



## Pre-application assistance feedback form

The Australian Pesticides and Veterinary Medicines Authority (APVMA) welcomes your feedback on our pre-application assistance (PAA) service and the assistance provided to you throughout this process.

If you would like to provide feedback, please complete the following form and return it via the [submit button](#) on page 3, or via email to [casemanagement@apvma.gov.au](mailto:casemanagement@apvma.gov.au).

Please ensure you **download and save the form** from our website before completing it.

### Applicant information

Please provide us with the following applicant information. If you are unsure what information to enter for some fields, you can leave these blank.

**Applicant name:**

**PAA ID:**

**PAA assistance tier:**

**Product/active/permit number:**

**Product/active/permit name:**

## Applicant feedback

Please answer the following questions about the service and assistance provided to you throughout the PAA process.

### Question 1: Was the PAA application process clear and easy to understand?

Yes

No

Comments:

### Question 2: Was the PAA guidance material clear and easy to use?

Yes

No

Not applicable – I did not use the PAA guidance material

Comments:

### Question 3: Has this PAA assisted you in preparing an application to the APVMA, and/or did it meet your needs?

Yes

No

Comments:

**Question 4: On a scale of 1 to 5, how satisfied are you with the advice you received from the APVMA?**

1. Very unsatisfied

2. Unsatisfied

3. Neutral

4. Satisfied

5. Very satisfied

Comments:

**Question 5: Do you have any other comments or suggestions?**

## Privacy and your personal information

Your personal information is protected by law, including the *Privacy Act 1988* and the Australian Privacy Principles (APPs).

The APVMA is collecting your personal information for the purposes of obtaining feedback about the service and support provided to you throughout the PAA process.

The APVMA handles the collection, use, disclosure and storage of personal information in accordance with the [APVMA's Privacy Policy](#).

The APVMA's Privacy Policy contains information about:

- how you may access, or request correction of, the personal information the APVMA holds about you; and
- how you may complain about a breach of:
  - the APPs; or
  - a registered APP code that binds the APVMA; and
  - how the APVMA will deal with such a complaint.

For queries in relation to privacy matters, you can contact the Privacy Team by email at [privacy@apvma.gov.au](mailto:privacy@apvma.gov.au).

## Submit your form

To submit your completed form, please click the submit button below or email it as an attachment to [casemanagement@apvma.gov.au](mailto:casemanagement@apvma.gov.au).

Giving false or misleading information is a serious offence. Civil penalty provisions may also apply.

Submit form