

Senate Community Affairs Committee

ANSWERS TO ESTIMATES QUESTIONS ON NOTICE

HEALTH AND AGEING PORTFOLIO

Supplementary Budget Estimates 2010-11, 20 October 2010

Question: E10-025

OUTCOME 1: Population Health

Topic: TGA Website

Written Question on Notice

Senator Siewert asked:

The TGA has a 'Customer Service Charter' on its website - who does the TGA consider to be its 'customers'?

Answer:

The objects of the *Therapeutic Goods Act 1989* define the Therapeutic Goods Administration's (TGA) role as the Commonwealth regulator of therapeutic goods. It is clear that first and foremost the Australian public is the TGA's prime consideration and customer.

Numerous other stakeholders may also be relevant "customers" of the TGA's regulatory activities including healthcare professionals, other government agencies (in Australia and overseas) and manufacturers and sponsors of therapeutic goods.