Australian Government
Department of Health
Therapeutic Goods Administration

TGA stakeholder survey 2019

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TGA Health Safety Regulation

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Summary

The Therapeutic Goods Administration (TGA) conducts stakeholder surveys to help report on our key performance indicators and make ongoing improvements to the way we work with our stakeholders. The 2019 survey found that around 1 in 2 Australian consumers had heard of the TGA. Of those who were familiar with the TGA, the majority of consumer, health professional and medical products industry respondents trusted the TGA to act ethically and with integrity. The majority also believed that the TGA gets the balance right between access to therapeutic goods and safety for consumers. However, the survey also shows that some groups of consumers are dissatisfied with the TGA, especially if they have had negative experiences with medicines or medical devices. The survey also reveals differences in how stakeholders perceive complementary medicines compared to other medicines.

How to read this report

The structure of the report

This report summarises key findings from the 2019 TGA stakeholder survey, focussing on three of our key stakeholder groups: consumers, health professionals and the medical products industry. We begin with an outline of our approach to the survey, including an explanation of the distinction between what we call 'opt-in respondents'—those who completed the survey by email invitation or web link—and 'panel respondents'—those who we recruited through a market research provider. We then provide a narrative overview of the results before presenting results tables for individual survey items.

Interpreting results tables

We present results tables for each stakeholder group in the latter half of this report. Abbreviations used in the results tables are defined in Appendix 1. All percentages are rounded to the nearest whole number. Any discrepancy between a total and the sum of its components is due to rounding. Results tables presenting breakdowns by role (e.g. industry or health professional role) do not include respondents who did not answer the relevant question about their role. Therefore, the values in the total rows of breakdown tables may be marginally different to the totals reported in aggregate results tables.

If you have any questions about the survey, please email tga.education@tga.gov.au.

The survey approach

The TGA is part of the Australian Government Department of Health. The TGA developed the 2019 stakeholder survey in conjunction with the Department's Market Research Unit.

Survey questions

We developed the 2019 survey questionnaire to contribute to the *TGA Regulator Performance Framework: Self-Assessment Report, July 2018 to June 2019*. The self-assessment report evaluates our work against key performance indicators in the Australian Government's Regulator Performance Framework. In particular, we developed the questionnaire to help measure key performance indicator 6.1: 'Regulators establish cooperative and collaborative relationships with stakeholders to promote trust and improve the efficiency and effectiveness of the regulatory framework'.

However, recognising that not everyone in the community is aware of the TGA, we also included some questions that do not depend on familiarity with the TGA. These questions related to general perceptions of medicines. In addition to medicines, the TGA regulates various other types of therapeutic goods, including medical devices and blood and tissue products. Future surveys will provide opportunities to explore other types of therapeutic goods that we regulate.

We designed the survey to allow all respondents to opt-out of individual questions or progress through the survey without answering all questions. Although minimising survey dropouts, this structure has implications for the resulting data, with varying levels of completion applicable to each question in the survey. With the exception of questions about consultation participation, awareness of the TGA, and awareness of SME Assist, 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).

Sampling methods

We invited stakeholders to complete our 2019 survey using a combination of methods. In this report we refer to survey respondents as either **'opt-in respondents'** or **'panel respondents'** depending on the sampling methods involved.

Opt-in respondents

The opt-in survey was open between 3 June 2019 and 8 July 2019. Opt-in respondents were invited to complete the survey through an email invitation or a web link.

We distributed individualised email invitations to active users of TGA Business Services, which is an online system for functions such as electronic commerce and electronic lodgement of applications for entry of products onto the Australian Register of Therapeutic Goods. To encourage participation, we issued non-respondents with up to three reminder emails throughout the survey period.

We sent a total of 23,482 unique emails invitations to the survey. Response rates are outlined in Figure 1 below. As outlined in Figure 1, 5,104 emails were identified as invalid. 3,309 survey log-ins were recorded, and 2,304 valid responses were received via the email invitations. The final response rate for the email invitations was 10% (or 13% based upon the known valid sample of 18,390).

Email invitations to TGA Business Services are mainly directed towards stakeholders in the medical products industry. As a result, we also published an invitation to the survey on the TGA website and worked with a range of consumer representative organisations to distribute the survey in their newsletters. We received a further 583 survey responses through the web link, increasing the total number of opt-in respondents to 2,887 (see Figure 1).

Of the total 2,887 opt-in respondents, most were from the medical products industry (1,584), followed by consumers (359) and health professionals (257). Various other groups made up the remainder of the opt-in sample, including retailers (144), consumer representatives (63), university researchers (88), government (58), and media (7).

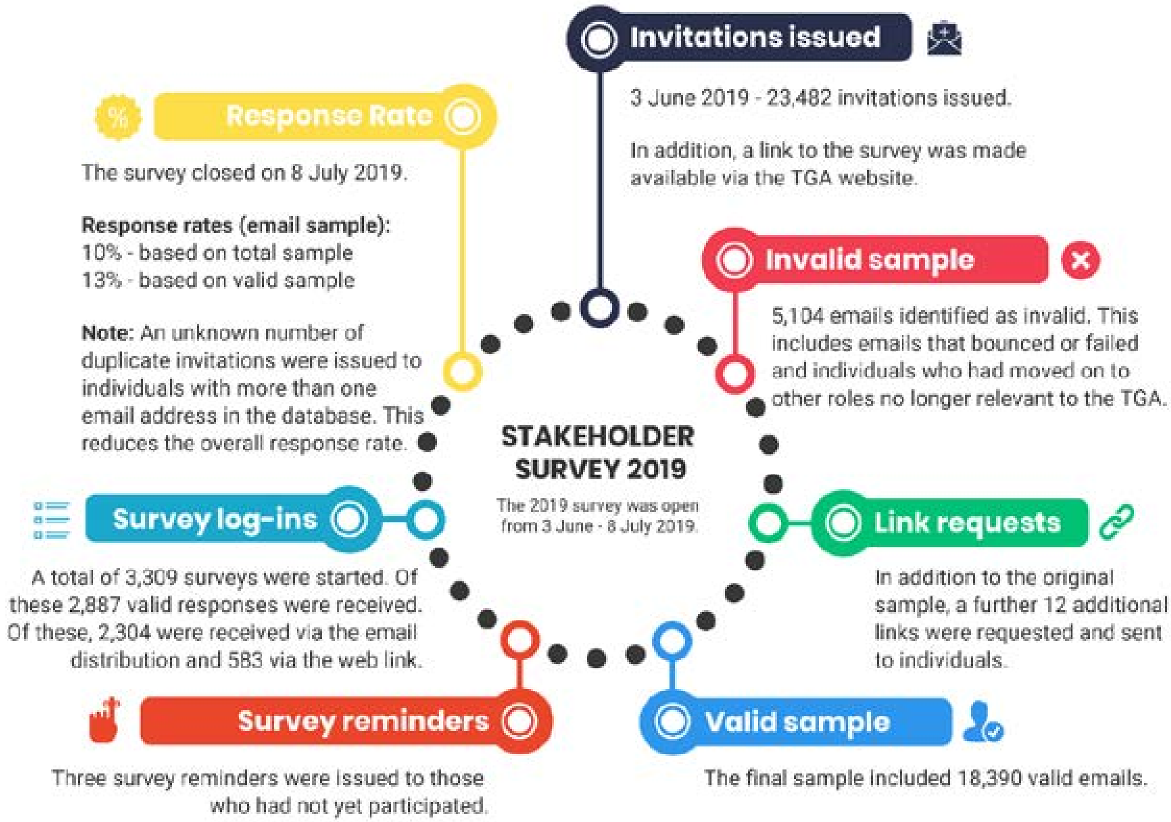

Figure 1. Overview of opt-in sample for the 2019 TGA Stakeholder Survey

Panel respondents

We know from previous surveys that it can be harder to reach consumers and health professionals than the medical products industry. For this reason, we asked the market research provider Qualtrics LLC to survey two additional samples from the panels of survey respondents that Qualtrics LLC maintains. These samples included:

- consumers who were broadly representative of the Australian population, and
- general practitioners.

The consumer sample was composed of 1,045 adult Australians aged 18 and above. The sample was weighted to achieve broad representation across age, gender, and state-based location. Full demographic details are presented in the results tables section of this report. Fieldwork for the panel consumer survey commenced on 21 June 2019 and was completed on 26 June 2019. For general practitioners, Qualtrics surveyed a validated sample of 138 current general practitioners. Fieldwork for the general practitioner survey was conducted between 24 June and 1 July 2019.

Overview of results

This section of the report begins with a question-by-question summary of results for three groups: panel consumers, panel general practitioners and opt-in medical products. We conclude the section with a discussion of additional insights from opt-in consumers and opt-in health professionals.

Awareness of the TGA

We asked consumers, health professionals and other non-industry stakeholder groups whether they had heard of the TGA before participating in the survey. Among panel consumers, 49% of respondents (514 of 1045) were aware of the TGA. This figure provides an estimate of consumer awareness in the Australian population. Awareness in the panel general practitioner sample was higher, though not universal (96%, 133 of 138). When taken together, these results highlight an opportunity to further build the TGA's profile in the Australian community, especially among consumers.

Getting the balance right

The TGA aims to strike a balance between safety for consumers and access to therapeutic goods. We asked respondents who were aware of the TGA to indicate whether they believe we are getting the balance right.

The majority of panel consumers (70%, 361 of 514), panel general practitioners (84%, 112 of 133), and opt-in medical products industry respondents (72%, 1074 of 1496) agreed or strongly agreed that 'the TGA gets the balance right between safety for consumers and access to products'.

We would expect a level of disagreement with the 'balance' item given the broad range of therapeutic goods which the TGA regulates. Nett disagreement for the 'balance' item was highest for opt-in medical products industry respondents (13%, 188 of 1496), followed by panel consumers (7%, 34 of 514) and panel general practitioners (4%, 5 of 133). It is important to note that there is some ambiguity in the wording of this item. Respondents may disagree because they see an imbalance with respect to too little access or too little safety (or potentially both in different contexts). As we discuss below, open-ended comments provide examples of both of these positions (see What can the TGA do better?).

Trust

To measure trust in the TGA we asked respondents who were aware of the TGA to indicate their level of agreement with the following statement: 'I trust the TGA to act ethically and with integrity.' The pattern of results for this item was similar to the balance item. The majority of panel consumers (80%, 411 of 514), panel general practitioners (93%, 124 of 133) and opt-in medical products industry respondents (86%, 1293 of 1497) agreed or strongly agreed that the TGA acts ethically and with integrity. The proportion of nett disagreement was low: 5% (25 of 514) for panel consumers, 0% (0 of 133) for panel general practitioners, and 6% (88 of 1497) for opt-in medical products industry respondents. Overall, these results demonstrate a high level of trust in the TGA among these groups.

Consultations

We asked all respondents who had heard of the TGA about their perceptions of the TGA as a consultative organisation. We asked respondents to indicate their level of agreement with three statements:

- 'the TGA provides opportunities to input into key decisions that impact me'
- 'the TGA listens to feedback,' and
- 'the TGA is collaborative.'

For opt-in medical products industry respondents, nett agreement for these items ranged between 58% (866 of 1495) and 50% (740 of 1494); for panel consumers, nett agreement ranged between 56% (287 of 514) and 47% (240 of 514); and for panel general practitioners, nett agreement ranged between 42% (55 of 132) and 26% (34 of 131).

We observed a relatively high proportion of 'neither agree nor disagree' (20–43%) and 'not applicable/not sure' (6–21%) responses for all three groups on these items. This result may suggest that a significant number of respondents were not closely engaged with the TGA and therefore unable to volunteer a strong view on the TGA's consultative behaviours.

Consultation participation provides an indication of the proportion of respondents who had direct experience working collaboratively with the TGA. We found that 32% of opt-in medical products industry respondents (509 of 1584) and 8% of panel consumers (85 of 1045) had participated in a consultation. Only 1 of the 138 panel general practitioners had participated in a consultation. This number does not permit meaningful analysis of consultation-related items for the panel general practitioner sample. The majority of respondents in the other stakeholder groups reported that their most recent consultation was a public consultation: 61% (311 of 509) for the opt-in medical products industry and 79% (67 of 85) for panel consumers.

We asked respondents who had participated in a consultation about different aspects of the consultation experience. The majority of opt-in medical products industry respondents (60%, 299 of 501) and panel consumers (84%, 71 of 85) were satisfied or very satisfied with the overall consultation process. A set of additional items asked respondents about specific aspects of the consultation experience, including raising awareness of the consultation, ease of participation, adequacy of timeframes, consideration of input and communication of outcomes. Panel consumers reported nett agreement of 71–78% for these items with nett disagreement of 4–5%. Opt-in medical product industry respondents reported similar levels of nett agreement to panel consumers, though with less nett agreement for the following items: 'the timeframes for providing input were reasonable' (62%, 312 of 503); 'the TGA genuinely considered participant input' (49%, 247 of 502); and 'the TGA clearly explained the reasons for the final outcome' (47%, 234 of 503). Echoing the rating scale items, some respondents commented on inadequate timeframes and inadequate feedback as reasons for dissatisfaction with consultations.

Readers who wish to learn more about TGA consultations, including the outcomes of closed consultations, can find information on our website: https://www.tga.gov.au/consultations-reviews

Awareness of SME Assist

The TGA offers a service called SME Assist to support small and medium enterprises, researchers, start-ups and those unfamiliar with regulation to better understand their regulatory and legislative obligations. Of the opt-in medical products industry respondents who worked in businesses with less than 200 employees, 44% (442 of 1005) were aware of the SME Assist portal on the TGA website.

Readers who wish to learn more about SME Assist can find information on our website: https://www.tga.gov.au/sme-assist

Perceptions of prescription and complementary medicines

In order to understand how consumers and health professionals perceive different types of medicines in Australia, we included a suite of items covering topics such as safety, adequacy of regulation, manufacturing quality, and confidence in post-market monitoring.

In general, stakeholder groups held less positive perceptions of complementary medicines than other medicines. For example, 70% of panel consumers (734 of 1045) agreed or strongly agreed that 'prescription medicines are appropriately regulated', whereas 39% of panel consumers (405 of 1045) agreed or strongly agreed with the equivalent statement for complementary medicines. The contrast between medicine types was greatest for panel general practitioners, with 88% (122 of 138) and 8% (11 of 138) nett agreement respectively for the statements related to appropriate regulation of prescription medicines and complementary medicines.

It is important to note that, as for the 'getting the balance right' item discussed above, respondents who disagreed with items about appropriate regulation of prescription medicines and complementary medicines may be doing so for different reasons. Some may disagree because they see too little regulation; others may disagree because they perceive too much regulation. Indeed, when we asked respondents what the TGA could do better (see below), we found examples of both of these positions. The view that regulatory oversight of complementary medicines should be increased was a particularly prominent theme in the comments from panel general practitioners.

Readers who wish to learn more about the TGA's risk-based approach to regulating medicines, including prescription medicines and complementary medicines, can find information on our website: https://www.tga.gov.au/medicines-1

What can the TGA do better?

In addition to the closed-ended items above, we also asked respondents an open-ended question: 'What would you like the TGA to do better? Your comments may relate to any aspect of the TGA and its work.' The open-ended comments covered a diverse range of topics, which is consistent with the broad scope of the TGA's work and the diverse range of respondents who completed the survey. Here, we highlight some of the major themes for each stakeholder group.

As noted above, the predominant theme in panel general practitioner comments related to increased regulatory oversight and consumer education for complementary medicines. Examples of general practitioner comments consistent with this theme include:

> *TGA needs to regulate complementary medicines more and make people aware of potential harm if taken in combination with prescribed medications.*

> *TGA needs to regulate ALL complementary and supplementary products. Buyers have no idea these are not regulated in the same way as prescription medicines.*

These comments are both a reflection of general practitioner concerns and a response to the structure of the 2019 survey where regulation of complementary medicines featured prominently in the closed-ended items.

Consistent with results described above in Awareness of the TGA, building awareness of the TGA and its role was a notable theme in panel consumer comments. Panel consumers stated that the TGA should '*promote itself to the community'* (Male, 18–24 years, regional city/town) and '*expose* *in multiple channels what they do so people know how important they are for the population*' (Male, 35–44 years, capital city).

In addition, panel consumers expressed a general desire for good regulation to ensure the ongoing safety of therapeutic goods in Australia. Respondents stated the TGA should '*make sure medicines are safe for consumers*' (Female, 45–54 years, regional city/town) and '*make sure all aspects of a medicine [are] tested vigorously before being allowed to be consumed*' (Male, 25–34, capital city). Although the TGA does not determine the cost of therapeutic goods, some panel consumers also commented on the importance of affordable access to medicines.

Opt-in medical products industry respondents suggested a range of areas for the TGA to improve. Some respondents, especially those from small- and medium-sized businesses, stated that fees and charges were too high. Irrespective of business size, some respondents expressed dissatisfaction with timeframes, stating that the TGA was too slow with processing various types of applications and requests. Timeframe concerns were compounded for multifaceted applications, with some respondents seeking more streamlined and coordinated processes when interacting with multiple areas of the TGA. Respondents also asked for more guidance and support to help them understand the regulatory requirements:

> *The process, including the user interface, for applications for Australian Register of Therapeutic Goods (ARTG) listing is complicated, as are the rules and interpretations of the rules governing the process. More hands-on mentoring and collaborative assistance would be very beneficial, particularly for smaller companies that don't have in-house regulatory affairs teams.* (Product sponsor, business with 20–199 employees)

For those who made a direct enquiry to the TGA, the responses they received were not always as helpful or timely as they expected. Some respondents preferred communicating by phone but found it difficult to identify or reach the relevant phone contact:

> *It would be helpful if we can speak to TGA staff over the phone more to quickly resolve queries. There seems to a recent move to push all queries to emails, which may not always resolve the query.* (Sponsor, business with 200–599 employees)

Some respondents also experienced difficulty using the TGA Business Services (TBS) website, which is a portal for lodging various forms:

> *TGA really needs to find ways to modernise their electronic systems. The current ones are buggy and cumbersome. This should be a priority. All applications (including export permits/notifications etc) should be able to be done electronically. The Clinical Trial Notification form is also really ordinary. It's time for an overhaul I think.* (Product sponsor, business with 1500+ employees)

In this way, the comments from opt-in medical product industry respondents reflect their role as engaged users of TGA services and systems.

Additional insights from opt-in groups

In addition to the results from the panel consumers, panel general practitioners and the opt-in medical products industry respondents summarised above, further insights into stakeholder views of the TGA come from the opt-in consumers and opt-in health professionals who completed the 2019 survey.

Opt-in consumers

A total of 359 opt-in consumers completed the 2019 survey. The opt-in consumer sample reflects the views of a group of consumers who are more likely to be closely engaged with the TGA and more likely to have had negative experiences with medicines and medical devices.

Unlike the panel consumer sample, the opt-in consumer sample did not include quotas to help ensure the final sample was broadly representative of the Australian population. The opt-in consumer sample had a greater proportion of respondents who were aware of the TGA (91% vs. 49%), a greater proportion of respondents who identified as female (67% vs. 52%), a greater proportion of respondents who had experienced side effects or problems with a medicine or medical device (60% vs. 24%), and a smaller proportion of people in the 18–34 age bracket (6% vs. 34%). Although less representative of the Australian population, the opt-in consumer sample provides important insights into the consumer experience with the TGA.

Compared to other stakeholder groups, opt-in consumers generally expressed the lowest levels of nett satisfaction and the highest levels of nett dissatisfaction with the TGA's performance. For example, 72% (215 of 300) of opt-in consumers disagreed or strongly disagreed that 'the TGA gets the balance right between safety for consumers and access to products.' Nett disagreement for panel consumers on the same item was 7% (34 of 514). This result is understandable given the higher proportion of consumers who had experienced adverse events in the opt-in sample. We also found that opt-in consumers who had experienced adverse events with therapeutic goods were less likely to agree that the TGA is 'getting the balance right' (see Table 108).

When asked what the TGA could do better, opt-in consumers echoed panel consumers in many respects, especially through emphasising the value of good regulation to ensure consumer safety. However, opt-in consumer comments often reflected more direct and personal engagement with the issues at hand. A number of opt-in consumers shared their negative experiences with implantable medical devices, such as breast implants and transvaginal mesh. These consumers called for stronger regulatory oversight of medical devices and more effective post-market monitoring. Examples of comments consistent with this theme include:

> *Review, regulate and share more information around breast implants and associated risks.* (Female, 25–34 years, regional city/town)
>
> *Ban mesh implants and implement more stringent testing for medical devices.* (Female, 55–64 years, [no location])
>
> *I am extremely disappointed in the TGA. I suffer from Breast Implant Illness and I feel Australian women are NOT VALUED unlike women in France, Canada and The Netherlands.* (Female, 45–54 years, regional/rural area)

We acknowledge the respondents who shared their negative experiences with medical devices in the survey. If you are looking for information or support in relation to breast implants or transvaginal mesh, please access the information hubs on the TGA website:

- breast implant hub: https://www.tga.gov.au/hubs/breast-implants
- transvaginal (urogynaecological) surgical mesh hub: https://www.tga.gov.au/hubs/transvaginal-mesh

Consistent with a focus on product safety, some opt-in consumers also expressed concerns with reporting processes for side effects and problems (adverse event reporting):

> *Make reporting of safety issues mandatory by health professionals. Audit this. Publicise this with an education campaign. Ensure transparency with record keeping.* (Male, 45–54 years, capital city).

> *Make the website simpler when making a complaint about a device.* (Female, 45–54 years, capital city)

For readers who want to learn more about adverse event reporting or who want to report a problem or side effect, please visit the TGA website: https://www.tga.gov.au/reporting-problems

In addition to safety concerns, some opt-in consumers expressed concerns about the TGA's independence: 65% of opt-in consumers (192 of 297) disagreed or strongly disagreed with the statement, 'I trust the TGA to perform its role ethically and with integrity.' As one respondent stated:

> *There is a serious conflict of interest between pre- and post-market processes and the staff while TGA receives its main income from the sponsors that it is regulating. This is a serious cause of problems occurring and good decisions not being made that are in the interests of consumers and health professionals in Australia. Please look at another model for resourcing TGA.* (Male, 65–74 years, capital city)

The TGA is primarily funded through a cost-recovery model, which means regulatory costs are recovered through fees and charges levied on sponsors and manufacturers of therapeutic goods. However, sponsors and manufacturers do not determine how the TGA spends revenue. The TGA makes independent regulatory decisions informed by scientific evidence. The results from the panel consumer sample, which is more representative of the Australian community, suggest that concerns about independence are not widely shared. Only 5% of panel consumers (25 of 514) disagreed or strongly disagreed that the TGA can be trusted to act ethically and with integrity. Nevertheless, the survey results reveal opportunities for the TGA to further engage with those members of the community for whom independence is a concern.

Opt-in health professionals

A total of 257 opt-in health professionals completed the 2019 survey. As for consumers, opt-in health professionals were more likely to be closely engaged with the TGA than their panel counterparts (i.e. the panel general practitioners). For example, only one panel general practitioner had participated in a TGA consultation during the last 12 months compared to 19% (49 of 253) of opt-in health professionals. The opt-in health professional sample was also more diverse than the panel general practitioner sample. The panel general practitioner sample was made-up of a single type of health professional, whereas the opt-in health professional sample included pharmacists (73), medical practitioners (38), complementary healthcare practitioners (30), nurses (25), dental practitioners (8) and others (76). Examples of 'others' included professionals working in medical science, research, pathology, occupational therapy, physiotherapy and consulting.

Given the diversity of the opt-in health professional sample, aggregate results for the opt-in health professional sample should be interpreted with caution. In general, complementary healthcare practitioners reported lower levels of satisfaction with the TGA and higher levels of dissatisfaction than other opt-in health professional groups. For example, 42% of complementary healthcare practitioners (11 of 26) agreed or strongly agreed that 'the TGA gets the balance right between safety for consumers and access to products'. For opt-in medical practitioners and pharmacists, nett agreement for the same item was 64% (23 of 36) and 76% (54 of 71) respectively. For some complementary healthcare practitioners, dissatisfaction with the TGA stemmed from a perception of overregulation and bias with respect to complementary medicines. When asked what the TGA could do better, one complementary healthcare practitioner stated:

> *Less pressure and regulation on complementary medicines that are known and accepted as safe. Provide more support and promotion for the use of complementary medicines prescribed by a suitably qualified complementary medicine health professional.*

As for many of the panel general practitioner comments, this comment expresses dissatisfaction with complementary medicines regulation, but for different reasons. Such comments illustrate the ways in which our stakeholders sometimes hold divergent views of what represents appropriate regulation for a class of products.

Complementary medicines regulation was not the only theme in the open-ended comments of opt-in health professionals. Opt-in health professionals echoed some of the same themes we found in comments from other stakeholder groups, including the importance of consumer safety, the effectiveness of TGA responses to enquiries, and the usability of online systems. Some pharmacists commented on the new online system for the Special Access Scheme, which is a scheme that allows certain health practitioners to access therapeutic goods that are not included in the ARTG. Some pharmacists praised the new system as 'a great step forward,' but others expressed concern about its usability and its impact on their workload.

What happens next

We used results from the 2019 TGA Stakeholder Survey to inform the *TGA Regulator Performance Framework: Self-Assessment Report, July 2018 to June 2019*. The survey results also inform our ongoing efforts to continue improving the way we work with our stakeholders.

Panel consumers results

The tables in this section of the report present results for the panel consumer sample. For more information about the panel consumer sample, see Sampling methods. We include gender, age and region breakdowns for items related to awareness of the TGA, TGA performance, and perceptions of medicines. We do not include gender, age and region breakdowns for the consultation-related items. The relatively small number of panel consumers who participated in a consultation (8%, 85 of 1085) means that gender, age and region breakdowns are less informative for the consultation-related items.

For general notes about interpreting results tables, see Interpreting results tables. For definitions of abbreviations, see Appendix 1: Abbreviations.

Panel consumers – demographics

Panel consumers – gender

Table 1. Panel consumers – 'What is your gender?'

Gender	%	N
Male	47	493
Female	52	545
Indeterminate/Intersex/Unspecified	<1	4
Prefer not to say	<1	3
Total	100	1045

Panel consumers – age

Table 2. Panel consumers – 'What is your age?'

Age	%	N
18 - 24	11	119
25 - 34	23	238
35 - 44	18	189
45 - 54	13	136
55 - 64	16	171
65 - 74	14	144
75 or older	5	48
Total	100	1045

Panel consumers - state

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

State	%	N
NSW	32	333
VIC	25	263
QLD	20	206
SA	7	74
WA	11	116
TAS	2	26
NT	1	10
ACT	2	17
Total	100	1045

Panel consumers - region

Table 4. Panel consumers – 'Where do you live?'

Region	%	N
Capital city	69	719
Regional city/town	21	218
Regional/Rural area	10	101
Remote area	1	7
Total	100	1045

Panel consumers – community role

Table 5. Panel consumers – "Which categories describe your role in the community?"

Category	N
Consumer	887
Carer (e.g. for elderly people, people with a disability)	100
Consumer health representative or advocate	33
Patient	174
All of the above	59

Panel consumers – employment

Table 6. Panel consumers – 'Which of the following categories best describes the industry you primarily work in (regardless of your actual position)?'

Industry	N
Agriculture, Forestry, Fishing and Hunting	15
Arts, Entertainment, and Recreation	30
Computer and electronics manufacturing	1
Construction	36
Finance and Insurance	35

Industry	N
Government and Public Administration	38
Health care	59
Hotel and Food Services	36
IT, Data Processing & Software	50
Other information industry	20
K-12 or Tertiary Education	25
Legal services	12
Manufacturing	39
Military	1
Mining	9
Publishing	2
Real Estate, Rental and Leasing	15
Retail	79
Scientific or Technical Services	16
Telecommunications	7
Utilities	10
Wholesale	21
Other industry	89
Unemployed	177
Retired	223
Total	1045

Panel consumers - use and experience of medicines and medical devices

Table 7. Panel consumers – 'Please select the categories that apply to you. Please select all that apply'

Category	%	N
I take regular medications (e.g. pain medication, oral birth control, blood pressure medications)	57	596
I use medical devices such as a pacemaker, hip joint replacement, Epipen	9	90
I use complementary medicines such as vitamins	49	507
I have experienced side effects with a medicine or medical device	24	255
None of the above	18	186
Prefer not to answer	1	15

Note for Table 7: The total number of panel consumers was 1045.

Panel consumers – awareness of the TGA

Table 8. Panel consumers – 'Had you heard of the Therapeutic Goods Administration (TGA) prior to participating in this survey?'

Response	%	N
Yes	49	514
No	51	531
Total	100	1045

Panel consumers - awareness by gender

Table 9. Panel consumers – results breakdown by gender – 'Had you heard of the Therapeutic Goods Administration (TGA) prior to participating in this survey?'

Gender	Yes (%)	No (%)	N
Male	55	45	493
Female	44	56	545
Indeterminate/Intersex/ Unspecified	0	100	4
Prefer not to say	33	67	3
Total	49	51	1045

Panel consumers - awareness by age

Table 10. Panel consumers – results breakdown by age – 'Had you heard of the Therapeutic Goods Administration (TGA) prior to participating in this survey?'

Age	Yes (%)	No (%)	N
18 - 24	31	69	119
25 - 34	50	50	238
35 - 44	46	54	189
45 - 54	48	52	136
55 - 64	55	45	171
65 - 74	61	39	144
75 or older	52	48	48
Total	49	51	1045

Panel consumers - awareness by region

Table 11. Panel consumers – results breakdown by region – 'Had you heard of the Therapeutic Goods Administration (TGA) prior to participating in this survey?'

Region	Yes (%)	No (%)	N
Capital city	53	47	719
Regional city/town	37	63	218
Regional/Rural area	48	52	101
Remote area	43	57	7
Total	49	51	1045

Panel consumers – TGA performance

Note: We asked the TGA performance items only to respondents who had heard of the TGA before participating in the survey.

Table 12. Panel consumers – aggregate results – TGA performance items

Statement	Nett A	SA	A	Neither	D	SD	Nett D	NS	N
Balance right – safety vs access	70	23	47	17	4	3	7	6	514
I trust the TGA – ethics and integrity	80	32	48	11	2	3	5	4	514
Provides input opportunities	54	20	35	22	9	3	11	12	514
Listens to feedback	47	14	33	26	4	3	7	21	514
Is collaborative	56	17	39	21	4	2	6	18	514

Panel consumers – TGA performance by gender

Note: Of those panel consumers who were aware of the TGA before participating in the survey, none identified as Indeterminate/Intersex/Unspecified and one respondent indicated they would 'prefer not to say'. We have not reported percentage results for these groups due to the small number of respondents in each group.

Table 13. Panel consumers – results breakdown by gender – 'The TGA gets the balance right between safety for consumers and access to products'

Gender	Nett A	SA	A	Neither	D	SD	Nett D	NS	N
Male	76	31	45	15	3	1	4	4	272
Female	63	14	49	19	4	5	9	8	241
Total	70	23	47	17	4	3	7	6	514

Table 14. Panel consumers – results breakdown by gender – 'I trust the TGA to perform its role ethically and with integrity'

Gender	Nett A	SA	A	Neither	D	SD	Nett D	NS	N
Male	84	35	49	8	3	1	4	4	272
Female	76	28	48	13	2	4	6	5	241
Total	80	32	48	11	2	3	5	4	514

Table 15. Panel consumers – results breakdown by gender – 'The TGA provides opportunities to input into key decisions that impact me'

Gender	Nett A	SA	A	Neither	D	SD	Nett D	NS	N
Male	61	24	37	21	7	1	8	10	272
Female	46	15	32	23	11	4	14	16	241
Total	54	20	35	22	9	3	11	12	514

Table 16. Panel consumers – results breakdown by gender – 'The TGA listens to feedback'

Gender	Nett A	SA	A	Neither	D	SD	Nett D	NS	N
Male	54	17	37	23	4	1	6	18	272
Female	39	10	29	30	3	4	7	24	241
Total	47	14	33	26	4	3	7	21	514

Table 17. Panel consumers – results breakdown by gender – 'The TGA is collaborative'

Gender	Nett A	SA	A	Neither	D	SD	Nett D	NS	N
Male	63	21	42	18	3	1	4	15	272
Female	48	13	34	24	4	3	7	21	241
Total	56	17	39	21	4	2	6	18	514

Panel consumers – TGA performance by age

Table 18. Panel consumers – results breakdown by age – 'The TGA gets the balance right between safety for consumers and access to products'

Age	Nett A	SA	A	Neither	D	SD	Nett D	NS	N
18–24	70	22	49	14	8	5	14	3	37
25–34	75	36	39	18	3	4	7	1	119
35–44	59	16	43	14	5	6	10	16	86
45–54	65	15	49	17	2	3	5	14	65
55–64	71	24	47	21	3	0	3	4	94
65–74	74	17	57	18	5	1	6	2	88
75 or older	84	24	60	12	4	0	4	0	25
Total	70	23	47	17	4	3	7	6	514

Table 19. Panel consumers – results breakdown by age – 'I trust the TGA to perform its role ethically and with integrity'

Age	Nett A	SA	A20	Neither	D	SD	Nett D	NS	N
18–24	81	32	49	8	0	3	3	8	37
25–34	78	33	45	15	4	2	6	1	119
35–44	70	27	43	10	3	6	9	10	86
45–54	78	20	58	9	2	3	5	8	65
55–64	82	39	43	10	2	2	4	4	94
65–74	88	34	53	9	1	1	2	1	88

Age	Nett A	SA	A20	Neither	D	SD	Nett D	NS	N
75 or older	92	36	56	8	0	0	0	0	25
Total	80	32	48	11	2	3	5	4	514

Table 20. Panel consumers – results breakdown by age – 'The TGA provides opportunities to input into key decisions that impact me'

Age	Nett A	SA	A	Neither	D	SD	Nett D	NS	N
18–24	70	16	54	11	11	3	14	5	37
25–34	66	29	37	24	3	1	4	6	119
35–44	50	16	34	14	15	6	21	15	86
45–54	51	17	34	23	9	5	14	12	65
55–64	43	14	29	26	9	2	11	21	94
65–74	51	22	30	26	10	1	11	11	88
75 or older	56	16	40	24	4	0	4	16	25
Total	54	20	35	22	9	3	11	12	514

Table 21. Panel consumers – results breakdown by age – 'The TGA listens to feedback'

Age	Nett A	SA	A	Neither	D	SD	Nett D	NS	N
18–24	49	8	41	24	14	3	16	11	37
25–34	60	24	36	24	3	3	6	10	119
35–44	43	10	33	24	6	5	10	22	86
45–54	43	12	31	29	3	3	6	22	65
55–64	40	11	30	26	2	2	4	30	94
65–74	41	11	30	26	3	1	5	28	88
75 or older	48	12	36	36	0	0	0	16	25
Total	47	14	33	26	4	3	7	21	514

Table 22. Panel consumers – results breakdown by age – 'The TGA is collaborative'

Age	Nett A	SA	A	Neither	D	SD	Nett D	NS	N
18–24	51	27	24	27	11	0	11	11	37
25–34	71	23	48	16	3	3	6	8	119
35–44	48	16	31	20	8	5	13	20	86
45–54	51	12	38	26	2	3	5	18	65
55–64	50	14	36	21	1	1	2	27	94
65–74	53	16	38	20	2	1	3	23	88
75 or older	64	12	52	24	0	0	0	12	25
Total	56	17	39	21	4	2	6	18	514

Panel consumers – TGA performance by region

Table 23. Panel consumers – results breakdown by region – 'The TGA gets the balance right between safety for consumers and access to products'

Region	Nett A	SA	A	Neither	D	SD	Nett D	NS	N
Capital city	73	23	49	16	3	2	6	6	382
Regional city/town	70	23	47	17	5	4	9	4	81
Regional/Rural area	52	23	29	27	6	6	13	8	48
Remote area	33	0	33	33	0	0	0	33	3
Total	70	23	47	17	4	3	7	6	514

Table 24. Panel consumers – results breakdown by region – 'I trust the TGA to perform its role ethically and with integrity'

Region	Nett A	SA	A	Neither	D	SD	Nett D	NS	N
Capital city	85	32	53	8	2	2	4	4	382
Regional city/town	74	32	42	17	3	4	6	2	81
Regional/Rural area	56	31	25	23	6	6	13	8	48
Remote area	33	0	33	33	0	0	0	33	3
Total	80	32	48	11	2	3	5	4	514

Table 25. Panel consumers – results breakdown by region – 'I trust the TGA to perform its role ethically and with integrity'

Region	Nett A	SA	A	Neither	D	SD	Nett D	NS	N
Capital city	85	32	53	8	2	2	4	4	382
Regional city/town	74	32	42	17	3	4	6	2	81
Regional/Rural area	56	31	25	23	6	6	13	8	48
Remote area	33	0	33	33	0	0	0	33	3
Total	80	32	48	11	2	3	5	4	514

Table 26. Panel consumers – results breakdown by region – 'The TGA provides opportunities to input into key decisions that impact me'

Region	Nett A	SA	A	Neither	D	SD	Nett D	NS	N
Capital city	56	21	35	21	9	2	11	13	382
Regional city/town	53	17	36	22	10	2	12	12	81
Regional/Rural area	46	17	29	29	8	6	15	10	48
Remote area	33	0	33	33	0	0	0	33	3
Total	54	20	35	22	9	3	11	12	514

Table 27. Panel consumers – results breakdown by region – 'The TGA listens to feedback'

Region	Nett A	SA	A	Neither	D	SD	Nett D	NS	N
Capital city	48	14	34	25	4	2	6	21	382
Regional city/town	51	11	40	25	4	4	7	17	81
Regional/Rural area	29	17	13	33	4	8	13	25	48
Remote area	33	0	33	33	0	0	0	33	3
Total	47	14	33	26	4	3	7	21	514

Table 28. Panel consumers – results breakdown by region – 'The TGA is collaborative'

Region	Nett A	SA	A	Neither	D	SD	Nett D	NS	N
Capital city	59	18	41	20	3	2	4	17	382
Regional city/town	56	16	40	19	7	1	9	17	81
Regional/Rural area	38	19	19	27	4	8	13	23	48
Remote area	0	0	0	67	0	0	0	33	3
Total	56	17	39	21	4	2	6	18	514

Panel consumers – TGA performance by experience of adverse events

Table 29. Panel consumers – results breakdown by experience of adverse events – 'The TGA gets the balance right between safety for consumers and access to products'

Experienced side effect?	Nett A	SA	A	Neither	D	SD	Nett D	NS	N
Yes	67	15	52	17	6	3	8	8	144
No	72	26	45	17	3	3	6	5	370
Total	70	23	47	17	4	3	7	6	514

Panel consumers – perceptions of medicines

Note: We asked all respondents (except those in the medical products industry) about their perceptions of medicines. We prefaced the perceptions of medicines items 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 select your level of agreement with each statement.

Table 30. Panel consumers – aggregate results – perceptions of medicines items

Statement	Nett A	SA	A	Neither	D	SD	Nett D	N
Prescription - safe	66	15	51	25	6	2	9	1045
Prescription - appropriately regulated	70	18	52	20	8	2	10	1045
Medicines manufactured to a high standard	77	23	54	18	3	1	4	1045
Trust medicines in pharmacies	78	25	53	16	4	2	6	1045
Trust medicines in supermarkets	52	12	40	35	10	3	13	1045
Confident medicines I buy are genuine	80	24	56	15	3	1	5	1045
Confident government monitors medicine safety issues	77	24	53	17	5	1	6	1045
Risk of medicines balanced against positive impact	71	18	52	24	4	2	6	1045

Panel consumers - perceptions of medicines by gender

Note: Four respondents identified as indeterminate/intersex/unspecified and 3 respondents indicated they would 'prefer not to say'. We have not reported percentage results for these groups due to the small number of respondents in each group.

Table 31. Panel consumers – results breakdown by gender – 'Prescription medicines are safe'

Gender	Nett A	SA	A	Neither	D	SD	Nett D	N
Male	73	19	54	20	6	1	7	493
Female	60	11	49	30	7	3	10	545
Total	66	15	51	25	6	2	9	1045

Table 32. Panel consumers – results breakdown by gender – 'Prescription medicines are appropriately regulated'

Gender	Nett A	SA	A	Neither	D	SD	Nett D	N
Male	73	22	51	19	7	1	9	493
Female	68	15	54	21	8	3	11	545
Total	70	18	52	20	8	2	10	1045

Table 33. Panel consumers – results breakdown by gender – 'Medicines are manufactured to a high standard'

Gender	Nett A	SA	A	Neither	D	SD	Nett D	N
Male	80	28	52	18	2	1	3	493
Female	76	19	57	18	4	2	6	545
Total	77	23	54	18	3	1	4	1045

Table 34. Panel consumers – results breakdown by gender – 'I trust the medicines available in pharmacies'

Gender	Nett A	SA	A	Neither	D	SD	Nett D	N
Male	80	30	50	15	4	1	5	493
Female	76	20	56	17	5	2	7	545
Total	78	25	53	16	4	2	6	1045

Table 35. Panel consumers – results breakdown by gender – 'I trust the medicines available in supermarkets'

Gender	Nett A	SA	A	Neither	D	SD	Nett D	N
Male	55	15	41	33	9	3	12	493
Female	50	10	40	36	11	3	14	545
Total	52	12	40	35	10	3	13	1045

Table 36. Panel consumers – results breakdown by gender – 'I am confident that the medicines I buy are genuine'

Gender	Nett A	SA	A	Neither	D	SD	Nett D	N
Male	81	29	53	16	2	1	3	493
Female	79	20	60	14	5	1	6	545
Total	80	24	56	15	3	1	5	1045

Table 37. Panel consumers – results breakdown by gender – 'I am confident that the government monitors medicines to identify safety issues'

Gender	Nett A	SA	A	Neither	D	SD	Nett D	N
Male	77	27	50	17	5	1	6	493
Female	77	21	56	16	5	2	6	545
Total	77	24	53	17	5	1	6	1045

Table 38. Panel consumers – results breakdown by gender – 'I believe that the risks of medicines are balanced against their positive impact'

Gender	Nett A	SA	A	Neither	D	SD	Nett D	N
Male	74	21	53	22	3	1	4	493
Female	68	17	51	25	5	2	8	545
Total	71	19	52	24	4	2	6	1045

Panel consumers - perceptions of medicines by age

Table 39. Panel consumers – results breakdown by age – 'Prescription medicines are safe'

Age	Nett A	SA	A	Neither	D	SD	Nett D	N
18 - 24	61	15	45	34	2	3	5	119
25 - 34	66	18	48	24	8	3	10	238
35 - 44	64	13	51	29	6	2	7	189
45 - 54	57	10	48	30	10	3	13	136
55 - 64	68	15	53	22	8	2	11	171
65 - 74	74	19	54	22	4	1	5	144
75 or older	85	13	73	8	6	0	6	48
Total	66	15	51	25	6	2	9	1045

Table 40. Panel consumers – results breakdown by age – 'Prescription medicines are appropriately regulated'

Age	Nett A	SA	A	Neither	D	SD	Nett D	N
18 - 24	61	13	48	25	9	4	13	119
25 - 34	67	21	46	19	11	2	13	238
35 - 44	68	17	51	22	8	2	10	189
45 - 54	65	11	54	26	7	2	10	136
55 - 64	76	17	59	17	5	2	7	171
65 - 74	76	23	53	17	6	1	7	144
75 or older	92	27	65	6	2	0	2	48
Total	70	18	52	20	8	2	10	1045

Table 41. Panel consumers – results breakdown by age – 'Medicines are manufactured to a high standard'

Age	Nett A	SA	A	Neither	D	SD	Nett D	N
18 - 24	71	21	50	23	4	2	6	119
25 - 34	74	27	47	19	5	2	7	238
35 - 44	73	21	52	23	2	2	4	189
45 - 54	74	17	57	21	2	2	4	136
55 - 64	86	23	63	10	4	1	4	171
65 - 74	83	24	60	15	1	1	2	144
75 or older	85	27	58	15	0	0	0	48
Total	77	23	54	18	3	1	4	1045

Table 42. Panel consumers – results breakdown by age –'I trust the medicines available in pharmacies'

Age	Nett A	SA	A	Neither	D	SD	Nett D	N
18 - 24	76	29	47	19	3	2	5	119
25 - 34	70	28	42	21	7	2	9	238
35 - 44	79	23	56	15	4	2	5	189
45 - 54	74	19	54	18	6	3	9	136
55 - 64	84	25	58	11	4	2	6	171
65 - 74	85	24	60	13	2	1	3	144
75 or older	85	25	60	13	2	0	2	48
Total	78	25	53	16	4	2	6	1045

Table 43. Panel consumers – results breakdown by age –'I trust the medicines available in supermarkets'

Age	Nett A	SA	A	Neither	D	SD	Nett D	N
18 - 24	54	11	43	35	8	3	11	119
25 - 34	59	17	42	29	8	4	12	238
35 - 44	59	11	48	32	8	2	10	189
45 - 54	55	12	43	32	9	4	13	136
55 - 64	47	14	33	37	13	3	16	171
65 - 74	42	8	33	46	10	2	13	144
75 or older	35	4	31	48	17	0	17	48
Total	52	12	40	35	10	3	13	1045

Table 44. Panel consumers – results breakdown by age –'I am confident that the medicines I buy are genuine'

Age	Nett A	SA	A	Neither	D	SD	Nett D	N
18 - 24	76	29	48	20	2	2	3	119
25 - 34	77	28	49	18	4	2	5	238
35 - 44	79	21	59	16	4	1	5	189
45 - 54	81	20	61	14	3	2	5	136
55 - 64	85	23	62	12	2	1	3	171
65 - 74	83	22	62	10	6	1	6	144
75 or older	83	31	52	17	0	0	0	48
Total	80	24	56	15	3	1	5	1045

Table 45. Panel consumers – results breakdown by age – 'I am confident that the government monitors medicines to identify safety issues'

Age	Nett A	SA	A	Neither	D	SD	Nett D	N
18 - 24	72	23	50	22	4	2	6	119
25 - 34	71	24	47	19	8	3	10	238
35 - 44	77	22	55	17	5	2	6	189
45 - 54	80	22	58	17	1	1	3	136
55 - 64	81	27	54	12	7	0	7	171
65 - 74	84	24	60	13	2	1	3	144
75 or older	79	33	46	19	2	0	2	48
Total	77	24	53	17	5	1	6	1045

Table 46. Panel consumers – results breakdown by age – 'I believe that the risks of medicines are balanced against their positive impact'

Age	Nett A	SA	A	Neither	D	SD	Nett D	N
18 - 24	61	17	45	34	2	3	4	119
25 - 34	66	21	45	25	6	3	9	238
35 - 44	71	16	55	25	3	1	4	189
45 - 54	65	15	49	28	4	4	7	136
55 - 64	79	21	58	15	6	1	6	171
65 - 74	76	19	58	19	4	1	5	144
75 or older	83	19	65	17	0	0	0	48
Total	71	19	52	24	4	2	6	1045

Panel consumers – perceptions of medicines by region

Table 47. Panel consumers – results breakdown by region – 'Prescription medicines are safe'

Region	Nett A	SA	A	Neither	D	SD	Nett D	N
Capital city	69	14	54	23	7	2	8	719
Regional city/town	61	16	46	31	6	2	8	218
Regional/Rural area	58	19	40	31	8	3	11	101
Remote area	57	14	43	43	0	0	0	7
Total	66	15	51	25	6	2	9	1045

Table 48. Panel consumers – results breakdown by region – 'Prescription medicines are appropriately regulated'

Region	Nett A	SA	A	Neither	D	SD	Nett D	N
Capital city	71	18	54	21	6	2	8	719
Regional city/town	67	18	49	18	12	3	15	218
Regional/Rural area	69	19	51	18	10	3	13	101
Remote area	57	14	43	43	0	0	0	7
Total	70	18	52	20	8	2	10	1045

Table 49. Panel consumers – results breakdown by region – 'Medicines are manufactured to a high standard'

Region	Nett A	SA	A	Neither	D	SD	Nett D	N
Capital city	80	23	56	16	3	1	4	719
Regional city/town	75	21	54	20	3	2	5	218
Regional/Rural area	66	24	43	27	5	2	7	101
Remote area	71	14	57	29	0	0	0	7
Total	77	23	54	18	3	1	4	1045

Table 50. Panel consumers – results breakdown by region – 'I trust the medicines available in pharmacies'

Region	Nett A	SA	A	Neither	D	SD	Nett D	N
Capital city	78	26	52	17	4	2	6	719
Regional city/town	80	24	56	15	3	2	5	218
Regional/Rural area	74	23	51	15	9	2	11	101
Remote area	71	14	57	14	14	0	14	7
Total	78	25	53	16	4	2	6	1045

Table 51. Panel consumers – results breakdown by region – 'I trust the medicines available in supermarkets'

Region	Nett A	SA	A	Neither	D	SD	Nett D	N
Capital city	55	13	42	33	9	3	12	719
Regional city/town	48	11	38	38	11	4	14	218
Regional/Rural area	42	13	29	42	13	4	17	101
Remote area	57	0	57	43	0	0	0	7
Total	52	12	40	35	10	3	13	1045

Table 52. Panel consumers – results breakdown by region – 'I am confident that the medicines I buy are genuine'

Region	Nett A	SA	A	Neither	D	SD	Nett D	N
Capital city	82	25	57	14	3	1	4	719
Regional city/town	78	22	56	17	2	2	4	218
Regional/Rural area	77	25	52	14	9	0	9	101
Remote area	71	0	71	29	0	0	0	7
Total	80	24	56	15	3	1	5	1045

Table 53. Panel consumers – results breakdown by region – 'I am confident that the government monitors medicines to identify safety issues'

Region	Nett A	SA	A	Neither	D	SD	Nett D	N
Capital city	79	24	55	15	5	1	6	719
Regional city/town	73	24	49	19	6	1	7	218
Regional/Rural area	74	26	49	19	5	2	7	101
Remote area	57	14	43	29	0	14	14	7
Total	77	24	53	17	5	1	6	1045

Table 54. Panel consumers – results breakdown by region – 'I believe that the risks of medicines are balanced against their positive impact'

Region	Nett A	SA	A	Neither	D	SD	Nett D	N
Capital city	73	19	54	22	3	2	5	719
Regional city/town	67	17	51	25	6	1	8	218
Regional/Rural area	60	20	41	30	7	3	10	101
Remote area	43	14	29	57	0	0	0	7
Total	71	18	52	24	4	2	6	1045

Panel consumers – perceptions of complementary medicines

Note: We asked all respondents (except those in the medical products industry) about their perceptions of complementary medicines. We prefaced the perceptions of complementary medicines items 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 55. Panel consumers –aggregate results – perceptions of complementary medicines items

Statement	Nett A	SA	A	Neither	D	SD	Nett D	N
Complementary medicines - Safe	44	8	36	44	10	3	12	1045
Complementary medicines - appropriately regulated	39	8	31	37	19	6	25	1045
Complementary medicines - manufactured to a high standard	45	10	35	37	15	3	19	1045
Trust complementary medicines	40	9	31	40	16	5	21	1045
Confident government monitors complementary medicine safety issues	48	11	37	34	15	4	19	1045

Panel consumers - perceptions of complementary medicines by gender

Note: Four respondents identified as indeterminate/intersex/unspecified and 3 respondents indicated they would 'prefer not to say'. We have not reported percentage results for these groups due to the small number of respondents in each group.

Table 56. Panel consumers – results breakdown by gender – 'Complementary medicines are safe'

Gender	Nett A	SA	A	Neither	D	SD	Nett D	N
Male	49	11	38	39	9	3	12	493
Female	39	4	35	49	10	2	12	545
Total	44	8	36	44	9	3	12	1045

Table 57. Panel consumers – results breakdown by gender – 'Complementary medicines are appropriately regulated'

Gender	Nett A	SA	A	Neither	D	SD	Nett D	N
Male	44	11	33	34	16	6	22	493
Female	34	5	30	39	22	5	27	545
Total	39	8	31	37	19	6	25	1045

Table 58. Panel consumers – results breakdown by gender – 'I am confident that complementary medicines are manufactured to a high standard'

Gender	Nett A	SA	A	Neither	D	SD	Nett D	N
Male	46	46	33	36	13	46	17	493
Female	44	44	36	37	17	44	20	545
Total	45	45	35	37	15	45	19	1045

Table 59. Panel consumers – results breakdown by gender – 'I trust complementary medicines'

Gender	Nett A	SA	A	Neither	D	SD	Nett D	N
Male	41	11	30	38	15	6	21	493
Female	39	7	33	41	17	3	20	545
Total	40	9	31	40	16	5	21	1045

Table 60. Panel consumers – results breakdown by gender – 'I trust that the government monitors complementary medicines to identify safety issues'

Gender	Nett A	SA	A	Neither	D	SD	Nett D	N
Male	49	5	35	33	13	5	18	493
Female	47	3	39	34	16	3	19	545
Total	48	4	37	34	15	4	19	1045

Panel consumers - perceptions of complementary medicines by age

Table 61. Panel consumers – results breakdown by age – 'Complementary medicines are safe'

Age	Nett A	SA	A	Neither	D	SD	Nett D	N
18 - 24	46	6	40	43	8	3	11	119
25 - 34	55	14	41	37	6	2	8	238
35 - 44	43	6	37	46	9	2	11	189
45 - 54	48	8	40	42	8	2	10	136
55 - 64	36	7	29	47	12	5	17	171
65 - 74	31	3	27	51	16	2	18	144
75 or older	40	0	40	50	8	2	10	48
Total	44	8	36	44	9	3	12	1045

Table 62. Panel consumers – results breakdown by age – 'Complementary medicines are appropriately regulated'

Age	Nett A	SA	A	Neither	D	SD	Nett D	N
18 - 24	45	5	40	34	14	6	20	119
25 - 34	45	13	32	37	13	5	18	238
35 - 44	38	6	32	39	19	5	23	189
45 - 54	41	7	34	32	21	6	27	136
55 - 64	30	6	24	37	27	6	33	171
65 - 74	29	6	23	40	24	8	31	144
75 or older	52	4	48	31	15	2	17	48
Total	39	8	31	37	19	6	25	1045

Table 63. Panel consumers – results breakdown by age – 'I am confident that complementary medicines are manufactured to a high standard'

Age	Nett A	SA	A	Neither	D	SD	Nett D	N
18 - 24	49	13	35	33	15	3	18	119
25 - 34	48	12	36	38	11	2	13	238
35 - 44	46	9	37	36	15	3	18	189
45 - 54	51	10	41	31	14	4	18	136
55 - 64	38	9	29	37	21	4	25	171
65 - 74	35	9	26	43	18	4	22	144
75 or older	50	2	48	35	13	2	15	48
Total	45	10	35	37	15	3	19	1045

Table 64. Panel consumers – results breakdown by age – 'I trust complementary medicines'

Age	Nett A	SA	A	Neither	D	SD	Nett D	N
18 - 24	43	8	35	40	15	3	18	119
25 - 34	47	15	32	37	13	3	16	238
35 - 44	44	7	38	37	15	3	19	189
45 - 54	49	9	40	38	10	4	14	136
55 - 64	29	8	22	40	23	7	30	171
65 - 74	26	6	19	47	19	8	27	144
75 or older	38	0	38	42	19	2	21	48
Total	40	9	31	40	16	5	21	1045

Table 65. Panel consumers – results breakdown by age – 'I trust that the government monitors complementary medicines to identify safety issues'

Age	Nett A	SA	A	Neither	D	SD	Nett D	N
18 - 24	56	11	45	27	13	4	17	119
25 - 34	50	16	34	35	13	3	16	238
35 - 44	49	10	40	29	19	3	22	189
45 - 54	52	9	43	33	10	5	15	136
55 - 64	39	11	29	39	18	5	22	171
65 - 74	40	8	33	38	17	6	22	144
75 or older	52	4	48	35	10	2	13	48
Total	48	11	37	34	15	4	19	1045

Panel consumers - perceptions of complementary medicines by region

Table 66. Panel consumers – results breakdown by region – 'Complementary medicines are safe'

Region	Nett A	SA	A	Neither	D	SD	Nett D	N
Capital city	46	8	38	42	10	3	12	719
Regional city/town	39	6	33	48	10	3	13	218
Regional/Rural area	40	6	34	51	8	2	10	101
Remote area	14	0	14	71	14	0	14	7
Total	44	8	36	44	9	3	12	1045

Table 67. Panel consumers – results breakdown by region – 'Complementary medicines are appropriately regulated'

Region	Nett A	SA	A	Neither	D	SD	Nett D	N
Capital city	41	9	32	36	17	6	23	719
Regional city/town	34	5	29	38	24	4	28	218
Regional/Rural area	36	5	31	40	22	3	25	101
Remote area	43	0	43	29	29	0	29	7
Total	39	8	31	37	19	6	25	1045

Table 68. Panel consumers – results breakdown by region – 'I am confident that complementary medicines are manufactured to a high standard'

Region	Nett A	SA	A	Neither	D	SD	Nett D	N
Capital city	47	11	36	34	16	4	19	719
Regional city/town	38	9	29	45	14	2	17	218
Regional/Rural area	45	9	36	39	14	3	17	101
Remote area	43	0	43	29	14	14	29	7
Total	45	10	35	37	15	3	19	1045

Table 69. Panel consumers – results breakdown by region – 'I trust complementary medicines'

Region	Nett A	SA	A	Neither	D	SD	Nett D	N
Capital city	41	9	32	39	15	5	20	719
Regional city/town	35	8	27	42	19	3	22	218
Regional/Rural area	42	7	35	39	16	4	20	101
Remote area	14	0	14	43	29	14	43	7
Total	40	9	31	40	16	5	21	1045

Table 70. Panel consumers – results breakdown by region – I trust that the government monitors complementary medicines to identify safety issues'

Region	Nett A	SA	A	Neither	D	SD	Nett D	N
Capital city	48	11	37	34	14	4	18	719
Regional city/town	44	12	32	36	17	4	20	218
Regional/Rural area	54	8	47	30	13	3	16	101
Remote area	43	0	43	29	29	0	29	7
Total	48	11	37	34	15	4	19	1045

Panel consumers – consultation participation

Table 71. Panel consumers – aggregate results – 'In the last 12 months, have you been involved in responding to a TGA consultation document or attending a TGA consultation event (e.g. a consultative meeting, forum or workshop)?'

Response	%	N
Yes	8	85
No	92	960
Total	100	1045

Table 72. Panel consumers – aggregate results – 'Was the last TGA consultation you were involved in a public consultation? A public consultation is open to everyone, and details about how to participate are published on the TGA website'

Response	%	N
Yes	79	67
No	13	11
Not sure	8	7
Total	100	85

Panel consumers – consultation performance

Note: We asked the consultation performance items to respondents who had been involved in responding to a TGA consultation document or attending a TGA consultation event (e.g. a consultative meeting, forum or workshop) in the last 12 months.

Table 73. Panel consumers – aggregate results – consultation performance items

Statement	Nett A	SA	A	Neither	D	SD	Nett D	NA/TE	N
Did enough to notify participants	72	42	29	17	4	2	6	6	85
Process made it easy to participate	76	29	47	11	6	1	7	6	85
Input timeframes were long enough	78	32	46	15	1	2	4	4	85
Genuinely considered input	73	37	36	14	4	1	5	8	85
Clearly explained the outcome	71	36	34	20	2	1	4	6	85

Panel consumers – consultation overall satisfaction

Note: We asked the overall consultation satisfaction question only to respondents who had participated in a consultation in the last 12 months.

Table 74. Panel consumers – aggregate results – 'Overall, how satisfied were you with the consultation process?'

Statement	Nett S	VS	S	Neither	D	VD	Nett D	N
Overall satisfaction	84	42	41	14	0	2	2	85

Panel general practitioners results

The tables in this section of the report present results for the panel general practitioner sample. For more information about the panel general practitioner sample, see Sampling methods.

For general notes about interpreting results tables, see Interpreting results tables. For definitions of abbreviations, see Appendix 1: Abbreviations.

Panel general practitioners – demographics

Panel general practitioners - Participant location

Table 75. Panel general practitioners – 'In which state or territory do you practice?'

Location	%	N
NSW	30	41
VIC	28	39
QLD	18	25
SA	8	11
WA	10	14
TAS	1	2
NT	1	2
ACT	2	3
Not currently practicing in Australia	1	1
Total	100	138

Panel general practitioners – awareness of the TGA

Table 76. Panel general practitioners – 'Had you heard of the Therapeutic Goods Administration (TGA) prior to participating in this survey?'

Response	%	N
Yes	96	133
No	3	4
No answer	1	1
Total	100	138

Panel general practitioners – TGA performance

Note: We asked TGA performance items only to respondents who had heard of the TGA before participating in the survey. Respondents were asked to indicate their level of agreement with each statement.

Table 77. Panel general practitioners – aggregate results – TGA performance items

Statement	Nett A	SA	A	Neither	D	SD	Nett D	NA/NS	N
Balance right – safety vs access	84	14	70	10	4	0.0	4	2	133
I trust the TGA – ethics and integrity	93	23	71	7	0	0.0	0	0.0	133
Provides input opportunities	26	6	20	33	27	2	30	12	131
Listens to feedback	34	5	29	43	7	0.0	7	16	132
Is collaborative	42	5	36	41	6	0.0	6	11	132

Panel general practitioners – perceptions of medicines

Note: We asked all respondents (except those in the medical products industry) about their perceptions of medicines. We prefaced the perceptions of medicines items 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 select your level of agreement with each statement.

Table 78. Panel general practitioners – aggregate results - perceptions of medicines items

Statement	Nett A	SA	A	Neither	D	SD	Nett D	N
Prescription - safe	72	13	58	23	4	2	6	137
Prescription - appropriately regulated	88	19	70	5	4	3	7	138
Medicines manufactured to a high standard	90	22	67	9	1	0	1	138
Trust medicines in pharmacies	80	16	64	15	4	2	5	136
Trust medicines in supermarkets	46	7	40	38	15	1	16	138
Confident medicines I buy are genuine	90	20	70	9	1	1	1	138
Confident government monitors medicine safety issues	89	17	72	8	2	1	3	138
Risk of medicines balanced against positive impact	1	1	1	7	73	18	91	138

Panel general practitioners – perceptions of complementary medicines

Note: We asked all respondents (except those in the medical products industry) about their perceptions of complementary medicines. We prefaced the perceptions of complementary medicines items 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 79. Panel general practitioners – aggregate results – perceptions of complementary medicines items

Statement	Nett A	SA	A	Neither	D	SD	Nett D	N
Complementary medicines - Safe	6	0	6	45	37	12	49	138
Complementary medicines - appropriately regulated	8	1	7	19	52	21	73	138
Complementary medicines - manufactured to a high standard	11	1	9	40	36	13	49	138
Trust complementary medicines	6	1	4	30	45	19	64	138
Confident government monitors complementary medicine safety issues	17	1	16	20	47	15	63	137

Panel general practitioners – consultation participation, performance and overall satisfaction

Of the 133 panel general practitioners who had heard of the TGA before participating in the survey, only one panel general practitioner had participated in a consultation, which does not permit meaningful tabulation of the consultation participation results for panel general practitioners. The participating general practitioner was overall satisfied with the consultation process.

Opt-in medical products industry results

The tables in this section of the report present results for the opt-in medical products industry sample. For more information about the opt-in medical products industry sample, see Sampling methods. We include respondent role breakdowns for each item.

For general notes about interpreting results tables, see Interpreting results tables. For definitions of abbreviations, see Appendix 1: Abbreviations.

Opt-in medical products industry – demographics

Table 80. Opt-in medical products industry – 'Which category best describes your role in the medical products industry?'

Role	%	N
Product sponsor	56	894
Product manufacturer	30	476
Regulatory affairs consultant	8	133
Industry association representative	1	10
Other	3	49
No answer	1	22
Total	100	1584

Table 81. Opt-in medical products industry – 'How many employees work for the company in Australia?'

Number of employees	%	N
1-19	45	623
20-199	32	439
200-599	15	199
600-999	4	48
1000-1499	2	21
1500+	1	18
No answer	2	22
Total	100	1370

Table 82. Opt-in medical products industry – 'What type of products do you sponsor? Please select all that apply'

Product type	N
Prescription medicines	315
Over the counter medicines	180
Complementary medicines	188
Medical devices	569
Blood and/or tissue products	39
Other	39
No answer	14

Note for Table 82: The total number of sponsor respondents was 894.

Table 83. Opt-in medical products industry – 'What type of products do you manufacture? Please select all that apply'

Product type	N
Prescription medicines	89
Over the counter medicines	57
Complementary medicines	85
Medical devices	264
Blood and/or tissue products	19
Other	63
No answer	13

Note for Table 83: The total number of manufacturer respondents was 476.

Opt-in medical products industry – TGA performance

Note: We asked TGA performance items only to respondents who had heard of the TGA before participating in the survey. Respondents were asked to indicate their level of agreement with each statement.

Table 84. Opt-in medical products industry – aggregate results – TGA performance items

Statement	Nett A	SA	A	Neither	D	SD	Nett D	NA/NS	N
Balance right – safety vs access	72	20	52	12	10	3	13	4	1496
I trust the TGA – ethics and integrity	86	45	42	7	4	2	6	1	1497
Provides input opportunities	58	15	43	20	12	4	16	6	1495
Listens to feedback	50	13	36	27	11	5	16	8	1494
Is collaborative	58	17	41	21	11	5	16	6	1496

Opt-in medical products industry – TGA performance by role

Table 85. Opt-in medical products industry – results breakdown by role – 'The TGA gets the balance right between safety for consumers and access to products'

Role	Nett A	SA	A	Neither	D	SD	Nett D	NA/NS	N
Product sponsor	70	19	51	12	11	4	14	4	856
Product manufacturer	72	20	53	13	8	2	10	5	441
Regulatory affairs consultant	77	21	56	9	11	2	13	2	126
Ind assoc rep	60	10	50	20	20	0	20	0	10
Other	81	30	51	6	9	0	9	4	47
Total	72	20	52	12	10	3	13	4	1480

Table 86. Opt-in medical products industry – results breakdown by role – 'I trust the TGA to perform its role ethically and with integrity'

Role	Nett A	SA	A	Neither	D	SD	Nett D	NA/NS	N
Product sponsor	86	44	42	8	4	2	6	0	856
Product manufacturer	86	43	44	6	3	3	6	1	442
Regulatory affairs consultant	88	48	40	6	3	2	6	0	126
Ind assoc rep	90	60	30	0	0	10	10	0	10
Other	94	62	32	4	0	0	0	2	47
Total	86	45	42	7	4	2	6	1	1481

Table 87. Opt-in medical products industry – results breakdown by role – 'The TGA provides opportunities for me to input into key decisions that impact me'

Role	Nett A	SA	A	Neither	D	SD	Nett D	NA/NS	N
Product sponsor	56	13	43	20	14	5	19	6	855
Product manufacturer	59	16	42	22	8	4	12	7	442
Regulatory affairs consultant	66	18	48	14	14	3	17	3	125
Ind assoc rep	80	30	50	20	0	0	0	0	10
Other	57	23	34	23	6	2	8	11	47
Total	58	15	42	20	12	4	16	6	1479

Table 88. Opt-in medical products industry – results breakdown by role – 'The TGA listens to feedback'

Role	Nett A	SA	A	Neither	D	SD	Nett D	NA/NS	N
Product sponsor	47	12	36	29	12	5	17	7	855
Product manufacturer	51	13	38	26	8	5	13	11	440
Regulatory affairs consultant	54	15	40	23	13	7	20	2	126
Ind assoc rep	50	40	10	30	0	10	10	10	10
Other	62	28	34	21	4	4	9	9	47
Total	50	13	36	27	10	5	16	8	1478

Table 89. Opt-in medical products industry – results breakdown by role – 'The TGA is collaborative'

Role	Nett A	SA	A	Neither	D	SD	Nett D	NA/NS	N
Product sponsor	55	14	40	23	12	5	17	5	856
Product manufacturer	59	17	41	20	9	4	14	7	441
Regulatory affairs consultant	63	20	44	17	10	8	18	2	126
Ind assoc rep	70	40	30	20	0	10	10	0	10
Other	70	28	43	15	4	4	9	6	47
Total	58	17	41	21	11	5	16	6	1480

Opt-in medical products industry – consultation participation

Table 90. Opt-in medical products industry – aggregate results – 'In the last 12 months, have you been involved in responding to a TGA consultation document or attending a TGA consultation event (e.g. a consultative meeting, forum or workshop)?'

Response	%	N
Yes	32	509
No	62	984
No answer	6	91
Total	100	1584

Table 91. Opt-in medical products industry – results breakdown by role – 'In the last 12 months, have you been involved in responding to a TGA consultation document or attending a TGA consultation event (e.g. a consultative meeting, forum or workshop)?'

Role	Yes (%)	No (%)	No answer (%)	N
Product sponsor	35	60	5	894
Product manufacturer	25	68	7	476
Regulatory affairs consultant	41	55	5	133
Ind assoc rep	70	30	0	10
Other	16	80	4	49
Total	32	62	5	1562

Table 92. Opt-in medical products industry – aggregate results – 'Was the last TGA consultation you were involved in a public consultation? A public consultation is open to everyone, and details about how to participate are published on the TGA website'

Response	%	N
Yes	61	311
No	29	149
No answer	9	48
Not sure	<1	1
Total	100	509

Table 93. Opt-in medical products industry – results breakdown by role – 'Was the last TGA consultation you were involved in a public consultation? A public consultation is open to everyone, and details about how to participate are published on the TGA website'

Role	Yes (%)	No (%)	Not sure(%)	No answer (%)	N
Product sponsor	67	24	9	0	315
Product manufacturer	42	43	14	1	120
Regulatory affairs consultant	70	24	9	0	54
Ind assoc rep	71	29	0	0	7
Other	38	63	0	0	8
Total	61	29	10	<1	504

Opt-in medical products industry – consultation performance

Note: We asked the consultation performance items to respondents who had been involved in responding to a TGA consultation document or attending a TGA consultation event (e.g. a consultative meeting, forum or workshop) in the last 12 months.

Table 94. Opt-in medical products industry – aggregate results – consultation performance items

Statement	Nett A	SA	A	Neither	D	SD	Nett D	NA/TE	N
Did enough to notify participants	74	20	53	12	9	3	12	3	503
Process made it easy to participate	75	18	56	15	6	2	9	2	502
Input timeframes were long enough	62	14	48	16	16	4	20	2	503
Genuinely considered input	49	12	37	25	10	5	15	11	502
Clearly explained the outcome	47	11	36	21	13	5	18	14	503

Opt-in medical products industry – consultation performance by role

Table 95. Opt-in medical products industry – results breakdown by role – 'The TGA did enough to notify affected people of the chance to participate'

Role	Nett A	SA	A	Neither	D	SD	Nett D	NA/ TE	N
Product sponsor	75	22	53	11	9	3	12	2	312
Product manufacturer	74	20	55	10	9	3	12	3	117
Regulatory affairs consultant	67	15	52	20	4	2	6	7	54
Ind assoc rep	71	14	57	14	14	0	14	0	7
Other	50	0	50	13	13	0	13	25	8
Total	74	20	53	12	9	3	11	3	498

Table 96. Opt-in medical products industry – results breakdown by role – 'The consultation process made it as easy as possible for me to participate'

Role	Nett A	SA	A	Neither	D	SD	Nett D	NA/ TE	N
Product sponsor	75	18	58	16	5	3	8	1	312
Product manufacturer	78	21	57	9	9	2	10	3	117
Regulatory affairs consultant	66	15	51	17	9	2	11	6	53
Ind assoc rep	57	29	29	29	0	0	0	14	7
Other	63	13	50	25	0	0	0	13	8
Total	74	18	56	15	6	2	8	2	497

Table 97. Opt-in medical products industry – results breakdown by role – 'The timeframes for providing input were long enough'

Role	Nett A	SA	A	Neither	D	SD	Nett D	NA/ TE	N
Product sponsor	62	13	48	19	15	4	18	1	312
Product manufacturer	71	17	54	11	10	6	16	2	117
Regulatory affairs consultant	50	15	35	9	33	4	37	4	54
Ind assoc rep	43	0	43	14	43	0	43	0	7
Other	63	25	38	13	25	0	25	0	8
Total	62	14	48	16	16	4	20	2	498

Table 98. Opt-in medical products industry – results breakdown by role – 'The TGA genuinely considered participant input'

Role	Nett A	SA	A	Neither	D	SD	Nett D	NA/ TE	N
Product sponsor	50	11	38	24	112	50	17	9	311
Product manufacturer	53	15	38	26	4	4	9	13	117
Regulatory affairs consultant	44	7	37	28	11	6	17	11	54
Ind assoc rep	29	0	29	43	0	14	14	14	7
Other	50	13	38	13	13	13	25	13	8
Total	50	12	38	25	10	5	15	11	497

Table 99. Opt-in medical products industry – results breakdown by role – 'The TGA clearly explained the reasons for the final outcome'

Role	Nett A	SA	A	Neither	D	SD	Nett D	NA/ TE	N
Product sponsor	46	10	36	23	15	4	19	13	312
Product manufacturer	50	15	34	19	9	7	16	15	117
Regulatory affairs consultant	50	6	44	20	9	6	15	15	54
Ind assoc rep	57	0	57	14	0	14	14	14	7
Other	38	13	25	25	13	13	25	13	8
Total	47	10	37	22	13	5	18	13	498

Opt-in medical products industry – consultation overall satisfaction

Note: We asked the overall consultation satisfaction question only to respondents who had participated in a consultation in the last 12 months.

Table 100. Opt-in medical products industry – results breakdown by role – 'Overall, how satisfied were you with the consultation process?'

Statement	Nett S	VS	S	Neither	D	VD	Nett D	N
Overall satisfaction	60	10	50	24	13	3	16	501

Table 101. Opt-in medical products industry – results breakdown by role – 'Overall, how satisfied were you with the consultation process?'

Role	Nett S	VS	S	Neither	D	VD	Nett D	N
Product sponsor	59	8	51	23	14	5	18	311
Product manufacturer	62	15	47	27	11	0	11	118
Regulatory affairs consultant	60	8	52	25	13	2	15	52
Ind assoc rep	57	0	57	29	0	14	14	7
Other	63	13	50	25	0	13	13	8
Total	60	10	50	24	13	3	16	496

Opt-in medical products industry – awareness of SME Assist

Note: We asked about awareness of SME assist only for product sponsors or manufacturers with less than 200 employees.

Table 102. Opt-in medical products industry – 'Are you aware of the TGA's SME Assist portal?'

Response	%	N
Yes	44	442
No	47	470
No answer	9	93
Total	100	1005

Opt-in consumers results

The tables in this section of the report present results for the opt-in consumer sample. For more information about the opt-in consumer sample, see Sampling methods. Unlike the panel consumer sample, the opt-in consumer sample did not include gender, age or location quotas that reflect the composition of the Australian population. For this reason, we have not presented demographic breakdowns for opt-in consumers.

For general notes about interpreting results tables, see Interpreting results tables. For definitions of abbreviations, see Appendix 1: Abbreviations.

Opt-in consumers – demographics

Opt-in consumers – gender

Table 103. Opt-in consumers – 'What is your gender?'

Response	%	N
Male	12	44
Female	67	239
Indeterminate/Intersex/Unspecified	0	0
Prefer not to say	1	5
No answer	20	71
Total	100	359

Opt-in consumers – age

Table 104. Opt-in consumers – 'What is your age?'

Age	%	N
Under 18	0	0
18-24	0	1
25-34	6	22
35-44	17	61
45-54	22	78
55-64	21	75
65-74	12	42
75 or older	2	7
Prefer not to say	1	2
No answer	20	71
Total	100	359

Opt-in consumers – use and experience of medicines and medical devices

Table 105. Opt-in consumers – 'Which of the following statements are true for you? Please select all that apply'

Category	%	N
I take regular medications, such as pain medications, oral birth control, blood pressure medications	39	139
I use medical devices, such as pacemaker, hip joint replacement, Epipen	9	31
I use complementary medicines, such as vitamins	47	169
I have experienced side effects with a medicine	45	161
I have experienced problems with a medical device	35	127
None of the above	4	13
Prefer not to answer	1	5
No answer	21	75

Note for Table 105: The total of opt-in consumers was 359.

Opt-in consumers – awareness of the TGA

Table 106. Opt-in consumers – 'Had you heard of the Therapeutic Goods Administration (TGA) prior to participating in this survey?'

Response	%	N
Yes	91	325
No	8	29
No answer	1	5
Total	100	359

Opt-in consumers – TGA performance

Note: We asked TGA performance items only to respondents who had heard of the TGA before participating in the survey. Respondents were asked to indicate their level of agreement with each statement.

Table 107. Opt-in consumers – aggregate results – TGA Performance items

Statement	Nett A	SA	A	Neither	D	SD	Nett D	NA/NS	N
Balance right – safety vs access	16	4	12	8	32	40	72	4	300
I trust the TGA – ethics and integrity	23	8	14	9	25	40	65	4	297
Provides input opportunities	15	2	14	12	26	39	65	7	297
Listens to feedback	11	1	10	23	20	32	52	14	290
Is collaborative	12	1	11	24	21	28	49	15	288

Opt-in consumers – TGA performance by experience of adverse events

Table 108. Opt-in consumers – results breakdown by experience of adverse events – 'The TGA gets the balance right between safety for consumers and access to products'

Experienced side effect or problem?	Nett A	SA	A	Neither	D	SD	Nett D	NA/NS	N
Yes	13	2	11	6	33	42	76	4	203
No	22	9	12	11	29	34	63	4	97
Total	16	4	12	8	32	40	72	4	300

Opt-in consumers – perceptions of medicines

Note: We asked all respondents (except those in the medical products industry) about their perceptions of medicines. We prefaced the perceptions of medicines items 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 select your level of agreement with each statement.

Table 109. Opt-in consumers – aggregate results - perceptions of medicines items

Statement	Nett A	SA	A	Neither	D	SD	Nett D	N
Prescription - safe	22	4	18	29	25	24	49	304
Prescription - appropriately regulated	28	5	23	22	31	20	50	300
Medicines manufactured to a high standard	38	5	33	29	17	17	33	300
Trust medicines in pharmacies	33	6	27	24	21	21	43	298
Trust medicines in supermarkets	17	1	16	37	27	20	46	298
Confident medicines I buy are genuine	44	7	37	24	19	13	32	298
Confident government monitors medicine safety issues	26	6	20	19	23	32	54	296
Risk of medicines balanced against positive impact	24	4	20	24	26	25	52	299

Opt-in consumers – perceptions of complementary medicines

Note: We asked all respondents (except those in the medical products industry) about their perceptions of complementary medicines. We prefaced the perceptions of complementary medicines items 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 110. Opt-in consumers – aggregate results – perceptions of complementary medicines items

Statement	Nett A	SA	A	Neither	D	SD	Nett D	N
Complementary medicines - Safe	24	6	18	33	27	15	43	302
Complementary medicines - appropriately regulated	32	6	26	45	17	6	23	298
Complementary medicines - manufactured to a high standard	43	16	27	33	16	8	24	296
Trust complementary medicines	20	5	15	34	32	14	46	295
Confident government monitors complementary medicine safety issues	36	14	22	44	14	6	20	297

Opt-in consumers – consultation participation

Note: We did not ask the consultation participation only to opt-in consumer respondents who had not heard of the TGA before participating in the survey.

Table 111. Opt-in consumers – aggregate results – 'In the last 12 months, have you been involved in responding to a TGA consultation document or attending a TGA consultation event (e.g. a consultative meeting, forum or workshop)?'

Response	%	N
Yes	11	35
No	74	243
No answer	16	52
Total	100	330

Table 112. Opt-in consumers – aggregate results – 'Was the last TGA consultation you were involved in a public consultation? A public consultation is open to everyone, and details about how to participate are published on the TGA website'

Response	%	N
Yes	54	19
No	23	8
Not sure	23	8
Total	100	35

Opt-in consumers – consultation performance

Note: We asked the consultation performance items to respondents who had been involved in responding to a TGA consultation document or attending a TGA consultation event (e.g. a consultative meeting, forum or workshop) in the last 12 months.

Table 113. Opt-in consumers – aggregate results – consultation performance items

Statement	Nett A	SA	A	Neither	D	SD	Nett D	NA/TE	N
Did enough to notify participants	24	6	18	9	29	26	56	12	34
Process made it easy to participate	33	9	24	15	30	18	48	3	33
Input timeframes were long enough	36	9	27	21	24	12	36	6	33
Genuinely considered input	23	3	19	16	23	32	55	6	31
Clearly explained the outcome	21	9	12	15	36	24	61	3	33

Opt-in consumers – consultation overall satisfaction

Note: We asked the overall consultation satisfaction question only to respondents who had participated in a consultation in the last 12 months.

Table 114. Opt-in consumers – aggregate results – 'Overall, how satisfied were you with the consultation process?

Statement	Nett S	VS	S	Neither	D	VD	Nett D	N
Overall satisfaction	24	9	15	18	32	26	60	34

Opt-in health professionals results

The tables in this section of the report present results for the opt-in health professional sample. For more information about the opt-in health professional sample, see Sampling methods. We include respondent role breakdowns for items related to awareness of the TGA, TGA performance, and perceptions of medicines. We do not include respondent role breakdowns for the consultation-related items. The relatively small number of opt-in health professionals who participated in a consultation (19%, 49 of 253) means respondent role breakdowns are less informative for the consultation-related items.

For general notes about interpreting results tables, see Interpreting results tables. For definitions of abbreviations, see Appendix 1: Abbreviations.

Opt-in health professionals – demographics

Table 115. Opt-in health professionals – 'Which category best describes your role as a health professional?'

Role	%	N
Medical practitioner	15	38
Complementary healthcare practitioner	12	30
Pharmacist	29	73
Dental practitioner	3	8
Nurse	10	25
Other	30	76
Subtotal	97	250
No answer	3	7
Total	**100**	**257**

Opt-in health professionals – awareness of the TGA

Table 116. Opt-in health professionals – aggregate results – 'Had you heard of the Therapeutic Goods Administration (TGA) prior to participating in this survey?'

Response	%	N
Yes	98	251
No	2	4
No answer	1	2
Total	100	257

Table 117. Opt-in health professionals – results breakdown by role – 'Had you heard of the Therapeutic Goods Administration (TGA) prior to participating in this survey?'

Role	Yes (%)	No (%)	No answer (%)	N
Medical practitioner	100	0	0	38
Complementary healthcare practitioner	97	3	0	30
Pharmacist	99	0	1	73
Dental practitioner	100	0	0	8
Nurse	100	0	0	25
Other	96	3	1	76
Total	98	1	1	250

Opt-in health professionals – TGA performance

Note: We asked TGA performance items only to respondents who had heard of the TGA before participating in the survey. Respondents were asked to indicate their level of agreement with each statement.

Table 118. Opt-in health professionals – aggregate results – TGA performance items

Statement	Nett A	SA	A	Neither	D	SD	Nett D	NA/NS	N
Balance right – safety vs access	66	18	47	15	10	6	16	3	238
I trust the TGA – ethics and integrity	82	33	50	7	4	6	10	1	238
Provides input opportunities	44	11	34	19	16	9	25	12	238
Listens to feedback	38	9	29	28	11	9	20	13	237
Is collaborative	45	9	36	27	10	8	18	10	237

Opt-in health professionals – TGA performance by role

Table 119. Opt-in health professionals – results breakdown by role – 'The TGA gets the balance right between safety for consumers and access to products'

Role	Nett A	SA	A	Neither	D	SD	Nett D	NA/NS	N
Medical practitioner	64	14	50	11	19	6	25	0	36
Complementary healthcare practitioner	42	12	31	15	15	27	42	0	26
Pharmacist	76	24	52	10	11	0	11	3	71
Dental practitioner	57	29	29	14	0	14	14	14	7
Nurse	59	9	50	27	0	9	9	5	22
Other	70	19	51	20	4	1	6	4	70
Total	66	18	48	16	9	6	15	3	232

Table 120. Opt-in health professionals – results breakdown by role – 'I trust the TGA to perform its role ethically and with integrity'

Role	Nett A	SA	A	Neither	D	SD	Nett D	NA/NS	N
Medical practitioner	86	28	58	0	6	8	14	0	36
Complementary healthcare practitioner	42	19	23	15	12	31	42	0	26
Pharmacist	89	35	54	8	1	0	1	1	71
Dental practitioner	71	29	43	0	14	0	14	143	7
Nurse	86	36	50	5	0	9	9	0	22
Other	91	36	56	4	1	3	4	0	70
Total	83	32	51	6	3	6	10	1	232

Table 121. Opt-in health professionals – results breakdown by role – 'The TGA provides opportunities for me to input into key decisions that impact me'

Role	Nett A	SA	A	Neither	D	SD	Nett D	NA/NS	N
Medical practitioner	42	6	36	25	19	6	25	8	36
Complementary healthcare practitioner	35	4	31	8	19	31	50	8	26
Pharmacist	46	10	37	18	25	1	27	8	71
Dental practitioner	43	29	14	29	0	14	14	14	7
Nurse	32	4	27	27	4	18	23	18	22
Other	50	16	34	17	10	6	16	17	70
Total	44	10	34	19	16	9	25	12	232

Table 122. Opt-in health professionals – results breakdown by role – 'The TGA listens to feedback'

Role	Nett A	SA	A	Neither	D	SD	Nett D	NA/NS	N
Medical practitioner	36	6	31	33	17	6	22	8	36
Complementary healthcare practitioner	23	0	23	31	12	27	39	8	26
Pharmacist	43	9	34	27	16	3	19	11	70
Dental practitioner	43	29	14	14	0	14	14	29	7
Nurse	32	5	27	27	5	18	23	18	22
Other	43	14	29	30	7	4	11	158	70
Total	39	9	29	29	11	8	19	13	231

Table 123. Opt-in health professionals – results breakdown by role – 'The TGA is collaborative'

Role	Nett A	SA	A	Neither	D	SD	Nett D	NA/NS	N
Medical practitioner	33	6	29	28	22	6	28	11	36
Complementary healthcare practitioner	31	0	31	39	4	23	27	4	26
Pharmacist	50	9	41	31	9	3	11	7	70
Dental practitioner	43	29	14	29	0	14	14	14	7
Nurse	32	5	27	18	18	9	27	23	22
Other	54	13	41	23	7	4	11	11	70
Total	45	9	36	28	10	7	17	10	231

Opt-in health professionals – perceptions of medicines

Note: We asked all respondents (except those in the medical products industry) about their perceptions of medicines. We prefaced the perceptions of medicines items 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 select your level of agreement with each statement.

Table 124. Opt-in health professionals – aggregate results – perceptions of medicines items

Statement	Nett A	SA	A	Neither	D	SD	Nett D	N
Prescription - safe	66	15	51	19	11	4	15	236
Prescription - appropriately regulated	76	19	57	12	8	4	12	236
Medicines manufactured to a high standard	79	25	55	13	4	4	8	236
Trust medicines in pharmacies	78	26	52	14	4	3	7	236
Trust medicines in supermarkets	49	11	38	31	15	5	20	234
Confident medicines I buy are genuine	79	23	56	15	3	3	6	235
Confident government monitors medicine safety issues	74	19	55	14	8	4	11	236
Risk of medicines balanced against positive impact	71	17	55	16	9	4	13	236

Opt-in health professionals – perceptions of medicines by role

Table 125. Opt-in health professionals – results breakdown by role – 'Prescription medicines are safe'

Role	Nett A	SA	A	Neither	D	SD	Nett D	N
Medical practitioner	76	9	68	9	15	0	15	34
Complementary healthcare practitioner	25	5	20	30	45	0	45	20
Pharmacist	74	22	52	13	13	0	13	69
Dental practitioner	71	0	71	29	0	0	0	7
Nurse	41	9	32	41	14	5	18	22
Other	79	19	60	20	0	1	1	70
Total	68	15	53	19	12	1	13	222

Table 126. Opt-in health professionals – results breakdown by role – 'Prescription medicines are appropriately regulated'

Role	Nett A	SA	A	Neither	D	SD	Nett D	N
Medical practitioner	77	11	66	6	14	3	17	35
Complementary healthcare practitioner	31	0	31	23	23	23	46	26
Pharmacist	90	32	58	4	6	0	6	69
Dental practitioner	86	0	86	14	0	0	0	7
Nurse	59	14	45	18	18	5	23	22
Other	83	21	61	16	0	1	1	70
Total	76	19	57	12	8	4	12	229

Table 127. Opt-in health professionals – results breakdown by role – 'Medicines are manufactured to a high standard'

Role	Nett A	SA	A	Neither	D	SD	Nett D	N
Medical practitioner	86	29	57	6	6	3	9	35
Complementary healthcare practitioner	42	4	38	23	15	19	35	26
Pharmacist	96	38	58	1	1	1	3	69
Dental practitioner	57	14	43	43	0	0	0	7
Nurse	68	14	55	23	5	5	9	22
Other	80	23	57	17	1	1	3	70
Total	79	25	55	13	4	4	8	229

Table 128. Opt-in health professionals – results breakdown by role – 'I trust medicines available in pharmacies'

Role	Nett A	SA	A	Neither	D	SD	Nett D	N
Medical practitioner	83	17	66	11	3	3	6	35
Complementary healthcare practitioner	19	4	15	38	23	19	42	26
Pharmacist	94	39	55	6	0	0	0	69
Dental practitioner	71	14	57	29	0	0	0	7
Nurse	73	18	55	18	5	5	9	22
Other	83	26	57	14	1	1	3	70
Total	78	25	53	15	4	3	7	229

Table 129. Opt-in health professionals – results breakdown by role – 'I trust medicines available in supermarkets'

Role	Nett A	SA	A	Neither	D	SD	Nett D	N
Medical practitioner	43	6	37	34	14	9	23	35
Complementary healthcare practitioner	15	0	15	42	27	15	42	26
Pharmacist	62	15	47	22	15	1	16	68
Dental practitioner	43	0	43	43	14	0	14	7
Nurse	36	9	27	36	23	5	27	22
Other	58	13	45	30	7	4	12	69
Total	49	10	39	31	15	5	20	227

Table 130. Opt-in health professionals – results breakdown by role – 'I am confident that the medicines I buy are genuine'

Role	Nett A	SA	A	Neither	D	SD	Nett D	N
Medical practitioner	80	20	60	11	6	3	9	35
Complementary healthcare practitioner	38	12	27	31	15	15	31	26
Pharmacist	97	35	62	3	0	0	0	69
Dental practitioner	71	0	71	14	14	0	14	7
Nurse	68	18	50	32	0	0	0	22
Other	78	22	57	20	0	1	1	69
Total	79	23	55	16	3	3	6	228

Table 131. Opt-in health professionals – results breakdown by role – 'I am confident that the government monitors medicines to identify safety issues'

Role	Nett A	SA	A	Neither	D	SD	Nett D	N
Medical practitioner	71	20	51	9	17	3	20	35
Complementary healthcare practitioner	35	0	35	23	23	19	42	26
Pharmacist	83	25	58	12	6	0	6	69
Dental practitioner	57	14	43	29	14	0	14	7
Nurse	64	14	50	23	5	9	14	22
Other	84	20	64	14	0	1	1	70
Total	73	18	55	15	8	4	12	229

Table 132. Opt-in health professionals – results breakdown by role – 'I believe that the risks of medicines are balanced against their positive impact'

Role	Nett A	SA	A	Neither	D	SD	Nett D	N
Medical practitioner	80	17	63	6	11	3	14	35
Complementary healthcare practitioner	19	0	19	31	31	14	50	26
Pharmacist	86	25	61	9	4	1	6	69
Dental practitioner	57	0	57	29	14	0	14	7
Nurse	64	9	55	14	14	9	23	22
Other	76	19	57	20	3	1	4	70
Total	71	17	55	15	9	4	14	229

Opt-in health professionals – perceptions of complementary medicines

Note: We asked all respondents (except those in the medical products industry) about their perceptions of complementary medicines. We prefaced the perceptions of complementary medicines items 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 133. Opt-in health professionals – aggregate results – perceptions of complementary medicines items

Statement	Nett A	SA	A	Neither	D	SD	Nett D	N
Complementary medicines - Safe	23	8	16	44	26	7	33	232
Complementary medicines - appropriately regulated	21	3	18	29	36	14	50	233
Complementary medicines - manufactured to a high standard	26	8	18	39	27	8	35	234
Trust complementary medicines	23	8	15	32	34	11	45	233
Confident government monitors complementary medicine safety issues	27	6	21	34	28	10	39	232

Opt-in health professionals – perceptions of complementary medicines by role

Table 134. Opt-in health professionals – results breakdown by role – 'Complementary medicines are safe'

Role	Nett A	SA	A	Neither	D	SD	Nett D	N
Medical practitioner	15	6	6	38	38	9	47	34
Complementary healthcare practitioner	60	20	40	28	8	4	12	25
Pharmacist	17	4	13	30	42	10	52	69
Dental practitioner	14	0	14	57	29	0	29	7
Nurse	19	5	14	48	29	5	33	21
Other	20	7	13	64	12	4	16	69
Total	23	7	16	44	27	7	33	225

Table 135. Opt-in health professionals – results breakdown by role – 'Complementary medicines are appropriately regulated'

Role	Nett A	SA	A	Neither	D	SD	Nett D	N
Medical practitioner	11	0	11	11	48	31	77	35
Complementary healthcare practitioner	38	12	27	31	15	15	31	26
Pharmacist	22	4	18	19	47	12	59	68
Dental practitioner	14	0	14	57	29	0	29	7
Nurse	19	5	14	14	43	24	67	21
Other	20	0	20	49	25	6	30	69
Total	21	3	18	29	35	14	50	226

Table 136. Opt-in health professionals – results breakdown by role – 'Complementary medicines are manufactured to a high standard'

Role	Nett A	SA	A	Neither	D	SD	Nett D	N
Medical practitioner	20	3	17	34	34	11	46	35
Complementary healthcare practitioner	65	19	46	19	8	8	15	26
Pharmacist	19	9	10	35	36	10	46	69
Dental practitioner	14	0	14	71	14	0	14	7
Nurse	14	5	10	38	33	14	48	21
Other	23	4	19	52	22	3	25	69
Total	25	7	18	40	27	8	35	227

Table 137. Opt-in health professionals – results breakdown by role – 'I trust complementary medicines'

Role	Nett A	SA	A	Neither	D	SD	Nett D	N
Medical practitioner	11	6	6	17	46	26	71	35
Complementary healthcare practitioner	65	23	42	19	8	8	15	26
Pharmacist	20	4	16	20	48	12	59	69
Dental practitioner	14	0	14	29	57	0	57	7
Nurse	10	10	0	40	40	10	50	20
Other	20	6	14	52	22	6	28	69
Total	23	8	15	31	35	11	46	226

Table 138. Opt-in health professionals – results breakdown by role – 'I am confident the government monitors complementary medicines to identify safety issues'

Role	Nett A	SA	A	Neither	D	SD	Nett D	N
Medical practitioner	18	0	18	18	41	24	65	34
Complementary healthcare practitioner	50	12	38	23	19	8	27	26
Pharmacist	26	4	22	28	35	10	46	68
Dental practitioner	29	14	14	71	0	0	0	7
Nurse	5	5	0	38	38	19	57	21
Other	29	7	227	46	22	3	25	69
Total	27	6	22	34	29	10	40	225

Opt-in health professionals – consultation participation

Note: We did not ask the consultation participation question to opt-in health professional respondents who had not heard of the TGA before participating in the survey.

Table 139. Opt-in health professionals – aggregate results– 'In the last 12 months, have you been involved in responding to a TGA consultation document or attending a TGA consultation event (e.g. a consultative meeting, forum or workshop)?'

Response	%	N
Yes	19	49
No	71	181
No answer	9	23
Total	100	253

Table 140. Opt-in health professionals – results breakdown by role– 'In the last 12 months, have you been involved in responding to a TGA consultation document or attending a TGA consultation event (e.g. a consultative meeting, forum or workshop)?'

Role	Yes (%)	No (%)	No answer (%)	N
Medical practitioner	24	68	8	38
Complementary healthcare practitioner	27	57	17	30
Pharmacist	15	79	5	73
Dental practitioner	13	75	13	8
Nurse	8	76	16	25
Other	21	67	12	76
Total	19	71	10	250

Table 141. Opt-in health professionals – aggregate results – 'Was the last TGA consultation you were involved in a public consultation? A public consultation is open to everyone, and details about how to participate are published on the TGA website'

Response	%	N
Yes	49	24
No	41	20
Not sure	10	5
No answer	0	0
Total	100	49

Table 142. Opt-in health professionals – results breakdown by role – 'Was the last TGA consultation you were involved in a public consultation? A public consultation is open to everyone, and details about how to participate are published on the TGA website'

Role	Yes (%)	No (%)	Not sure(%)	No answer (%)	N
Medical practitioner	44	44	11	0	9
Complementary healthcare practitioner	13	75	13	0	8
Pharmacist	64	36	0	0	11
Dental practitioner	0	100	0	0	1
Nurse	0	100	0	0	2
Other	63	19	19	0	16
Total	47	43	11	0	47

Opt-in health professionals – consultation performance

Note: We asked the consultation performance items to respondents who had been involved in responding to a TGA consultation document or attending a TGA consultation event (e.g. a consultative meeting, forum or workshop) in the last 12 months.

Table 143. Opt-in health professionals– aggregate results – consultation performance items

Statement	Nett A	SA	A	Neither	D	SD	Nett D	NA/TE	N
Did enough to notify participants	62	10	52	19	10	4	15	4	48
Process made it easy to participate	56	12	44	29	10	4	15	0	48
Input timeframes were long enough	63	13	50	17	15	4	19	2	48
Genuinely considered input	48	13	35	19	21	8	29	4	48
Clearly explained the outcome	46	15	31	13	15	17	31	10	48

Opt-in health professionals – consultation overall satisfaction

Note: We asked the overall consultation satisfaction question only to respondents who had participated in a consultation in the last 12 months.

Table 144. Opt-in health professionals – aggregate results – 'Overall, how satisfied were you with the consultation process?

Statement	Nett S	VS	S	Neither	D	VD	Nett D	N
Overall satisfaction	54	13	41	21	19	6	25	48

Appendix 1: Abbreviations

Column heading abbreviations in results tables

Agreement scales

Table 145. Abbreviations for agreement scale results.

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

Satisfaction scales

Table 146. Abbreviations for satisfaction scale results.

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 **satisfied or very satisfied.**
N	The percentage of N who were **neither satisfied nor dissatisfied.**
D	The percentage of N who **dissatisfied.**
VD	The percentage of N who were **very dissatisfied.**
Nett D	The percentage of N who were **dissatisfied or very dissatisfied.**

Abbreviated item wording in results tables

TGA performance items

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

Table 147. Abbreviations for TGA performance items.

Abbreviated item wording	Full item wording
Balance right – safety vs access	The TGA gets the balance right between safety for consumers and access to products
I trust the TGA – ethics and integrity	I trust the TGA to perform its role ethically and with integrity
Provides input opportunities	The TGA provides opportunities for me to input into key decisions that impact me
Listens to feedback	The TGA listens to feedback
Is collaborative	The TGA is collaborative

Perceptions of medicines items

We asked all respondents (except those in the medical products industry) about their perceptions of medicines. We prefaced the perceptions of medicines items 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 select your level of agreement with each statement.

Table 148. Abbreviations for perceptions of medicines items.

Abbreviated item wording	Full item wording
Prescription - safe	Prescription medicines are safe
Prescription - appropriately regulated	Prescription medicines are appropriately regulated
Medicines manufactured to a high standard	Medicines are manufactured to a high standard
Trust medicines in pharmacies	I trust medicines available in pharmacies
Trust medicines in supermarkets	I trust medicines available in supermarkets
Confident medicines I buy are genuine	I am confident that the medicines I buy are genuine
Confident government monitors medicine safety issues	I am confident that the government monitors medicines to identify safety issues
Risk of medicines balanced against positive impact	I believe that the risks of medicines are balanced against their positive impact

Perceptions of complementary medicines items

We asked all respondents (except those in the medical products industry) about their perceptions of complementary medicines We prefaced the perceptions of medicines items 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 149. Abbreviations for perceptions of complementary medicines items.

Abbreviated item wording	Full item wording
Complementary medicines - Safe	Complementary medicines are safe
Complementary medicines - appropriately regulated	Complementary medicines are appropriately regulated
Complementary medicines - manufactured to a high standard	Complementary medicines are manufactured to a high standard
Trust complementary medicines	I trust complementary medicines
Confident government monitors complementary medicine safety issues	I am confident the government monitors complementary medicines to identify safety issues

Consultation performance items

We asked the consultation performance items to respondents who had been involved in responding to a TGA consultation document or attending a TGA consultation event (e.g. a consultative meeting, forum or workshop) in the last 12 months.

Table 150. Abbreviations for consultation performance items

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