



Australian Government

Department of Health

Therapeutic Goods Administration

Guidance for completing an online survey

Department of Health Consultation Hub

Version 1.0, September 2020

TGA Health Safety
Regulation

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Contents

Introduction	4
Summary	4
Frequently Asked Questions	5
How long will the survey take to complete?	5
Is it mandatory to answer all the sections of the consultation?	5
What happens when I click on the chosen page of the survey?	6
Can I click a link provided in the consultation paper while I am answering the survey?	6
Is it mandatory to answer all the questions included on my chosen page?	6
Are there any special considerations that I should keep in mind while answering a question?	6
What should I do after I finish answering all/desired question on my chosen page?	6
Can I partially complete survey and come back to it later?	7
Can more than one person within the same organisation/household contribute to a single survey?	7
Why am I seeing an error message when I click 'Continue' after answering all the questions?	8
Can I copy and paste text into the survey?	8
Can I attach a supporting document to the survey?	8
What should I do to save my progress on each page?	8
Can I make changes to my response after I have submitted the survey?	8

Introduction

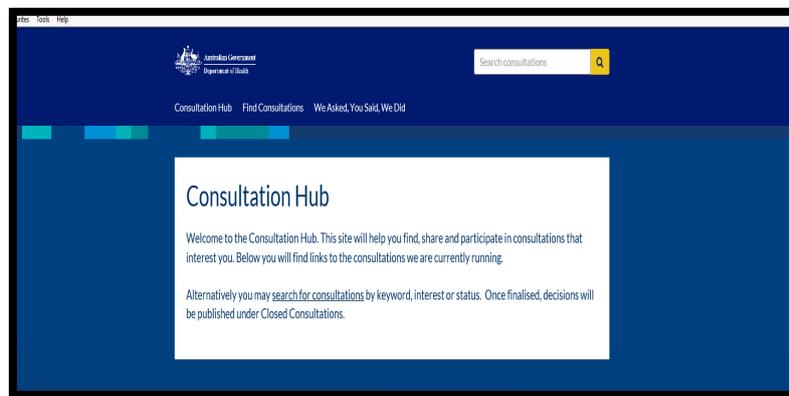
This is a guidance document, which provides advice on how to navigate the Department of Health's [Consultation Hub](#) to successfully provide your feedback on a consultation paper.

We recommend you read the consultation paper prior to completing the online survey. This can be found at the bottom of the 'Overview page' of the consultation.

Summary

Steps for providing feedback to the consultation paper.

Step 1: Open the Department of Health's [Consultation Hub](#), and at the top of this page you will find a search bar. Please enter name of the consultation paper or key words related to the consultation paper in the search bar for example 'adverse event reporting' or 'medical devices' and click the magnifying glass next to it. You can also find a link to the consultation hub on the [TGA Consultation web page](#).



Your search result will provide you a link to the consultation paper, please click on the title of the paper. Doing so will take you to the consultation paper, and the first page that appears on your screen will be the 'Overview' page.

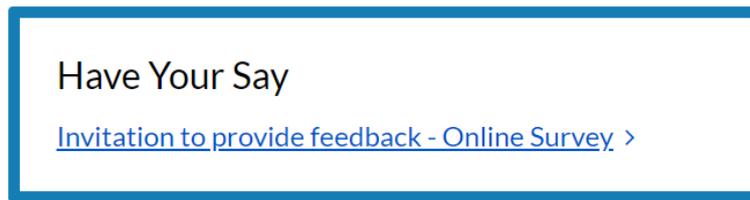
Step 2: Review the consultation paper. A link to the consultation paper can be found on the 'Overview' page.

At the bottom of the 'Overview' page, you will find:

- A link to the survey: 'Have your say';
- A list of events related to the consultation (if any);
- A link to the consultation paper; and
- Other important links (if any).

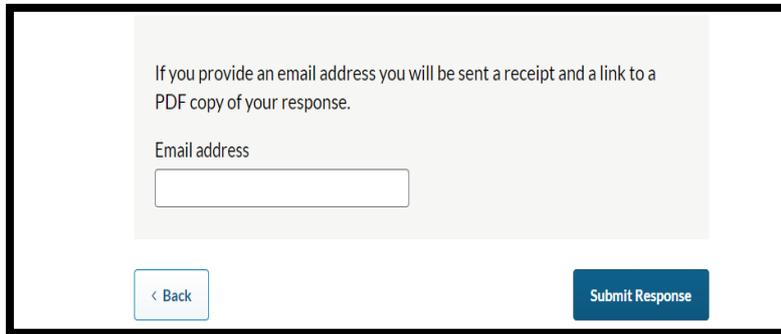
When you click on the link to the consultation paper, the paper will open in the same window. To save this paper, click on the 'File' option at the top left corner of the screen and select 'Save as' option. To go back, click on the back arrow on the top left corner of the screen.

Step 3: Please click on the link '[Have your say](#)' to start the survey. This can be found at the end of the '[Overview](#)' page.



Doing so will take you to the '[Contents](#)' page of the survey. You may now choose which area of the consultation you wish to respond to, irrespective of the order, by clicking on the relevant link to the page.

Step 4: Please click the '[Submit response](#)' button located at the bottom of the last page of the survey to submit your response. Note, you cannot click on the 'Submit response' button until all mandatory questions are answered.

A screenshot of a survey submission page. At the top, it says "If you provide an email address you will be sent a receipt and a link to a PDF copy of your response." Below this is a label "Email address" followed by a white text input field. At the bottom left is a blue button with a left-pointing arrow and the text "< Back". At the bottom right is a dark blue button with the text "Submit Response".

You will be provided with a receipt and a link to a PDF copy of your response if you enter an email address at the end of the survey.

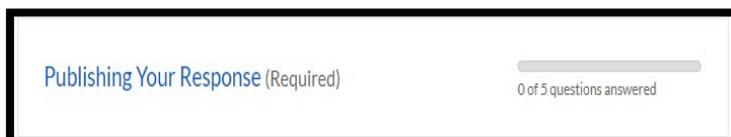
Frequently Asked Questions

How long will the survey take to complete?

Typically, the survey takes 20-60 minutes to complete.

Is it mandatory to answer all the sections of the consultation?

Only the consent section (found on the '[Publishing your response](#)' page) is mandatory. Please answer the required questions on this page. Following these questions, there is a '[Finish](#)' button, which will allow you to submit your feedback.

A screenshot of a survey section titled "Publishing Your Response (Required)". To the right of the title is a progress indicator consisting of a horizontal line with a grey fill and the text "0 of 5 questions answered" below it.

What happens when I click on the chosen page of the survey?

When you click on your chosen page, the content of that page will appear on your screen.

At the top of this page, you will find the relevant section of the consultation paper for reference whilst answering the questions.

Can I click a link provided in the consultation paper while I am answering the survey?

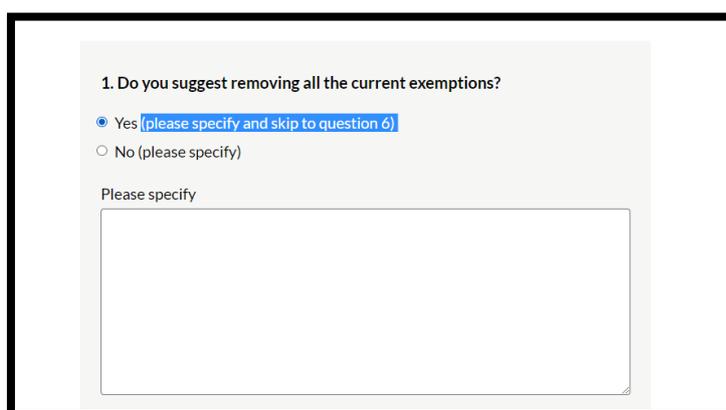
We do not recommend that you click any links in the uploaded PDF of the consultation paper while answering the survey. However, if you choose to do so, the link may open in the same window as that of your survey. If this happens, please use the back arrow at the top left corner of your screen to return to the survey.

Is it mandatory to answer all the questions included on my chosen page?

No, you can choose the questions you wish to provide feedback on, it is not mandatory to answer the entire survey. However, questions related to '[Publishing your response](#)' are mandatory and you will not be able to submit your response if you do not answer these questions.

Are there any special considerations that I should keep in mind while answering a question?

Please follow the instructions while answering a question (e.g. 'skip to question X'). There may be cases where you are directed to specific questions based on your response.



1. Do you suggest removing all the current exemptions?

Yes ([please specify and skip to question 6](#))

No (please specify)

Please specify

Some questions will have additional elements or sub questions (e.g. '[Please specify](#)'). Please answer those elements wherever possible, as it will give you an opportunity to provide further information.

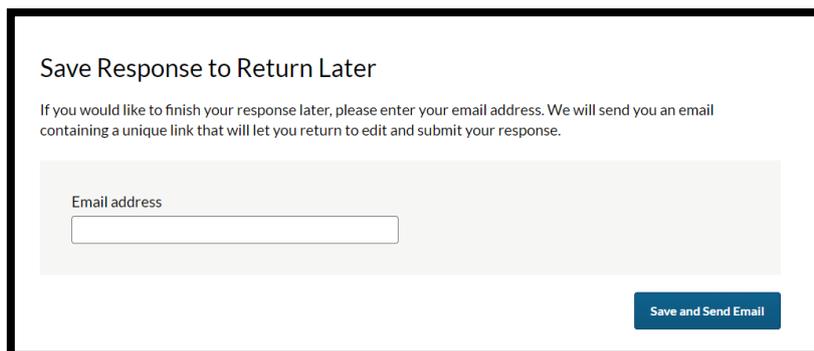
What should I do after I finish answering all/desired question on my chosen page?

Once you finish answering questions on that page, please click on the '[Continue](#)' button located at the bottom of that page. Doing so will take you back to the '[Contents](#)' page where you can select another page to respond to.



Can I partially complete survey and come back to it later?

If you are not able to complete the survey in one sitting, you can click the '[Save and come back later](#)' button. This will save your progress and allow you to complete the survey later (before the due date). Doing so will direct you to a page that will then require you to enter an email address. A link to the survey with progress so far will be sent to that email address. Please click on the link provided to resume the survey.

A screenshot of a form titled "Save Response to Return Later". The form contains the following text: "If you would like to finish your response later, please enter your email address. We will send you an email containing a unique link that will let you return to edit and submit your response." Below this text is a text input field labeled "Email address". At the bottom right of the form is a dark blue button labeled "Save and Send Email".

Can more than one person within the same organisation/household contribute to a single survey?

Using the '[Save and come back later](#)' function (see the Question above), multiple people from the same responding organisation or household can contribute to a single online response (for example a peak organisation). The email address that was entered during the process will receive a link to the survey with progress so far. The email or the link can be forwarded to multiple people, who will be able to access the survey and fill in the sections they wish to by clicking on the link.

If more than one person is answering the survey at same time, they can accidentally overwrite each other's work. We would suggest that each contributor waits until the previous contributor confirms that they have finished filling in the survey and has clicked the '[Save and come back later](#)' button.

Once the survey is complete, the people contributing to the response should agree when the response is ready to be submitted. One of the members then should progress through to the submission page and click the '[Submit response](#)' button.

Why am I seeing an error message when I click 'Continue' after answering all the questions?

The error message indicates that you have submitted a response in a format that is not valid for that particular question.

For example:

A screenshot of a survey input field. The field contains the text 'dghfhghggcfhdfh'. Above the field, a red error message reads 'This value must be a whole number'. The entire input area is enclosed in a black rectangular border.

Can I copy and paste text into the survey?

You can copy and paste text into the survey wherever the survey permits free text answers.

Can I attach a supporting document to the survey?

You can attach a supporting document into the survey wherever the format allows you to do so. Not every consultation paper will have this option. If that option is not available and you would like to submit other documents, please contact the TGA using the contact details included at the end of this document.

What should I do to save my progress on each page?

To save the progress on a page, you need to click a button such as 'Continue', 'Save and come back later', or 'Finish' located at the end of the page. This ensures that the data you have entered has been saved. You will lose your responses on that page if you navigate away without clicking on a button.

Can I make changes to my response after I have submitted the survey?

Your responses cannot be edited once you have clicked the 'Submit response' button. However, a request to make changes to the responses can be considered by the TGA on a case-by case basis.



Further information:

For more information or further question on how to provide your feedback online, please contact devices@tga.gov.au or call us on 1800 141 144.

Version history

Version	Description of change	Author	Effective date
V1.0	Original publication	Medical Devices Surveillance Branch	September 2020

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