



**Australian Government**

**Department of Health**

Therapeutic Goods Administration

# Guidance for completing an on-line survey

Department of Health Consultation Hub

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**TGA** Health Safety  
Regulation

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# Introduction

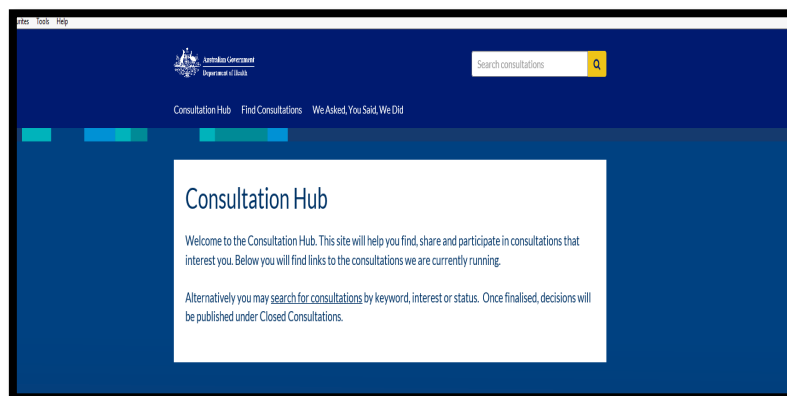
This is a guidance document, which provides advice on how to navigate the Department of Health's [Consultation Hub](#) to successfully submit your feedback by answering the online survey.

## Summary

Steps for providing feedback.

**Step 1:** Click the link to survey that is provided for the Therapeutic Goods Administration (TGA) Consultation web page. Doing so will take you to the '[Overview](#)' page of the survey.

Alternatively, you can go to the [Consultation Hub](#), and at the top of this page you can find a search bar. Please enter name of the survey or key words related to the survey in the search bar for example 'Application Process for Inclusion' and click the magnifying glass next to it.



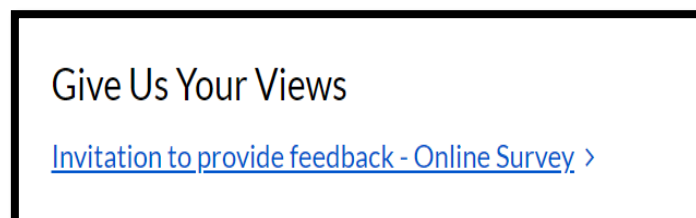
Your search result will provide you a link to the survey, please click on the title of the survey. Doing so will take you to the '[Overview](#)' page of the survey.

**Step 2:** Links provided

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

- A link to the survey: '[Give Us Your Views](#)';
- A list of related events (if any);
- Other important links (if any).

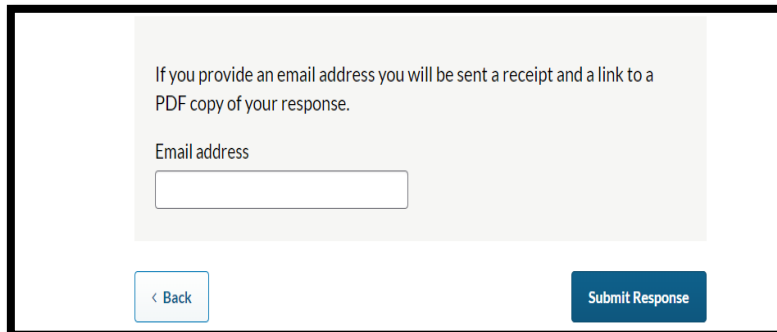
**Step 3:** Please click on the link '[Give Us Your Views](#)' to start the survey. This can be found at the end of the 'Overview' page to provide your feedback.



Doing so will take you to the '[Consultation Contents](#)' page please read the content and click on the '[Continue](#)' button to proceed to the '[Privacy and Personal Information](#)' page. After this, you will see '[Respondent Information](#)' page. Please tell us more about yourself and your interest in the subject. This will allow us to better understand your unique needs and perspective. Questions on

this page are non-mandatory. After this page, you will see the '[Introduction and background](#)' page, followed by the '[Feedback](#)' page. Provide us your feedback by answering question on this page.

**Step 4:** After you finish answering the survey, 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 the mandatory questions are answered.

A screenshot of a survey form. 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 text input field labeled "Email address". At the bottom left is a blue button with a left arrow and the text "< Back". At the bottom right is a 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 15-30 minutes to complete.

### Is it mandatory to answer all the sections of the survey?

Only the consent section for '[Publishing your response](#)' 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 progress bar. On the left, it says "Publishing Your Response (Required)". On the right, there is a progress indicator showing "0 of 5 questions answered".

### Can I click a link provided in the survey while I am answering the questions?

We do not recommend that you click any links in the uploaded PDF (if any) 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.

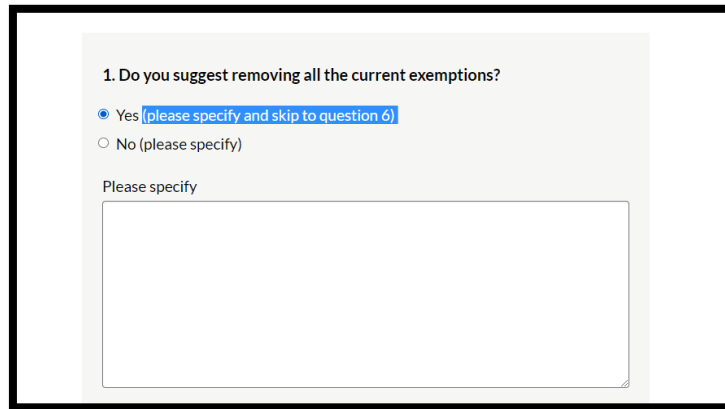
### Is it mandatory to answer all the questions included on my chosen page/chapter?

No, you can choose the questions you wish to provide your 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 question.

## 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'). This is important for data analysis purposes.



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/chapter?

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 to the next page of the survey.

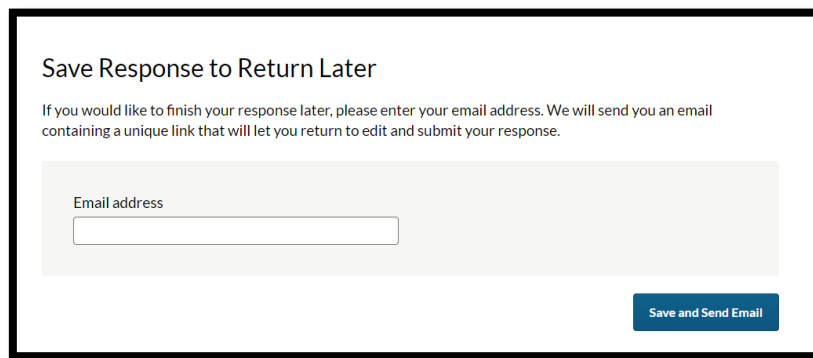


Save and come back later...

Continue >

## 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.



The screenshot shows a form titled "Save Response to Return Later". Below the title is a paragraph: "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." There is a text input field labeled "Email address" with a light blue border. To the right of the input field is a blue button with white text that says "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, multiple people from the same responding organisation or household can contribute to a single online response for example 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.

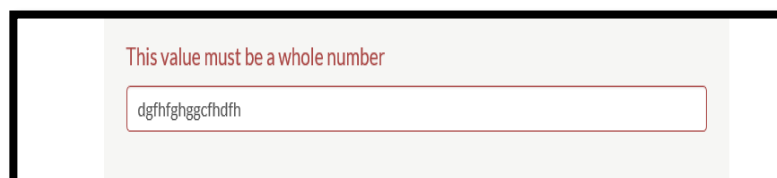
If more than one person is answering the survey at same time, they can accidentally overwrite each other's work. It is strongly advised that the contributing members should communicate with each other to avoid such situations. We would suggest that each contributor waits until the previous contributor confirms that they have finished filling in the survey and have 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 acceptable for that particular question.

For example:



The screenshot shows a form with a red error message above a text input field. The error message reads "This value must be a whole number". The text input field contains the string "dghfghggcfnfdh".

## 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 survey will have this option.

## 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', 'Finish' located at the end of the page. This ensures that the data you have entered has been saved. You will lose your progress if you navigate away without clicking on a button.

The portal does not receive and register the data entered on a page unless you click 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](mailto:devices@tga.gov.au) or call us on 1800 141 144.



## Version history

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

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