Australian Government

Department of Health and Aged Care

Therapeutic Goods Administration

# TGA stakeholder survey report 2023

Version 1.0, September 2023

# Contents

# Introduction

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

The aim of the survey is to obtain actionable data to help drive our improvement agenda. This year we also reached out to more of our stakeholders, including state and territory government representatives, to better reflect the groups that regularly work with us.

The 2023 survey found that about 65% of Australians had heard of the TGA. While awareness has fallen compared with the 2022 survey (69%), it is still well above awareness from 2020 (52%) and earlier years.

The TGA continues to be trusted to perform its role ethically and with integrity (82% of all stakeholders), and most respondents believe we get the balance right between access to therapeutic goods and safety (63% of all respondents with 24% selecting ‘unsure’ or ‘neither agree nor disagree’).

While most stakeholders have a positive experience communicating with the TGA (67% of all respondents, with 17% selecting ‘neither agree nor disagree’), there is still work to do. We respond to most enquiries within 5 days, but about 15% are taking 10 days or more to answer.

Most stakeholders believe prescription medicines and medical devices are appropriately regulated, believe we respond effectively to non-compliance and are generally happy with our educational activities, consultations, and regulatory advice.

While the results are positive overall, there have been moderate drops in satisfaction among consumers in some areas, such as trust of the TGA to perform its role ethically and with integrity. The TGA will continue to monitor these areas.

During the last 12 months, the TGA’s Transformation Program has made significant progress to address several long-standing barriers our stakeholders have encountered when interacting with us, including launching the new TGA website, the Database of Adverse Event Notifications (DAEN) – Medicines and supplementary ARTG Search Visualisation search tool. Pleasingly, many of our stakeholders have acknowledged these improvements (see Improvements to TGA services).

You can also expect further improvements to our services as part of the TGA Transformation Program, which is progressively digitising and improving our processes. For example, we have heard from industry representatives about the need for greater transparency in the application and assessment process and are designing and developing a business portal to address these issues. For more information, see What happens next.

# The survey approach

The TGA is part of the Australian Government Department of Health and Aged Care. The 2023 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 stakeholder groups perceive this role. This feedback helps us improve the way we work with our stakeholders and our systems and services.

The survey also contributes to *TGA's Performance Report 2022-23*. This annual self-assessment report evaluates our work against the 3 principles of regulator best practice and the priorities outlined in our 2023-24 Business Plan. 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. The consumer and health professional samples were provided by Qualtrics LLC, while the 'opt-in stakeholder' group were TGA Business Services account holders and government representatives invited by email to complete the survey.

### Consumers

Market research provider Qualtrics LLC was engaged to provide a sample of consumers from a panel it maintains. A sample of 1,009 Australians aged 18 years and older was acquired. 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.

Fieldwork for the consumer survey was conducted in June 2023. Tables are provided in Appendix A: Consumer results.

### Opt-in stakeholders

Individual email invitations were sent to users of TGA Business Services—an online system used for conducting 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 1,759 respondents from this group, about 2 in 3 (or 1,144 respondents) had roles directly associated with the medical products industry, including manufacturers and sponsors. The remaining respondents 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 71 respondents from this activity. These are included in the opt-in stakeholder category.

Opt-in respondents were sent three emails across June 2023, inviting them to complete the online survey. Tables are provided in Appendix B: Opt-in stakeholder results.

### Health professionals

Market research provider Qualtrics LLC provided the TGA with a sample of 186 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 |
|---|---|
| General practitioners | 31 |
| Specialists | 32 |
| Pharmacists | 31 |
| Dentists | 31 |
| Nurses | 31 |
| Allied health | 30 |
| Total | 186 |

The ‘specialists’ category includes 14 physicians, 13 cardiologists and one anaesthetist, gastroenterologist, gynaecologist, neurologist, and paediatrician. The ‘allied health’ category includes 10 physiotherapists, 8 dieticians, 3 occupational therapists, 2 chiropractors, 2 podiatrists, 2 osteopaths, and one optometrist, psychologist and speech therapist.

Fieldwork for the health professional survey was conducted in June 2023. 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 x.0 to x.4 are rounded down and values from x.5 to x.9 are rounded up. Therefore, in some instances results may not total 100%. Numbers presented in tables in the Appendices 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. 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 part 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: Abbreviations.

Although many questions in the survey were intended for respondents who were aware of the TGA, some questions did not require awareness of us or our functions. Even where stakeholders were aware of the TGA, many respondents have provided responses of ‘unsure’ or ‘neither agree nor disagree’ to topics they have no knowledge of. 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’.

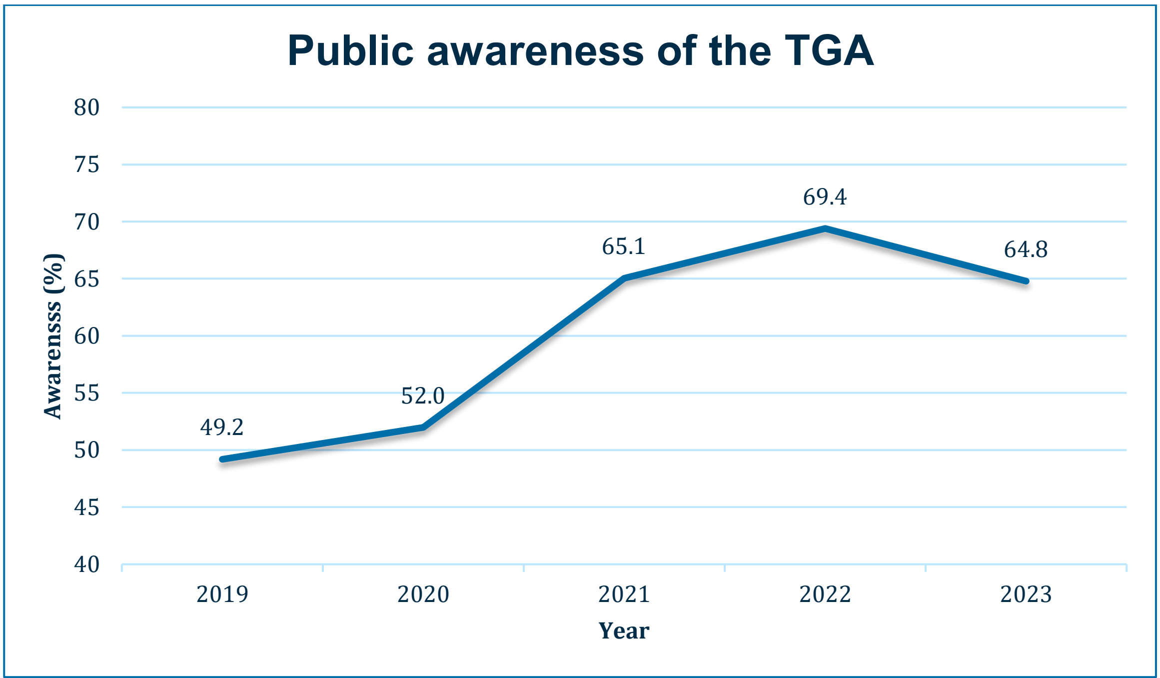
Questions relating to the survey can be emailed to tga.education@tga.gov.au.

# Overview of results

This section of the report summarises the main results for consumers, opt-in stakeholders and health professionals. Further information can be found in the tables in the Appendices in the second part of the report.

## Awareness of the TGA

Consumers were asked whether they had heard of the TGA before participating in the survey. Almost 2 in 3 (65%) indicated they had. This is lower than in 2022 (69%) but significantly higher than the 2020 and 2019 surveys which were conducted prior to the TGA's involvement in the COVID-19 pandemic. 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 94% indicating they had heard of us before participating in the survey.

## Understanding the TGA's regulatory scope

All stakeholder groups were asked what they think the TGA regulates. Respondents were provided with a list of 6 correct options, such as 'medicines prescribed by a doctor' and 'advertising of medicines and medical devices', and 6 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 and doesn't regulate. For example, most consumers correctly identified that we regulate prescription medicines, medicines available in pharmacies and supermarkets, and advertising of medicines and medical devices. However, less than half of respondents correctly identified that we regulate medical devices (47%) and clinical trials (44%), while about 1 in 3 people (32%) incorrectly believed we regulate medical procedures.

Health professionals were generally much more likely to correctly identify what the TGA does and does not regulate than consumers. For example, health professionals were more likely to correctly identify that the TGA regulates medical devices (75%), prescription medicines (82%) and the advertising of medicines and medical device (82%). However, health professionals were more likely to incorrectly believe the TGA regulates veterinary medicines (33%) and only slightly more likely to correctly select that we regulate clinical trials (47%).

Unsurprisingly, opt-in stakeholders were more knowledgeable about what the TGA regulates since many have conducted business with us. However, only 69% correctly selected that the TGA regulates clinical trials, while 29% incorrectly believed we regulate veterinary medicines.

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, particularly regarding clinical trials, veterinary medicines and medical procedures. 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 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, 55% agreed that the TGA gets the balance right, with 15% disagreeing. The remaining respondents selected 'neither agree nor disagree' (20%) or 'not sure' (10%). Agreement with this statement has fallen by 9% and disagreement has risen by 6% compared with the 2022 survey.

The majority of health professionals believe the TGA gets the balance right, with 71% agreeing and 9% disagreeing. Among opt-in stakeholders, 66% agreed with the statement and 13% disagreed. This is consistent with the 2022 survey.

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, particularly consumers, 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, 74% agreed that the TGA acts ethically and with integrity—slightly down from 78% in the 2022 survey—while 10% disagreed.

For opt-in stakeholders, 84% agreed and 6% disagreed. These positive results are consistent with the 2022 survey. Health professionals also strongly agreed with the statement (85%) and had a low rate of disagreement (5%).

These results demonstrate a continued high level of trust in the TGA among our key stakeholder groups.

## Awareness of advertising regulations

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

## Nicotine vaping products advertising

On 1 October 2021, it became illegal to buy nicotine vaping products—such as nicotine e-cigarettes, nicotine pods and liquid nicotine—from overseas websites without first getting a prescription. In general, it is also illegal to directly advertise these products to Australian consumers. All stakeholder groups were asked if they were aware that it is illegal to advertise nicotine vaping products to Australians.

More than 68% of consumers were aware of the rules, up from 60% last year. Awareness was higher among people aged 18 to 34-year-olds and lower among those aged 35 years and older. This is consistent with the pattern of those who vape. It follows that age groups with lower rates of vaping are less likely to be aware of the rules, while younger age groups more likely to vape have a higher awareness.

Most health professionals were aware of the advertising rules for nicotine vaping products (85%), with lower rates of awareness among general practitioners (74%) and dentists (77%). Similarly, 85% of opt-in stakeholders were aware that it is illegal to advertise nicotine vaping products to Australian consumers, up slightly from last year (83%).

Overall, these results demonstrate a high level of awareness regarding the rules about advertising nicotine vaping products, with awareness growing among consumers.

## Other therapeutic goods advertising

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, 33% stated that they advertise or arrange the advertising of therapeutic goods. Of this group, 98% stated they were aware of the specific rules for advertising therapeutic goods in Australia and were aware of potentially serious consequences for breaking these rules, such as fines and court action. It is important to note, however, that opt-in respondents were recruited through the TGA Business Services portal and are generally highly engaged with the Australian therapeutic goods regulatory system.

More than 18% of health professionals said they advertise or arrange the advertising of therapeutic goods, with pharmacists and dentists the most likely to do so. Of these respondents, 94% were aware of the specific rules for advertising therapeutic goods in Australia, and 97% 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.

Consumers were not asked about their awareness of advertising rules for therapeutic goods other than for nicotine vaping products. However, in the survey consumers are asked what they think the TGA regulates. When selecting one or more options from a list of correct and incorrect items, 60% of consumers correctly indicated that the TGA regulates ‘advertising of medicines and medical devices’. For more, see Understanding of TGA’s regulatory scope.

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 (8% disagreed), 66% for opt-in stakeholders (9% disagreed) and 63% for health professionals (9% disagreed).

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'. Consumers were less likely to agree with this statement, with 60% agreeing (12% disagreed). Among opt-in stakeholders, 70% agreed (8% disagreed) and for health professionals, 61% agreed (6% disagreed). Agreement to this statement by opt-in stakeholders has increased compared with the 2022 survey (up by 5%) and disagreement has also fallen (down 2%). Consumer agreement has slightly decreased.

A third statement, new to the 2023 survey, 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 to this statement, with 67% of consumers agreeing (11% disagreed), 75% of opt-in stakeholders agreeing (8% disagreed) and 74% of health professionals agreeing (7% disagreed).

Our stakeholders were also asked to indicate their agreement or disagreement with 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, 71% of consumers agreed that the TGA would take appropriate action if an issue was identified (7% disagreed), 81% of opt-in stakeholders agreed (4% disagreed), and 86% of health professionals agreed (4% disagreed).

For medical devices, 72% of consumers agreed (6% disagreed), 79% of opt-in stakeholders agreed (4% disagreed), and 89% of health professionals agreed (2% disagreed).

Stakeholders were less positive regarding action being taken against complementary medicines. For consumers, 65% agreed that the TGA would take appropriate action if a safety issue was identified with a complementary medicine (8% disagreed). For opt-in stakeholders, 66% agreed (7% disagreed) and 66% of health professionals agreed (11% disagreed).

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.

The TGA 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.

# Responding to COVID-19

Stakeholders 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 58% for consumers (12% disagreement) and was lowest among people aged 18 to 24 years. Among opt-in stakeholders, 69% agreed with the statement (9% disagreed), while 66% of health professionals agreed (9% disagreed). The remaining respondents selected 'neither agree nor disagree' or 'not sure'.

There has been little change in the views of opt-in stakeholders regarding our response to COVID-19 compared with the 2022 survey. However, consumer agreement with the statement has fallen (down 5% while disagreement is up 4%).

# 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%), are confident that the government monitors medicines to identify safety issues (73%) and the risks of medicines are balanced against their positive impact (68%). Consumers were also confident that the medicines they use are genuine (79%) and are manufactured to a high standard (74%). Consumer disagreement to all statements was relatively low, with many of the remaining respondents who didn’t agree selecting ‘unsure’ or ‘neither agree nor disagree’.

When asked similar questions about medical devices, most consumers believed that medical devices are appropriately regulated (72%), are confident that the government monitors medical devices to identify safety issues (74%) and the risks of medical devices are balanced against their positive impact (70%). They were also confident that the medical devices they use are genuine (76%) and are manufactured to a high standard (77%). Disagreement to all statements was again relatively low.

For most statements, consumers aged 18 to 24 years were more likely to disagree about medicines and medical devices, although the percentage is still relatively low. Disagreement among this group was strongest to the statement, ‘I am confident that the government monitors medicines to identify safety issues’ and, ‘I believe that the risks of medicines are balanced against their positive impact’ (17%). While this group overall held more negative views regarding the regulation of medical devices than other age groups, it wasn’t as strong as for medicines.

Consumer perception of complementary medicines and their regulation was less positive. Well below half of consumers agreed that complementary medicines are appropriately regulated (43% agreed, 17% disagreed). Consumers also weren’t overly confident that the complementary medicines they use are genuine (55% agreed, 11% disagreed), that the government monitors complementary medicines to identify safety issues (55% agreed, 14% disagreed), that the risks of complementary medicines are balanced against their positive impact (52% agreed, 10% disagreed), or that they are manufactured to a high standard (51% agreed, 10% disagreed). Agreement with most of these statements is lower among consumers than in the 2022 stakeholder survey.

Despite the lower agreement levels to the complementary medicine statements, 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 had more positive views of the regulation of medicines and medical devices than consumers. However, they held even stronger negative views of complementary medicines. For example, only 30% agreed that ‘Complementary medicines are appropriately regulated’ (37% disagreed), 40% agreed that ‘I am confident that the complementary medicines I use are genuine’ (20% disagreed) and 36% agreed that ‘Complementary medicines are manufactured to a high standard’ (29% disagreed).

Opt-in medical product industry respondents also generally held positive views about the regulation of medicines and medical devices, but more negative views overall of the regulation of complementary medicines. Agreement rates were lowest for the statements: 'complementary medicines are appropriately regulated' (42% agreed and 17% disagreed) and 'I believe the risks of complementary medicines are balanced against their positive impact' (47% agreed and 13% disagreed).

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 60% agreeing that 'the TGA provides opportunities for input into key decisions that impact me' (13% disagreed) and 50% agreeing that the 'TGA listens to feedback' (16% disagreed). This is a positive result as agreement with the first statement is up 4% compared with last year and disagreement is down 2%. The figures for the second statement are similar to last year. This is a positive result that highlights our efforts to provide more collaborative opportunities for industry.

Overall, 48% of consumers agreed that 'the TGA provides opportunities to input into key decisions that impact me' (14% disagreed) and 42% agreed that the 'TGA listens to feedback' (13% disagreed). Consumers were more likely to be 'unsure' or to 'neither agree nor disagree' with these statements than other stakeholders. Agreement with these statements by consumers is slightly lower than in 2022, while disagreement is slightly higher.

Among health professionals, 51% agreed that the TGA provides opportunities for input into key decisions that impact them (14% disagreed) and 35% agreed that the TGA listens to feedback (10% disagreed). Many health professionals selected 'neither agree nor disagree' or 'unsure' for these statements.

While this is an encouraging result overall, there was understandably a high proportion of 'neither agree nor disagree' and 'not sure' responses, indicating that many people hadn't been involved in a TGA consultation process or hadn't needed to collaborate with us during the last 12 months.

## TGA consultations

Respondents who were aware of the TGA were also asked if they had been involved in one of our consultations in the last 12 months. About 1 in 4 opt-in stakeholders had participated in a consultation (24%), and just 6% of health professionals and 5% of consumers.

Respondents who participated in a consultation over the past 12 months were then asked about different aspects of their experience. While the number of consumers who participated in a consultation was relatively small (53 respondents), most were satisfied with their experience (59%), with 30% being neither satisfied nor dissatisfied and 11% being dissatisfied.

Only 10 health professionals indicated they had participated in a TGA consultation process, with 80% saying they were satisfied with the process, and 20% neither indicating they were satisfied nor dissatisfied (0% 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 (76%), the timeframes for providing input were long enough (67%), the TGA genuinely considered their input (53%) and the TGA clearly explained the reasons for the final decision (56% agreed). About 1 in 5 (20%) opt-in stakeholders disagreed that the TGA genuinely considered participant input and that the TGA clearly explained the reasons for the final outcome (18%).

Overall, 63% of opt-in stakeholders were satisfied with their consultation experience, compared with 17% who were dissatisfied. Agreement was slightly up compared with 2022 (up 2%), as was disagreement (also up 2%).

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. When offered an opportunity to provide written feedback as part of the survey, some respondents gave their thoughts on TGA consultations. Some of the positive themes included feedback that the TGA was working more closely with industry than in the past. Other respondents expressed dissatisfaction and felt that their feedback was not always appropriately considered by us.

'*The TGA needs to genuinely listen to industry feedback in consultations*.'—product sponsor (20-199 employees).

'*TGA has improved consultations and open discussion on issues*.'—product sponsor (600-999 employees).

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

## Contact or interaction with the TGA

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, with 88% of opt-in respondents indicating they had contacted or interacted with us. Of the respondents who had made an enquiry with us, 42% said they had a response within 2 days, and almost three-quarters (74%) within 5 days. About 15% said it took more than 10 days for the TGA to respond. Overall, most opt-in stakeholders were satisfied with their experience communicating with the TGA (67%), while 16% were unsatisfied and 17% were neither satisfied nor dissatisfied. Satisfaction rates among opt-in stakeholders is up 2%, while dissatisfaction is also up 1% compared with the 2022 survey.

About 16% of consumers indicated they had contacted or interacted with the TGA in the past 12 months, and just under half (47%) had received an answer to their enquiry within 2 days, and the majority within 5 days (80%). Only 6% 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 (71%), while 13% were unsatisfied and 16% were neither satisfied nor unsatisfied. Both satisfaction (up 4%) and dissatisfaction rates (up 2%) have gone up compared with the 2022 survey.

Approximately 1 in 4 health professionals (28%) said they had contacted or interacted with the TGA in the past 12 months. Almost 40% said their enquiry was answered within 2 days, while 63% were answered within 5 days. About 18% said their enquiry took more than 10 days to answer. Overall satisfaction with communicating with the TGA was 68% for health professionals, while 8% were dissatisfied and 24% were neither satisfied nor dissatisfied.

When stakeholders were asked later in the survey if they had seen any improvements to TGA services or systems, 266 respondents said they had noticed improvements to: 'timeliness or quality of responses to enquiries'.

When providing written feedback as part of the survey, respondents regularly provided unprompted positive comments about our staff and their helpfulness. However, contacting the TGA was not a universally positive experience for stakeholders. A common theme among those who weren't satisfied was the difficulty to get specific information that addressed their enquiry.

'*Although response times to queries are significantly delayed, all persons I've interacted with within the TGA are courteous, professional and respectful.*'—product sponsor (1000-1499 employees).

'…*I have been greatly encouraged by my recent engagements with TGA staff which point to a far more collaborative approach with industry in the future.*'—product manufacturer (1-19 employees).

'*Unfortunately, high staff turnover and inadequate training of replacements (to focus on benefits & risks rather than perceived deficiencies vs guidelines) mean its past reputation is fading compared to other overseas agencies.*'—regulatory affairs consultant.

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 if they found them useful or not.

A quarter of consumers (25%) indicated they had seen a TGA educational activity in the past 12 months. Of this number, most had seen a social media campaign or post, with a smaller number having received a TGA email newsletter. Overall, 97% of consumers had found the education activity either 'slightly useful', 'moderately useful', 'very useful' or 'extremely useful'. Almost half (45%) had found the educational activity 'very useful' or 'extremely useful'.

About 2 out of 3 health professionals (67%) indicated they had seen or been involved in a TGA educational activity. Most of this group had seen a social media campaign or post or received a TGA email newsletter, with a small number having attended a TGA webinar. Overall, 91% had found the education activity had been either 'slightly useful', 'moderately useful', 'very useful' or 'extremely useful'. Of this, 22% had found the educational activity 'very useful' or 'extremely useful'.

Well over half (57%) 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, attended a webinar, attended a TGA event such as the GMP forum or seen a social media campaign or post. Overall, 97% had found the education activity had been either 'slightly useful', 'moderately useful', 'very useful' or 'extremely useful'. Of this, 52% had found the educational activity 'very useful' or 'extremely useful'.

This is a new question to the TGA stakeholder survey and is a very positive result that demonstrates the work the TGA is doing to provide educational opportunities that meet the needs of our stakeholders. However, there is room for improvement, particularly to better tailor educational activities to the needs of health professionals where appropriate.

If you would like to receive TGA emailed newsletters and safety alerts, you can subscribe via our website. To see our social media posts and campaigns, follow us on Facebook, Twitter, LinkedIn and Instagram. Our website also provided 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. This is the first time these questions have been included in stakeholder survey.

When asked if they had accessed any information about clinical trials on the TGA website in the past 12 months, 24% of opt-in stakeholders said they had, while 8% were not sure. Of those who indicated they had accessed the information, 76% said they were satisfied with it (7% were dissatisfied and 17% were neither satisfied not dissatisfied).

For health professionals, 21% said they had accessed clinical trial information from the TGA's website in the past 12 months. Of those who had accessed the information, 82% said they were satisfied with it (8% were dissatisfied and 10% were neither satisfied nor dissatisfied).

Clinical trial information is important to many of our stakeholders. When asked about what information they were interested in, more than half of health professionals and about a third of opt-in stakeholders 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. Information on clinical trials is available on the TGA website.

## 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
- safety and effectiveness information about medicines and medical devices
- medicine shortages.

The same top two issues were identified by consumers—and in the same order—as in the 2022 stakeholder survey.

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.

The 'updated or new regulatory guidance' option was added to the 2023 survey, with most opt-in respondents selecting it.

Health professionals were most interested in receiving information on:

- medicine shortages
- safety and effectiveness information about medicines and medical devices
- product recalls.

Overall, these results indicate that our stakeholders have high levels of interest in safety-related information about medicines and medical devices, as well as information on updated or new regulations. Readers who wish to stay informed of the latest safety information from the TGA should see the safety information on our website, You can also subscribe to our safety information email list or follow us on Facebook, Twitter, LinkedIn and Instagram where important safety alerts and other information is posted. We also offer health professionals practical information and advice 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 and were presented with a list of possible options to select from. This is the first time this question has been asked in the survey.

The most selected answer was 'none of the above'. 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 the TGA website. The new TGA website was launched on 30 August 2022, after the 2022 survey had been conducted. Other common choices were: 'New and updated regulatory information and guidance', 'TGA systems such as the ARTG, adverse events database, online services', and 'timeliness or quality of responses to enquiries'.

Among health professionals, the most common selection other than 'none of the above' was: 'safety information including recalls, alerts and adverse events', the 'TGA website' and 'new and updated regulatory information and guidance'.

Consumers were not asked this question as most don't have access to the TGA systems asked about in the survey and generally don't use our services.

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

# Written feedback to the TGA

As part of the survey, respondents had the opportunity to provide written feedback to the TGA on any issue. Stakeholders made diverse comments, some of which have already been included in previous sections of this report.

Minor typographical errors have been corrected to some of the following quotes where they do not affect the meaning or context of the statement.

## Consumers

Consumers who gave written feedback at the end of the survey were overwhelmingly positive, with many praising the TGA and the opportunity to learn more about us. However, some consumers were critical of the TGA's role in approving COVID-19 vaccines and our role in monitoring their safety, while a smaller number of consumers made comments about vaping and complementary medicine regulation.

### *The TGA and its role*

Most consumers had positive comments about the TGA and its role.

'*Glad we have a organisation like the TGA, assured that all the medicines I need to take are safe*.'—consumer aged 65 to 74 years from Sydney.

'*I believe they do their best, sometimes in the most difficult of circumstances.*'—consumer, aged 55-64 from Perth.

'*The TGA and PBS are too slow in getting new innovative medicines to the market. The country is lagging behind*.'—consumer aged 35-44 from regional WA.

### Response to COVID-19

The TGA's response to the COVID-19 pandemic remained a topic of interest for many consumers. The majority of comments were negative, although some positive comments were also received.

'*I reported side effects of COVID vaccines I had, only got a generic reply have no idea if they listened. More like the ignored me*.'—consumer aged 65-74 from Brisbane.

'*Thanks for their work over covid time*.'—consumer aged 35-44 from Melbourne.

### Vaping product regulation

A higher number of consumers than last year commented on the regulation of vaping products, with feedback both for and against the issue. However, the overall number of comments on vaping regulation was still relatively small.

'*Our young people using vaping devices is one thing that the TGA is doing good work on at the moment and I think more should be done as its going to end up as bad as tobacco use*.'—consumer aged 65-74 from regional Tasmania.

'*Vapes should be banned and only available with a script.'* —consumer aged 65-74 from regional SA.

'*Why would you need to be involved with vapes?  You guys just love power and think it's your right to control everything people take. Get out of our lives!!*'—consumer aged 55-64 from Melbourne.

### Complementary medicines

A small number of consumers made comments about the regulation of complementary medicines.

'*We are lucky to have it [the TGA] - needs to include complimentary medicines to ensure safety and effectiveness*.'—consumer 75 years or older from Brisbane.

'*Vaping, vitamins and supplements need more visible oversight and warnings about misinformation*.'—consumer aged 25-44 years from Melbourne.

## 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. A number of people also commented on the TGA Business Services portal.

'*The timeliness of medical device assessment needs to be managed better and the assessment process more transparent. The statuses on the device application portal should be extended and added to, to give the applicants clearer information about the processing of the applications and stages of processing.  Increased transparency will assist in reducing* *repeated calls to TGA requesting updates and help applicants manage expectations across the board*.'—product sponsor (1-19 employees)

'*Understand that resources can been the factor in the timeliness of assessments or response, but it also makes it challenging to manage the commercial expectations. I think some sort of timelines needs to be included, even if at that timeline is some sort of communication advising that assessment is still ongoing. Sometimes it feels you are in the dark on what is happening with an application*.'—product sponsor (200-599 employees)

'*Latest correspondence/involvement with TGA on conformity assessment has been very pleasant and supportive*.'—product manufacturer (1-19 employees)

'*eTBS portal needs serious upgrading*.'—product sponsor (1-19 employees)

'*The Portal and its general use is improving but it would be better if there were not basic website issues such as login/access*.'—product manufacturer (200-599 employees)

### *Website*

The TGA website was again a frequent topic of opt-in stakeholders. While many acknowledged the work done to improve the information and layout, many remained frustrated at not being able to easily find what they needed.

'*TGA website is very hard to navigate to find information. The only way to find information is using the search function, which brings up too many hits to filter. Many links to documents are not working*.'—product sponsor (20-199 employees)

'*Public website is not useful. Takes too many clicks to get to documents. Search only helpful if you know what you're looking for. Ideally have pages by topic with all related documents as links*.'—product sponsor (200-599)

'*The website redesign has benefits but it requires industry professionals to re-think their approach i.e., think like a consumer to eventually find technical information*.'—regulatory affairs consultant.

The TGA website redevelopment team is responding to industry feedback about the searchability of the website and are implementing a range of improvements to the search function. Read more in What happens next.

### *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.

'*Although your staff are always professional in their communication, they often give answers to questions that seem to be intentionally avoiding the issue I'm asking about. They deflect onto phrases copied and pasted from regulations and repeat themselves. It is far from helpful*.'—product manufacturer (20-199 employees)

'*TGA responses to enquiries very slow as well, most of the time it takes more than 20 working days for a response.*'—product sponsor (1-19)

### *Consultation*

A number of stakeholders raised the issue of perceived inadequate consultation by the TGA.

'*Consultations should be meaningful and feedback given proper consideration rather than just because it is required e.g. annual fees consultation*.'—product sponsor (200-599)

'*More webinars - training sessions available and Pre-submission consultations with the TGA should be available for advertising queries as well*.'—product manufacturer (200-599 employees)

### Fees and charges

Some respondents provided feedback about fees and charges.

'*Minor evaluation fees are starting to become expensive*.'—product sponsor (200-599 employees)

'*A more affordable system to facilitate small business start up. There is an unfair advantage with large business being able to afford fees. This prevents small business from ever starting up*.'—retailer.

## Health professionals

While the number of health professionals surveyed was relatively small, there were a number of common themes that emerged from the written feedback they gave.

### Educational opportunities

Some health professionals wanted the TGA to provide them with more educational opportunities.

'*Improved engagement with local medical practitioners including education sessions and opportunities to become involved in areas of interest*.'—specialist medical practitioner from regional Tasmania.

'*I wasn't aware about TGA educational opportunities- maybe this could be sent as an email as well even if it's only once a quarter as it is an extra effort to search on the website.*'—general practitioner from regional Victoria.

### Safety information

Some health professionals wanted more information about safety issues such as recalls and medicine shortages.

'*More regular information on safety recalls and of medication availability*.'—nursing professional from regional Victoria.

'*Improved communication to health professionals about medication shortages that will affect our patients*.'—general practitioner from Sydney.

'*More information on medicine shortages and what is being done to address this*.'—general practitioner from regional SA.

### Complementary medicine regulation

Some health professionals wanted stronger regulation of complementary medicines.

'*Enhanced regulation of complimentary therapies*.'—general practitioner from Canberra.

'*Regulation on complementary medicines that are no better than placebo*.'—specialist medical practitioner from regional Queensland.

# What happens next

The 2023 stakeholder survey results are used to inform the TGA's Performance Report, July 2022 to June 2023. 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 the improvements made to TGA systems and services (see Improvements to TGA services). This includes the work done to improve the TGA website, improvements made to our regulatory information and guidance, and improved safety information. Many also noted improvements to TGA systems such as the ARTG and the adverse events database. We are also pleased that some stakeholders have found the timeliness and quality of responses to enquiries has improved, along with assessment times, although this is not universal.

The TGA continues to implement its Transformation Program to address many of the issues identified in this report. The digital transformation will introduce digital tools that make it easier for the sector and our staff to complete business transactions, engage and find the information they need.

This includes a new digital business front door (portal) for sponsors, their agents, and manufacturers seeking to submit applications, and a new underpinning case management system. Feedback from stakeholders is informing design and priorities, with an early focus on features stakeholders are seeking, including more transparency on where applications are up to using some basic validation.

Build work is under way, but as it's a complex project, it will be delivered in stages. To support delivery and transition arrangements, an Industry Working Group is being established to support two-way feedback and collaboration.

Alongside the portal and case management work, usability enhancements have been made to the Special Access Scheme and Authorised Prescriber online system and an improved version of the supplementary ARTG Search Visualisation Tool is now also available on the TGA website.

Work also continues on the new TGA website, which was launched in 2022. Following feedback from website users, search functionality has been improved by boosting high value content, surfacing more recent content, introducing product type to categorise content and align with the ARTG data, and adding search help text to direct users to specialised searches, such as the ARTG. Further improvements to web content will be made in the next 12 months.

The TGA is also improving its educational offerings to support businesses that are navigating the complexities of the Australian therapeutic goods regulation. During the last financial year, the TGA consulted with industry groups on a proposed model for industry engagement and education. The consultation proposed the 'TGA Learn' identity to unify engagement and education through four pillars: self-paced online education, structured online learning events, targeted in-person events and education partnerships.

Stakeholders requested that TGA Learn focus on the basics of regulation, including how to navigate regulatory pathways, doing business with the TGA, developing an application, case studies of real examples, and access to individual support. The TGA Learn service will aim to assist small and medium enterprises, researchers, start-ups and those unfamiliar with therapeutic goods regulation understand their regulatory and legislative obligations.

We look forward to working closely with our stakeholders to design and deliver these important improvements that aim to make it easier to interact with us. For more information on our goals for the next 12 months, see the TGA's 2023-24 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 gender?'**

| Gender | N | % |
|---|---|---|
| Female | 514 | 50.9 |
| Male | 487 | 48.3 |
| Non-Binary | 6 | 0.6 |
| I use a different term | 1 | 0.1 |
| Prefer not to say | 1 | 0.1 |
| Total | 1009 | 100 |

**Table 2. Consumers – 'What is your age?'**

| Age | N | % |
|---|---|---|
| 18-24 | 109 | 10.8 |
| 25-34 | 185 | 18.3 |
| 35-44 | 183 | 18.1 |
| 45-54 | 166 | 16.5 |
| 55-64 | 150 | 14.9 |
| 65-74 | 142 | 14.1 |
| 75 or older | 74 | 7.3 |
| Total | 1009 | 100 |

**Table 3. Consumers – 'In which state or territory do you live?'**

| State | N | % |
|---|---|---|
| NSW | 318 | 31.5 |
| VIC | 262 | 26.0 |
| QLD | 205 | 20.3 |
| SA | 73 | 7.2 |
| WA | 100 | 9.9 |
| TAS | 31 | 3.1 |
| ACT | 14 | 1.4 |
| NT | 6 | 0.6 |
| Total | 1009 | 100 |

**Table 4. Consumers – 'Where do you live?'**

| Region | N | % | |
|---|---|---|---|
| Capital city | 496 | 49.2 | |
| Regional city/town | 372 | 36.9 | |
| Regional/rural area | 134 | 13.3 | |
| Remote area | 7 | 0.7 | |
| Total | 1009 | 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 | 654 | 64.8 |
| No | 355 | 35.2 |

| Response | N | % |
|---|---|---|
| Total | 1009 | 100.0 |

## Consumers – awareness of restrictions on advertising nicotine vaping products

Consumers were asked about their awareness of restrictions on advertising nicotine vaping products.

**Table 6. Consumers – 'Are you aware that it is illegal to advertise nicotine vaping products to Australian consumers?'**

| Response | N | % |
|---|---|---|
| Yes | 688 | 68.2 |
| No | 321 | 31.8 |
| Total | 1009 | 100.0 |

## Consumers – understanding of TGA regulatory scope

Consumers were asked what they think the TGA regulates.

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

| Statement | N | %* |
|---|---|---|
| Any medicines available in a pharmacy **(correct)** | 679 | 67.3 |
| Medicines available in supermarkets **(correct)** | 622 | 61.6 |
| Medicines prescribed by a doctor **(correct)** | 618 | 61.2 |
| Advertising of medicines and medical devices **(correct)** | 607 | 60.2 |
| Medical devices, such as bandages and pacemakers **(correct)** | 471 | 46.7 |
| Clinical trials **(correct)** | 444 | 44.0 |
| Medical procedures (e.g. scans, tests, surgery) **(incorrect)** | 318 | 31.5 |
| Health professionals (e.g. Doctors, Nurses) **(incorrect)** | 312 | 30.9 |

| Statement | N | %* |
|---|---|---|
| Veterinary medicines **(incorrect)** | 264 | 26.2 |
| Cosmetics **(incorrect)** | 257 | 25.5 |
| Allied health professionals (e.g. Physiotherapists) **(incorrect)** | 253 | 25.1 |
| Foods **(incorrect)** | 222 | 22.0 |

Respondents were able to select multiple options.
*Percentage of total sample (N = 1009)

## 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 8. Consumers – TGA performance items**

| Statement | Nett D | SD | D | Neither | A | SA | Nett A | NS | N |
|---|---|---|---|---|---|---|---|---|---|
| Balance right – safety vs access | 15.0 | 4.1 | 10.9 | 19.9 | 41.1 | 14.1 | 55.2 | 9.9 | 654 |
| I trust the TGA – ethics and integrity | 10.2 | 3.5 | 6.7 | 12.4 | 48.0 | 26.1 | 74.2 | 3.2 | 654 |
| TGA addresses serious, deliberate and repeated non-compliance | 11.3 | 2.9 | 8.4 | 16.1 | 46.9 | 19.6 | 66.5 | 6.1 | 654 |
| Takes strong action – illegal behaviour | 11.9 | 3.7 | 8.3 | 17.0 | 37.9 | 22.5 | 60.4 | 10.7 | 654 |
| Takes strong action – illegal advertising | 8.4 | 2.8 | 5.7 | 17.1 | 39.1 | 24.2 | 63.3 | 11.2 | 654 |
| Responded effectively to COVID-19 | 12.4 | 4.9 | 7.5 | 19.0 | 36.2 | 21.6 | 57.8 | 10.9 | 654 |
| Provides input opportunities | 13.6 | 5.4 | 8.3 | 25.8 | 33.3 | 14.2 | 47.6 | 13.0 | 654 |
| Listens to feedback | 12.8 | 5.7 | 7.2 | 25.5 | 30.0 | 11.9 | 41.9 | 19.7 | 654 |

## 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 9. Consumers – perceptions of medicines items**

| Statement | Nett D | SD | D | Neither | A | SA | Nett A | NS | N |
|---|---|---|---|---|---|---|---|---|---|
| Medicines - appropriately regulated | 8.8 | 1.9 | 6.9 | 15.6 | 53.0 | 16.2 | 69.2 | 6.4 | 1009 |
| Medicines manufactured to a high standard | 3.4 | 2.1 | 4.2 | 14.6 | 48.2 | 26.0 | 74.1 | 5.1 | 1009 |
| Confident medicines I buy are genuine | 3.4 | 1.6 | 3.3 | 12.3 | 49.1 | 30.2 | 79.3 | 3.6 | 1009 |
| Confident government monitors medicine safety issues | 3.4 | 2.6 | 6.3 | 13.7 | 47.1 | 25.8 | 72.8 | 4.6 | 1009 |
| If a safety issue is identified, I am confident that the TGA takes appropriate action | 3.4 | 1.8 | 5.1 | 16.3 | 44.0 | 27.1 | 71.1 | 5.8 | 1009 |
| Risk of medicines balanced against positive impact | 3.4 | 2.5 | 5.9 | 18.0 | 46.3 | 21.3 | 67.6 | 5.9 | 1009 |

## 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 10. Consumers – perceptions of complementary medicines**

| Statement | Nett D | SD | D | Neither | A | SA | Nett A | NS | N |
|---|---|---|---|---|---|---|---|---|---|
| Complementary medicines - appropriately regulated | 17.2 | 2.9 | 14.4 | 25.5 | 34.4 | 8.2 | 42.6 | 14.7 | 1009 |
| Complementary medicines manufactured to a high standard | 10.3 | 1.9 | 8.4 | 26.5 | 38.4 | 12.4 | 50.7 | 12.5 | 1009 |
| Confident complementary medicines I buy are genuine | 10.6 | 2.9 | 7.7 | 24.1 | 40.8 | 14.6 | 55.4 | 9.9 | 1009 |
| Confident government monitors complementary medicine safety issues | 14.0 | 2.9 | 11.1 | 20.1 | 41.9 | 13.1 | 55.0 | 10.9 | 1009 |
| If a safety issue is identified, I am confident that the TGA takes appropriate action | 8.1 | 2.9 | 5.3 | 18.0 | 45.4 | 19.5 | 64.9 | 8.9 | 1009 |
| Risk of complementary medicines balanced against positive impact | 10.1 | 2.8 | 7.3 | 26.9 | 38.3 | 13.7 | 51.9 | 11.1 | 1009 |

## 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 11. Consumers – perceptions of medical devices**

| Statement | Nett D | SD | D | Neither | A | SA | Nett A | NS | N |
|---|---|---|---|---|---|---|---|---|---|
| Medical devices - appropriately regulated | 5.0 | 1.8 | 3.2 | 15.4 | 51.9 | 20.5 | 72.4 | 7.2 | 1009 |
| Medical devices manufactured to a high standard | 4.4 | 1.1 | 3.3 | 13.5 | 50.0 | 27.4 | 77.3 | 4.9 | 1009 |
| Confident medical devices I use are genuine | 3.2 | 1.0 | 2.2 | 16.0 | 49.6 | 26.4 | 75.9 | 5.0 | 1009 |
| Confident government monitors medical device safety issues | 5.6 | 1.6 | 4.0 | 14.0 | 48.0 | 25.8 | 73.7 | 6.7 | 1009 |
| If a safety issue is identified, I am confident that the TGA takes appropriate action | 6.1 | 2.2 | 4.0 | 14.1 | 47.0 | 25.5 | 72.4 | 7.3 | 1009 |
| Risk of medical devices balanced against positive impact | 4.8 | 1.3 | 3.5 | 17.7 | 47.3 | 22.8 | 70.1 | 7.4 | 1009 |

## Consumers – consultations

Consumers 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 12. Consumers – consultation performance**

| Statement | Nett D | SD | D | Neither | A | SA | Nett A | Too early | N |
|---|---|---|---|---|---|---|---|---|---|
| Process made it easy to participate | 26.4 | 18.9 | 7.5 | 22.6 | 39.6 | 11.3 | 50.9 | 0.0 | 53 |
| Input timeframes were long enough | 20.8 | 9.4 | 11.3 | 18.9 | 49.1 | 11.3 | 60.4 | 0.0 | 53 |
| TGA genuinely considered input | 18.9 | 7.5 | 11.3 | 30.2 | 35.8 | 11.3 | 47.2 | 3.8 | 53 |

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| TGA clearly explained outcome | 17.0 | 7.5 | 9.4 | 24.5 | 45.3 | 11.3 | 56.6 | 1.9 | 53 |

**Table 13. Consumers – 'Overall, how satisfied were you with the consultation process?'**

| Statement | Nett D | VD | D | Neither | S | VS | Nett S | N |
|---|---|---|---|---|---|---|---|---|
| Overall satisfaction | 11.3 | 3.8 | 7.5 | 30.2 | 50.9 | 7.5 | 58.5 | 53 |

## Consumers – contacting the TGA

Consumers 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 14. 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 | 76 |
| On social media | 95 |
| Been involved in a TGA consultation | 53 |
| Involved in a committee, working group or consultative forum | 32 |
| Another type of interaction (letter, fax etc) | 23 |
| None of the Above | 850 |

*Respondents were able to select multiple answers

**Table 15. 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 | 6 | 6.4 |
| 1 to 2 days | 38 | 40.4 |

| | | |
|---|---|---|
| 3 to 5 days | 31 | 33.0 |
| 6 to 10 days | 13 | 13.8 |
| More than 10 days | 6 | 6.4 |
| Total | 94 | 100.0 |

**Table 16. 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 (%) | 12.8 | 7.4 | 5.3 | 16.0 | 51.1 | 20.2 | 71.3 | 100 |

# Consumers – information interests

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

**Table 17. Consumers – 'Are you interested in information on any of the following? Select all that apply.'**

| Statement | N* |
|---|---|
| Product recalls | 498 |
| Safety and effectiveness information about medicines and medical devices | 452 |
| Medicine shortages | 435 |
| Reporting problems or side effects of medicines or medical devices | 428 |
| Clinical trials | 416 |
| Information on travelling with medicines and medical devices | 352 |
| Accessing medicines and medical devices | 349 |
| News and media releases | 326 |
| General information about the TGA | 300 |
| Updated or new regulatory guidance | 258 |

| | |
|---|---|
| Information on consultations | 163 |
| Training, workshops or presentations about medicines and medical devices | 156 |
| Other | 6 |
| None of the above | 107 |

*Respondents were able to select multiple items.

## 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 18. 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 | 164 | 16.3 |
| Attended a TGA event such as the GMP Forum | 45 | 4.5 |
| Attended a TGA webinar | 53 | 5.3 |
| Received a TGA email newsletter | 67 | 6.6 |
| Other, please specify | 5 | 0.5 |
| None of the above | 760 | 75.3 |
| Total | 1009 | 100.0 |

**Table 19. Consumers – 'Overall, did you find the TGA educational activities useful?'**

| Statement | Not useful | Slightly useful | Moderately useful | Very useful | Extremely useful | N |
|---|---|---|---|---|---|---|
| Overall satisfaction (%) | 2.8 | 15.3 | 37.3 | 34.1 | 10.4 | 249 |

# 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 about the industry they belong to. If they work for the medical products industry, they were also asked about their role and the size of the company they work for.

**Table 20. Opt-in stakeholders – 'Which of the following best describes you?'**

| Role | N | % |
|---|---|---|
| Medical products industry | 1144 | 65.0 |
| Health professional | 120 | 6.8 |
| Retailer | 76 | 4.3 |
| University Researcher/Academic | 39 | 2.2 |
| Consumer/general public/community member | 40 | 2.3 |
| Consumer representative/advocate | 7 | 0.4 |
| Australian government official/representative | 23 | 1.3 |
| State or territory government official/representative | 66 | 3.8 |
| Media | 1 | 0.1 |
| Other | 243 | 13.8 |
| Total | 1759 | 100.0 |

### Table 21. 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) | 344 | 30.3 |
| Product sponsor (or you work for a company that is a sponsor) | 656 | 57.7 |
| Regulatory affairs consultant | 103 | 9.1 |
| Industry association representative | 8 | 0.7 |
| Other | 25 | 2.2 |
| Total | 1136 | 100.0 |

### Table 22. Opt-in stakeholders – 'How many employees work for the company in Australia (medical products industry)?'

| Role | N | % |
|---|---|---|
| 1-19 | 434 | 44.0 |
| 20-199 | 301 | 30.5 |
| 200-599 | 166 | 16.8 |
| 600-999 | 51 | 5.2 |
| 1000-1499 | 7 | 0.7 |
| 1500+ | 27 | 2.7 |
| Total | 986 | 100.0 |

**Table 23. Opt-in stakeholders – 'What type of products do you sponsor? (product sponsors)**

| Role | N |
|---|---|
| Prescription medicines | 265 |
| Over the counter medicines | 144 |
| Complementary medicines | 120 |
| Medical devices | 423 |
| Blood and/or tissue products | 30 |
| Other, please specify | 33 |

**Table 24. Opt-in stakeholders – 'What type of products do you manufacture?' (product manufacturers)**

| Role | N |
|---|---|
| Prescription medicines | 67 |
| Over the counter medicines | 40 |
| Complementary medicines | 62 |
| Medical devices | 218 |
| Blood and/or tissue products | 25 |
| Other, please specify | 32 |

## 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 25. Opt-in stakeholders – 'Do you advertise or arrange the advertising of therapeutic goods?'**

| Response | % |
|---|---|
| Yes | 33.0 |
| No | 67.0 |

| | |
|---|---|
| Total | 100.0 |

**Table 26. Opt-in stakeholders – 'Are you aware that there are specific rules for advertising therapeutic goods in Australia?'**

| Response* | % |
|---|---|
| Yes | 98.0 |
| No | 2.0 |
| Total | 100 |

*Number of respondents = 504

**Table 27. 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 | 98.2 |
| No | 1.8 |
| Total | 100 |

*Number of respondents = 505

## Opt-in stakeholders – awareness of restrictions on advertising nicotine vaping products

Opt-in stakeholders were asked about their awareness of restrictions on advertising nicotine vaping products.

**Table 28. Opt-in stakeholders – 'Are you aware that it is illegal to advertise nicotine vaping products to Australian consumers?'**

| Response | N | % |
|---|---|---|
| Yes | 1303 | 85.1 |
| No | 261 | 14.9 |
| Total | 1564 | 100.0 |

## 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 items about the TGA's performance.

**Table 29. Opt-in stakeholders – TGA performance items**

| Statement | Nett D | SD | D | Neither | A | SA | Nett A | NS | N |
|---|---|---|---|---|---|---|---|---|---|
| Balance right – safety vs access | 12.9 | 3.5 | 9.4 | 15.5 | 47.3 | 18.2 | 65.5 | 6.1 | 1603 |
| I trust the TGA – ethics and integrity | 6.2 | 2.3 | 3.9 | 7.9 | 42.4 | 42.0 | 84.4 | 1.5 | 1603 |
| I am confident the TGA addresses serious, deliberate and repeated non-compliance | 8.4 | 2.3 | 6.1 | 10.9 | 45.3 | 30.1 | 75.4 | 5.4 | 1603 |
| Takes strong action – illegal behaviour | 7.9 | 2.5 | 5.4 | 13.3 | 40.0 | 29.7 | 69.7 | 9.2 | 1599 |
| Takes strong action – illegal advertising | 8.8 | 2.6 | 6.2 | 13.9 | 37.4 | 28.0 | 65.5 | 11.9 | 1598 |
| Responded effectively to COVID-19 | 8.9 | 3.9 | 5.0 | 14.4 | 39.3 | 29.7 | 68.9 | 7.8 | 1600 |
| Provides input opportunities | 13.4 | 4.9 | 8.5 | 19.2 | 41.0 | 18.7 | 59.8 | 7.7 | 1601 |
| Listens to feedback | 15.8 | 6.1 | 9.7 | 23.0 | 36.1 | 13.9 | 50.0 | 11.3 | 1600 |

## 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 30. Opt-in stakeholders – perceptions of medicines**

| Statement | Nett D | SD | D | Neither | A | SA | Nett A | NS | N |
|---|---|---|---|---|---|---|---|---|---|
| Medicines - appropriately regulated | 4.3 | 1.1 | 3.2 | 9.6 | 50.3 | 27.3 | 77.6 | 8.4 | 1577 |
| Medicines manufactured to a high standard | 3.4 | 0.8 | 1.1 | 7.3 | 47.6 | 34.5 | 82.1 | 8.8 | 1576 |
| Confident medicines I buy are genuine | 3.4 | 0.7 | 0.9 | 5.8 | 49.4 | 37.4 | 86.8 | 5.8 | 1578 |
| Confident government monitors medicine safety issues | 3.4 | 1.6 | 3.0 | 8.5 | 48.3 | 31.6 | 79.9 | 7.0 | 1579 |
| If a safety issue is identified, I am confident that the TGA takes appropriate action | 3.4 | 2.0 | 2.2 | 8.4 | 45.8 | 35.0 | 80.8 | 6.7 | 1578 |
| Risk of medicines balanced against positive impact | 3.4 | 2.2 | 3.2 | 10.9 | 46.3 | 29.8 | 76.1 | 7.6 | 1578 |

## 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 31. Opt-in stakeholders – perceptions of complementary medicines**

| Statement | Nett D | SD | D | Neither | A | SA | Nett A | NS | N |
|---|---|---|---|---|---|---|---|---|---|
| Complementary medicines - appropriately regulated | 17.3 | 4.0 | 13.3 | 20.5 | 31.3 | 11.0 | 42.4 | 19.8 | 1548 |

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| Complementary medicines manufactured to a high standard | 11.9 | 2.3 | 9.6 | 23.2 | 30.4 | 13.3 | 43.7 | 21.2 | 1545 |
| Confident complementary medicines I buy are genuine | 8.9 | 1.9 | 6.9 | 22.2 | 36.8 | 14.2 | 51.0 | 17.9 | 1545 |
| Confident government monitors complementary medicine safety issues | 13.1 | 2.9 | 10.2 | 19.5 | 34.1 | 15.1 | 49.2 | 18.1 | 1545 |
| If a safety issue is identified, I am confident that the TGA takes appropriate action | 6.7 | 1.8 | 4.9 | 13.0 | 44.5 | 21.1 | 65.6 | 14.8 | 1544 |
| Risk of complementary medicines balanced against positive impact | 12.9 | 3.5 | 9.4 | 22.4 | 33.4 | 14.1 | 47.4 | 17.2 | 1543 |

## 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 32. Opt-in stakeholders – perceptions of medical devices**

| Statement | Nett D | SD | D | Neither | A | SA | Nett A | NS | N |
|---|---|---|---|---|---|---|---|---|---|
| Medical devices - appropriately regulated | 6.6 | 2.0 | 4.7 | 9.4 | 50.9 | 23.6 | 74.5 | 9.4 | 1535 |
| Medical devices manufactured to a high standard | 2.0 | 0.8 | 1.2 | 11.6 | 47.8 | 28.1 | 76.0 | 10.5 | 1532 |
| Confident medical devices I use are genuine | 1.8 | 0.5 | 1.2 | 9.7 | 48.8 | 30.8 | 79.6 | 9.0 | 1531 |

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| Confident government monitors medical device safety issues | 5.2 | 1.3 | 3.8 | 10.3 | 47.3 | 27.7 | 75.0 | 9.6 | 1533 |
| If a safety issue is identified, I am confident that the TGA takes appropriate action | 4.2 | 1.5 | 2.7 | 8.0 | 47.2 | 32.2 | 79.4 | 8.4 | 1532 |
| Risk of medical devices balanced against positive impact | 5.8 | 2.2 | 3.6 | 10.4 | 47.9 | 26.7 | 74.7 | 9.1 | 1533 |

# Opt-in stakeholders – consultations

Opt-in stakeholders 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 33. Opt-in stakeholders – consultation performance**

| Statement | Nett D | SD | D | Neither | A | SA | Nett A | Too early | N |
|---|---|---|---|---|---|---|---|---|---|
| Process made it easy to participate | 8.7 | 1.7 | 7.0 | 12.6 | 52.7 | 23.5 | 76.2 | 2.4 | 412 |
| Input timeframes were long enough | 17.5 | 3.2 | 14.3 | 13.3 | 49.0 | 18.2 | 67.2 | 1.9 | 412 |
| TGA genuinely considered input | 20.4 | 6.6 | 13.8 | 15.0 | 35.0 | 18.2 | 53.2 | 11.4 | 412 |
| TGA clearly explained outcome | 18.0 | 5.8 | 12.1 | 12.9 | 38.6 | 17.5 | 56.1 | 13.1 | 412 |

**Table 34. Opt-in stakeholders – 'Overall, how satisfied were you with the consultation process?'**

| Statement | Nett D | VD | D | Neither | S | VS | Nett S | N |
|---|---|---|---|---|---|---|---|---|
| Overall satisfaction (%) | 16.8 | 4.1 | 12.7 | 20.0 | 52.1 | 11.2 | 63.3 | 411 |

## Opt-in stakeholders – contacting the TGA

Opt-in stakeholders 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 35. 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 | 1251 |
| On social media | 60 |
| Been involved in a TGA consultation | 414 |
| Committee, working group or consultative forum | 207 |
| Another type of interaction (letter, fax etc) | 174 |
| None of the Above | 214 |

*Respondents were able to select multiple answers

**Table 36. 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 | 115 | 9.1 |
| 1 to 2 days | 408 | 32.4 |
| 3 to 5 days | 403 | 32.0 |
| 6 to 10 days | 141 | 11.2 |
| More than 10 days | 191 | 15.2 |
| Total | 1258 | 100.0 |

**Table 37. 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 (%) | 16.2 | 5.9 | 10.3 | 16.9 | 48.5 | 18.4 | 66.9 | 1263 |

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

| Statement | N |
|---|---|
| Updated or new regulatory guidance | 1236 |
| Training, workshops or presentations about medicines and medical devices | 954 |
| Safety and effectiveness information about medicines and medical devices | 930 |
| Product recalls | 864 |
| Reporting problems or side effects of medicines or medical devices | 747 |
| News and media releases | 652 |
| General information about the TGA | 622 |
| Accessing medicines and medical devices | 613 |
| Clinical trials | 594 |
| Information on consultations | 547 |
| Medicine shortages | 503 |
| Information on travelling with medicines and medical devices | 342 |
| Other | 83 |

# 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 39. Opt-in stakeholders – '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 | 186 | 12.5 |
| Attended a TGA event such as the GMP Forum | 200 | 13.4 |
| Attended a TGA webinar | 392 | 26.3 |
| Received a TGA email newsletter | 540 | 36.2 |
| Other, please specify | 40 | 2.7 |
| None of the above | 641 | 42.9 |
| Total | 1493 | 100.0 |

**Table 40. 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 (%) | 2.7 | 8.9 | 36.4 | 40.2 | 11.8 | 844 |

# Opt-in stakeholders – Clinical trials

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

**Table 41. 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 | 334 | 23.7 |
| No | 971 | 68.8 |
| Not sure | 106 | 7.5 |

| | | |
|---|---|---|
| Total | 1411 | 100.0 |

**Table 42. Opt-in stakeholders – 'Overall, how satisfied were you with the information available?'**

| Statement | Nett D | VD | D | Neither | S | VS | Nett S | N |
|---|---|---|---|---|---|---|---|---|
| Overall satisfaction (%) | 6.9 | 0.9 | 6.0 | 17.1 | 58.4 | 17.7 | 76.0 | 334 |

## Opt-in stakeholders – TGA improvements

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

**Table 43. Opt-in stakeholders – 'In the past 12 months, have you seen any improvements to the following TGA services or systems?'**

| Statement | N* |
|---|---|
| TGA website | 347 |
| New and updated regulatory information and guidance | 330 |
| TGA system such as the ARTG, adverse events database, online services | 275 |
| Timeliness or quality of responses to enquiries | 253 |
| Safety information including recalls, alerts and adverse events | 182 |
| Assessment times | 137 |
| Consultations | 112 |
| Other | 25 |
| None of the above | 665 |

*Respondents were able to select multiple items.

# 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 44. Health professionals – 'Select the category that describes your role'**

| Response | N | % |
|---|---|---|
| General practitioner | 31 | 16.7 |
| Specialist | 32 | 17.2 |
| Pharmacist | 31 | 16.7 |
| Dentist | 31 | 16.7 |
| Nurse | 31 | 16.7 |
| Allied health | 30 | 16.1 |
| Total | 186 | 100 |

## Health professionals – awareness of the TGA

Health professionals were asked about their awareness of the TGA.

**Table 45. Health professionals – Had you heard of the Therapeutic Goods Administration (TGA) prior to participating in this survey?**

| Response | % |
|---|---|
| Yes | 94.1 |
| No | 5.9 |
| Total | 100.0 |

## 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 46. Health professionals – ‘Do you advertise or arrange the advertising of therapeutic goods?’**

| Response | % |
|---|---|
| Yes | 18.3 |
| No | 81.7 |
| Total | 100.0 |

**Table 47. Health professionals – ‘Are you aware that there are specific rules for advertising therapeutic goods in Australia?’**

| Response* | % |
|---|---|
| Yes | 94.1 |
| No | 5.9 |
| Total | 100.0 |

Number of respondents = 34

**Table 48. 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 | 97.1 |
| No | 2.9 |
| Total | 100.0 |

*Number of respondents = 34

## Health professionals – awareness of restrictions on advertising nicotine vaping products

Health professionals were asked about their awareness of restrictions on advertising nicotine vaping products.

**Table 49. Health professionals – 'Are you aware that it is illegal to advertise nicotine vaping products to Australian consumers?'**

| Response | N | % |
|---|---|---|
| Yes | 259 | 84.9 |
| No | 45 | 15.1 |
| Total | 304 | 100.0 |

## Health professionals – understanding of TGA regulatory scope

Health professionals were asked about what they think the TGA regulates.

**Table 50. Health professionals – 'What does the TGA regulate? Select all that apply'**

| Statement | % |
|---|---|
| Medicines prescribed by a doctor **(correct)** | 82.3 |
| Advertising of medicines and medical devices **(correct)** | 81.7 |
| Medicines available in supermarkets **(correct)** | 70.4 |
| Any medicines available in a pharmacy **(correct)** | 82.8 |
| Medical devices, such as bandages and pacemakers **(correct)** | 74.7 |
| Clinical trials **(correct)** | 47.3 |
| Veterinary medicines **(incorrect)** | 23.1 |
| Medical procedures (e.g. scans, tests, surgery) **(incorrect)** | 16.7 |
| Cosmetics **(incorrect)** | 22.0 |
| Health professionals (e.g. Doctors, Nurses) **(incorrect)** | 32.8 |
| Foods **(incorrect)** | 11.3 |
| Allied health professionals (e.g. Physiotherapists) **(incorrect)** | 32.3 |

## Health professional – TGA performance

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

**Table 51. Health professionals – TGA performance**

| Statement | Nett D | SD | D | Neither | A | SA | Nett A | NS | N |
|---|---|---|---|---|---|---|---|---|---|
| Balance right – safety vs access | 9.1 | 4.0 | 5.1 | 16.0 | 55.4 | 16.0 | 71.4 | 3.4 | 175 |
| I trust the TGA – ethics and integrity | 5.1 | 2.9 | 2.3 | 9.7 | 50.3 | 34.9 | 85.1 | 0.0 | 175 |
| I am confident the TGA addresses serious, deliberate and repeated non-compliance | 7.4 | 3.4 | 4.0 | 15.4 | 48.0 | 25.7 | 73.7 | 3.4 | 175 |
| Takes strong action – illegal advertising | 6.3 | 2.9 | 3.4 | 24.0 | 35.4 | 25.7 | 61.1 | 8.6 | 175 |
| Takes strong action – illegal behaviour | 8.6 | 2.9 | 5.7 | 20.6 | 38.3 | 25.1 | 63.4 | 7.4 | 175 |
| Responded effectively to COVID-19 | 9.1 | 4.6 | 4.6 | 20.6 | 45.7 | 20.0 | 65.7 | 4.6 | 175 |
| Provides input opportunities | 14.3 | 4.0 | 10.3 | 26.3 | 36.0 | 15.4 | 51.4 | 8.0 | 175 |
| Listens to feedback | 9.7 | 3.4 | 6.3 | 39.4 | 28.0 | 7.4 | 35.4 | 15.4 | 175 |

## 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 52. Health professionals – perceptions of medicines**

| Statement | Nett D | SD | D | Neither | A | SA | Nett A | NS | N |
|---|---|---|---|---|---|---|---|---|---|
| Medicines - appropriately regulated | 6.5 | 1.6 | 4.8 | 10.8 | 62.4 | 19.4 | 81.7 | 1.1 | 186 |
| Medicines manufactured to a high standard | 3.4 | 1.6 | 2.7 | 6.5 | 48.4 | 39.8 | 88.2 | 1.1 | 186 |
| Confident medicines I buy are genuine | 3.4 | 1.1 | 1.6 | 8.6 | 45.7 | 43.0 | 88.7 | 0.0 | 186 |
| Confident government monitors medicine safety issues | 3.4 | 1.6 | 4.3 | 11.3 | 50.0 | 31.2 | 81.2 | 1.6 | 186 |
| If a safety issue is identified, I am confident that the TGA takes appropriate action | 3.4 | 2.2 | 2.2 | 9.1 | 55.4 | 30.1 | 85.5 | 1.1 | 186 |
| Risk of medicines balanced against positive impact | 3.4 | 1.1 | 2.2 | 11.8 | 51.6 | 31.2 | 82.8 | 2.2 | 186 |

## 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 53. Health professionals – perceptions of complementary medicines**

| Statement | Nett D | SD | D | Neither | A | SA | Nett A | NS | N |
|---|---|---|---|---|---|---|---|---|---|
| Complementary medicines - appropriately regulated | 37.1 | 11.8 | 25.3 | 26.9 | 22.6 | 7.5 | 30.1 | 5.9 | 186 |

| Statement | Nett D | SD | D | Neither | A | SA | Nett A | NS | N |
|---|---|---|---|---|---|---|---|---|---|
| Complementary medicines - manufactured to a high standard | 29.0 | 8.1 | 21.0 | 26.3 | 28.0 | 8.1 | 36.0 | 8.6 | 186 |
| Confident complementary medicines I buy are genuine | 20.4 | 7.0 | 13.4 | 33.3 | 28.0 | 12.4 | 40.3 | 5.9 | 186 |
| Confident government monitors medicine safety issues | 28.5 | 5.9 | 22.6 | 25.8 | 29.6 | 9.7 | 39.2 | 6.5 | 186 |
| If a safety issue is identified, I am confident that the TGA takes appropriate action | 10.8 | 3.2 | 7.5 | 15.1 | 48.9 | 16.7 | 65.6 | 8.6 | 186 |
| Risk of medicines balanced against positive impact | 23.1 | 4.3 | 18.8 | 30.6 | 30.6 | 10.2 | 40.9 | 5.4 | 186 |

## 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 54. Health professionals – perceptions of medical devices**

| Statement | Nett D | SD | D | Neither | A | SA | Nett A | NS | N |
|---|---|---|---|---|---|---|---|---|---|
| Medical devices - appropriately regulated | 3.8 | 1.1 | 2.7 | 9.1 | 62.4 | 22.0 | 84.4 | 2.7 | 186 |
| Medical devices manufactured to a high standard | 2.7 | 1.1 | 1.6 | 8.6 | 59.1 | 27.4 | 86.6 | 2.2 | 186 |
| Confident medical devices I use are genuine | 1.1 | 1.1 | 0.0 | 9.1 | 53.2 | 34.4 | 87.6 | 2.2 | 186 |

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| Confident government monitors medical device safety issues | 2.7 | 1.6 | 1.1 | 11.3 | 53.2 | 29.0 | 82.3 | 3.8 | 186 |
| If a safety issue is identified, I am confident that the TGA takes appropriate action | 2.2 | 1.6 | 0.5 | 7.0 | 63.4 | 25.3 | 88.7 | 2.2 | 186 |
| Risk of medical devices balanced against positive impact | 1.6 | 0.5 | 1.1 | 12.4 | 57.5 | 26.3 | 83.9 | 2.2 | 186 |

## 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 55. Health professionals – '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 | 23 |
| On social media | 16 |
| Been involved in a TGA consultation | 10 |
| Committee, working group or consultative forum | 8 |
| Another type of interaction (letter, fax etc) | 9 |
| None of the Above | 126 |

*Respondents were able to select multiple answers

**Table 56. 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 | 3 | 7.9 |
| 1 to 2 days | 12 | 31.6 |
| 3 to 5 days | 9 | 23.7 |
| 6 to 10 days | 7 | 18.4 |
| More than 10 days | 7 | 18.4 |
| Total | 38 | 100.0 |

**Table 57. 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 | 7.9 | 5.3 | 2.6 | 23.7 | 57.9 | 10.5 | 68.4 | 38 |

## Health professionals – information interests

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

**Table 58. Health professionals – 'Are you interested in information on any of the following? Select all that apply.'**

| Statement | N |
|---|---|
| Medicine shortages | 135 |
| Safety and effectiveness information about medicines and medical devices | 124 |
| Product recalls | 118 |
| Reporting problems or side effects of medicines or medical devices | 115 |
| Clinical trials | 94 |
| Updated or new regulatory guidance | 91 |

| | |
|---|---|
| Training, workshops or presentations about medicines and medical devices | 87 |
| Accessing medicines and medical devices | 71 |
| Information on travelling with medicines and medical devices | 65 |
| News and media releases | 44 |
| General information about the TGA | 42 |
| Information on consultations | 31 |
| Other | 1 |

## Health professionals – clinical trials

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

**Table 59. Health professionals – 'In the last 12 months, have you used any of the information about clinical trials on the TGA website?'**

| Response | N | % |
|---|---|---|
| Yes | 39 | 21.0 |
| No | 124 | 66.7 |
| Not sure | 23 | 12.4 |
| Total | 186 | 100.0 |

**Table 60. Health professionals – 'Overall, how satisfied were you with the information available?'**

| Statement | Nett D | VD | D | Neither | S | VS | Nett S | N |
|---|---|---|---|---|---|---|---|---|
| Overall satisfaction (%) | 7.7 | 5.1 | 2.6 | 10.3 | 61.5 | 20.5 | 82.1 | 39 |

## Health professionals – TGA improvements

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

**Table 61. Health professionals – 'In the past 12 months, have you seen any improvements to the following TGA services or systems?'**

| Statement | N |
|---|---|
| Safety information including recalls, alerts and adverse events | 42 |
| TGA website | 39 |
| New and updated regulatory information and guidance | 33 |
| TGA system such as the ARTG, adverse events database, online services | 18 |
| Assessment times | 15 |
| Timeliness or quality of responses to enquiries | 13 |
| Consultations | 8 |
| Other | 1 |
| None of the above | 48 |

*Respondents were able to select multiple items.

# Appendix D: Government representatives

The tables in this section of the report present results for the government representative's 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 about whether they worked for the federal government or a state or territory government.

**Table 62. Government representatives – 'Which of the following best describes you?'**

| Role | N | % |
|---|---|---|
| Australian government official/representative | 58 | 81.7 |
| State or territory government official/representative | 11 | 15.5 |
| Other | 2 | 2.8 |
| Total | 71 | 100.0 |

## Government representatives – TGA performance

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

**Table 63. Government representatives – TGA performance**

| Statement | Nett D | SD | D | Neither | A | SA | Nett A | NS | N |
|---|---|---|---|---|---|---|---|---|---|
| Balance right – safety vs access | 10.4 | 3.0 | 7.5 | 23.9 | 40.3 | 10.4 | 50.7 | 14.9 | 67 |
| I trust the TGA – ethics and integrity | 7.5 | 1.5 | 6.0 | 4.5 | 44.8 | 38.8 | 83.6 | 4.5 | 67 |
| I am confident the TGA addresses serious, deliberate and repeated non-compliance | 3.0 | 0.0 | 3.0 | 23.9 | 37.3 | 16.4 | 53.7 | 19.4 | 67 |

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| Takes strong action – illegal advertising | 6.1 | 1.5 | 4.5 | 22.7 | 34.8 | 12.1 | 47.0 | 24.2 | 66 |
| Takes strong action – illegal behaviour | 7.5 | 0.0 | 7.5 | 23.9 | 31.3 | 16.4 | 47.8 | 20.9 | 67 |
| Responded effectively to COVID-19 | 4.5 | 0.0 | 4.5 | 10.4 | 46.3 | 29.9 | 76.1 | 9.0 | 67 |
| Provides input opportunities | 13.4 | 7.5 | 6.0 | 19.4 | 38.8 | 19.4 | 58.2 | 9.0 | 67 |
| Listens to feedback | 17.9 | 6.0 | 11.9 | 26.9 | 34.3 | 10.4 | 44.8 | 10.4 | 67 |

## 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 64. 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 | 53 |
| On social media | 1 |
| Been involved in a TGA consultation | 33 |
| Committee, working group or consultative forum | 45 |
| Another type of interaction (letter, fax etc) | 5 |
| None of the Above | 7 |

*Respondents were able to select multiple answers

**Table 65. Government representatives – '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 | 8 | 15.4 |
| 1 to 2 days | 24 | 46.2 |
| 3 to 5 days | 10 | 19.2 |
| 6 to 10 days | 5 | 9.6 |
| More than 10 days | 5 | 9.6 |

## Government representatives – working with the TGA

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

**Table 66. 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 | 13.1 | 4.9 | 8.2 | 13.1 | 54.1 | 14.8 | 68.9 | 4.9 | 61 |
| The TGA consults with state and territory governments on regulatory changes | 21.7 | 8.3 | 13.3 | 10.0 | 45.0 | 15.0 | 60.0 | 8.3 | 60 |
| The TGA appropriately considers the impact of its regulatory actions and changes on the states and territories | 36.1 | 18.0 | 18.0 | 11.5 | 32.8 | 11.5 | 44.3 | 8.2 | 61 |
| The implementation timeframes for regulatory changes are adequate | 26.2 | 16.4 | 9.8 | 23.0 | 37.7 | 6.6 | 44.3 | 6.6 | 61 |

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| The TGA appropriately manages risks when implementing regulatory reforms | 19.7 | 8.2 | 11.5 | 21.3 | 42.6 | 8.2 | 50.8 | 8.2 | 61 |
| Overall I am satisfied with the interactions I have with TGA staff | 4.9 | 1.6 | 3.3 | 23.0 | 50.8 | 18.0 | 68.9 | 3.3 | 61 |

# Appendix E: Abbreviations

## Column heading abbreviations in results tables

### Agreement scales

**Table 67. 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 68. 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.** |

# Version history

| Version | Description of change | Author | Effective date |
|---|---|---|---|
| V1.0 | Original publication | Regulatory Education and Communication Section | |

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