target audiences.

Activities (Output)	Measures	Deadline	Responsible	Outcomes	Success Indicator
				continue with Indaba and do a cost-analysis. Done, Council took a resolution not to proceed.	
Engagement with state veterinary services	Improve engagement with state veterinary services.	January 2024	Executive Committee (EXCO) Registrar Director: Legal Affairs	Regular engagement with provincial state veterinary services to improve collaboration. 1. CEO and CFO of AGRISETA to discuss potential funding opportunities. 2. Registrar and Director: Legal Affairs attended meeting with the Deputy Director General of DALLRD on 19 September 2023. 3. Registrar and EXCO member attended the KZN Veterinary	Improve relationships and channels of communication.

Activities (Output)	Measures	Deadline	Responsible	Outcomes	Success Indicator
				Services Congress. Ongoing.	
Media training	Provide PR training for Councillors to ensure appropriate and beneficial interaction with the various media representatives.	2023	EXCO Registrar Director: Legal Services	Improve on communication and public relations skills. Done 29 August 2023.	Uphold the image of the SAVC.
Communication strategy	Review and update the current Communication strategy and align communication and Public Relations (PR) strategy with strategic plan.	End April 2023	Systems & Design	Update and align the Communication plan with the current Strategic objectives and ensure that all stakeholders are included in the formulation of the communications strategy. Done.	Improved communication channels.
Webinars	Send invitations to registrees to send their suggestions for webinar topics and PR campaigns.	Quarterly (Ongoing)	Systems & Design	Provide audience specific communication. Done, ongoing.	Value added service to registrees and stakeholders.

4. Digital SAVC

Activities (Output)	Measures	Deadline	Responsible Persons	Outcome	Success Indicator
SAVC to have a complete and integrated digital platform	Draft a process map to show how the current processes work.	2023-2024	MANCO Systems & Design	MANCO to draft a report on all current digital and non-digital processes and how they work together to show all interactions within the SAVC, the registrees and the stakeholders. Done, submitted to service provider. Report from service provider deadline end March 2024.	Clarify processes to identify any possible gaps.
	Appoint an external expert to evaluate current systems.	2024	Systems & Design	External service provider to use the process map to evaluate and find possible missing links and gaps and recommend best solutions. Process to start after receipt of report.	Satisfied Registrees and internal staff and retention of staff.
Enhancement of the SAVC communications	Integrate WhatsApp business and testing.	December 2023	Systems and Design	Implementation of WhatsApp	Ensure effective communication platforms.

Activities (Output)	Measures	Deadline	Responsible Persons	Outcome	Success Indicator
platforms				Business and other communication platforms as and when necessary. Research done, not financially viable.	
Maintenance and Support	Maintenance and support of current systems.	December 2023	Systems & Design	Enhancements and improvements of all IT platforms. Done and ongoing.	Improved and enhanced IT systems.