



Australian Government
Department of Health
Therapeutic Goods Administration

TGA stakeholder survey report 2021

Version 1.0, December 2021

TGA Health Safety
Regulation

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Summary

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 2021 survey and report has been streamlined to ensure the TGA can better identify and respond to the key challenges and opportunities our stakeholders have identified. This includes removing some questions from the previous survey and adjusting some stakeholder categories.

The 2021 survey found that approximately two-thirds of Australians had heard of the TGA, up from half in 2020. Most respondents trust the TGA to act ethically and with integrity and believe the TGA gets the balance right between access to therapeutic goods and safety for consumers.

Despite the challenges the pandemic has placed on the organisation, most survey respondents believe the TGA has responded effectively to COVID-19, and more Australians are aware of our work in this area than ever before.

The survey found that while most stakeholders have a positive experience when interacting with the TGA, there are some recurring challenges. For example, some found it difficult to obtain specific advice from the TGA and/or experienced a delay in receiving a reply due to the very significant increase in enquiries received due to COVID-19.

Stakeholders also identified other areas for improvement, including the TGA's website, a lack of transparency in the progress of applications and difficulties searching the Australian Register of Therapeutic Goods (ARTG).

The TGA Transformation Program has been established to address many of the issues that stakeholders have identified in the survey and in other consultative forums. The Transformation Program includes work to redevelop the TGA's website, improve the ARTG search tool and the display of information, and to digitise many processes that will lead to greater transparency of an application's progress. We look forward to sharing the progress of these enhancements with stakeholders.

Overall, the 2021 survey indicates that awareness of the TGA is growing, and most of our stakeholders—as well as the broader Australian community—hold positive views about the TGA. This presents us with an opportunity to help educate more Australians about our role to ensure the benefits of medicines and medical devices far outweigh any risks, are high quality, and do what they're supposed to.

How to read this report

The structure of this report

This report summarises key findings from the 2021 TGA stakeholder survey, focussing mainly on our major stakeholders such as consumers, the medical products industry and health professionals. We begin with an outline of our approach to the survey, including an explanation of 'opt-in respondents'—industry and healthcare professionals who completed the survey by email invitation or web link—and 'consumers'—members of the public who were randomly selected by a market research company to be representative of the wider Australian population.

Interpreting percentages and tables

Questions in the opt-in survey were optional, meaning some respondents did not answer every question. Except where stated otherwise, each percentage included in this report is the percentage of respondents who answered the relevant question (not the percentage of total respondents to the survey).

Results tables for stakeholder groups are presented in the latter half of this 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](#). All percentages are rounded to the nearest whole number. Any discrepancy between a total and the sum of its components is due to rounding.

Although many questions in the survey were intended for respondents who were aware of the TGA, some questions did not require awareness of our organisation and its function.

Questions relating to the survey can be directed to email tga.education@tga.gov.au.

The survey approach

The TGA is part of the Australian Government Department of Health, and the 2021 stakeholder survey was developed in conjunction with the Department's Market Research Unit.

Why we conduct the survey

The 2021 stakeholder survey was developed to seek feedback on various aspects of the TGA's role and how key stakeholder groups perceive this role. This feedback helps us improve the way we work with our stakeholders.

The survey also contributes to the *TGA Regulator Performance Framework Self-Assessment Report July 2020 to June 2021*. This annual self-assessment report evaluates our work against key performance indicators in the Australian Government's Regulator Performance Framework. It helps measure key performance indicator 6.1: 'Regulators establish cooperative and collaborative relationships with stakeholders to promote trust and improve the efficiency and effectiveness of the regulatory framework'.

Sampling methods

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

Opt-in respondents

The opt-in survey of industry and healthcare professionals was open between 19 August and 27 August 2021, with respondents invited to complete it through an email invitation or web link.

Individual email invitations were distributed to active users of TGA Business Services, which is an online system for functions such as electronic payments and lodgement of applications for entry of products onto the Australian Register of Therapeutic Goods. Other opt-in respondents were able to complete the survey through a link which was made publicly available on the TGA's website.

Consumers

Market research provider Qualtrics LLC was engaged to access consumers from a panel it maintains. A sample of 1,010 Australians aged 18 and older representative of the wider Australian community was obtained.

Consistent with the 2020 survey, this included a sample of consumers who were representative of the Australian population. The sample was weighted to be broadly representative across age, gender and state-based location. Respondents completed the questionnaire via an online survey platform. Demographic details are presented in the [Consumer results](#) tables. Fieldwork for the survey commenced on 8 August 2021 and was completed on 17 August 2021.

Interpreting opt-in respondent data

This report includes large differences between the opt-in data and the consumer data. This is due to the different methods used to survey consumers and other stakeholder groups.

The consumer data was created by randomly selecting respondents and then using a weighted sample to broadly represent the views of the Australian population. Opt-in respondents completed the survey via a publicly available link and were able to share the link with other respondents with similar views to their own.

In the past, the use of alternative methodologies has allowed the TGA to receive genuine feedback to help us improve the way we work with our stakeholders. However, this year it appears to have caused an over-representation of opt-in health care professionals with highly negative opinions to the Australian Government and TGA response to COVID-19. This may include an over-representation of respondents who support unproven COVID-19 treatments and were critical of the TGA's regulatory decisions during the same period that the survey was conducted.

Therefore, the opt-in stakeholder data presented in this report is unlikely to represent the overall views of the stakeholder groups. The data is not broadly representative because opt-in respondents were not randomly selected.

While the TGA respects the views of all respondents, we believe these results do not represent the overall views of Australia's health care professionals, and caution should be taken when interpreting this data. The TGA will look to address this issue in future stakeholder surveys so that we receive feedback that better represents the views of our stakeholders.

Overview of results

This section of the report summarises the results for consumers and opt-in medical products industry respondents. Some additional insights from opt-in health professionals are included.

Awareness of the TGA and understanding of its regulatory scope

Consumers were asked whether they had heard of the TGA before participating in the survey, with almost 65% indicating they had. This figure provides an estimate of consumer awareness in the Australian population and is significantly higher than in the 2020 survey where 52% of consumers were aware of the TGA.

Consumers were also asked what they think the TGA regulates. Respondents selected options from a list consisting of five correct options, such as 'medicines prescribed by a doctor' and

‘advertising of medicines and medical devices’, and six incorrect options, such as ‘foods’, ‘health professionals’ and ‘veterinary medicines’. Consumers selected correct options more frequently than incorrect options (see [Consumers – understanding of TGA’s regulatory scope](#)).

The majority of consumers selected at least one incorrect option. The most common incorrect responses were ‘medical procedures’ (48%), ‘health professionals’ (41%), and ‘allied health professionals’ (41%).

Although it would be unreasonable to expect consumers to have detailed knowledge of the TGA’s regulatory remit, these results demonstrate an opportunity to further increase consumer understanding of our role. For readers who wish to learn more about the scope of TGA regulation, our website includes information on [what the TGA regulates](#) and what the [TGA does not regulate](#).

Getting the balance right

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

Among consumers, 69% agreed or strongly agreed that the TGA gets the balance right, with 7% disagreeing (the remaining respondents selected ‘neither agree nor disagree’ or ‘not sure’). Among opt-in medical products industry respondents, 73% agreed with the statement and 13% disagreed.

A level of disagreement with this statement is expected given the broad range of therapeutic goods the TGA regulates. Nevertheless, the results are encouraging and similar to those presented in the 2020 stakeholder report.

Trust

Respondents who were aware of the TGA were asked to indicate their level of agreement with the statement: ‘I trust the TGA to act ethically and with integrity’. Among consumers, 77% agreed that the TGA acts ethically and with integrity, while 8% disagreed. For opt-in medical products industry stakeholders, 86% agreed and 6% disagreed.

Overall, these results demonstrate a high level of trust in the TGA among key stakeholder groups.

Awareness of advertising regulations

The TGA regulates the advertising of therapeutic goods in Australia. Selected stakeholder groups were asked if they advertise therapeutic goods. Advertisers were then asked about their awareness of advertising rules for therapeutic goods and the potential consequences of breaking them.

Among opt-in medical products industry respondents, 40% of respondents stated that they advertise or arrange the advertising of therapeutic goods. Of this group, 98% stated they were aware of specific rules for advertising therapeutic goods in Australia, and 97% stated they were aware of potentially serious consequences for breaking these rules, such as fines and court action.

While the number of opt-in health professionals who advertise therapeutic goods was very small, most were aware of the advertising requirements.

Overall, these results demonstrate a high level of awareness among stakeholders. It is important to note, however, that many of these respondents were recruited through the TGA Business Services portal and it's reasonable to expect that these respondents are already engaged with the regulatory system. As a result, awareness in the survey sample may not represent the broader population of existing or potential advertisers.

Consumers were not asked specific questions about their awareness of advertising rules and the consequences for breaking them. However, responses to the question about 'what the TGA regulates' (see [Consumers – understanding of TGA's regulatory scope](#)) provide an indication of consumer awareness of advertising regulations. When selecting one or more options from a list of correct and incorrect options, 55% of consumers correctly indicated that the TGA regulates 'advertising of medicines and medical devices'.

Readers can learn more about the regulations for [advertising therapeutic goods](#) on our website.

Enforcing the regulations

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

The first statement related specifically to enforcing advertising regulations: 'The TGA takes strong action against illegal advertising of health products. Agreement with this statement was 67% for consumers (6% disagreed) and 66% for opt-in medical products industry respondents (10% disagreed).

The second statement was intended to capture perceptions of the full range of the TGA's enforcement actions: 'The TGA takes strong action against illegal behaviour'. The pattern of responses for this statement was similar to the statement about enforcing advertising regulations, with 67% of consumers agreeing (7% disagreed) and 67% of opt-in medical products industry respondents agreeing (10% disagreed).

When taken together, these results suggest that our key stakeholders generally believe the TGA takes strong action in response to non-compliance with the therapeutic goods legislation. However, many consumers and opt-in medical products industry respondents answered 'unsure' or 'neither agree nor disagree' to these statements, highlighting an opportunity to further increase visibility of TGA compliance and enforcement action.

The TGA website includes more information about [compliance and enforcement](#), including a complete list of actions and outcomes.

Responding to COVID-19

Responding to the COVID-19 pandemic remains a priority for the TGA. Respondents who were aware of the TGA were asked whether they agreed or disagreed to the statement: 'the TGA has responded effectively to the COVID-19 pandemic'.

Agreement was 61% for consumers, and 68% for opt-in medical products industry respondents, while disagreement was 10% for both groups. The remaining respondents selected 'neither agree nor disagree' or 'not sure'.

These results suggest that stakeholders were generally satisfied with the TGA's response to COVID-19, but there were also some stakeholders, especially consumers, who were unaware or uncertain of the TGA's response. However, awareness has increased since the 2020 survey, where only 40% of panel consumers surveyed agreed and 5% disagreed that the TGA had responded effectively to the pandemic, with the majority (55%) selecting 'neither agree nor

disagree' or 'unsure'. This again demonstrates the growing awareness of the TGA and its role in the broader community, particularly in relation to its efforts against COVID-19.

Readers can learn more about our response to the pandemic on our [COVID-19 page](#) and in the [TGA Business Plan 2021-22](#).

Perceptions of medicines and medical devices

In order to understand how stakeholders perceive prescription and over the counter medicines, complementary medicines and medical devices in Australia, a set of statements covering topics such as perceived appropriateness of regulation, perceived manufacturing quality, and confidence in post-market monitoring was included. For these statements, medicines were defined as:

- 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'.

Consumers expressed more confidence in the regulation of medicines and medical devices than for complementary medicines. Most consumers believe that 'medicines are appropriately regulated' (72%), are 'confident that the government monitors medicines to identify safety issues' (74%) and that the 'risks of medicines are balanced against their positive impact' (71%).

When asked similar questions about medical devices, most consumers believed that 'medical devices are appropriately regulated' (74%), are 'confident that the government monitors medical devices to identify safety issues' (75%) and the 'risks of medical devices are balanced against their positive impact' (74%).

Responses to similar questions about complementary medicines weren't as positive, with only half of consumers agreeing to the statements 'complementary medicines are appropriately regulated' (51%), 'I am confident that the government monitors complementary medicines to identify safety issues' (58%) and the 'risks of complementary medicines are balanced against their positive impact' (59%). Despite the lower agreement levels to these statements, it should be noted that disagreement was also quite low, with about a third of respondents selecting either 'neither agree nor disagree' or 'not sure'.

As expected, opt-in health professionals from the medical, dental, pathology and pharmacy fields generally held more positive views about medicines and medical devices than complementary medicines, while opt-in complementary health practitioners had slightly more positive views on complementary medicines and medical devices than medicines.

Collaboration and consultations

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

Opt-in medical products industry respondents were more likely to offer a positive response, with 58% of respondents agreeing that 'the TGA provides opportunities for input into key decisions that impact me' (14% disagreed), 50% agreeing that the 'TGA listens to feedback' (16% disagreed) and 59% agreeing that the 'TGA is collaborative' (15% disagreed).

Consumers were more likely to be 'unsure' or to 'neither agree nor disagree' with these statements, with 37% of consumers agreeing that 'the TGA provides opportunities for input into

key decisions that impact me' (18% disagreed), 43% agreeing that the 'TGA listens to feedback' (8% disagreed) and 53% agreeing that the 'TGA is collaborative' (6% disagreed).

While positive overall, there was a notable proportion of 'neither agree nor disagree' and 'not sure' responses across these questions for both consumers and opt-in respondents, indicating that many people hadn't been involved in a TGA consultation process or hadn't needed to collaborate with us.

Respondents who were aware of the TGA were also asked if they had responded to a TGA consultation document or attended a TGA consultation event (such as a consultative meeting, forum, webinar or workshop) in the last 12 months. Participation was greatest among opt-in medical products industry respondents, with 34% of respondents having participated compared to 16% of consumers. However, the number of consumers who indicated they had been involved in a TGA consultation was much higher this year than in 2020 (5%).

Of those respondents who indicated they had participated in an aspect of a TGA consultation, most opt-in medical products industry respondents (63%) and consumers (88%) stated it was for a public consultation. Respondents who participated in any consultation over the past 12 months were then asked about different aspects of the consultation experience.

While the number of consumers who participated in a consultation was relatively small (107 respondents), they were generally satisfied with their experience. They were more likely to agree with the statements 'the TGA clearly explained the reasons for the final outcome' (79%), 'the TGA genuinely considered participant input' (72%) and 'the TGA did enough to notify affected people of the chance to participate' (71%).

The majority of opt-in medical products industry respondents agreed that 'the TGA did enough to notify affected people of the chance to participate' (72%), 'the consultation process made it as easy as possible for me to participate' (78%), and 'the timeframes for providing input were long enough' (69%).

Fewer opt-in medical products industry stakeholders agreed that 'the TGA genuinely considered participant input' (47% agreed, 18% disagreed) and the 'TGA clearly explained the reasons for the final outcome' (46% agreed, 18% disagreed). It should be noted that many respondents also selected 'neither agree nor disagree' or 'not applicable/too early to tell', which indicates that many respondents were involved in a consultation that wasn't complete at the time of filling in the survey.

In total, 61% of opt-in medical products industry respondents were satisfied with their overall consultation experience, compared to 14% who were dissatisfied.

When offered an opportunity to provide written feedback as part of the survey, some respondents gave their thoughts on TGA consultations. Some of the themes from the positive comments included that the TGA's consultation process had improved, and consultations were useful.

Public consultations have been improving! Well done! —Medical products industry respondent.

I feel that the consultation and responses of the TGA to direct feedback and requests are informative and considerate of feedback, which is very satisfying to work with. —Health professional.

Over time I have noticed a shift in the TGA becoming much more collaborative, open and listening to feedback [...] Industry welcomes the opportunity to provide feedback and opinions via consultations, these are an important piece of the regulatory policy and future-proofing processes. I think in general that sufficient time is given for initial responses but the whole process can still be protracted. —Medical products industry respondent.

For respondents who expression dissatisfaction with their consultation experience, themes included not feeling that stakeholder feedback was always considered, wanting more updates on the progress of consultations and wanting them to be more engaging.

Regarding consultations, there can still be more transparency, more engagement and collaboration, and genuine listening. —Medical products industry respondent.

Public consultation summaries have never seemed to address the issues brought forth by the prepondering sentiment/evidence offered by those whom have provided submissions. [...] It is both disheartening to the authors of these submissions as well as can suggest the process is futile should the proceeding decisions clearly not take these documents in account. —Health professional.

Please provide the public and consultants with more transparency into your decision making processes. —Consumer.

Readers who wish to learn more about TGA consultations, including the outcomes of closed consultations, can find information on our [consultations and reviews](#) page.

Contacting the TGA

In 2021, the TGA experienced an unprecedented increase in correspondence as a result of the COVID-19 pandemic.

Survey respondents aware of the TGA were asked about their experiences contacting us. The vast majority of opt-in medical products industry respondents (96%) had contacted the TGA at least once. By contrast, most consumers who had heard of the TGA have never contacted us (70%). While this number is high, it was significantly higher in 2020 (85%).

When provided with a list of reasons for contacting the TGA, the top three reasons opt-in medical products industry respondents selected were: ‘to lodge an application’, ‘to understand a regulatory process’ or to ‘check the progress of an application’.

The three most common reasons selected by consumers were: ‘information about manufacturing products’, ‘report, or enquire about, a problem with a device or medicine’ and information about ‘product recalls’. For opt-in health professionals in the medical, dental, pathology and pharmacy fields it was: ‘to understand a regulatory process’, ‘lodge an application’ and ‘information about manufacturing products’.

Across all groups, email, phone and online forms were the most common contact methods, though some respondents still used other methods, such as letters and faxes.

Respondents were asked to indicate how long it took the TGA to respond to their enquiries. For opt-in medical products industry respondents, 78% of phone enquiries were answered within two days, with one in four answered immediately. For email enquiries, almost half were answered within two days (48%) and 89% were answered within 10 days. Similarly, most enquiries submitted via the TGA’s online form were answered within 10 days (88%).

For consumers, 77% of phone enquiries were answered within two days, with three in ten answered immediately. For email enquiries, 63% were answered within two days and 89% were answered within 10 days. Most online form enquiries were answered within 10 days (85%).

The majority of opt-in medical products stakeholders were satisfied with their experience communicating with the TGA (67%), as were consumers (76%). Opt-in health professionals in the medical, dental, pathology and pharmacy fields were less satisfied (49% agreed).

When providing written feedback in the survey, respondents who were satisfied after contacting the TGA praised our staff and their ability to provide the information required.

Friendly and supportive staff with a desire to provide relevant information. —Medical products industry respondent.

I have always found the TGA staff helpful, informative and very professional. They inspire confidence. Where they haven't been able to answer my inquiry that referred me to another colleague who could. There was never an unsatisfied line of inquiry. —Medical products industry respondent.

While TGA's staff were almost universally praised in the written feedback, some stakeholders had not received the information they required and/or had experienced slow response times to their enquiry.

[...] when you get a staff member on the phone they are hesitant to offer advice and simply refer you back to the site where its impossible to find what you need. —Consumer representative/advocate.

I think the general phone line could still be improved. Shorter introductory message, enough staff to pick up all calls or a waiting time specified if you choose to stay on line (rather than be pushed to leave a voicemail). More phone contacts for subsections within TGA would be great. —Medical products industry respondent.

These comments provide useful feedback to inform our ongoing efforts to ensure responses to enquiries are as timely and useful as possible.

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

The TGA website

The stakeholder survey asked respondents about their experiences using the TGA website at www.tga.gov.au.

Opt-in medical products industry respondents visited the TGA website with the greatest frequency. About 87% of medical products industry respondents used the website once a month or more, with 30% using it more than once a week. Only 2% said they had never visited the TGA website.

About one in three consumers (34%) had visited the TGA website in the last year. This is significantly higher than in the 2020 survey (19%).

When provided with a list of reasons why they had visited the TGA website, consumers most often selected: 'Information related to COVID-19' (42%, up from 24% in the 2020 survey). Other reasons included 'safety information', 'product details' and 'TGA news'.

For opt-in medical products industry respondents, the top three reasons were 'accessing TGA databases', 'guidance documents' and 'regulatory decisions and notices'.

Consumers were overall satisfied with the TGA website (83% satisfied), including the 'language used' (78%), 'navigating the site' (78%), and the 'look and feel' (81%).

Opt-in medical products industry respondents were overall less satisfied (66% satisfied and 11% dissatisfied). While medical products industry respondents were generally satisfied with the 'language used' (83%) and the 'look and feel' (69%), they were less satisfied with 'navigating the site' (58%).

Navigation was a regular theme when respondents provided written feedback in the survey about the TGA website, with many respondents expressing difficulty finding the information they needed.

Information relating to topics is spread across multiple webpages, guidance documents, etc.[...] It would be incredibly helpful if all info related to a topic was contained in one spot, and the information was consistent across the resources. —Medical products industry respondent.

The Website is cluttered and hard to navigate [...] The site needs to be overhauled with clearer tabs for headings. The TGA does an amazing job but seems to lack a site that is able to deliver the huge amount of information required. —Consumer representative/advocate.

There is a lot of information on the website, but sometimes it is difficult to find. The pages are cluttered and the text is crowded which makes it difficult to read on a screen. —Health professional.

Some respondents were also dissatisfied with the performance of the website search function.

Doing a google search with TGA in the search line gets you straight to the correct site at TGA, whereas using TGA's own search engine doesn't populate any relevant results. — Medical products industry respondent.

Hard to locate instructions on the website. Have had to use Google to find information on the website, as trying to navigate the website or use search has not located the information. Once I locate instructions they are easy to follow and the instructions are good. —Health professional.

Stakeholder information interests

As outlined previously, respondents were asked about their reasons for contacting the TGA and visiting the TGA website. In addition, respondents other than those from the medical products industry were asked about the types of information they would be interested in receiving from the TGA. Medical products industry respondents were not asked this question as the TGA works closely with this sector and their information needs are generally well known to us.

When selecting one or more topics from a list, consumers most commonly selected 'product recalls', 'safety information about medicines and medical devices' and 'reporting problems or side effects of medicines or medical devices'.

Similarly, opt-in health professionals in the medical, dental, pathology or pharmacy fields selected 'reporting problems or side effects of medicines or medical devices', 'safety information about medicines and medical devices' and 'product recalls'.

Overall, these results highlight the importance of safety-related information for consumers, health professionals and other stakeholders. Readers who wish to stay informed of the latest safety information from the TGA can subscribe to the [TGA safety information email list](#) or follow us on [Facebook](#), [Twitter](#), [LinkedIn](#) and [Instagram](#). We also offer health professionals practical information and advice through our [Medicines Safety Updates](#) and [Medical Devices Safety Updates](#).

What the TGA can do better

At the end of the survey, respondents were provided with an opportunity to comment on any aspect of the TGA and its work and highlight areas for improvement. Stakeholders made diverse comments, some of which have already been included in previous sections of this report.

The TGA website received many comments, with the major theme being that while the site contains most of the information stakeholders require, the information is often hard to find, is not written in an easy-to-understand way and is presented in a cluttered and confusing structure. However, it should be noted that feedback about the website was not universally negative, and some long-term users noted that improvements have been made.

Many respondents mentioned delays in receiving responses from their enquiries to the TGA and not being able to contact the relevant section of the organisation. One of the main themes was that while the TGA's staff were usually friendly and helpful, responses were sometimes too generic and often linked stakeholders back to website information that didn't assist them. However, some respondents were sympathetic and noted the impact that COVID-19 was having on the TGA, and the need for the agency to prioritise its response to the pandemic.

While the stakeholder survey did not specifically ask questions about the [TGA's eBusiness Services](#) or the [ARTG search](#), some respondents provided feedback which requested improvements be made.

eBS is terrible, unclear, and not user friendly. —Medical products industry respondent.

I would prefer more intuitive access to new ARTG registrations. The search tool is not user friendly. —Health professional.

The eBS/TBS part of TGA website (ARTG) is terrible and outdated. It needs a complete overhaul and significant improvement on responsiveness and reliability. —Medical products industry respondent.

Some medical products industry respondents also felt there was a lack of transparency in the applications process to receive a listing in the ARTG, particularly its progress.

Getting status updates on progress of application review could be much more transparent and improved. Sometimes it feels like pulling teeth, and has to be escalated to the very top to get response and action on the review. This could be automated and available through eBS portal without us having to send emails and make call, often to only get some round about response without meaningful information after several follow ups and waiting for weeks. —Medical products industry respondent.

Transparency on how an application is tracking could be improved, as there can be months and months of not hearing anything about an application. —Medical products industry respondent.

A number of other issues were raised by opt-in respondents, including fees and charges being too high, more guidance and assistance for understanding regulatory requirements and better enforcement of regulations.

I am new to the TGA with the transition to personalised devices. The process looks scary and confusing and potentially very expensive. I am hopeful that we are able to work constructively to get through the process without too much stress. —Health professional

Handling of advertising complaints is highly unsatisfactory - no transparency in the process and outcomes (with actual details of the substance of the complaint) is lacking. —Medical products industry respondent.

What happens next

The 2021 TGA Stakeholder Survey results were used to inform the *TGA Regulator Performance Framework: Self-Assessment Report, July 2020 to June 2021*. The survey results also inform our ongoing efforts to continue improving our performance as a regulator and the way we work with our stakeholders.

As previously mentioned, the TGA is embarking on a Transformation Program to address many of the issues that stakeholders have identified in this survey and through other consultative forums. This will include work to redevelop the TGA's website, improve the ARTG search tool and the display of information, and to digitise many processes that will lead to greater transparency of an application's progress.

More information on the scope of the TGA's Transformation Program was [presented to stakeholders](#) in July 2021, and we will continue to update stakeholders as it progresses. Thank you to everyone who took the time to complete the survey.

Improvement definitely needed with regards to the IT infrastructure. The transformation program is more than welcome and I look forward to work with the TGA to see best possible outcomes out of this transformation process. —Medical products industry respondent.

The TGA is undertaking a digital transformation and the initial workshop was very good - it is great to see the plans to update the website, ARTG search functionality etc. —Medical products industry respondent.

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, state and region.

Table 1. Consumers – ‘What is your gender?’

Gender	%	N
Male	45	459
Female	54	545
Indeterminate/Intersex/Unspecified	0.4	4
Prefer not to say	0.2	2
Total	100	1010

Table 2. Consumers – ‘What is your age?’

Age	%	N
18 - 24	17	175
25 - 34	19	189
35 - 44	23	237
45 - 54	12	119
55 - 64	13	129
65 - 74	11	107
75 or older	5	54
Total	100	1010

Table 3. Consumers – ‘In which state or territory do you live?’

State	%	N
NSW	28	287
VIC	27	268
QLD	23	230
SA	10	96
WA	8	82
TAS	2	23
ACT	2	22
NT	0	2
Total	100	1010

Table 4. Consumers – ‘Where do you live?’

Region	%	N
Capital city	67	680
Regional city/town	24	243
Regional/Rural area	8	81
Remote area	1	6
Total	100	1010

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	65	657
No	35	353
Total	100	1010

Consumers – understanding of TGA regulatory scope

Consumers were asked what they think the TGA regulates.

Table 6. Consumers – ‘What does the TGA regulate? Select all that apply.’

Statement	%*	N
Any medicines available in a pharmacy (correct)	73	734
Medicines prescribed by a doctor (correct)	69	693
Medicines available in supermarkets (correct)	62	629
Medical devices, such as bandages and pacemakers (correct)	56	569
Advertising of medicines and medical devices (correct)	55	553
Medical procedures (e.g. scans, tests, surgery) (incorrect)	48	480
Allied health professionals (e.g. Physiotherapists) (incorrect)	41	414
Health professionals (e.g. Doctors, Nurses) (incorrect)	41	416
Veterinary medicines (incorrect)	35	352
Cosmetics (incorrect)	33	329
Foods (incorrect)	31	317

*Percentage of total sample (N = 1010).

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 7. Consumers – TGA performance items

Statement	Nett D	SD	D	Neither	A	SA	Nett A	NS	N
Balance right – safety vs access	7	3	4	15	47	22	69	10	657
I trust the TGA – ethics and integrity	8	3	5	12	43	33	77	4	657
Takes strong action – illegal behaviour	7	3	4	13	39	28	67	13	657
Takes strong action – illegal advertising	6	3	3	13	39	28	67	14	657
Responded effectively to COVID-19	10	4	6	18	35	26	61	11	657
Provides input opportunities	18	5	12	26	25	12	37	20	657
Listens to feedback	8	3	5	27	27	16	43	21	657
Is collaborative	6	3	3	20	37	16	53	21	657

Consumers – perceptions of medicines

Consumers were asked about their perceptions of medicines. The perceptions of medicines items were 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 8. Consumers – perceptions of medicines items

Statement	Nett D	SD	D	Neither	A	SA	Nett A	NS	N
Medicines - appropriately regulated	8	3	5	15	50	22	72	5	1010
Medicines manufactured to a high standard	4	2	2	13	48	30	78	5	1010

Statement	Nett D	SD	D	Neither	A	SA	Nett A	NS	N
Confident medicines I buy are genuine	4	2	2	12	46	35	81	3	1010
Confident government monitors medicine safety issues	8	3	5	14	44	30	74	4	1010
Risk of medicines balanced against positive impact	6	2	4	17	46	25	71	5	1010

Consumers – perceptions of complementary medicines

Consumers were asked about their perceptions of complementary medicines. The perceptions of complementary medicines items were 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 9. Consumers – perceptions of complementary medicines items

Statement	Nett D	SD	D	Neither	A	SA	Nett A	NS	N
Complementary medicines - appropriately regulated	14	3	11	24	38	13	51	11	1010
Complementary medicines manufactured to a high standard	8	2	6	25	43	15	58	10	1010
Confident complementary medicines I buy are genuine	8	2	6	22	43	18	61	8	1010
Confident government monitors complementary medicine safety issues	12	2	10	21	43	16	58	9	1010

Statement	Nett D	SD	D	Neither	A	SA	Nett A	NS	N
Risk of complementary medicines balanced against positive impact	9	2	7	21	41	17	59	11	1010

Consumers – perceptions of medical devices

Consumers were asked about their perceptions of medical devices. The perceptions of medical devices items were 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 10. Consumers – perceptions of medical devices items

Statement	Nett D	SD	D	Neither	A	SA	Nett A	NS	N
Medical devices - appropriately regulated	4	1	3	13	49	25	74	9	1010
Medical devices manufactured to a high standard	5	1	3	12	47	31	78	6	1010
Confident medical devices I use are genuine	3	1	1	14	46	29	75	8	1010
Confident government monitors medical device safety issues	4	1	3	14	47	28	75	7	1010
Risk of medical devices balanced against positive impact	3	1	2	14	49	25	74	9	1010

Consumers – consultations

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

Table 11. Consumers – ‘In the last 12 months, have you been involved in responding to a TGA consultation document or attending a TGA consultation event?’

Response	%	N
Yes	16	107
No	84	550
Total	100	657

Table 12. Consumers – ‘Was the last TGA consultation that you were involved in a public consultation?’

Response	%	N
Yes	82	88
No	12	13
Not sure	6	6
Total	100	107

Table 13. Consumers – consultation performance items

Statement	Nett D	SD	D	Neither	A	SA	Nett A	NS	N
Did enough to notify participants	13	6	7	16	30	41	71	0	107
Process made it easy to participate	8	2	7	22	42	27	69	0	107
Input timeframes were long enough	7	2	5	21	32	37	69	3	107
Genuinely considered input	10	3	7	16	41	31	72	2	107
Clearly explained the outcome	5	2	3	16	34	45	79	1	107

Table 14. Consumers – ‘Overall, how satisfied were you with the consultation process?’

Statement	Nett D	VD	D	Neither	S	VS	Nett S	N
Overall satisfaction	10	5	6	12	44	34	78	100

Consumers – contacting the TGA

Consumers who were aware of the TGA were asked if they had contacted the TGA. Respondents who had contacted the TGA were asked about their reasons and their satisfaction with the experience.

Table 15. Consumer – ‘How often do you have contact with the TGA?’

Response	%	N
More than once a week	5	34
About once a week	7	44
Two or three times a month	5	36
About once a month	4	26
About once a year	8	54
Never	70	463
Total	100	657

Table 16. Consumers – ‘For which of the following reasons do you contact the TGA? Select all that apply.’

Statement	N
Information about manufacturing products	84
Report, or enquire about, a problem with a medical device or medicine	74
Information about product recall(s)	71
Check the progress of an application with the TGA	67
Information on specific product(s)	64

Statement	N
Lodge an application with the TGA	63
Importing/exporting product(s)	57
To understand the Special Access Scheme (SAS)	44
In response to TGA service delivery	42
To understand the regulatory process	39

Table 17. Consumers – ‘How do you contact the TGA? Select all that apply.’

Response	N
Email	125
Telephone	96
Online form	53
Letter	51
Fax	27
Other	2

Table 18. Consumers – ‘Generally, how long does it take for the TGA to respond to your: ...’

Contact method	Immediate	<1 day	1-2 days	3-10 days	11-20 days	>20 days	N
Phone enquiry	30	28	19	11	11	0	96
Email	14	27	22	29	5	3	125
Letter	12	18	27	31	4	8	51
Fax	4	15	22	33	22	4	27
Online form	2	11	38	34	9	6	53
Other	0	0	0	50	0	50	2

Table 19. Consumers – ‘Generally, how satisfied are you with the experience of communicating with the TGA?’

Statement	Nett D	VD	D	Neither	S	VS	Nett S	N
Phone enquiry	1	0	1	13	56	30	86	96
Email	8	3	5	19	44	29	73	125
Letter	6	0	6	25	27	41	69	51
Fax	7	4	4	15	41	37	78	27
Online form	4	2	2	17	49	30	79	53
Other	0	0	0	50	50	0	50	2

Table 20. 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	5	3	2	19	45	31	76	194

Consumers – the TGA website

Consumers were asked about their use and perceptions of the TGA website. A screenshot of the TGA website homepage was included in the questionnaire.

Table 21. Consumers – ‘How often do you visit the TGA website?’

Response	%	N
More than once a week	4	41
About once a week	6	58
Two or three times a month	6	62
About once a month	6	60
About once a year	12	119
Never	66	670
Total	100	1010

Table 22. Consumers – ‘For which reasons did you visit the TGA website in the last 12 months? Select all that apply.’

Statement	%	N
Accessing information related to COVID-19	42	142
Safety information	32	108
Product details	29	99
TGA news	24	82
General information about the TGA	23	79
Regulatory decisions and notices	20	68
Education materials	20	67
Information on consultations	19	65
Information about medicines shortages	19	65
Accessing information for health professionals	18	60
Guidance documents	16	56
Fees and charges information	16	55
TGA publications, including performance reporting	15	50
Information on TGA training, workshops or presentations	15	50
Importing or exporting product(s) information	14	48
Provide feedback to the TGA	14	46
Accessing information about the scheduling of medications and poisons	14	46
Report problems and adverse events	13	44
Accessing TGA databases such as the ARTG	13	44
Accessing targeted information for small and medium enterprises (SME Assist)	9	29
Other	1	3

Table 23. Consumers – website satisfaction items

Statement	Nett D	VD	D	Neither	S	VS	Nett S	N
Language used	5	1	4	17	58	20	78	340
Navigating the site	6	1	5	16	46	31	78	340
Look and feel (colours, icons, other design)	4	1	3	16	55	26	81	340
Overall satisfaction	3	1	2	14	59	25	83	340

Consumers – information interests

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

Table 24. Consumers – ‘Are you interested in information on any of the following? Select all that apply.’

Statement	N
Product recalls	560
Safety information about medicines and medical devices	549
Reporting problems or side effects of medicines or medical devices	460
General information about the TGA	340
Information on traveling with medicines and medical devices	338
Accessing medicines and medical devices	334
News and publications	243
Training, workshops or presentations about medicines and medical devices	183
Information on consultations	170
Other	34

Appendix B: Opt-in medical products industry results

The tables in this section of the report present results for the opt-in medical products industry sample.

Note: The data presented in the following tables does not represent the overall views of this stakeholder group. For more information, see: [Interpreting opt-in respondent data](#).

- Tables have not been provided for questions with a low number of responses. For more information about the opt-in medical products industry sample, see [Sampling method](#).
- For general notes about interpreting results tables, see [Interpreting percentages and results tables](#).
- For definitions of abbreviations, see [Appendix E: Abbreviations](#).

Opt-in medical products industry – demographics

Opt-in medical products industry respondents were asked about their role and the size and type of the business they work for.

Table 25. Opt-in medical products industry – ‘Which category best describes your role in the medical products industry?’

Role	%	N
Product sponsor	55	748
Product manufacturer	33	443
Regulatory affairs consultant	7	101
Industry association representative	1	11
Other	3	47
Total	100	1350

Table 26. Opt-in medical products industry – ‘How many employees work for the company in Australia?’

Role	%	N
1-19	48	567
20-199	29	346
200-599	15	182
600-999	4	45
1000-1499	1	15
1500+	2	28
Total	100	1183

Table 27. Opt-in medical products industry – ‘What type of products do you sponsor? Select all that apply.’

Role	%	N
Medical devices	66	495
Prescription meds	36	269
Over the counter meds	20	151
Complementary meds	19	141
Blood &/or Tissue products	4	28
Other	5	38

Table 28. Opt-in medical products industry – ‘What type of products do you manufacture?’

Role	%*	N
Medical devices	59	262
Complementary meds	17	74
Prescription meds	16	73
Over the counter meds	9	42
Blood &/or Tissue products	4	18
Other	14	62

Opt-in medical products industry – awareness of advertising obligations

Opt-in medical products industry respondents 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 29. Opt-in medical products industry – ‘Do you advertise or arrange the advertising of therapeutic goods?’

Response*	%
Yes	40
No	60
Total	100

*Number of respondents = 1347

Table 30. Opt-in medical products industry – ‘Are you aware that there are specific rules for advertising therapeutic goods in Australia?’

Response*	%
Yes	98
No	2
Total	100

*Number of respondents = 542

Table 31. Opt-in medical products industry – ‘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
No	3
Total	100

*Number of respondents = 541

Opt-in medical products industry – TGA performance

Opt-in medical products industry respondents who were aware of the TGA were asked to indicate their level of agreement with a set of items about the TGA’s performance.

Table 32. Opt-in medical products industry – TGA performance items

Statement	Nett D	SD	D	Neither	A	SA	Nett A	NS	N
Balance right – safety vs access	13	4	9	11	53	19	73	4	1345
I trust the TGA – ethics and integrity	6	3	3	7	40	46	86	1	1347
Takes strong action – illegal behaviour	10	3	7	14	36	31	67	9	1348
Takes strong action – illegal advertising	10	3	6	13	36	30	66	11	1347
Responded effectively to COVID-19	10	4	6	14	41	27	68	8	1348
Provides input opportunities	14	5	9	22	43	15	58	6	1348
Listens to feedback	16	5	11	25	36	14	50	9	1348
Is collaborative	15	5	10	21	41	18	59	5	1347

Opt-in medical products industry – consultations

Opt-in medical products industry respondents were asked about their participation in consultations. Respondents who had participated in a consultation were asked to rate the TGA’s performance for various aspects of the consultation process.

Table 33. Opt-in medical products industry – ‘In the last 12 months, have you been involved in responding to a TGA consultation document or attending a TGA consultation event (e.g. a consultative meeting, forum or workshop)?’

Response*	%
Yes	34
No	66
Total	100

*Number of respondents =1348

Table 34. Opt-in medical products industry – ‘Was the last TGA consultation that you were involved in a public consultation?’

Response*	%
Yes	63
No	27
Not sure	10
Total	100

*Number of respondents = 455

Table 35. Opt-in medical products industry – consultation performance items

Statement	Nett D	SD	D	Neither	A	SA	Nett A	NA/TE	N
Did enough to notify participants	10	2	8	15	54	18	72	2	454
Process made it easy to participate	8	2	6	14	60	17	78	1	455
Input timeframes were long enough	15	3	12	16	52	17	69	1	455
Genuinely considered input	18	5	13	24	35	12	47	11	455
Clearly explained the outcome	18	4	13	21	36	10	46	16	455

Table 36. Opt-in medical products industry – ‘Overall, how satisfied were you with the consultation process?’

Statement	Nett D	VD	D	Neither	DS	VS	Nett S	N
Overall satisfaction	14	3	11	25	53	8	61	455

Opt-in medical products industry – contacting the TGA

Opt-in medical products respondents were asked if they had contacted the TGA. Respondents who had contacted the TGA were asked about their reasons and their satisfaction with the experience.

Table 37. Opt-in medical products industry – ‘How often do you have contact with the TGA?’

Response*	%
More than once a week	8
About once a week	8
Two or three times a month	13
About once a month	32
About once a year	35
Never	4
Total	100

*Number of respondents = 1346

Table 38. Opt-in medical products industry – ‘For which of the following reasons do you contact the TGA? Select all that apply.’

Statement	N
Lodge an application with the TGA	833
To understand the regulatory process	622
Check the progress of an application with the TGA	614
Information about manufacturing products	325

Statement	N
Information on specific product(s)	257
Report, or enquire about, a problem with a medical device or medicine	237
Importing/exporting product(s)	207
Product recalls	160
In response to TGA service delivery	147
To understand the Special Access Scheme	61
Other	97

Table 39. Opt-in medical products industry- ‘How do you contact the TGA? Select all that apply.

Response	N
Email	1131
Telephone	617
Online form	389
Letter	31
Other	32

Table 40. Opt-in medical products industry - ‘Generally, how long does it take for the TGA to respond to your: ...’

Contact method	Immediate	<1 day	1-2 days	3-10 days	11-20 days	>20 days	N
Email	1	10	37	41	7	4	1095
Phone enquiry	25	23	30	18	2	2	607
Online form	3	8	34	43	6	6	370
Letter	0	7	7	52	17	17	29
Other	20	4	12	56	0	8	25

Table 41. Opt-in medical products industry – ‘Generally, how satisfied are you with the experience of communicating with the TGA?’

Statement	Nett S	VS	S	Neither	D	VD	Nett D	N
Phone enquiry	14	4	10	18	48	20	67	609
Email	12	3	8	19	53	16	69	1108
Letter	19	6	13	29	35	16	52	31
Online form	12	4	9	22	54	11	65	374
Enquiry method	17	3	14	14	55	14	69	29

Table 42. Opt-in medical products industry – ‘Overall, how satisfied are you with the experience of communicating with the TGA?’

Statement	Nett S	VS	S	Neither	D	VD	Nett D	N
Overall satisfaction	12	3	9	18	55	15	70	1280

Opt-in medical products industry – the TGA website

Respondents in the opt-in medical products industry were asked about their use and perception of the TGA website. Screenshots of the TGA website homepage and the TBS login page were included in the questionnaire.

Table 43. Opt-in medical products industry – ‘How often do you visit the TGA website?’

Response	%	N
More than once a week	30	417
About once a week	13	156
Two or three times a month	15	179
About once a month	29	324
About once a year	12	128
Never	2	201
Total	100	1405

Table 44. Opt-in medical products industry – ‘For which reasons did you visit the TGA website in the last 12 months? Select all that apply.’

Statement	N
Accessing TGA databases such as the ARTG	945
Guidance documents	894
Regulatory decisions and notices	649
Fees and charges information	615
Product details	532
TGA news	458
Information on TGA training, workshops or presentations	361
General information about the TGA	349
Importing or exporting product(s) information	300
TGA publications, including performance reporting	296
Accessing information related to COVID-19	272
Safety information	269
Information on consultations	269
Education materials	251
Accessing information about the scheduling of medications and poisons	226
Report problems and adverse events	205
Information about medicines shortages	131
Accessing targeted information for small and medium enterprises	118
Accessing information for health professionals	115
Provide feedback to the TGA	93
Other	32

Table 45. Opt-in medical products industry – website satisfaction items

Statement	Nett D	VD	D	Neither	S	VS	NettSD	N
Language used	4	1	3	13	66	17	83	1301
Navigating the site	18	3	15	24	49	9	58	1292
Look and feel (colours, icons, other design)	5	1	4	26	57	11	69	1294
Overall satisfaction	11	2	9	23	58	9	66	1302

Appendix C: Opt-in health professional – medical, dental, pathology and pharmacy practitioners’ results

The tables in this section of the report present results for those who identified as being medical, dental, pathology and pharmacy practitioners

Note: The data presented in the following tables does not represent the overall views of this stakeholder group. For more information, see: [Interpreting opt-in respondent data](#).

- For more information about the opt-in health professional 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 medical, dental, pathology and pharmacy practitioners – awareness of the TGA

Opt-in medical, dental, pathology and pharmacy practitioners were asked about their awareness of the TGA.

Table 46. Medical, Dental, Pathology and Pharmacy health professionals – ‘Had you heard of the Therapeutic Goods Administration (TGA) prior to participating in this survey?’

Response	%
Yes	100
No	0
Total	100

Number of respondents = 116

Opt-in medical, dental, pathology and pharmacy practitioners – understanding of TGA regulatory scope

Opt-in medical, dental, pathology and pharmacy practitioners were asked about what they think the TGA regulates.

Table 47. Medical, Dental, Pathology and Pharmacy health professionals – ‘What does the TGA regulate? Select all that apply.’

Statement	%	N
Medicines prescribed by a doctor (correct)	91	105
Any medicines available in a pharmacy (correct)	84	97
Medical devices, such as bandages and pacemakers (correct)	83	96
Medicines available in supermarkets (correct)	75	86
Advertising of medicines and medical devices (correct)	56	64
Veterinary medicines (incorrect)	36	41
Medical procedures (e.g. scans, tests, surgery) (incorrect)	28	32
Cosmetics (incorrect)	21	24
Foods (incorrect)	10	12
Allied health professionals (e.g. Physiotherapists) (incorrect)	8	9
Health professionals (e.g. Doctors, Nurses) (incorrect)	6	7

Opt-in medical, dental, pathology and pharmacy practitioners – TGA performance

Opt-in medical, dental, pathology and pharmacy practitioners were asked to indicate their level of agreement with a set of items about the TGA's performance.

Table 48. Medical, Dental, Pathology and Pharmacy health professionals – TGA performance items

Statement	Nett D	SD	D	Neither	A	SA	Nett A	NS	N
Balance right – safety vs access	45	30	15	11	26	14	40	3	115
I trust the TGA – ethics and integrity	34	29	5	5	31	27	58	3	114
Takes strong action – illegal advertising	30	20	10	18	25	15	39	13	114
Takes strong action – illegal behaviour	28	23	5	16	31	17	48	9	115
Responded effectively to COVID-19	41	31	11	13	19	14	33	12	114
Provides input opportunities	54	34	19	14	20	4	25	8	114
Listens to feedback	42	30	12	25	18	6	24	10	114
Is collaborative	45	27	18	17	19	10	29	10	114

Opt-in medical, dental, pathology and pharmacy practitioners – perceptions of medicines

Opt-in medical, dental, pathology and pharmacy practitioners were asked about their perceptions of medicines. The perceptions of medicines items were 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 49. Medical, Dental, Pathology and Pharmacy health professionals – perceptions of medicines items

Statement	Nett D	SD	D	Neither	A	SA	Nett A	NS	N
Medicines - appropriately regulated	30	22	9	9	41	17	58	3	115
Medicines manufactured to a high standard	19	15	4	8	40	29	69	4	114
Confident medicines I buy are genuine	15	12	4	6	46	31	77	2	112
Confident government monitors medicine safety issues	29	23	6	4	39	25	64	3	114
Risk of medicines balanced against positive impact	36	23	13	6	36	21	57	2	115

Opt-in medical, dental, pathology and pharmacy practitioners – perceptions of complementary medicines

Opt-in medical, dental, pathology and pharmacy practitioners were asked about their perceptions of complementary medicines. The perceptions of complementary medicines statements were 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 50. Medical, Dental, Pathology and Pharmacy health professionals – perceptions of complementary medicines items

Statement	Nett D	SD	D	Neither	A	SA	Nett A	NS	N
Complementary medicines - appropriately regulated	41	15	26	19	22	4	26	14	115
Complementary medicines - manufactured to a high standard	29	12	17	25	18	9	27	18	114

Statement	Nett D	SD	D	Neither	A	SA	Nett A	NS	N
Confident complementary medicines I buy are genuine	30	13	17	21	19	13	32	17	113
Confident government monitors medicine safety issues	34	15	19	18	23	10	32	16	114
Risk of medicines balanced against positive impact	38	16	22	23	17	7	24	16	114

Opt-in medical, dental, pathology and pharmacy practitioners – perceptions of medical devices

Opt-in medical, dental, pathology and pharmacy practitioners were asked about their perceptions of medical devices. The perceptions of medical devices statements were 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 51. Medical, Dental, Pathology and Pharmacy health professionals – perceptions of medical devices items

Statement	Nett D	SD	D	Neither	A	SA	Nett A	NS	N
Medical devices - appropriately regulated	19	11	8	13	41	17	58	10	114
Medical devices manufactured to a high standard	14	10	4	13	46	19	65	7	113
Confident medical devices I use are genuine	12	9	3	12	45	24	69	7	113
Confident government monitors medical device safety issues	16	12	4	17	41	17	58	10	113

Statement	Nett D	SD	D	Neither	A	SA	Nett A	NS	N
Risk of medical devices balanced against positive impact	18	13	5	17	43	15	58	7	114

Opt-in medical, dental, pathology and pharmacy practitioners – contacting the TGA

Opt-in medical, dental, pathology and pharmacy practitioners were asked if they had contacted the TGA. Respondents who had contacted the TGA were asked about their reasons and their satisfaction with the experience.

Table 52. Medical, Dental, Pathology and Pharmacy health professionals – ‘How often do you have contact with the TGA?’

Response	%
More than once a week	7
About once a week	3
Two or three times a month	7
About once a month	17
About once a year	46
Never	20
Total	100

Number of participants = 115

Table 53. Medical, Dental, Pathology and Pharmacy health professionals – ‘For which of the following reasons do you contact the TGA? Select all that apply.’

Statement	N
To understand a regulatory process	37
Lodge an application	37
Info about manufacturing products	24
Info on specific product(s)	19

Statement	N
Check progress of an application	19
Importing/exporting products	16
Report, or enquire about, a problem with device or medicine	14
To understand the Special Access Scheme (SAS)	13
Product recalls	10
In response to TGA service delivery	4
Other	16

Table 54. Medical, Dental, Pathology and Pharmacy health professionals – ‘How do you contact the TGA? Select all that apply.’

Response	N
Email	63
Online form	31
Telephone	31
Fax	5
Letter	4
Other	4

Table 55. Medical, Dental, Pathology and Pharmacy health professionals – ‘Generally, how long does it take for the TGA to respond to your: ...’

Contact method	Immediate	<1 day	1-2 days	3-10 days	11-20 days	>20 days	N
Email	2	8	32	43	7	8	60
Phone enquiry	19	19	29	29	3	0	31
Online form	4	23	23	42	4	4	26

Due to small sample, letter, fax and other enquiry methods are not included in this table.

Table 56. Medical, Dental, Pathology and Pharmacy health professionals – ‘Generally, how satisfied are you with the experience of communicating with the TGA?’

Statement	Nett D	VD	D	Neither	S	VS	Nett S	N
Phone enquiry	26	16	10	32	26	16	42	31
Email	30	13	16	21	33	16	49	61
Enquiry via online form	15	4	12	19	50	15	65	26

Table 57. Medical, Dental, Pathology and Pharmacy 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	27	15	12	24	39	10	49	89

Opt-in medical, dental, pathology and pharmacy practitioners – the TGA website

Opt-in medical, dental, pathology and pharmacy practitioners were asked about their use and perceptions of the TGA website. A screenshot of the TGA website homepage was included in the questionnaire.

Table 58. Medical, Dental, Pathology and Pharmacy health professionals – ‘How often do you visit the TGA website?’

Response	%
More than once a week	14
About once a week	9
Two or three times a month	13
About once a month	35
About once a year	19
Never	9
Total	100

Number of respondents = 113

Table 59. Medical, Dental, Pathology and Pharmacy health professionals – ‘For which reasons did you visit the TGA website in the last 12 months? Select all that apply.’

Statement	N
Regulatory decisions and notices	48
Accessing information for health professionals	47
Accessing TGA databases such as the ARTG	43
Product details	39
Accessing information related to COVID-19	36
Safety information	35
Guidance documents	31
Fees and charges information	21
Report problems and adverse events	19
TGA news	19
Information about medicines shortages	18
Accessing information about the scheduling of medications and poisons	18
Importing or exporting product(s) information	17
General information about the TGA	17
Education materials	16
Information on consultations	13
TGA publications, including performance reporting	11
Provide feedback to the TGA	8
Information on TGA training, workshops or presentations	8
Accessing targeted information for small and medium enterprises	6
Other	7

Table 60. Medical, Dental, Pathology and Pharmacy health professionals – website satisfaction items

Statement	Nett D	VD	D	Neither	S	VS	Nett S	N
Language used	18	10	8	26	44	13	56	101
Navigating the site	34	11	23	19	43	5	48	101
Look and feel (colours, icons, other design)	14	8	6	32	48	6	54	100
Overall satisfaction	31	13	18	22	40	8	48	101

Opt-in medical, dental, pathology and pharmacy practitioners – information interests

Opt-in medical, dental, pathology and pharmacy practitioners were asked to indicate the types of information they would be interested in receiving from the TGA.

Table 61. Medical, Dental, Pathology and Pharmacy health professionals – ‘Are you interested in information on any of the following? Select all that apply.’

Statement	N
Reporting problems or side effects of medicines or medical devices	64
Safety information about medicines and medical devices	61
Product recalls	47
Training, workshops or presentations about medicines and medical devices	37
Accessing medicines and medical devices	36
Information on consultations	27
News and publications	26
General information about the TGA	24
Information on traveling with medicines and medical devices	22

Appendix D: Opt-in health professionals – Complementary healthcare practitioners’ results

The tables in this section of the report present results for those who identified as being complementary healthcare practitioners.

Note: The data presented in the following tables does not represent the overall views of this stakeholder group. For more information, see: [Interpreting opt-in respondent data](#).

- For more information about the opt-in health professional 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 complementary healthcare practitioners – awareness of the TGA

Opt-in complementary healthcare practitioners were asked about their awareness of the TGA.

Table 62. Complementary healthcare practitioners – ‘Had you heard of the Therapeutic Goods Administration (TGA) prior to participating in this survey?’

Response	%
Yes	98
No	2
Total	100

Number of respondents = 84

Opt-in complementary healthcare practitioners – understanding of TGA regulatory scope

Opt-in complementary healthcare practitioners were asked about what they think the TGA regulates.

Table 63. Complementary healthcare practitioners – ‘What does the TGA regulate? Select all that apply.’

Statement	%	N
Any medicines available in a pharmacy (correct)	93	78
Medicines prescribed by a doctor (correct)	81	68
Medicines available in supermarkets (correct)	74	62

Statement	%	N
Advertising of medicines and medical devices (correct)	73	61
Medical devices, such as bandages and pacemakers (correct)	68	57
Medical procedures (e.g. scans, tests, surgery) (incorrect)	36	30
Veterinary medicines (incorrect)	33	28
Cosmetics (incorrect)	24	20
Health professionals (e.g. Doctors, Nurses) (incorrect)	20	17
Allied health professionals (e.g. Physiotherapists) (incorrect)	19	16
Foods (incorrect)	14	12

Opt-in complementary healthcare practitioners – TGA performance

Opt-in complementary healthcare practitioners were asked to indicate their level of agreement with a set of items about the TGA's performance.

Table 64. Complementary healthcare practitioners – TGA performance items

Statement	Nett D	SD	D	Neither	A	SA	Nett A	NS	N
Balance right – safety vs access	79	62	17	6	9	4	12	2	82
I trust the TGA – ethics and integrity	77	61	16	9	9	6	15	0	82
Takes strong action – illegal advertising	55	45	10	14	19	8	26	5	80
Takes strong action – illegal behaviour	62	48	14	15	10	6	16	7	81
Responded effectively to COVID-19	83	79	4	4	9	4	12	1	82

Statement	Nett D	SD	D	Neither	A	SA	Nett A	NS	N
Provides input opportunities	75	62	14	14	6	4	10	1	81
Listens to feedback	67	52	15	14	5	1	6	14	81
Is collaborative	59	44	15	17	7	5	12	12	82

Opt-in complementary healthcare practitioners – perceptions of medicines

Opt-in complementary healthcare practitioners were asked about their perceptions of medicines. The perceptions of medicines items were 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 65. Complementary healthcare practitioners – perceptions of medicines items

Statement	Nett D	SD	D	Neither	A	SA	Nett A	NS	N
Medicines - appropriately regulated	71	51	20	8	14	5	19	1	83
Medicines manufactured to a high standard	57	44	13	14	19	10	29	0	84
Confident medicines I buy are genuine	42	36	6	19	31	8	39	0	84
Confident government monitors medicine safety issues	81	70	11	4	10	5	14	1	83
Risk of medicines balanced against positive impact	83	65	18	5	8	2	11	1	83

Opt-in complementary healthcare practitioners – perceptions of complementary medicines

Opt-in complementary healthcare practitioners were asked about their perceptions of complementary medicines. The perceptions of complementary medicines statements were 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 66. Complementary healthcare practitioners – perceptions of complementary medicines items

Statement	Nett D	SD	D	Neither	A	SA	Nett A	NS	N
Complementary medicines - appropriately regulated	50	30	20	20	18	10	27	2	84
Complementary medicines - manufactured to a high standard	17	13	4	24	36	21	57	2	84
Confident complementary medicines I buy are genuine	14	12	2	12	37	33	70	4	84
Confident government monitors medicine safety issues	32	24	8	15	32	17	49	4	84
Risk of medicines balanced against positive impact	25	17	8	17	32	21	54	5	84

Opt-in complementary healthcare practitioners – perceptions of medical devices

Opt-in complementary healthcare practitioners were asked about their perceptions of medical devices. The perceptions of medical devices statements were 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 67. Complementary healthcare practitioners – perceptions of medical devices items

Statement	Nett D	SD	D	Neither	A	SA	Nett A	NS	N
Medical devices - appropriately regulated	30	19	11	27	29	4	32	11	84
Medical devices manufactured to a high standard	26	20	6	26	32	4	35	13	82
Confident medical devices I use are genuine	20	17	4	27	37	8	46	7	83
Confident government monitors medical device safety issues	34	24	10	23	33	4	36	7	83
Risk of medical devices balanced against positive impact	30	22	8	28	28	4	31	11	83

Appendix E: Abbreviations

Column heading abbreviations in results tables

Multiple selection questions

Table 68. Abbreviations for multiple selection results tables.

Abbreviation	Definition
N	The number of people who selected a response option

Agreement scales

Table 69. 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
TE	Too early to say

Satisfaction scales

Table 70. 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 dissatisfied .
VD	The percentage of N who were very dissatisfied .
Nett D	The percentage of N who were dissatisfied or very dissatisfied .

Abbreviated item wording in results tables

TGA performance items

We asked the TGA performance items to respondents from the medical products industry and all other respondents who had heard of the TGA before participating in the survey.

Table 71. Abbreviations for TGA performance items.

Abbreviated item wording	Full item wording
Balance right – safety vs access	The TGA gets the balance right between safety for consumers and access to products
I trust the TGA – ethics and integrity	I trust the TGA to perform its role ethically and with integrity
Takes strong action – illegal advertising	The TGA takes strong action against illegal advertising for health products
Takes strong action – illegal behaviour	The TGA takes strong action against illegal behaviour
Responded effectively to COVID-19	The TGA has responded effectively to the COVID-19 pandemic
Provides input opportunities	The TGA provides opportunities for me to input into key decisions that impact me

Abbreviated item wording	Full item wording
Listens to feedback	The TGA listens to feedback
Is collaborative	The TGA is collaborative

Perceptions of medicines items

Respondents in all stakeholder groups (except the medical products industry) were asked about their perceptions of medicines. The perceptions of medicines items were 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 72. Abbreviations for perceptions of medicines items.

Abbreviated item wording	Full item wording
Medicines - appropriately regulated	Medicines are appropriately regulated
Medicines manufactured to a high standard	Medicines are manufactured to a high standard
Confident medicines I use are genuine	I am confident that the medicines I use are genuine
Confident government monitors medicine safety issues	I am confident that the government monitors medicines to identify safety issues
Risk of medicines balanced against positive impact	I believe that the risks of medicines are balanced against their positive impact

Perceptions of complementary medicines items

Respondents in all stakeholder groups (except the medical products industry) were asked about their perceptions of complementary medicines. The perceptions of complementary medicines items were 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 73. Abbreviations for perceptions of complementary medicines items.

Abbreviated item wording	Full item wording
Complementary medicines - appropriately regulated	Complementary medicines are appropriately regulated
Complementary medicines manufactured to a high standard	Complementary medicines are manufactured to a high standard
Confident complementary medicines I use are genuine	I am confident that the complementary medicines I use are genuine
Complementary medicines - manufactured to a high standard	Complementary medicines are manufactured to a high standard
Confident government monitors complementary medicine safety issues	I am confident the government monitors complementary medicines to identify safety issues

Perceptions of medical devices items

Respondents in all stakeholder groups (except the medical products industry) were asked about their perceptions of medical devices. The perceptions of medical devices items were 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 74. Abbreviations for perceptions of medical devices items

Abbreviated item wording	Full item wording
Medical devices - appropriately regulated	Medical devices are appropriately regulated
Medical devices manufactured to a high standard	Medical devices are manufactured to a high standard
Confident medical devices I use are genuine	I am confident that the medical devices I use are genuine
Confident government monitors medical device safety issues	I am confident that the government monitors medical devices to identify safety issues
Risk of medical devices balanced against positive impact	I believe that the risks of medical devices are balanced against their positive impact

Consultation performance items

Respondents who had been involved in responding to a TGA consultation document or attending a TGA consultation event (e.g. a consultative meeting, forum or workshop) in the last 12 months were asked about their perceptions of the consultation process.

Table 75. Abbreviations for consultation performance items

Abbreviated item wording	Full item wording
Did enough to notify participants	The TGA did enough to notify affected people of the chance to participate
Process made it easy to participate	The consultation process made it as easy as possible for me to participate
Materials were easy to understand	Consultation materials, such as papers or presentations, were easy to understand
Input timeframes were long enough	The timeframes for providing input were long enough
Genuinely considered input	The TGA genuinely considered participant input
Clearly explained the outcome	The TGA clearly explained the reasons for the final outcome

Version history

Version	Description of change	Author	Effective date
V1.0	Original publication	Regulatory Education Section	December 2021

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