
POSITION STATEMENT

Advice to Members on Product Issues

Objective

The objective of this Position Statement is to describe the ASA policy for communicating with members over product issues.

Product issues include formal recall by manufacturers, advice or action by the Therapeutic Goods Administration and general information on product supply that is either advisory or informative.

Responsibility

The ASA has no formal obligation or legal requirement to advise members of a product defect or a potential product issue. However, as a Society, it is the normal expectation of a professional body to ensure members are advised as expeditiously as possible on potential issues that affect safety, efficiency or performance.

Advice media

The normal method of advising members is via the Internet. It is flexible, quick and can provide links to other websites that contain greater details about a product issue.

The ASA has two media available for advising members on product issues: the *announcement* page of the website for timely reporting of issues; and the *discussion forum* page which provides an opportunity for members to raise concerns with a product that are not of an immediate concern.

Procedure – announcements

Information that is provided to the ASA by a manufacturer or the TGA with respect to a product will be presented as an announcement.

Information dealing with a product issue that is provided to the ASA by a third party will be verified by the Executive Director before it is published as an announcement.

Procedure – discussion forum

All members have access to the discussion forum on the ASA website. They may initiate a topic or add comments to a topic. Comments can be tracked and themes on specific product issues recorded.

Rules for the discussion forum

The ASA hosts the discussion forum to enable its members to exchange information about products and related issues. It intends that the exchange of information will:

1. Assist in identifying concerns about products
2. Inform ASA members about product failures

Only ASA members can access and place messages. The author of a message is identified by their ASA login.

The ASA does not filter the information placed in the discussion forum and the ASA does not adopt or endorse the views expressed by its members.

The ASA reserves the right to remove messages from the discussion forum.

Any person who wishes to complain about the content of any message in the discussion forum should contact the ASA's Executive Director.

The content of the discussion forum is subject to the laws of defamation, misleading conduct and related actions.

Persons making actionable statements in the discussion forum may be liable to be sued. The ASA will not indemnify any member in relation to a claim arising out of the discussion forum.

Messages in the discussion forum should be factually based and accurate. Where a person wishes to make a comment, the facts upon which a comment is made should be included in the

message. Messages should avoid unnecessarily criticising any product or person.

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