Australian Government
Department of Health and Aged Care
Therapeutic Goods Administration

Therapeutic Goods Administration

Stakeholder Survey Report 2024

Contents

Introduction

The Therapeutic Goods Administration (TGA) conducts an annual stakeholder survey to improve the way we work with our stakeholders and to help report on our key performance indicators.

The aim of the survey is to obtain actionable data to help drive our improvement agenda. We reached out to many of our stakeholders to compile this report, including the general public (consumers), health professionals, people and organisations with a TGA business services account, and state and territory government representatives.

The 2024 survey found that 64% of Australians had heard of the TGA. While awareness has fallen compared with the stakeholder surveys conducted from 2021-2023, it is above those conducted in 2020 and earlier.

The TGA continues to be trusted to perform its role ethically and with integrity (81% of all stakeholders), and most respondents believe we get the balance right between access to therapeutic goods and safety (63% of all respondents agree, with 24% selecting 'unsure' or 'neither agree nor disagree' and 13% disagreeing).

While most stakeholders have a positive experience communicating with the TGA (66% of all respondents are happy with their experience when communicating with the TGA), there continues to be room for improvement. We respond to most enquiries within 5 days (75%), but about 13% are taking 10 days or more to answer (an improvement of 2% compared with the 2023 stakeholder survey report).

Most stakeholders believe prescription medicines and medical devices are appropriately regulated (72% and 71% respectively), believe the TGA responds effectively to serious, deliberate and repeated non-compliance (71%) and are generally happy with the educational activities, consultations, and regulatory advice.

While the results are positive overall, there have been moderate drops in satisfaction among opt-in stakeholders (see sampling methods) in certain areas, such as perceptions of the TGA's compliance and enforcement activities and the regulation of medicines and medical devices. Conversely, we are pleased that there have been improvements among consumers in many areas, including trust of the TGA and confidence in our regulation of medicines and medical devices.

In the past 12 months, we have progressed work to make it easier for stakeholders to interact with us and find the information they need, when they need it. A new portal is being developed that will allow users to create and manage an account and submit applications directly to the TGA, with a range of functionality that will help streamline assessments and provide greater transparency.

In parallel, updates have been made to the TGA website. Search functionality has been improved and work has progressed on improving guidance material to ensure stakeholders are able to access the latest information and easily see what has changed.

We are also uplifting a number of other areas, including expanding support to sponsors intending to bring new products to market. We are increasing capacity in our evaluation areas to improve assessment timeframes across a range of functions, including medical devices and in-vitro diagnostics. We are also increasing laboratory testing of TGA registered, listed and unapproved products that are at higher risk of non-compliance with regulatory requirements, including medicinal cannabis and nicotine vapes.

Through our workforce enhancement planning, we will recruit, train, and rotate staff in key areas such as evaluation, compliance activities and non-cost-recovered work (such as medicine shortages and international engagement), to improve service delivery and stakeholder engagement.

Throughout the past 12 months we have also:

- undertaken new and additional laboratory testing that has expanded monitoring of quality and compliance of medicines
- streamlined processes for medical device conformity assessments, resulting in the queue for pre-assessment being reduced by 70%
- increased support to sponsors through further pre-submission meetings and provided industry education initiatives
- nationally coordinated activities to identify and manage 28 medical device supply disruptions.

Pleasingly, many of our stakeholders have noticed the improvements we have made already (see Improvements to TGA services). However, many stakeholders have also provided feedback on where they believe we need to focus (see Written feedback to the TGA). For more information on the TGA's improvement agenda, see What happens next.

The survey approach

The TGA is part of the Australian Government Department of Health and Aged Care. The 2024 stakeholder survey was developed in conjunction with the department's Market Research Unit.

Why we conduct the survey

The annual stakeholder survey was developed to seek feedback on aspects of the TGA's role and how key stakeholders perceive this role. This feedback helps us improve the way we work with our stakeholders as well as our systems and services.

The survey also contributes to *TGA's Performance Report 2023-24*. This annual self-assessment report evaluates our work against the 3 principles of regulator best practice and the priorities outlined in our TGA business plan 2023-24. The 3 principles are:

- continuous improvement and building trust
- risk based and data driven
- collaboration and engagement.

Sampling methods

Stakeholders were invited to complete the survey using a combination of methods as follows.

Consumers

Market research provider Qualtrics LLC was engaged to survey at least 1,000 Australians aged 18 years and older (actual number of respondents was 1,050). Quotas were applied to the sample to ensure broad representation of the Australian population across age, gender and location. Respondents completed the questionnaire via an online survey platform. This group is referred to as 'consumers' throughout the report.

Fieldwork for the consumer survey was conducted in July 2024. Tables are provided in Appendix A: Consumer results.

Opt-in stakeholders

Individual email invitations were sent to users of TGA Business Services. This is an online system used to conduct transactions with the TGA, including lodging applications for products that require assessment before they can be entered onto the Australian Register of Therapeutic Goods (ARTG). As a result, opt-in respondents are more likely than other stakeholders to be aware of the TGA and the services we provide.

Of the 1,589 stakeholders who completed the survey, about 2 in 3 (960 respondents) had roles directly associated with the medical products industry, including manufacturers, sponsors and regulatory affairs consultants. Sometimes the report will refer to this group separately from other opt-in stakeholders as 'medical product industry representatives'. The remaining respondents in the opt-in stakeholder group had a mix of roles, including retailers, consumer representatives, academics and university researchers.

In addition, we invited state, territory and federal government representatives we work closely with to complete the survey via email. We received 84 responses from this activity. Throughout the report, these results are included as part of the opt-in stakeholder group reported at Appendix B: Opt-in stakeholder results, because the number of respondents is quite low. However, some figures are reported separately at Appendix D: Government representatives' results.

Opt-in respondents were sent 3 emails during July 2024, inviting them to complete the online survey. Tables are provided at Appendix B: Opt-in stakeholder results.

Health professionals

Market research provider Qualtrics LLC provided the TGA with a sample of 205 health professionals. These respondents completed the questionnaire via an online survey platform.

The breakdown of health professional respondents was as follows:

Health professional category	N
Specialist general practitioner	30
Non-GP specialist medical practitioner	10
Non-specialist medical practitioner	20
Pharmacist	36
Dental practitioner	35
Nursing professional	37
Allied health professional	37
Total	**205**

The ‘Non-GP specialist medical practitioner’ category includes 3 dermatologists, 3 general physicians, 2 psychiatrists, a pathologist and a respiratory physician.

The ‘allied health professional’ category includes 14 occupational therapists, 9 physiotherapists, 4 speech pathologists, 2 dieticians, 2 podiatrists, 2 psychologists, 1 audiologist, 1 chiropractor, 1 optometrist and 1 osteopath.

While the TGA regularly seeks the views of health professionals as part of the annual stakeholder survey process, direct year-to-year comparisons cannot be made as the mix of health professionals surveyed changes each year.

Fieldwork for the health professional survey was conducted in July 2024. Tables are provided in Appendix C: Health professional results.

Interpreting percentages and tables

Throughout the Overview of results section of the report, results are presented as whole numbers for ease of reading, with rounding performed at the last stage of calculation. Values from .0 to .4 are rounded down and values from .5 to .9 are rounded up. Therefore, in some instances results may not total 100%. Numbers presented in the appendices’ tables are rounded to one decimal point to provide full details.

Questions in the consumer and health professional surveys were compulsory as respondents received a payment for completing the survey. Questions in the opt-in survey were optional as respondents did not receive a payment. This means some opt-in respondents did not answer every question or only completed part of the survey. Except where stated otherwise, each percentage included in this report is the percentage of respondents who answered the relevant question and not the percentage of the total respondents who completed at least part of the survey.

Results tables for stakeholder groups are presented at the end of the report. Tables have not been provided for questions with a low number of responses. Abbreviations used in the results tables are defined in Appendix E: Abbreviations.

Although many questions in the survey were intended for respondents who were aware of the TGA, some questions did not require awareness of the TGA or its functions. Many respondents have provided responses of ‘unsure’ or ‘neither agree nor disagree’. As a result, many questions with low levels of satisfaction may not necessarily indicate an overall negative view when considering responses of ‘unsure’ or ‘neither agree nor disagree’.

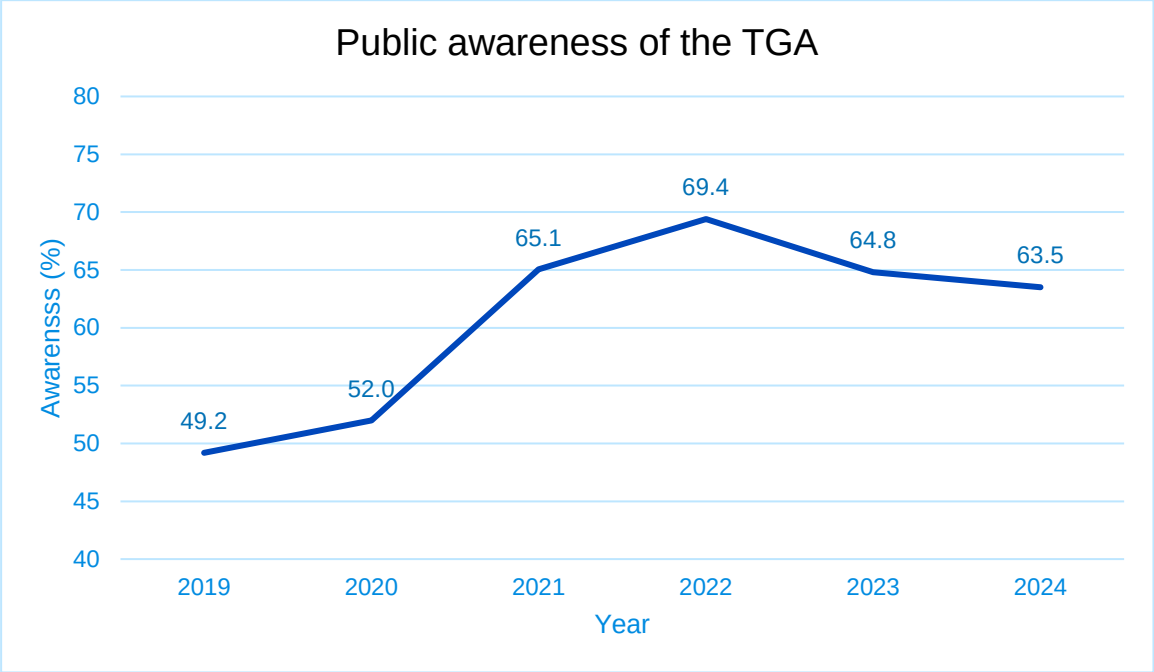
Questions relating to the TGA stakeholder survey can be emailed to tga.education@tga.gov.au.

Overview of results

This section summarises the main results for consumers, opt-in stakeholders and health professionals. Further information can be found in the tables in the appendices to this report.

Awareness of the TGA

Consumers were asked whether they had heard of the TGA before participating in the survey. Almost 2 in 3 (64%) indicated they had. This is slightly lower than in 2023 (65%) and 2022 (69%) but significantly higher than in the surveys conducted in 2020 (52%) and earlier. Consumers aged 18 to 44 years were less likely to have heard of the TGA than those aged 45 years and older.



Health professionals were more aware of the TGA than consumers, with 83% indicating they had heard of the TGA before participating in the survey.

Getting the balance right

The TGA aims to strike the right balance between safety and access to therapeutic goods. We asked respondents who were aware of the TGA to indicate whether they agree or disagree with the statement, ‘The TGA gets the balance right between safety for consumers and access to products’.

Among consumers, 62% agreed that the TGA gets the balance right, with 11% disagreeing. The remaining respondents selected ‘neither agree nor disagree’ (17%) or ‘not sure’ (11%). Pleasingly, agreement with this statement has risen by 7% and disagreement has fallen by 4% compared with the 2023 survey.

The majority of health professionals believe the TGA gets the balance right, with 72% agreeing and 9% disagreeing. Among opt-in stakeholders, 63% agreed with the statement and 14% disagreed. This was slightly higher among medical products industry representatives (64%). Agreement among opt-in stakeholders overall has fallen slightly compared with the 2023 survey (66%).

While the results are positive overall, and a level of disagreement is expected given the broad range of therapeutic goods the TGA regulates, we will continue to work to ensure stakeholders are supported and understand our risk-based approach to regulation.

Trust

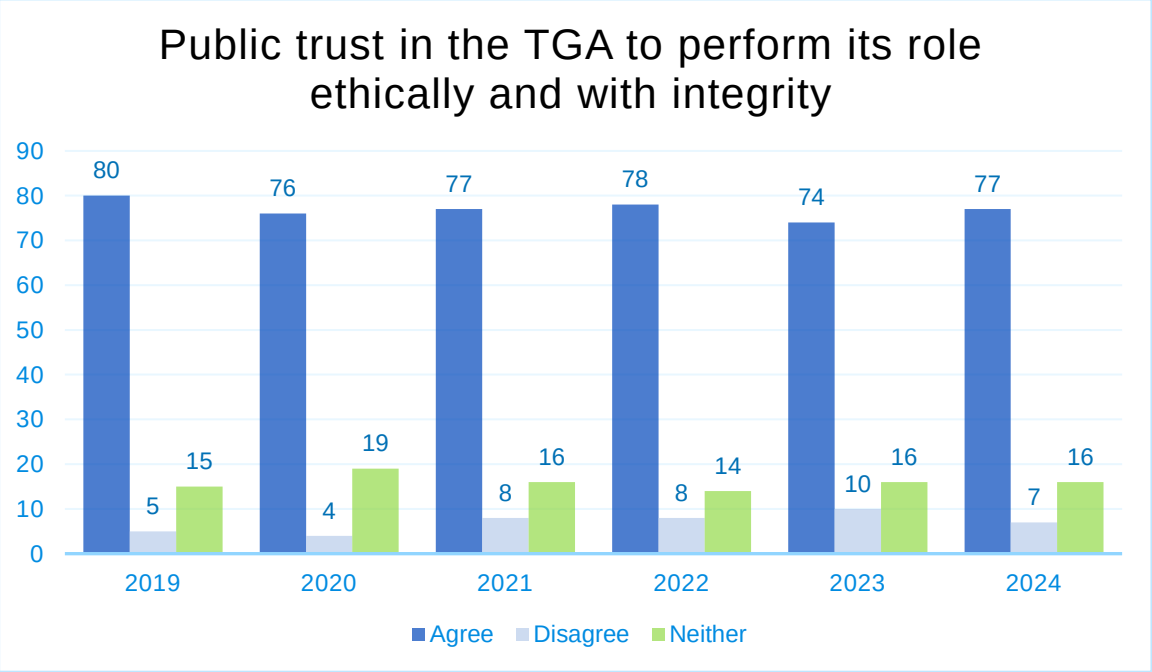
Respondents who were aware of the TGA were asked to indicate their level of agreement with the statement, ‘I trust the TGA to perform its role ethically and with integrity’.

Among consumers, 77% agreed that the TGA acts ethically and with integrity—up from 74% in the 2023 survey, while 7% disagreed—down 3%.

For opt-in stakeholders, 83% agreed and 6% disagreed. These positive results are consistent with the 2023 survey. Among medical product industry representatives, 85% of respondents trust the TGA to perform its role ethically and with integrity.

Health professionals also strongly agreed with the statement, with 84% agreeing and 8% disagreeing.

These results demonstrate a continued high level of trust in the TGA among key stakeholder groups, and effort will continue to maintain these results.



Understanding the TGA’s regulatory scope

All stakeholder groups were asked what they think the TGA regulates. Respondents were provided with a list of 9 correct options, such as ‘medicines prescribed by a doctor’, ‘vapes and vaping devices’ and ‘advertising of medicines and medical devices’, and 5 incorrect options, such as ‘foods’, ‘health professionals’ and ‘medical procedures’. Respondents were required to select the options they believed the TGA regulates.

Most consumers can correctly identify the individual regulatory areas the TGA does not regulate but have more difficulty identifying what we do regulate. For example, a small majority of consumers correctly identified that we regulate prescription medicines and medicines available in pharmacies and supermarkets. However, less than half of respondents correctly identified that we regulate medical devices (46%), clinical trials (42%), medicinal cannabis (47%), advertising of medicines and medical devices (42%) and medicines compounding (44%). Only about 1 in 4 consumers correctly identified that the TGA regulates vapes and vaping devices (26%). About 1 in 3 people (32%) incorrectly believed we regulate medical procedures, with smaller numbers incorrectly believing we regulate health professionals (29%), vet medicines (19%), cosmetics (19%) and food (17%).

Health professionals were overall only slightly more likely to correctly identify what the TGA does and does not regulate and performed worse on some individual regulatory areas. For example, health professionals were only marginally more likely to correctly identify that the TGA regulates medicines in

supermarkets and pharmacies (55%), medicine compounding (50%) and medical devices (47%), but less likely to identify that we regulate prescription medicines (52%) and clinical trials (34%). Interestingly, health professionals were slightly more likely to incorrectly believe we regulate health professionals (31%) and medical procedures (35%).

As expected, opt-in stakeholders were more knowledgeable about what the TGA regulates given many of the respondents have conducted business with us. This is particularly true for 'vapes and vaping devices' where 61% of opt-in stakeholders correctly said the TGA regulates them compared with just 29% of health professionals and 26% of consumers. However, 28% of opt-in stakeholders incorrectly believed we regulate veterinary medicines which is higher than consumers (19%) and health professionals (18%).

Although it would be unreasonable to expect our stakeholders to have detailed knowledge of the TGA's regulatory remit, these results demonstrate that there are opportunities to further improve understanding. For readers who wish to learn more about the scope of TGA regulation, our website includes information on What the TGA regulates and What is not regulated by the TGA.

Awareness of advertising regulations

The TGA regulates therapeutic goods advertising in Australia, including advertising of unapproved therapeutic vaping goods.

Opt-in stakeholders and health professionals were asked if they advertise therapeutic goods. Those that did were then asked about their awareness of advertising rules for therapeutic goods and the potential consequences for breaking them.

Among opt-in stakeholders, 40% stated that they advertise or arrange the advertising of therapeutic goods. Of this group, 98% said they were aware of the specific rules for advertising therapeutic goods in Australia and 98% were aware of the potentially serious consequences for breaking these rules, such as fines and court action.

Almost half (47%) of health professionals said they advertise or arrange the advertising of therapeutic goods, with pharmacists and specialist general practitioners the most likely to do so. Of these respondents, 95% were aware of the specific rules for advertising therapeutic goods in Australia, and 92% were aware of the potentially serious consequences for breaking them.

Overall, these results demonstrate a continued very high awareness of the rules around advertising therapeutic goods in Australia.

Readers can learn more about advertising therapeutic goods on our website.

Enforcing the regulations

Three statements were included in the survey to measure stakeholder perceptions of the TGA's compliance and enforcement activities.

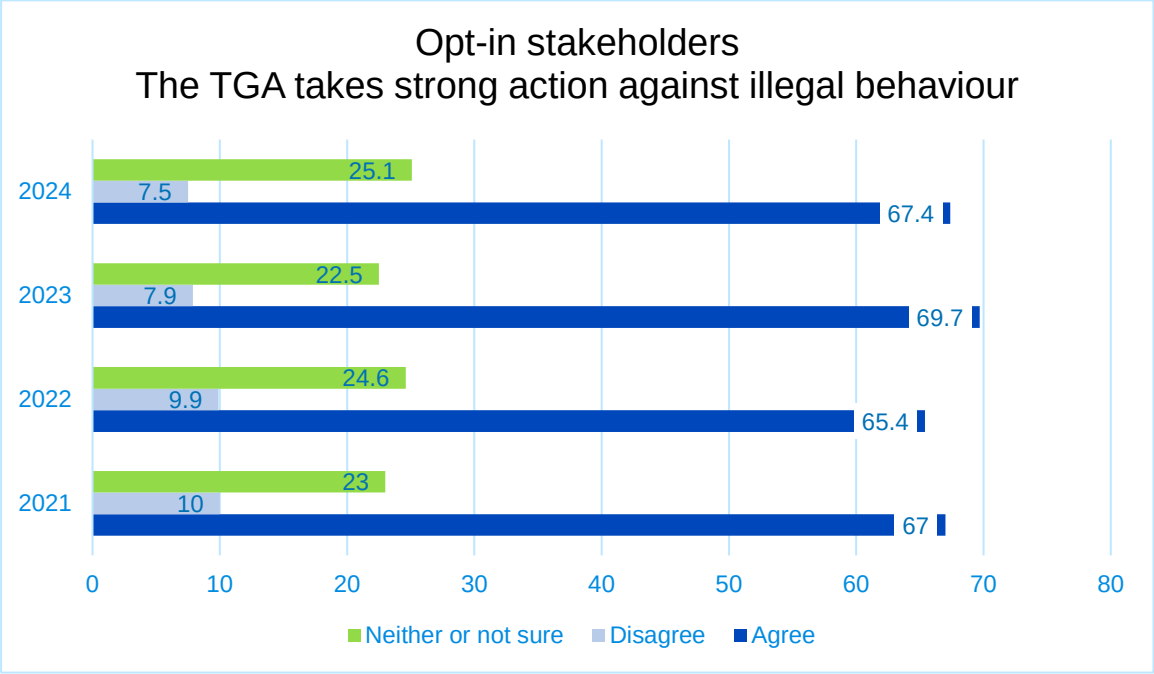
The first relates specifically to the TGA's enforcement of advertising regulations: 'The TGA takes strong action against illegal advertising for health products'. Agreement with this statement was 63% for consumers (7% disagreed), 62% for opt-in stakeholders (10% disagreed) and 71% for health professionals (8% disagreed). Medical products industry representatives were more likely to disagree with the statement, with 64% agreeing and 10% disagreeing. Agreement among opt-in stakeholders is down 4% overall compared with the 2023 report, while disagreement is also up 1%.

A second statement aims to measure perceptions of the full range of the TGA's enforcement actions: 'The TGA takes strong action against illegal behaviour'. The results were similar among consumers with 63% agreeing and 6% disagreeing. Pleasingly, disagreement among consumers has halved since last year's report.

Among opt-in stakeholders, 67% agreed (8% disagreed). Agreement was 71% among medical product industry representatives (7% disagreed). For health professionals, 68% agreed with the

statement and 9% disagreed. Agreement to this statement by opt-in stakeholders has fallen slightly compared with the 2023 survey (down 3%), while disagreement has remained steady.

A third statement aims to gauge whether respondents believe the TGA takes action against serious non-compliance and repeat offenders: 'I am confident the TGA addresses serious, deliberate and repeated non-compliance'. Stakeholders tended to be more positive towards this statement, with 69% of consumers agreeing (8% disagreed), 73% of opt-in stakeholders agreeing (9% disagreed) and 71% of health professionals agreeing (11% disagreed). For medical products industry representatives, agreement was 76% and disagreement was 7%. Agreement has fallen 2% overall among opt-in stakeholders and has risen by 2% among consumers.



Stakeholders were also asked to indicate their agreement or disagreement to a further statement relating to the TGA's regulation of medicines, medical devices and complementary medicines: 'If a safety issue is identified, I am confident that the TGA takes appropriate action'.

For medicines, 72% of consumers agreed that the TGA would take appropriate action if an issue was identified (6% disagreed), 78% of opt-in stakeholders agreed (5% disagreed), and 79% of health professionals agreed (6% disagreed). Agreement was 77% among medical products industry representatives (5% disagreed). Overall, agreement among opt-in stakeholders has fallen 3% compared with the 2023 survey.

For medical devices, 74% of consumers agreed (3% disagreed), 74% of opt-in stakeholders agreed (6% disagreed), and 82% of health professionals agreed (4% disagreed). Among medical products industry representatives, 77% agreed and 5% disagreed. Consumer agreement is up by 2% compared with the 2023 survey, while opt-in stakeholder agreement is down by 5%.

Consumers and opt-in respondents were less positive regarding action being taken to address safety issues with complementary medicines. For consumers, 66% agreed that the TGA would take appropriate action if a safety issue was identified with a complementary medicine (6% disagreed). For opt-in stakeholders, 60% agreed (9% disagreed), with 59% of medical products industry respondents agreeing (8% disagreed). However, health professionals were more positive, with 80% agreeing and only 3% disagreeing. This result was 1% higher for consumers and 6% lower for opt-in stakeholders.

Many respondents across all categories answered 'unsure' or 'neither agree nor disagree'. When taken together, these results suggest that our stakeholders generally believe the TGA takes strong action in response to non-compliance with the therapeutic goods legislation. However, the opt-in stakeholder results have moderately fallen. We will continue to highlight the work we are doing to

ensure compliance with therapeutic goods legislation and the enforcement action we are taking. Our website includes more information about compliance actions and outcomes as well as our Import, Advertising and Supply Compliance Priorities 2023-24.

Perceptions of medicines and medical devices

Stakeholders were asked to rate their agreement with a set of statements on the regulation of:

- prescription and non-prescription medicines (excluding complementary medicines)
- complementary medicines, with examples such as 'vitamins, minerals, herbal or aromatherapy products'
- medical devices, with examples such as 'medical gloves, bandages, neck braces, condoms, pregnancy tests, implants and X-ray equipment'.

Consistent with previous stakeholder surveys, most respondents were more confident in the regulation of medicines and medical devices than for complementary medicines.

Most consumers believe that medicines are appropriately regulated (69% - same result as the 2023 survey), are confident that the government monitors medicines to identify safety issues (71% – down 2%) and the risks of medicines are balanced against their positive impact (69% – up 1%). Consumers were also confident that the medicines they use are genuine (78% – down 1%) and are manufactured to a high standard (77% – up 3%). Consumer disagreement to all statements was relatively low, although 8% disagreed with the statements: 'I am confident that the government monitors medicines to identify safety issues' and 'Medicines are appropriately regulated'. Many respondents selected 'unsure' or 'neither agree nor disagree' to these questions.

When asked similar questions about medical devices, most consumers believed that medical devices are appropriately regulated (72% – same result as the 2023 survey), are confident that the government monitors medical devices to identify safety issues (71% – down 3%) and the risks of medical devices are balanced against their positive impact (71% – up 1%). They were also confident that the medical devices they use are genuine (73% – down 3%) and are manufactured to a high standard (76% – down 1%). Disagreement to all statements was relatively low (<5%).

For most statements, consumers aged 18 to 34 years were more likely to disagree, although the percentages were still relatively low. Disagreement among this group was strongest to the statement 'Medicines are appropriately regulated' and 'I am confident that the government monitors medicines to identify safety issues'. While this group overall held more negative views regarding the regulation of medicines than other age groups, it wasn't as prominent for medical devices.

Consumer perception of complementary medicines and their regulation were less positive. About half of consumers agreed that complementary medicines are appropriately regulated (49% agreed – up 6%). Consumers also were not overly confident that the complementary medicines they use are genuine (56% agreed – up by 1%), that the government monitors complementary medicines to identify safety issues (55% agreed – same result as 2023), that the risks of complementary medicines are balanced against their positive impact (57% agreed – up 5%), or that they are manufactured to a high standard (54% agreed – up 2%). However, agreement with most of these statements has improved compared with the 2023 stakeholder survey, while disagreement has fallen.

Despite the lower agreement levels to the complementary medicine statements compared with medicines and medical devices, it should be noted that most of the remaining respondents selected 'neither agree nor disagree' or 'unsure' and that disagreement rates — while higher than for medical devices and medicines — were still low.

Health professionals hold overall positive views of the regulation of medicines and medical devices. While their overall views of complementary medicines are positive, there is higher disagreement on some statements. For example, while 64% agreed that 'Complementary medicines are appropriately regulated', 14% disagreed. More than 1 in 10 also disagreed with the statement 'I am confident that the complementary medicines I use are genuine' (62% agreed).

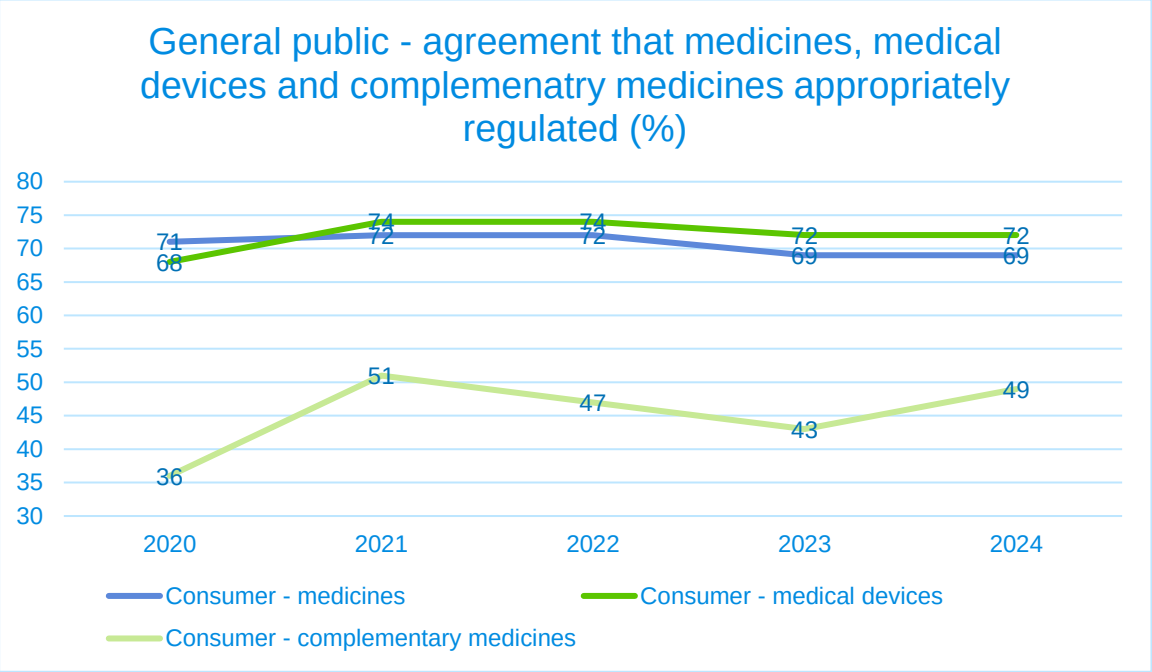
Opt-in stakeholders generally held positive views about the regulation of medicines and medical devices, but more negative views overall of the regulation of complementary medicines. Agreement

was highest to the statements, ‘I am confident that the medicines I use are genuine’ (83% agree and 2% disagree) and ‘Medicines are manufactured to a high standard’ (78% agree and 2% disagree). However, agreement to many of these statements have fallen compared with the 2023 survey.

Agreement rates by opt-in stakeholders to all statements relating to medical devices have dropped compared to 2023. While they are still overall positive, there were drops to the statements ‘medical devices are appropriately regulated’ (70% agreement, down 5%), ‘I believe that the risks of medical devices are balanced against their positive impact’ (69% – down 6%) and ‘I am confident the government monitors medical device safety issues’ (70% – down 5%). However, there were smaller increases in disagreement with a greater percentage of respondents choosing ‘neither agree nor disagree’ or ‘unsure’.

Agreement rates were lowest for complementary medicines, including for the statements: ‘complementary medicines are appropriately regulated’ (41% agreed and 17% disagreed) and ‘Complementary medicines are manufactured to a high standard (42% and 11% disagree). Disagreement was also high for the statement ‘I believe that the risks of complementary medicines are balanced against their positive impact’ (16% disagreement and 43% agreement). Generally, opt-in stakeholders had a slightly more negative view of complementary medicines and their regulation this year compared to 2023.

Despite the more negative views regarding complementary medicines and their regulation, all stakeholder groups gave positive responses to the statement: ‘If a safety issue is identified, I am confident that the TGA takes appropriate action’. See Enforcing the regulations for more information.



Collaboration

Respondents who had heard of the TGA were asked to agree or disagree with statements about whether they believed we are collaborative and consultative.

Opt-in stakeholders were more likely to offer a positive response, with 61% agreeing that ‘the TGA provides opportunities for input into key decisions that impact me’ (13% disagreed) and 49% agreed that the ‘TGA listens to feedback’ (16% disagreed). Medical products industry representatives were slightly more likely to respond positively. Overall, agreement with the first statement among opt-in stakeholders is slightly higher compared with 2023, while agreement with the second statement is down slightly.

Overall, 53% of consumers agreed that ‘the TGA provides opportunities to input into key decisions that impact me’ (up 5%) and 50% agreed that the ‘TGA listens to feedback’ (up 8%). Disagreement was 12% and 7% respectively, which has fallen since 2023. Understandably, consumers were more likely to be ‘unsure’ or to ‘neither agree nor disagree’ with these statements than other stakeholders.

Among health professionals, 67% agreed that the TGA provides opportunities for input into key decisions that impact them (11% disagreed) and 62% agreed that the TGA listens to feedback (9% disagreed).

While this is an encouraging result overall, there was a high proportion of ‘neither agree nor disagree’ and ‘not sure’ responses, indicating that many people had not been involved in a TGA consultation process or had not needed to collaborate with us during the last 12 months. There is also work to do to ensure opt-in stakeholders understand how their feedback is used.

TGA consultations

Respondents who were aware of the TGA were asked if they had been involved in one of our consultations in the last 12 months. About 3 in 10 opt-in stakeholders (30%), 22% of health professionals and 7% of consumers had participated in a TGA consultation.

Respondents who participated in a consultation over the past 12 months were asked about aspects of their experience. Of the 68 respondents who participated in a consultation, 82% were satisfied with their experience, and 15% were neither satisfied nor dissatisfied and only 3% were dissatisfied.

Only 37 health professionals indicated they had participated in a TGA consultation process, with 81% saying they were satisfied with the process, 14% neither satisfied nor dissatisfied and 5% dissatisfied.

Opt-in stakeholders were more likely to have participated in a TGA consultation process than other respondents. Overall, they agreed the consultation process made it as easy as possible to participate (73% – down 3% compared with 2023), the timeframes for providing input were long enough (73% – up 6%), the TGA genuinely considered their input (56% – up 3%) and the TGA clearly explained the reasons for the final outcome (55% – down 1%). However, a high number of opt-in stakeholders disagreed that the TGA genuinely considered participant input (17%) and that the TGA clearly explained the reasons for the final outcome (16%).

Overall, 62% of opt-in stakeholders were satisfied with their consultation experience, compared with 12% who were dissatisfied. Medical products industry representatives were slightly more satisfied with the consultation process (63%). While overall satisfaction with TGA consultations dropped by 1%, dissatisfaction dropped by 5%.

While not everyone will be pleased with every decision the TGA makes, it is important that participants have a genuine ability to provide input and that their input is appropriately considered, with all final decisions being clearly explained.

Readers who wish to learn more about TGA consultations, including the outcomes of closed consultations, can find information on our consultation hub.

Contact or interaction with the TGA

As expected, opt-in respondents were much more likely than consumers or health professionals to have contacted or interacted with the TGA in the past 12 months (87%). Of the opt-in stakeholders who had made an enquiry, 39% said they received a response within 2 days, and almost three-quarters (73%) within 5 days. About 14% said it took more than 10 days for the TGA to respond. This is similar to 2023.

Overall, most opt-in stakeholders were satisfied with their experience communicating with the TGA (65%), while 14% were unsatisfied and 21% were neither satisfied nor dissatisfied. These results are similar for medical products industry representatives. The satisfaction rate among opt-in stakeholders overall is down 2%, while dissatisfaction is also down 2%, compared with the 2023 survey.

About 17% of consumers indicated they had contacted or interacted with the TGA in the past 12 months. For those who had made an enquiry, just under half (48%) had received an answer to their enquiry within 2 days, and the majority within 5 days (82%). Only 5% of consumers said the TGA took more than 10 days to respond to them. Overall, most consumers were satisfied with their experience communicating with the TGA (74%), while only 4% were dissatisfied and 22% were neither satisfied nor dissatisfied. Satisfaction is up 3% and dissatisfaction is down 9% compared with the 2023 survey.

Almost 3 in 5 health professionals (59%) said they had contacted or interacted with the TGA in the past 12 months. Of those who made an enquiry with us, 54% said their enquiry was answered within 2 days, while 89% were answered within 5 days. Only about 3% said their enquiry took more than 10 days to answer. Overall 71% of health professionals were satisfied with their communication with the TGA , while 9% were dissatisfied and 20% were neither satisfied nor dissatisfied.

When stakeholders were asked later in the survey if they had seen any improvements to TGA services or systems, 303 respondents said they had noticed improvements to 'timeliness or quality of responses to enquiries'. However, respondents regularly mentioned enquiry times as being an issue in the written feedback, with some respondents not receiving the specific information they needed from the response.

Readers can learn more about our customer services standards and how to contact the TGA on our website. If contact information for a specific area of the TGA is not listed on our website, please use the general TGA information line (1800 020 653 free call within Australia) or email info@tga.gov.au.

TGA educational activities

The TGA develops and distributes educational material through a range of activities and channels, including events, webinars, email newsletters, social media and advertising campaigns. Stakeholders were asked whether they had seen or been involved in any of these activities in the past 12 months and whether they found them useful.

Almost 1 in 5 consumers indicated they had seen or been involved in a TGA educational activity in the past 12 months. Of this number, most had seen a social media campaign or post (11%), with a smaller number having attended a TGA event (7%), attended a TGA webinar (6%) or received a TGA email newsletter (6%). Overall, 98% of these consumers believed the education activity was either 'slightly useful', 'moderately useful', 'very useful' or 'extremely useful'. More than half (55%) believed the educational activity was 'very useful' or 'extremely useful'. This has increased by 10% compared with the 2023 survey. Only 2% said the educational activity was 'not at all useful'.

About 2 in 5 health professionals (42%) indicated they had seen or been involved in a TGA educational activity. Most of this group had seen a social media campaign or post (31%), attended a TGA event (20%), received a TGA email newsletter (19%), or attended a TGA webinar (18%). Overall, 98% had found the educational activity had been either 'slightly useful', 'moderately useful', 'very useful' or 'extremely useful'. More than half (57%) had found the educational activity 'very useful' or 'extremely useful'. Only 2% found the educational activity 'not at all useful'.

Well over half (59%) of opt-in stakeholders had seen or been involved in a TGA educational activity in the past 12 months. Many of these respondents had seen a TGA email newsletter (35%), attended a webinar (32%), attended a TGA event such as the GMP forum (13%) or seen a social media campaign or post (13%). Overall, 97% had found the educational activity had been either 'slightly useful', 'moderately useful', 'very useful' or 'extremely useful'. Of this, 55% had found the educational activity 'very useful' or 'extremely useful'. This was higher among medical products industry representatives (58%). Overall, opt-in stakeholders who found the TGA's educational activities 'very useful' or 'extremely useful' has increased 3% compared with the 2023 survey. Only 3% said the educational activity was 'not at all useful'.

Overall, more respondents found these activities useful compared with 2023. This is a positive result that demonstrates that the TGA's educational opportunities are meeting the needs of our stakeholders.

If you would like to receive email newsletters and safety alerts from the TGA, you can subscribe via our website. To see our social media posts and campaigns, follow us on Facebook, X, LinkedIn and Instagram. Our website also provides a list of upcoming and past webinars and events.

Clinical trial information

Opt-in stakeholders and health professionals were asked questions about clinical trial information on the TGA website.

When asked if they had accessed any information about clinical trials included on the TGA website in the past 12 months, 26% of opt-in stakeholders said they had (up 2% compared with 2023), while 7% were not sure. Of those who had accessed the information, 73% said they were satisfied with it (down 3%). A further 7% were dissatisfied with the information (similar to last year's results) and 20% were neither satisfied not dissatisfied.

For health professionals, 33% said they had accessed clinical trial information from the TGA's website in the past 12 months. Of those who had accessed the information, 81% said they were satisfied with it, 18% were neither satisfied nor dissatisfied and only 2% were dissatisfied.

Clinical trial information is important to many of our stakeholders. When asked about what information they were interested in, about a third of opt-in stakeholders and health professionals said they were interested in information on clinical trials.

The TGA regulates the use of therapeutic goods supplied in clinical trials in Australia under the therapeutic goods legislation. For more information on clinical trials, see clinical trials.

Stakeholder information interests

Stakeholders were asked about the types of information they would be interested in receiving from the TGA.

When selecting one or more topics from a list, consumers were most interested in:

- product recalls
- clinical trials
- reporting problems or side effects of medicines or medical devices
- medicine shortages
- safety and effectiveness information about medicines and medical devices.

These are the same top priorities that consumers were interested in last year, although the order is slightly different. For example, safety and effectiveness information about medicines and medical devices has fallen from the second to fifth, while interest in clinical trials has increased.

Opt-in stakeholders were most interested in receiving information on:

- updated or new regulatory guidance
- training, workshops or presentations about medicines and medical devices
- safety and effectiveness information about medicines and medical devices
- product recalls
- reporting problems or side effects of medicines or medical devices.

These are the same top 5 types of information opt-in stakeholders were interested in as last year, and in the same order.

Health professionals were most interested in receiving information on:

- safety and effectiveness information about medicines and medical devices,
- medicine shortages,
- general information about the TGA,
- product recalls, and
- clinical trials.

Overall, these results indicate that our stakeholders have strong interest in safety-related information about medicines and medical devices, as well as information on updated or new regulations.

Readers who wish to stay updated on the latest safety information should see the safety information on our website. Readers can also subscribe to our safety information email list or follow us on Facebook, X, LinkedIn and Instagram where important safety alerts and other information is posted. We also offer practical information and advice for health professionals through our Safety updates.

Improvements to TGA services

Survey respondents were asked if they had seen any improvements to TGA services or systems in the last 12 months. They were then asked to select from a list of options.

The most selected answer was 'none of the above' (40%). This is likely a combination of respondents who had not worked with us over the past 12 months and thus had not seen any improvements, and respondents that had dealings with us but had not noticed any improvements.

The next most popular selection was 'New and updated regulatory information and guidance' which was selected by 27% of respondents. Other choices were:

- the TGA website (25%)
- timeliness or quality of responses to enquiries (22%)
- TGA systems such as the ARTG, adverse events database, online services' (19%).
- safety information including recalls, alerts and adverse events (17%).

More information about improvements underway to TGA systems and services is provided in the What happens next section.

Vaping reforms

This year, we asked a question about the regulation of vapes and vaping products:

Are you aware of the vaping regulatory reforms that are being implemented in 2024? This includes new regulations that have restricted the importation of all vapes, and further changes in July that will restrict the supply of all vapes to pharmacy settings.

Almost 4 in 5 consumers were aware of the vaping regulatory reforms (78%). Consumers aged 45 to 55 years and those aged 35 to 44 years were moderately less likely to know about the changes (72% and 73% respectively). Those aged 25 to 34 (83%) and those aged 75 years or older (87%) were more likely to know about the changes.

Opt-in stakeholders were slightly less likely to be aware of the changes (74%). Of these stakeholders, medical products industry representatives were slightly less likely to be aware of the changes (71%), although some respondents are based overseas and may not have a good knowledge of Australian law.

Health professionals were slightly more likely to be aware of the changes than other groups (81%).

Overall, there is very good awareness of the reforms across the Australian community. However, far fewer respondents are aware of the TGA's role in these reforms (see Understanding the TGA's regulatory scope for more information).

Medicines and compounding

This year we asked a series of questions about medicines and compounding, and specifically mentioned Ozempic (or semaglutide) which is being prescribed off-label by some health professionals to treat weight-loss. Some telehealth providers are also offering it in compounded forms which are not assessed by the TGA for safety, quality and effectiveness. Health professionals and consumers were asked:

Have you heard of the medicine Ozempic (semaglutide) which is used to treat type-2 diabetes, but is also being prescribed by some doctors to treat weight loss?

If respondents had heard of the medicine, they were then asked:

Did you know that compounded medicines aren't assessed by the TGA for safety, quality and effectiveness and have different side effects than the original medicines they are based on?

Health professionals were asked an additional question:

Did you know that compounding medicines is unlawful in most circumstances?

The vast majority of health professionals had heard of Ozempic (or semaglutide) (86%), but only around half (53%) were aware that compounded medicines are not assessed by the TGA and can have different side effects to the medicines they are based on. Just over half (55%) of health professionals knew that compounding medicines is unlawful in most circumstances.

A majority of consumers had heard about Ozempic (semaglutide) (69%), but almost 3 out of 4 (74%) did not know that compounded medicines are not assessed by the TGA and can have different side effects.

Awareness of the risks associated with compounding medicines, and the potential legal ramifications, are relatively low among health professionals and very low among consumers.

More information can be found at Compounding safety information: semaglutide-like products. Pharmacists should refer to the Joint statement on compounded medicines- Pharmacy Board of Australia and Medical Board of Australia (particularly item 3.1).

Cosmetic injectables

Opt-in respondents and health professionals were asked questions to gauge their awareness of updates to guidance on the advertising of cosmetic injectables. They were first asked:

Are you involved in the advertising of cosmetic injectables?

Respondents who indicated they advertise cosmetic injectables were then asked:

Are you aware that the TGA has updated its guidance in relation to the advertising of cosmetic injectables?

Almost a quarter of health professionals (22%) were involved in the advertising of cosmetic injectables (45 respondents). Of this total, 80% were aware of the updated guidance.

Just 12 opt-in respondents (1%) indicated they were involved in advertising cosmetic injectables. Only one respondent was not aware of the updated guidance.

While the sample size was low, the majority were aware of changes to the guidance. More information on advertising cosmetic injectables can be found on our website, including guidance and frequently asked questions.

Written feedback to the TGA

As part of the survey, respondents had the opportunity to provide written feedback to the TGA on areas they believe we can improve. The most common themes are listed in this section, with examples of the feedback. Minor typographical errors have been corrected to some of the quotes where the meaning or context is not affected.

Consumers

Consumer feedback was overwhelmingly positive, with many praising the TGA and the opportunity to learn more about us. However, some were critical of the TGA's role in approving COVID-19 vaccines and in monitoring their safety. A small number of consumers made comments about vaping and the regulation of complementary medicine.

The TGA and its role

Most consumers made positive comments about the TGA and its role. However, some consumers made negative comments, particularly about the TGA's role in assessing COVID-19 vaccines.

'*I work in healthcare and I appreciate the service that the TGA provides to medical and health industry*.' – female aged 25-34 years from Brisbane.

'*I think that the TGA is performing an invaluable service. I appreciate the amount of control it has over medicines being sold to consumers*.' – female aged 65-74 years from Melbourne.

'*I found the TGA a great source [of information] for disruption to medicines supply i.e. shortages and expected supply*.' – female aged 45-54 years from regional NSW.

'*I believe the TGA is doing a great job regulating vapes, pharmaceutical medicines and medicine machine nationwide*.' – male aged 18-24 years from Canberra.

'*I am somewhat suspicious of the TGA following COVID pandemic where I personally think vaccines were rushed through without proper…TGA are probably authentic, professional in general undertakings, but need to be TOTALLY FORTHRIGHT, ACCURATE in providing information to general public*.' – male aged 65-74 years from remote QLD.

'After the entire covid vaccine scam, I'll never EVER trust the TGA again.' – female aged 35-44 years from regional NSW.

Vaping product regulation

Many consumers commented about the regulation of vaping products. While most feedback agreed with the work being done to reduce access to vapes, some feedback questioned some aspects of the reforms or felt they did not go far enough. A smaller number of consumers disagreed with the reforms.

'*I agree with all the new rules for vapes but they should just be totally banned they are so dangerous*.' – female aged 55-64 years from rural Queensland.

'I think it's good that vapes are no longer sold I know too many kids smoking them.' – male aged 25-34 years from Adelaide.

'I think they've done well to regulate those silly vapes, they're certainly not a safe alternative to smoking cigarettes.' – male aged 35-44 years from Brisbane.

'I am a vaper. I successfully ceased smoking using vapes. I believe the current legislation is a joke. This "prohibition" won't work.' – male aged 55-64 years from Perth.

'Why should chemists have more regulations lumped on them by anyone. Vapes and any solutions do not belong with a chemist.' – female aged 55-64 years from regional SA.

Compounded medicine

A small number of consumers made comments about compounded medicines, particularly when finding out the TGA does not regulate them.

'I'm surprised that TGA doesn't check what is in compounded medications surely someone has to be responsible for any medication that is sold through Australian pharmacies especially as no one knows what are the side effects.' – male aged 75 years or older from regional Victoria.

'The TGA should be checking every medication compounded or not compounded, who knows what we're putting in our bodies.' – female aged 55-64 years from Brisbane.

Opt-in stakeholders

Many opt-in respondents provided written feedback to us as part of the survey.

Application process timeframes and transparency

Like previous years, a significant number of opt-in stakeholders gave feedback about the length of time it takes the TGA to assess an application and the inability to track them through the assessment

process. Respondents also mentioned the length of time for GMP clearances and the TGA Business Services portal.

The TGA is responding to industry feedback about assessments and application transparency and is building a new online portal that will help streamline and add transparency to the assessment process. Read more in What happens next.

'Provide an estimated timeframe for attending to license variations. At the moment any variation requests sit in the portal, without any indication of how long it will take to review/act on the request.' – manufacturer with 20-199 employees.

'Timeframes for assessment by the TGA are still too long.' – sponsor with 20-199 employees.

'GMP Clearances get back to statutory timeframes. Extended clearance times are affecting business outcomes and deterring new entrants with OTC [over the counter] *products*.' – sponsor and manufacturer with 1-19 employees.

'I would like to see the online portal speed and usability improve because at times the system hangs and is very difficult to navigate unless you have performed a process multiple time. The ability to update passwords should be instant and can take days. I genuinely believe the software interface currently lets the TGA down and the people working in it.' – sponsor and manufacturer with 1-19 employees.

Website and online guidance

The TGA website was again a frequent topic for opt-in stakeholders. Many respondents expressed frustration at not being able to easily find what they needed. The inability to find up-to-date guidance material was also a common theme. The TGA is responding to industry feedback about guidance material and is implementing a range of improvements. Read more in What happens next.

'I would like to ask for the website improvement. It is not possible to locate the right document within TGA's website, so instead I always rely on Google search.' – sponsor and manufacturer with 200 – 599 employees.

'The TGA business website. It is very difficult to navigate and complete for clinical trials.' – researcher/academic.

'Usability of the website. Information is fragmented, changes are not clearly communicated, and it is difficult to find relevant guidance documents. The business portal is slow for drafting listing applications. This is increasing business time (therefore costs) to produce an application, while at the same time fees and charges are increasing for TGA functions, driving up cost-pressures on business.' – industry association representative.

'TGA Business portal and the website needs to be brought into the 21st century.' – regulatory affairs consultant.

'The extent of guidance provided on the TGA website – often the links that you click takes you in circles without actually providing an answer. Replacing obsolete guidance with current guidance in a timely fashion - so often the only guidance available is marked as obsolete.' – regulatory affairs consultant.

Timeliness and quality of responses to enquiries

The time it takes for the TGA to respond to enquiries, and the quality of those responses, was raised by many stakeholders.

'Response time to enquiries please. I would like to say, when you get a response, the conversation is very good indeed some great people working for the TGA but they are obviously very busy!' – sponsor with 1-19 employees.

'An enquiry (finance) has taken over 12 months to resolve (even though I emailed and phone each month). Some enquires to devices team have never been responded to.' – sponsor with 20-199 employees.

'It would be beneficial to have the phones manned again, so that quick and simple questions can be answered instead of waiting days for an email response.' – sponsor with 200-599 employees.

'Response time to enquiries and TGA commitment to sticking to timelines as outlined on website for procedures. Covid cannot be used as an excuse any longer, this is unacceptable.' – sponsor and manufacturer with 20-199 employees.

'*Timeliness and responses have been excellent*.' – sponsor with 1-19 employees.

Consultation

When asked what they would like the TGA to improve, a number of opt-in stakeholders raised the issue of consultation. However, there was less feedback about a lack of consultation than in the past and more feedback about how the TGA conducts consultations.

'Targeted consultations are not a fair and equitable way to consult on regulatory change and not in line with best practice. The TGA should do full public consultations for any change to regulation or guidance material.' – sponsor with 20-199 employees.

'TGA engagement with industry on pre-submission meetings and or consultation during a submission process. Often requests for meetings are rejected and questions are asked to be put in writing only. This is not helpful as written questions and response can leave ambiguity.' – sponsor with 200-599 employees.

'It has become clear that the TGA now conducts closed-door consultations, at least for medical devices.' – regulatory affairs consultant.

'Broader consultation with academic researchers who operate in the space. More consultation with local health districts.' – researcher/academic.

'Appreciate the high collaboration with the industry with respect to consultation feedback and reforms.' – regulatory affairs consultant.

Compliance

When asked what they would like the TGA to improve, a small number of stakeholders discussed the TGA compliance activities.

'*Additional resourcing for assessing not just advertising breaches but other compliance issues*.' – regulatory affairs consultant.

'*More engagement and warning against minor non-compliance to aid in correction not punishment unless the non-compliance is overt*.' – sponsor with 1-19 employees.

'When the resources allow, put more efforts on the investigations and policy action on the non-compliance or suspected non-compliance on medical device ARTG inclusion and advertising, to support the equal industry competition and reduce potential patient risks.' – sponsor with 20-199 employees.

'There is lack of transparency on advertising compliance actions, other than the most severe breaches.' – industry association representative.

'It is challenging to drive compliance within our own company, when our marketers see no action taken against other companies' non-compliant advertising.' – sponsor with 600-999 employees.

Sunscreen

A small number of respondents discussed sunscreen regulation. Earlier this year, the TGA undertook a public consultation on potential clarification and updates to the regulation of sunscreens.

'*I believe TGA regulation for sunscreen is an overkill and EU approach is more suited to the category*.' – sponsor with 1-19 employees.

'Globally we are perceived as being the best when it comes to sunscreen and its quality…but we are going to lose that advantage if major steps are not taken…every day I hear people say they have stopped using sunscreen because of the chemicals in it.' – sponsor and manufacturer with 20-199 employees.

'The TGA's approach to the regulation of sunscreen ingredients is overburdensome and out of step with comparable regulators like the FDA in the US. Launching new and innovative sunscreens (with new ingredients) is too expensive and the excessive data requirements are not commensurate with risk.' – sponsor with 20-199 employees.

Health professionals

While the number of health professionals surveyed was relatively small, common themes emerged when asked what the TGA could improve.

Vapes

Some health professionals expressed opinions on the vaping reforms, particularly pharmacists.

'*I would like to see more rules implied on minors buying vapes*.' – pharmacist from Melbourne.

'Please do not put vapes in pharmacy. They have no therapeutic benefit and can actually cause harm.' – pharmacist from regional Victoria.

'*I want vapes to be unbanned*.' – pharmacist from Melbourne.

Information needs

Some health professionals said they wanted more information about the TGA's work agenda and priorities. There was a strong desire for information to be simple and more accessible.

'The TGA can enhance communication by simplifying regulatory jargon for clearer public understanding. Implementing user-friendly guides and FAQs on their website would improve accessibility. Increasing proactive outreach through social media and webinars can foster transparency and engagement. Regular updates on regulatory changes and safety alerts via multiple channels would ensure timely information dissemination to healthcare professionals and the public, promoting trust and informed decision.' – allied health professional from Brisbane.

'More updates and information to the general public e.g. I had no idea what compounding was and it could be dangerous.' – allied health professional from regional Queensland.

'Transparency and Communication: It's essential for the TGA to maintain transparency in its decision-making processes, regulatory actions, and public communications. Clear and accessible information helps stakeholders understand regulations and compliance requirements.' – nursing professional from Melbourne.

'Firstly, while the TGA provides extensive information, the sheer volume can be overwhelming. Simplifying and organising this information more effectively on the website could significantly improve user experience. Enhancing the search functionality to deliver more precise and relevant results would also be beneficial.' – specialist general practitioner from Sydney.

Clinical trials

When asked what the TGA could improve, a few health professionals expressed opinions on clinical trial procedures and how clinical trial data is used.

'More serious clinical trials procedures.' – non-GP Specialist Medical Practitioner from regional Victoria.

'I would like to see more info on where the TGA passes info on when there are issues with clinical trials and how it is passed on to organisations such as the World Health Organisation.' – pharmacist from Melbourne.

What happens next

The 2024 stakeholder survey results are used to inform the TGA's *Performance Report, July 2023 to June 2024*. The survey results also inform our ongoing efforts to improve our performance as a regulator and the way we work with our stakeholders. Many of our stakeholders have noted improvements made to TGA systems and services (see Improvements to TGA services).

Our Transformation Program continues to address many of the issues identified in this report. The program is introducing digital tools that make it easier for the medical products sector and other stakeholders to complete business transactions, engage with us and find the information they need.

Health products portal

The TGA has received consistent feedback from our stakeholders that they want quicker assessments and to know where their assessments are up to in the process without having to ask us.

We are working on a new digital business front door (portal) for sponsors, their agents, and manufacturers that will be used for submitting and tracking applications. It will be underpinned by a new case management system.

The portal will include a dashboard, service catalogue search, notifications, customer identification management, user registration and organisation management. The case management solution will include configurable ways to manage submissions, track and manage work and will have a growing library of common functions, such as payment system integration, document generation and task assignment. This will provide greater transparency for stakeholders and reduce administrative burdens on industry and TGA staff.

The first instalment of the new Health Business Services portal was released in July this year and is currently available to stakeholders who conduct business transactions with the Office of Drug Control (ODC). The same portal infrastructure will be rolled out to TGA stakeholders in the future.

Website

We continue to improve the content and navigation on the TGA website based on stakeholder feedback. This includes improving 'guidance' content and usability, such as:

- improved page navigation that will allow users to easily jump to headings on long pages
- colourful indicators, so users can see when content is new or has been updated
- headings that will allow users to bookmark and share parts of content.

We are working to improve our page history, providing clear descriptions of what has been updated when new versions of guidance are created.

In parallel, further updates have been made to the website. We have improved search functionality across the site by adding new filter fields and refining the display order to ensure relevant items appear higher in search results. Other areas of improved content include reporting adverse events, general ingredients, prescribing in pregnancy, vaping and medicinal cannabis information. In 2023–24, over 900 update requests were completed, and work continues to transform over 100 guidance items on the TGA site.

Workforce enhancement planning

Our workforce enhancement planning aims to build the capability of new and existing staff and to achieve the right balance of technical skills, attributes and core skills. This will empower the TGA to perform and respond to changing priorities in an agile manner. Staff will be upskilled to support key areas including evaluation, compliance and non-cost-recovered work (such as medicine shortages and international engagement).

We will increase resourcing to evaluation areas to improve timeframes for medical devices, IVDs, biologicals, gene therapy-based medicines, clinical trial approvals, prescription medicines, novel therapies and new ingredients for sunscreens and complementary medicines. We also expect that our

evaluation processes will be improved over time as staff are onboarded and trained, enabling faster approaches to market.

Other key areas

We are also focused on:

- expanding support to sponsors intending to bring new products to market, such as increasing pre-submission liaison, greater access for medicines under development, and increased access to scientific advice
- strengthening our response to medical device supply disruptions and to nationally coordinate activities that mitigate potential supply issues
- expanding international collaboration to improve the alignment of regulatory requirements and work-sharing between regulators, to reduce the regulatory burden for industry and to create efficiencies for the TGA
- increasing laboratory testing of registered, listed and unapproved products that are at higher risk of non-compliance with regulatory requirements, including medicinal cannabis and nicotine vapes
- more support for emerging technologies.

We look forward to working closely with our stakeholders to design and deliver these important improvements to make it easier to interact with us. For more information on our goals for the next 12 months, see the TGA's 2024-25 Business Plan.

Appendix A: Consumer results

The tables in this section of the report present results for the consumer sample.

- For more information about the consumer sample, see Sampling methods.
- Tables have not been provided for questions with a low number of responses. For general notes about interpreting results tables, see Interpreting percentages and results tables.
- For definitions of abbreviations, see Appendix E: Abbreviations.

Consumers – demographics

Consumers were asked basic demographic questions, including gender, age and location.

Table 1. Consumers – 'What is your age?'

Age	N	%
18-24	112	10.7
25-34	183	17.4
35-44	202	19.2
45-54	173	16.5
55-64	147	14
65-74	159	15.1
75 or older	74	7
Total	**1050**	**100**

Table 2. Consumers – 'What is your gender?'

Gender	N	%
Female	522	49.7
Male	521	49.6
Non-Binary	2	0.2
I use a different term	0	-
Prefer not to say	5	0.5
Total	**1050**	**100**

Table 1. Consumers – 'In which state or territory do you live?'

State	N	%
NSW	342	32.6
VIC	285	27.1
QLD	212	20.2
SA	77	7.3
WA	92	8.8
TAS	22	2.1
ACT	17	1.6
NT	3	0.3
Total	**1050**	**100**

Table 2. Consumers – 'Where do you live?'

Region	N	%
Capital city	599	57.0
Regional city/town	334	31.8
Regional/rural area	106	10.1
Remote area	11	1.0
Total	**1050**	**100**

Consumers – awareness of the TGA

Consumers were asked about their awareness of the TGA.

Table 5. Consumers – 'Had you heard of the Therapeutic Goods Administration (TGA) prior to participating in this survey?'

Response	N	%
Yes	667	63.5
No	383	36.5
Total	**1050**	**100**

Consumers – TGA performance

Consumers who were aware of the TGA were asked to indicate their level of agreement with a set of statements about the TGA's performance.

Table 6. Consumers – TGA performance items

Statement	Nett D	SD	D	Neither	A	SA	Nett A	NS	N
The TGA gets the balance right between safety for consumers and timely access to products	10.6	3.6	7.0	16.5	44.4	17.4	61.8	11.1	667
I trust the TGA to perform its role ethically and with integrity	7.3	2.2	5.1	11.5	50.1	27.0	77.1	4.0	667
I am confident the TGA addresses serious, deliberate and repeated non-compliance	8.1	2.1	6.0	14.1	47.5	21.7	69.3	8.5	667
The TGA takes strong action against illegal behaviour	6.0	2.7	3.3	15.6	38.7	24.4	63.1	15.3	667
The TGA takes strong action against illegal advertising for health products	6.7	2.4	4.3	16.0	39.6	23.5	63.1	14.1	667
The TGA provides opportunities to input into key decisions that impact me	11.5	3.0	8.5	17.7	37.3	15.1	52.5	18.3	667
The TGA listens to feedback	7.3	2.2	5.1	21.0	35.2	14.7	49.9	21.7	667

Consumers – understanding of TGA regulatory scope

Consumers were asked what they think the TGA regulates.

Table 7. Consumers – 'What do you think the TGA regulates? Select all that apply.'

Statement	N	%*
Medicines prescribed by a doctor **(correct)**	589	56.1
Advertising of medicines and medical devices **(correct)**	437	41.6
Medicines available in supermarkets/other retail **(correct)**	555	52.9
Any medicines available in a pharmacy **(correct)**	625	59.5
Medical devices, such as bandages and pacemakers **(correct)**	483	46.0
Clinical trials **(correct)**	445	42.4
Vapes and vaping devices **(correct)**	277	26.4
Medicinal cannabis **(correct)**	496	47.2
Medicines compounding **(correct)**	459	43.7
Cosmetics **(incorrect)**	198	18.9
Foods **(incorrect)**	177	16.9
Health professionals (e.g. Doctors, Nurses) **(incorrect)**	309	29.4
Veterinary medicines **(incorrect)**	202	19.2
Medical procedures (e.g. scans, tests, surgery) **(incorrect)**	334	31.8

Respondents were able to select multiple options.
*Percentage of total sample (N = 1050)

Consumers – perceptions of medicines

Consumers were asked about their perceptions of medicines. This was prefaced with the following instructions and definitions:

> Shown below are some statements about medicines that are available in Australia such as prescription medicines and over-the-counter medicines. Please indicate your level of agreement with each statement.

Table 8. Consumers – perceptions of medicines items

Statement	Nett D	SD	D	Neither	A	SA	Nett A	NS	N
Medicines are appropriately regulated	8.2	2.1	6.1	15.7	51.0	18.5	69.4	6.7	1050
Medicines are manufactured to a high standard	5.1	1.5	3.6	12.2	51.3	25.6	77.0	5.7	1050
I am confident that the medicines I use are genuine	4.2	1.0	3.2	12.1	47.3	31.0	78.4	5.2	1050
I am confident that the government monitors medicines to identify safety issues	7.7	2.5	5.2	15.6	44.9	25.7	70.6	6.1	1050
If a safety issue is identified, I am confident that the TGA takes appropriate action	5.5	1.9	3.6	15.4	47.2	25.0	72.2	6.9	1050
I believe that the risks of medicines are balanced against their positive impact	5.1	1.8	3.3	17.4	47.0	22.0	69.0	8.5	1050

Consumers – perceptions of complementary medicines

Consumers were asked about their perceptions of complementary medicines. This was prefaced with the following instructions and definitions:

> Shown below are some statements about complementary medicines that are available in Australia, such as vitamins and herbal medicines. Please indicate your level of agreement with each statement.

Table 9. Consumers – perceptions of complementary medicines

Statement	Nett D	SD	D	Neither	A	SA	Nett A	NS	N
Complementary medicines are appropriately regulated	11.0	3.4	7.6	23.6	36.6	12.7	49.2	16.1	1050
Complementary medicines are manufactured to a high standard	5.8	1.5	4.3	26.7	38.9	15.0	53.8	13.7	1050
I am confident that the complementary medicines I use are genuine	7.0	1.6	5.3	26.1	40.3	15.7	56.0	11.0	1050
I am confident that the government monitors complementary medicines to identify safety issues	11.0	2.7	8.3	22.6	38.4	16.1	54.5	12.0	1050
If a safety issue is identified, I am confident that the TGA takes appropriate action	6.3	2.0	4.3	17.9	45.6	20.6	66.2	9.6	1050
I believe that the risks of complementary medicines are balanced against their positive impact	7.1	1.7	5.4	23.3	41.9	14.7	56.6	13.0	1050

Consumers – perceptions of medical devices

Consumers were asked about their perceptions of medical devices. This was prefaced with the following instructions and definitions:

> Shown below are some statements about medical devices that are available in Australia. Medical devices include a wide range of products, such as medical gloves, bandages, syringes, blood pressure monitors, implants and X-ray equipment. Please indicate your level of agreement with each statement.

Table 10. Consumers – perceptions of medical devices

Statement	Nett D	SD	D	Neither	A	SA	Nett A	NS	N
Medical devices are appropriately regulated	4.6	1.7	2.9	14.0	49.6	22.5	72.1	9.3	1050
Medical devices are manufactured to a high standard	3.9	1.2	2.7	13.3	46.6	29.0	75.5	7.2	1050
I am confident that the medical devices I use are genuine	3.0	0.9	2.1	15.9	48.2	25.2	73.4	7.7	1050
I am confident the government monitors medical devices to identify safety issues	4.6	1.3	3.2	14.8	47.7	23.6	71.3	9.3	1050
If a safety issue is identified, I am confident that the TGA takes appropriate action	3.4	1.0	2.4	14.5	47.0	26.9	73.8	8.3	1050
I believe that the risks of medical devices are balanced against their positive impact	2.7	1.0	1.7	16.0	48.5	22.9	71.3	10.0	1050

Consumers – information interests

Consumers were asked to indicate the types of information they would be interested in receiving from the TGA.

Table 11. Consumers – 'Are you interested in information on any of the following? Select all that apply.'

Statement	N*
Product recalls	400
Clinical trials	377
Reporting problems or side effects of medicines or medical devices	367
Medicine shortages	363
Safety and effectiveness information about medicines and medical devices	356
General information about the TGA	292
Information on travelling with medicines and medical devices	276
News and media releases	267
Medicinal cannabis	263
Accessing medicines and medical devices	247
Updated or new regulatory guidance	192
Medical device supply disruptions	166
Medicines compounding	162
Vaping reforms	148
Training, workshops or presentations about medicines and medical devices	144
Information on consultations	142
Other	10

*Respondents were able to select multiple items.

Consumers – contacting the TGA

Consumers who were aware of the TGA were asked if they had contacted us. Respondents who had were asked how long it took for us to respond and their satisfaction with the experience.

Table 12. Consumer – 'In the last 12 months, have you contacted or interacted with the TGA in any of the following ways'

Response	N	%*
By email, phone or online form	81	7.7
On social media	105	10.0
Been involved in a TGA consultation	68	6.5
Involved in a committee, working group or consultative forum	50	4.8
Another type of interaction (letter, fax etc)	31	3.0
None of the Above	872	83.0
Total	**1050**	**100**

*Respondents were able to select multiple answers

Table 13. Consumers – 'Generally, how long does it take for the TGA to respond to your enquiry/enquiries?'

Length of time	N	%
Immediately or less than 1 day	17	17.0
1 to 2 days	31	31.0
3 to 5 days	34	34.0
6 to 10 days	13	13.0
More than 10 days	5	5.0
Total	**100**	**100**

Table 14. Consumers – 'Overall, how satisfied are you with the experience of communicating with the TGA?'

Statement	Nett D	VD	D	Neither	S	VS	Nett S	N
Overall satisfaction (%)	4.0	3.0	1.0	22.0	47.0	27.0	74.0	100

Consumers – consultations

Consumers who were aware of the TGA were asked about their participation in TGA consultations. Respondents who had participated in a consultation were asked to rate various aspects of the process.

Table 15. Consumers – consultation performance

Statement	Nett D	SD	D	Neither	A	SA	Nett A	NA/Too early	N
The consultation process made it as easy as possible for me to participate	5.9	0.0	5.9	20.6	48.5	22.1	70.6	2.9	68
The timeframes for providing input were long enough	7.4	0.0	7.4	14.7	57.4	19.1	76.5	1.5	68
The TGA genuinely considered participant input	8.8	1.5	7.4	13.2	51.5	25.0	76.5	1.5	68
The TGA clearly explained the reasons for the final outcome	1.5	0.0	1.5	14.7	51.5	27.9	79.4	4.4	68

Table 16. Consumers – 'Overall, how satisfied were you with the consultation process?'

Statement	Nett D	VD	D	Neither	S	VS	Nett S	N
Overall satisfaction (%)	2.9	1.5	1.5	14.7	63.2	19.1	82.4	68

Consumers – TGA educational activities

Consumers were asked to select the types of TGA educational activities they had seen or been involved in over the past 12 months and how useful they found them.

Table 17. Consumers – 'In the last 12 months, have you seen or been involved in any TGA educational activities?'

Educational activity	N	%
Seen a social media campaign or post	110	10.5
Attended a TGA event such as the GMP Forum	78	7.4
Attended a TGA webinar	65	6.2
Received a TGA email newsletter	64	6.1
Other, please specify	3	0.3
None of the above	848	80.8
Total	**1050**	**100**

Table 18. Consumers – 'Overall, did you find the TGA educational activities useful?'

Statement	Not useful	Slightly useful	Moderately useful	Very useful	Extremely useful	N
Overall satisfaction (%)	1.5	15.3	28.2	37.1	17.8	202

Consumer – compounded weight-loss medicine

All consumers were asked about compounded weight-loss medicine.

Table 19. Consumer – 'Have you heard of the medicine Ozempic (semaglutide) which is used to treat type-2 diabetes, but is also being prescribed by some doctors to treat weight loss?'

Response	N	%
Yes	726	69.1
No	324	30.9
Total	**1050**	**100**

Table 20. Consumer – 'Did you know that compounded medicines aren't assessed by the TGA for safety, quality and effectiveness and have different side effects than the original medicines they are based on?'

Response	N	%
Yes	277	26.4
No	773	73.6
Total	**1050**	**100**

Consumers – awareness of vaping law changes

Consumers were asked about their awareness of vaping law changes.

Table 21. Consumers – 'Are you aware of the vaping law changes that are being implemented in 2024?'

Response	N	%
Yes	822	78.3
No	228	21.7
Total	**1050**	**100**

Appendix B: Opt-in stakeholder results

The tables in this section of the report present results for opt-in stakeholders.

- For more information about the consumer sample, see Sampling methods.
- Tables have not been provided for questions with a low number of responses. For general notes about interpreting results tables, see Interpreting percentages and results tables.
- For definitions of abbreviations, see Appendix E: Abbreviations.

Opt-in stakeholders – demographics

Opt-in stakeholders were asked to identify the industry they belong to. If they work for the medical products industry, they were asked about their role and the size of the company they work for.

Table 22. Opt-in stakeholders – 'Which of the following best describes you?'

Role	N	%
Medical products industry	960	60.4
Health professional	135	8.5
Retailer	61	3.8
University Researcher/Academic	40	2.5
Consumer/general public/community member	32	2.0
Consumer representative/advocate	16	1.0
Australian government official/representative	36	2.3
State or territory government official/representative	74	4.7
Media	1	0.1
Other	234	14.7
Total	**1589**	**100**

Table 23. Opt-in stakeholders – 'Which category best describes your role in the medical products industry?'

Role	N	%
Product manufacturer (or you work for a company that is a manufacturer)	186	19.6
Product sponsor (or you work for a company that is a sponsor)	413	43.6
Product sponsor and Product manufacturer	239	25.2
Regulatory affairs consultant	80	8.4
Industry association representative	9	0.9
Other	21	2.2
Total	**948**	**100**

Table 24. Opt-in stakeholders – 'How many employees work for the company in Australia (medical products industry)?'

Employees	N	%
1-19	366	44.5
20-199	282	34.3
200-599	109	13.2
600-999	39	4.7
1000-1499	12	1.5
1500+	15	1.8
Total	**823**	**100**

Table 25. Opt-in stakeholders – 'What type of products do you manufacture?' (product manufacturers)

Response	N
Medical devices	246
Prescription medicines	96
Complementary medicines	60
Over the counter medicines	54
Software as a medical device (including AI)	35
Biologicals	27
Vaccines	22
Blood and/or tissue products	15
Other, please specify	29

Table 26. Opt-in stakeholders – 'What type of products do you sponsor?' (product sponsors)

Response	N
Medical devices	434
Prescription medicines	229
Over the counter medicines	133
Complementary medicines	103
Biologicals	80
Software as a medical device	59
Vaccines	41
Blood and/or tissue products	28
Other	25

Opt-in stakeholders – awareness of advertising obligations

Opt-in stakeholders were asked if they advertise therapeutic goods. Advertisers were then asked about their awareness of therapeutic goods advertising rules and the consequences for breaking them.

Table 27. Opt-in stakeholders – 'Do you advertise or arrange the advertising of therapeutic goods?'

Response	%
Yes	39.6
No	60.4
Total	**100**

Table 28. Opt-in stakeholders – 'Are you aware that there are specific rules for advertising therapeutic goods in Australia?'

Response*	%
Yes	98.1
No	1.9
Total	**100**

*Number of respondents = 518

Table 29. Opt-in stakeholders – 'Are you aware that there are potentially serious consequences for breaking the therapeutic goods advertising rules in Australia, such as fines or court action?'

Response*	%
Yes	97.7
No	2.3
Total	**100**

Number of respondents = 518

Opt-in stakeholders – TGA performance

Opt-in stakeholders who were aware of the TGA were asked to indicate their level of agreement with a set of statements about the TGA's performance.

Table 30. Opt-in stakeholders – TGA performance items

Statement	Nett D	SD	D	Neither	A	SA	Nett A	NS	N
The TGA gets the balance right between safety for consumers and timely access to products	14.1	4.6	9.5	17.2	47.6	15.4	63.0	5.7	1379
I trust the TGA to perform its role ethically and with integrity	5.9	2.8	3.0	9.6	41.4	41.5	83.0	1.6	1380
I am confident the TGA addresses serious, deliberate and repeated non-compliance	9.0	2.9	6.1	13.0	43.6	29.0	72.5	5.4	1377
The TGA takes strong action against illegal behaviour	7.5	2.6	4.9	15.6	39.7	27.7	67.4	9.5	1375
The TGA takes strong action against illegal advertising for health products	10.2	3.5	6.7	16.4	36.3	26.0	62.4	11.1	1376
The TGA provides opportunities to input into key decisions that impact me	12.6	4.3	8.4	20.0	44.8	16.4	61.2	6.2	1376
The TGA listens to feedback	15.9	5.9	10.0	26.1	35.8	12.8	48.5	9.5	1379

Opt-in stakeholders – understanding of TGA regulatory scope

Consumers were asked what they think the TGA regulates.

Table 31. Opt-in stakeholders – 'What do you think the TGA regulates? Select all that apply.'

Statement	N	%*
Medicines prescribed by a doctor **(correct)**	1200	94.2
Advertising of medicines and medical devices **(correct)**	1124	88.2
Medicines available in supermarkets/other retail **(correct)**	1035	81.2
Any medicines available in a pharmacy **(correct)**	1092	85.7
Medical devices, such as bandages and pacemakers **(correct)**	1203	94.4
Clinical trials **(correct)**	853	67.0
Vapes and vaping devices **(correct)**	778	61.1
Medicinal cannabis **(correct)**	1059	83.1
Medicinal compounding **(correct)**	791	62.1
Cosmetics **(incorrect)**	288	22.6
Foods **(incorrect)**	133	10.4
Health professionals (e.g. Doctors, Nurses) **(incorrect)**	184	14.4
Veterinary medicines **(incorrect)**	356	27.9
Medical procedures (e.g. scans, tests, surgery) **(incorrect)**	260	20.4

Respondents were able to select multiple options.
*Percentage of total respondents

Opt-in stakeholders – perceptions of medicines

Opt-in stakeholders were asked about their perceptions of medicines. This was prefaced with the following instructions and definitions:

> Shown below are some statements about medicines that are available in Australia such as prescription medicines and over-the-counter medicines. Please indicate your level of agreement with each statement.

Table 32. Opt-in stakeholders – perceptions of medicines

Statement	Nett D	SD	D	Neither	A	SA	Nett A	NS	N
Medicines are appropriately regulated	6.0	1.6	4.3	9.1	49.6	25.0	74.6	10.3	1340
Medicines are manufactured to a high standard	2.2	0.7	1.5	9.6	46.1	32.2	78.4	9.9	1340
I am confident that the medicines I use are genuine	1.7	0.7	1.0	7.1	48.4	34.8	83.2	8.0	1336
I am confident that the government monitors medicines to identify safety issues	5.4	1.7	3.7	8.3	48.5	29.2	77.7	8.6	1336
If a safety issue is identified, I am confident that the TGA takes appropriate action	5.0	1.9	3.1	8.8	45.6	32.8	78.4	7.8	1338
I believe that the risks of medicines are balanced against their positive impact	5.3	2.2	3.1	11.3	48.2	26.7	74.9	8.5	1338

Opt-in stakeholders – perceptions of complementary medicines

Opt-in stakeholders were asked about their perceptions of complementary medicines. This was prefaced with the following instructions and definitions:

> Shown below are some statements about complementary medicines that are available in Australia, such as vitamins and herbal medicines. Please indicate your level of agreement with each statement.

Table 33. Opt-in stakeholders – perceptions of complementary medicines

Statement	Nett D	SD	D	Neither	A	SA	Nett A	NS	N
Complementary medicines are appropriately regulated	17.2	4.3	12.9	20.3	30.7	10.2	40.9	21.6	1303
Complementary medicines are manufactured to a high standard	11.4	2.5	8.9	23.0	29.3	12.2	41.6	24.1	1302
I am confident that the complementary medicines I use are genuine	9.6	2.2	7.4	22.1	33.9	12.3	46.2	22.1	1297
I am confident that the government monitors complementary medicines to identify safety issues	14.4	4.0	10.4	20.9	32.0	12.7	44.7	20.0	1300
If a safety issue is identified, I am confident that the TGA takes appropriate action	8.5	2.3	6.2	14.1	40.0	19.8	59.8	17.5	1301
I believe that the risks of complementary medicines are balanced against their positive impact	15.5	4.8	10.8	21.9	30.7	12.5	43.1	19.4	1301

Opt-in stakeholders – perceptions of medical devices

Opt-in stakeholders were asked about their perceptions of medical devices. This was prefaced with the following instructions and definitions:

> Shown below are some statements about medical devices that are available in Australia. Medical devices include a wide range of products, such as medical gloves, bandages, syringes, blood pressure monitors, implants and X-ray equipment. Please indicate your level of agreement with each statement.

Table 34. Opt-in stakeholders – perceptions of medical devices

Statement	Nett D	SD	D	Neither	A	SA	Nett A	NS	N
Medical devices are appropriately regulated	7.8	2.2	5.6	11.1	46.8	22.9	69.7	11.4	1284
Medical devices are manufactured to a high standard	2.9	1.2	1.7	13.3	45.8	26.5	72.3	11.5	1283
I am confident that the medical devices I use are genuine	2.9	1.2	1.6	11.9	44.9	29.5	74.4	10.8	1283
I am confident the government monitors medical devices to identify safety issues	6.9	1.9	5.0	11.9	43.1	26.9	70.0	11.2	1284
If a safety issue is identified, I am confident that the TGA takes appropriate action	5.5	2.0	3.5	10.5	43.3	30.3	73.6	10.4	1282
I believe that the risks of medical devices are balanced against their positive impact	5.9	2.1	3.8	14.1	45.4	24.0	69.4	10.6	1283

Opt-in stakeholders – information interests

Opt-in stakeholders were asked to indicate the types of information they would be interested in receiving from the TGA.

Table 35. Opt-in stakeholders – 'Are you interested in information on any of the following? Select all that apply.'

Statement	N*
Updated or new regulatory guidance	925
Training, workshops or presentations about medicines and medical devices	712
Safety and effectiveness information about medicines and medical devices	710
Product recalls	661
Reporting problems or side effects of medicines or medical devices	595
General information about the TGA	506
News and media releases	480
Accessing medicines and medical devices	477
Clinical trials	464
Information on consultations	429
Medicine shortages	404
Medical device supply disruptions	364
Information on travelling with medicines and medical devices	232
Medicinal cannabis	202
Medicines compounding	202
Vaping reforms	154
Other	64

Opt-in stakeholders – contacting the TGA

Opt-in stakeholders who were aware of the TGA were asked if they had contacted us. Those who had were asked how long it took for us to respond and their satisfaction with the experience.

Table 36. Opt-in stakeholders – 'In the last 12 months, have you contacted or interacted with the TGA in any of the following ways'

Response	N*
By email, phone or online form	1037
On social media	40
Been involved in a TGA consultation	373
Committee, working group or consultative forum	212
Another type of interaction (letter, fax etc)	127
None of the Above	168

*Respondents were able to select multiple answers

Table 37. Opt-in stakeholders – 'Generally, how long does it take for the TGA to respond to your enquiry/enquiries?'

Length of time	N	%
Immediately or less than 1 day	77	7.4
1 to 2 days	323	31.2
3 to 5 days	356	34.4
6 to 10 days	132	12.7
More than 10 days	148	14.3
Total	**1036**	**100**

Table 38. Opt-in stakeholders – 'Overall, how satisfied are you with the experience of communicating with the TGA?'

Statement	Nett D	VD	D	Neither	S	VS	Nett S	N
Overall satisfaction (%)	14.3	5.5	8.8	20.7	48.0	16.9	64.9	1041

Opt-in stakeholders – consultations

Opt-in stakeholders who were aware of the TGA were asked about their participation in TGA consultations. Respondents who had participated were asked to rate the various aspects of the process.

Table 39. Opt-in stakeholders – consultation performance

Statement	Nett D	SD	D	Neither	A	SA	Nett A	NA/Too early	N
The consultation process made it as easy as possible for me to participate	9.8	3.3	6.5	14.1	55.2	17.9	73.1	3.0	368
The timeframes for providing input were long enough	12.0	3.0	9.0	13.6	58.0	14.7	72.8	1.6	367
The TGA genuinely considered participant input	16.7	4.4	12.3	19.9	42.3	13.9	56.3	7.1	366
The TGA clearly explained the reasons for the final outcome	15.8	5.7	10.1	20.4	43.1	11.7	54.8	9.0	367

Table 40. Opt-in stakeholders – 'Overall, how satisfied were you with the consultation process?'

Statement	Nett D	V D	D	Neither	S	VS	Nett S	N
Overall satisfaction (%)	12.0	3.5	8.4	25.8	54.3	7.9	62.2	368

Opt-in stakeholders – TGA educational activities

Opt-in stakeholders were asked to select the types of TGA educational activities they had seen or been involved in over the past 12 months and how useful they found them.

Table 41. Opt-in stakeholders – 'In the last 12 months, have you seen or been involved in any TGA educational activities?'

Educational activity	%
Seen a social media campaign or post by the TGA	12.9
Attended a TGA event, such as the GMP Forum	13.0
Attended a TGA webinar	31.6
Received a TGA email newsletter	35.3
Other, please specify	3.5
None of the above	41.3

Number of respondents = 1242

Table 42. Opt-in stakeholders – 'Overall, did you find the TGA educational activities useful?'

Statement	Not useful	Slightly useful	Moderately useful	Very useful	Extremely useful	N
Overall satisfaction (%)	3.2	6.5	35.6	43.9	10.8	724

Opt-in stakeholders – Clinical trials

Opt-in stakeholders were asked if they had used any of the information about clinical trials included on the TGA website, and if they had, how satisfied they were with the information.

Table 43. Opt-in stakeholders – 'In the last 12 months, have you used any of the information about clinical trials on the TGA website?'

Response	N	%
Yes	312	26.4
No	792	66.9
Not sure	79	6.7
Total	**1183**	**100**

Table 44. Opt-in stakeholders – 'Overall, how satisfied were you with the information available?'

Statement	VD	D	Neither	S	VS	N
Overall satisfaction (%)	1.3	6.1	19.7	59.7	13.2	310

Opt-in stakeholders – TGA improvements

Opt-in stakeholders were asked whether they had noticed any improvements to TGA systems or services in the past 12 months and were provided with a list of suggestions.

Table 45. Opt-in stakeholders – 'In the past 12 months, have you seen any improvements to the following TGA services or systems?'

Statement	N*
New and updated regulatory information and guidance	328
TGA website	280
Timeliness or quality of responses to enquiries	265
TGA system such as the ARTG, adverse events database, online services	230
Safety information including recalls, alerts and adverse events	179
Assessment times	133
Consultations	129
Other	27
None of the above	515

*Respondents were able to select multiple items.

Opt-in stakeholders – awareness of updated guidance on the advertising of cosmetic injectables

Opt-in stakeholders were asked whether they advertise cosmetic injectables.

Table 46. Opt-in stakeholders – 'Are you involved in the advertising of cosmetic injectables?'

Response	N	%
Yes	12	1.0
No	1174	99.0
Total	**1186**	**100**

Opt-in stakeholders who advertise cosmetic injectables were then asked whether they were aware of updates to the guidance in relation to the advertising of cosmetic injectables.

Table 47. Opt-in stakeholders – 'Are you aware that the TGA has updated its guidance in relation to the advertising of cosmetic injectables?'

Response	N	%
Yes	11	91.7
No	1	8.3
Total	**12**	**100**

Opt-in stakeholders – awareness of vaping law changes

Opt-in stakeholders were asked about their awareness of new vaping law changes.

Table 48. Opt-in stakeholders – 'Are you aware of the vaping law changes that are being implemented in 2024?'

Response	N	%
Yes	929	73.8
No	330	26.2
Total	**1259**	**100**

Appendix C: Health professional results

The tables in this section of the report present results for health professionals.

- For more information about the consumer sample, see Sampling methods.
- Tables have not been provided for questions with a low number of responses. For general notes about interpreting results tables, see Interpreting percentages and results tables.
- For definitions of abbreviations, see Appendix E: Abbreviations.

Health professionals – role

Health professionals were asked about their specific roles.

Table 49. Health professionals – 'Select the category that describes your role'

Response	N	%
Specialist general practitioner	30	14.6
Non-GP Specialist Medical Practitioner	10	4.9
Non-specialist medical practitioner	20	9.8
Pharmacist	36	17.6
Dental practitioner	35	17.1
Nursing professional	37	18.0
Allied health professional	37	18.0
Total	**205**	**100**

Health professionals – awareness of the TGA

Health professionals were asked about their awareness of the TGA.

Table 50. Health professionals – 'Had you heard of the Therapeutic Goods Administration (TGA) prior to participating in this survey?'

Response	%
Yes	82.9
No	17.1
Total	**100**

Health professionals – awareness of advertising obligations

Health professionals were asked if they advertise therapeutic goods. Advertisers were then asked about their awareness of therapeutic goods advertising rules and the consequences for breaking them.

Table 51. Health professionals – 'Do you advertise or arrange the advertising of therapeutic goods?'

Response*	%
Yes	46.8
No	53.2
Total	**100**

*Number of respondents = 205

Table 52. Health professionals – 'Are you aware that there are specific rules for advertising therapeutic goods in Australia?'

Response*	%
Yes	94.8
No	5.2
Total	**100**

*Number of respondents = 96

Table 53. Health professionals – 'Are you aware that there are potentially serious consequences for breaking the therapeutic goods advertising rules in Australia, such as fines or court action?'

Response*	%
Yes	91.7
No	8.3
Total	**100**

Number of respondents = 96

Health professional – TGA performance

Health professionals were asked to indicate their level of agreement with a set of statements about the TGA's performance.

Table 54. Health professionals – TGA performance

Statement	Nett D	SD	D	Neither	A	SA	Nett A	NS	N
The TGA gets the balance right between safety for consumers and timely access to products	9.4	4.1	5.3	15.3	51.8	20.6	72.4	2.9	170
I trust the TGA to perform its role ethically and with integrity	8.2	3.5	4.7	7.1	51.2	32.9	84.1	0.6	170
I am confident the TGA addresses serious, deliberate and repeated non-compliance	10.6	4.1	6.5	15.9	46.5	24.1	70.6	2.9	170
The TGA takes strong action against illegal behaviour	8.8	2.4	6.5	15.3	36.5	31.8	68.2	7.6	170
The TGA takes strong action against illegal advertising for health products	8.2	2.9	5.3	15.3	38.8	32.4	71.2	5.3	170
The TGA provides opportunities to input into key decisions that impact me	10.6	2.4	8.2	19.4	44.1	22.4	66.5	3.5	170
The TGA listens to feedback	9.4	4.1	5.3	17.6	38.2	23.5	61.8	11.2	170

Health professionals – understanding of TGA regulatory scope

Health professionals were asked what they think the TGA regulates.

Table 55. Health professionals – 'What does the TGA regulate? Select all that apply'

Statement	N	%*
Medicines prescribed by a doctor **(correct)**	107	52.2
Advertising of medicines and medical devices **(correct)**	90	43.9
Medicines available in supermarkets/other retail **(correct)**	113	55.1
Any medicines available in a pharmacy **(correct)**	118	57.6
Medical devices, such as bandages and pacemakers **(correct)**	97	47.3
Clinical trials **(correct)**	69	33.7
Vapes and vaping devices **(correct)**	60	29.3
Medicinal cannabis **(correct)**	92	44.9
Medicinal compounding **(correct)**	103	50.2
Cosmetics **(incorrect)**	41	20.0
Foods **(incorrect)**	32	15.6
Health professionals (e.g. Doctors, Nurses) **(incorrect)**	64	31.2
Veterinary medicines **(incorrect)**	37	18.0
Medical procedures (e.g. scans, tests, surgery) **(incorrect)**	72	35.1

Health professionals – perceptions of medicines

Health professionals were asked about their perceptions of medicines. This was prefaced with the following instructions and definitions:

> Shown below are some statements about **medicines (including prescription and non-prescription)** that are available in Australia. Please note: **Medicines do not include complementary medicines** (such as vitamins, minerals, herbal or aromatherapy products). Please indicate your level of agreement with each statement.

Table 56. Health professionals – perceptions of medicines

Statement	Nett D	SD	D	Neither	A	SA	Nett A	NS	N
Medicines are appropriately regulated	8.3	2.4	5.9	18.0	49.8	22.4	72.2	1.5	205
Medicines are manufactured to a high standard	4.4	1.5	2.9	17.1	43.4	33.2	76.6	2.0	205
I am confident that the medicines I use are genuine	6.9	2.0	4.9	14.6	48.3	28.3	76.6	2.0	205
I am confident that the government monitors medicines to identify safety issues	8.8	2.9	5.9	15.1	45.4	27.8	73.2	2.9	205
If a safety issue is identified, I am confident that the TGA takes appropriate action	5.9	2.0	3.9	12.7	44.4	34.6	79.0	2.4	205
I believe that the risks of medicines are balanced against their positive impact	7.8	0.5	7.3	10.7	47.8	28.8	76.6	4.9	205

Health professionals – perceptions of complementary medicines

Health professionals were asked about their perceptions of complementary medicines. This was prefaced with the following instructions and definitions:

> Shown below are some statements about **complementary medicines** (such as vitamins, minerals, herbal or aromatherapy products) that are available in Australia. Please indicate your level of agreement with each statement.

Table 57. Health professionals – perceptions of complementary medicines

Statement	Nett D	SD	D	Neither	A	SA	Nett A	NS	N
Complementary medicines are appropriately regulated	13.7	2.9	10.7	17.1	47.3	17.1	64.4	4.9	205
Complementary medicines are manufactured to a high standard	8.8	1.0	7.8	22.0	39.0	24.9	63.9	5.4	205
I am confident that the complementary medicines I use are genuine	10.7	2.4	8.3	23.4	42.0	19.5	61.5	4.4	205
I am confident that the government monitors complementary medicines to identify safety issues	9.3	0.5	8.8	22.0	38.5	23.4	62.0	6.8	205
If a safety issue is identified, I am confident that the TGA takes appropriate action	3.4	1.0	2.4	12.7	55.6	24.4	80.0	3.9	205
I believe that the risks of complementary medicines are balanced against their positive impact	8.8	1.0	7.8	20.0	42.4	21.5	63.9	7.3	205

Health professionals – perceptions of medical devices

Health professionals were asked about their perceptions of medical devices. This was prefaced with the following instructions and definitions:

> Shown below are some statements about **medical devices** that are available in Australia. Medical devices include a wide range of products, such as medical gloves, bandages, neck braces, condoms, pregnancy tests, implants and X-ray equipment. Please indicate your level of agreement with each statement.

Table 58. Health professionals – perceptions of medical devices

Statement	Nett D	SD	D	Neither	A	SA	Nett A	NS	N
Medical devices are appropriately regulated	8.3	2.4	5.9	13.2	43.9	32.2	76.1	2.4	205
Medical devices are manufactured to a high standard	5.4	1.5	3.9	11.7	44.9	35.6	80.5	2.4	205
I am confident that the medical devices I use are genuine	4.9	1.5	3.4	15.1	49.8	26.8	76.6	3.4	205
I am confident the government monitors medical devices to identify safety issues	6.3	1.0	5.4	13.7	46.3	29.3	75.6	4.4	205
If a safety issue is identified, I am confident that the TGA takes appropriate action	3.9	0.5	3.4	12.2	49.3	32.2	81.5	2.4	205
I believe that the risks of medical devices are balanced against their positive impact	3.9	1.0	2.9	14.1	42.4	34.6	77.1	4.9	205

Health professionals – information interests

Health professionals were asked to indicate the types of information they would be interested in receiving from the TGA.

Table 59. Health professionals – 'Are you interested in information on any of the following? Select all that apply.'

Statement	N
Safety and effectiveness information about medicines and medical devices	87
Medicine shortages	82
General information about the TGA	73
Product recalls	71
Clinical trials	69
Updated or new regulatory guidance	65
Reporting problems or side effects of medicines or medical devices	64
Accessing medicines and medical devices	62
Training, workshops or presentations about medicines and medical devices	61
Medicinal cannabis	56
Information on travelling with medicines and medical devices	54
Medicines compounding	51
Medical device supply disruptions	50
News and media releases	50
Vaping reforms	39
Information on consultations	36
Other	1

Health professionals – contacting the TGA

Health professionals were asked if they had contacted the TGA. Respondents who had were asked about their satisfaction with the experience.

Table 60. Health professionals – 'In the last 12 months, have you contacted or interacted with the TGA in any of the following ways'

Response	N
Email, phone or online form	54
Social media	57
TGA consultation	37
Committee, working group or consultative forum	26
Another type of interaction (letter, fax etc)	8
None of the Above	69

*Respondents were able to select multiple answers
Number of respondents =170

Table 61. Health professionals – 'Generally, how long does it take for the TGA to respond to your enquiry/enquiries?'

Length of time	N	%
Immediately or less than 1 day	13	14.3
1 to 2 days	36	39.6
3 to 5 days	32	35.2
6 to 10 days	7	7.7
More than 10 days	3	3.3
Total	**91**	**100**

Table 62. Health professionals – 'Overall, how satisfied are you with the experience of communicating with the TGA?'

Statement	Nett D	VD	D	Neither	S	VS	Nett S	N
Overall satisfaction (%)	8.8	2.2	6.6	19.8	46.2	25.3	71.4	91

Health professionals – TGA educational activities

Health professionals were asked to select the types of TGA educational activities they had seen or been involved in over the past 12 months and to rate how useful they had found them.

Table 63. Health professionals – 'In the last 12 months, have you seen or been involved in any TGA educational activities?'

Educational activity	%
Seen a social media campaign or post from the TGA	37.6
Attended a TGA event, such as the GMP Forum	23.5
Attended a TGA webinar	21.2
Received a TGA email newsletter	22.4
Other, please specify	0.0
None of the above	49.4

Number of respondents =170

Table 64. Health professionals – 'Overall, did you find the TGA educational activities useful?'

Statement	Not useful	Slightly useful	Moderately useful	Very useful	Extremely useful
Overall satisfaction (%)	1.7%	7.4%	33.9%	39.7%	17.4%

Number of respondents = 121

Health professionals – clinical trials

Health professionals were asked if they had used any of the information about clinical trials included on the TGA website, and if they had, how satisfied they were with the information.

Table 65. Health professionals – 'In the last 12 months, have you used any of the information about clinical trials on the TGA website?'

Response	N	%
Yes	68	33.2
No	112	54.6
Not sure	25	12.2
Total	**205**	**100**

Table 66. Health professionals – 'Overall, how satisfied were you with the clinical trial information available?'

Statement	Nett D	VD	D	Neither	S	VS	Nett S	N
Overall satisfaction (%)	1.5	0.0	1.5	17.6	48.5	32.4	80.9	68

Number of respondents = 68

Health professionals – TGA improvements

Health professionals were asked whether they had noticed any improvements to TGA systems or services in the past 12 months and were provided with a list of suggestions.

Table 67. Health professionals – 'In the past 12 months, have you seen any improvements to the following TGA services or systems?'

Statement	N*
TGA website	66
Safety information including recalls, alerts and adverse events	57
New and updated regulatory information and guidance	47
TGA system such as the ARTG, adverse events database, online services	40
Consultations	40
Assessment times	39
Timeliness or quality of responses to enquiries	38
Other	1
None of the above	44

*Respondents were able to select multiple items.

Health professionals – awareness of updated guidance on the advertising of cosmetic injectables

Health professionals were asked whether they advertise cosmetic injectables.

Table 68. Health professionals – 'Are you involved in the advertising of cosmetic injectables?'

Response	N	%
Yes	45	22.0
No	160	78.0
Total	**205**	**100**

Health professionals were asked whether they were aware of updates to the guidance in relation to the advertising of cosmetic injectables.

Table 69. Health professionals – 'Are you aware that the TGA has updated its guidance in relation to the advertising of cosmetic injectables?'

Response	N	%
Yes	36	80.0
No	9	20.0
Total	**45**	**100**

Health professionals – awareness of vaping law changes

Health professionals were asked about their awareness of new vaping law changes.

Table 70. Health professionals – 'Are you aware of the vaping law changes that are being implemented in 2024?'

Response	N	%
Yes	166	81.0
No	39	19.0
Total	**205**	**100**

Health professionals – compounded weight-loss medicines

Health professionals were asked about compounded weight-loss medicines.

Table 71. Health professionals – 'Have you heard of the medicine Ozempic (semaglutide) which is used to treat type-2 diabetes, but is also being prescribed by some doctors to treat weight loss?'

Response	N	%
Yes	177	86.3
No	28	13.7
Total	**205**	**100**

Table 72. Health professionals – 'Did you know that compounded medicines aren't assessed by the TGA for safety, quality and effectiveness and have different side effects than the original medicines they are based on?'

Response	N	%
Yes	108	52.7
No	97	47.3
Total	**205**	**100**

Table 73. Health professionals – 'Did you know that compounding medicines is unlawful in most circumstances?'

Response	N	%
Yes	112	54.6
No	93	45.4
Total	**205**	**100**

Appendix D: Government representatives

The tables in this section of the report present results for the government representatives' sample. This sample is also included in the opt-in stakeholder sample.

- For more information about the consumer sample, see Sampling methods.
- Tables have not been provided for questions with a low number of responses. For general notes about interpreting results tables, see Interpreting percentages and results tables.
- For definitions of abbreviations, see Appendix E: Abbreviations.

Government representatives – demographics

Government representatives were asked whether they worked for the federal government or a state or territory government.

Table 74. Government representatives – 'Select the category that describes your role'

Role	N	%
State or territory government official/representative	63	75.0
Australian government official/representative	12	14.3
Other	9	10.7
Total	**84**	**100**

Government representatives – TGA performance

Government representatives were asked to indicate their level of agreement with a set of statements about the TGA's performance.

Table 75. Government representatives – TGA performance

Statement	Nett D	SD	D	Neither	A	SA	Nett A	NS	N
Balance right – safety vs access	12.3	2.5	9.9	18.5	55.6	9.9	65.4	3.7	81
I trust the TGA – ethics and integrity	3.7	0.0	3.7	14.6	32.9	47.6	80.5	1.2	82
I am confident the TGA addresses serious, deliberate and repeated non-compliance	9.8	1.2	8.5	18.3	39.0	20.7	59.8	12.2	82
Takes strong action – illegal advertising	6.1	1.2	4.9	24.4	40.2	14.6	54.9	14.6	82
Takes strong action – illegal behaviour	6.1	1.2	4.9	22.0	35.4	15.9	51.2	20.7	82
Provides input opportunities	12.3	1.2	11.1	14.8	48.1	19.8	67.9	4.9	81
Listens to feedback	14.8	1.2	13.6	17.3	44.4	16.0	60.5	7.4	81

Government representatives – contacting the TGA

Government representatives were asked if they had contacted the TGA. Respondents who had were asked about their satisfaction with the experience.

Table 76. Government representatives – 'In the last 12 months, have you contacted or interacted with the TGA in any of the following ways?'

Response	N
By email, phone or online form	59
On social media	1
Been involved in a TGA consultation	41
Committee, working group or consultative forum	54
Another type of interaction (letter, fax etc)	6
None of the Above	5

*Respondents were able to select multiple answers
Number of respondents = 74

Table 77. Government representatives – 'Generally, how quickly did the TGA to respond to your enquiry/enquiries?'

Length of time	N	%
Immediately or less than 1 day	11	18.6
1 to 2 days	23	39.0
3 to 5 days	13	22.0
6 to 10 days	5	8.5
More than 10 days	7	11.9
Total	**59**	**100**

Government representatives – working with the TGA

Government representatives were asked to rate their level of agreement with statements about working with the TGA and the impacts of TGA decisions.

Table 78. Government representatives – 'Thinking about the last 12 months, indicate your level of agreement with the following statements as they relate to your role as a government official or representative.'

Statement	Nett D	SD	D	Neither	A	SA	Nett A	NS	N
The TGA proposes regulatory reforms that are evidence-based	6.2	4.6	1.5	13.8	56.9	20.0	76.9	3.1	65
The TGA consults with state and territory governments on regulatory changes	13.8	3.1	10.8	15.4	46.2	18.5	64.6	6.2	65
The TGA appropriately considers the impact of its regulatory actions and changes on the states and territories	23.1	4.6	18.5	23.1	27.7	18.5	46.2	7.7	65
The implementation timeframes for regulatory changes are adequate	21.9	3.1	18.8	20.3	39.1	14.1	53.1	4.7	64
The TGA appropriately manages risks when implementing regulatory reforms	16.9	4.6	12.3	21.5	43.1	15.4	58.5	3.1	65
Overall I am satisfied with the interactions I have with TGA staff	4.6	1.5	3.1	12.3	52.3	27.7	80.0	3.1	65

Appendix E: Abbreviations

Column heading abbreviations in results tables

Agreement scales

Table 79. Abbreviations for agreement scale results tables.

Abbreviation	Definition
N	The number of people who responded to an item
A	The percentage of N who **agreed**.
SA	The percentage of N who **strongly agreed**.
Nett A	The percentage of N who **agreed or strongly agreed.**
Neither	The percentage of N who **neither agreed nor disagreed.**
D	The percentage of N who **disagreed.**
SD	The percentage of N who **strongly disagreed.**
Nett D	The percentage of N who **disagreed or strongly disagreed.**
NA	**Not applicable**
NS	**Not sure**

Satisfaction scales

Table 80. Abbreviations for satisfaction scale results tables.

Abbreviation	Definition
N	The number of people who responded to an item.
S	The percentage of N who were **satisfied**.
VS	The percentage of N who were **very satisfied**.
Nett S	The percentage of N who were **satisfied or very satisfied.**
Neither	The percentage of N who were **neither satisfied nor dissatisfied.**
D	The percentage of N who were **dissatisfied.**
VD	The percentage of N who were **very dissatisfied.**
Nett D	The percentage of N who were **dissatisfied or very dissatisfied.**

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