



**Australian Government**

**Department of Health and Aged Care**  
Therapeutic Goods Administration

# How to submit a custom-made medical device / patient-matched medical device notification

Step-by-step guide

Version 3.0, October 2024

**TGA** Health Safety  
Regulation

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## Introduction

The following guide is designed to assist you with completing and submitting a:

- Custom-Made Medical Device (CMMD) notification; and
- Patient-Matched Medical Device (PMMD) transition notification.

Both notifications can be submitted using the CMMD notification form.

Completing a notification form will take approximately ten minutes for each “kind” of device you manufacture/supply.

Our new database replaces the two separate databases previously used to notify the TGA of CMMD or PMMD(s).

Any notifications you have made previously will remain valid but there is **no cross-linking** functionality for notifications submitted via the old database with the new database. Notifications to the old databases ceased in August 2022 and the content has been archived.



Even if you have previously submitted a CMMD notification on the business.gov.au website or a PMMD notification on the Citizen Space platform, we **strongly recommend you resubmit your notifications to the new database as we will not be using information from the previous database to contact you.**

Resubmitting your notifications using the new database will allow you to view, modify and withdraw your organisation’s notifications, and enable us to better engage and support you with updates and information that may impact you and/or your products.

## Who needs to submit a CMMD notification

Manufacturers and sponsors who manufacture, supply or import a kind of CMMD are required to notify the TGA within two (2) months of manufacture or initial supply of the CMMD.

## Who needs to submit a PMMD notification

Manufacturers and sponsors who are making or supplying a PMMD and intend to continue to manufacture and/or supply PMMD on, or after 1 July 2029, must make a transition notification to the TGA before 1 November 2024.

The transition notification period for PMMDs will end on 1 November 2024.

Under the Therapeutic Goods (Medical Devices) Regulations 2002, **all PMMDs will continue to be exempt from ARTG inclusion until 1 July 2029** and can be manufactured and/or supplied until this date.

After 1 July 2029, all PMMDs (including notified PMMDs) must be included in the ARTG before they are imported into, supplied within, or exported from Australia (unless they are exempt, excluded or otherwise approved by us).

Please note that if you are supplying a [kind](#) of PMMD in quantities of five (5) or less per financial year, you are exempt from requiring an ARTG inclusion.

**Exempt devices** are exempt from inclusion in the ARTG, **but they are not exempt from regulation**. Manufacturers and sponsors of exempt medical devices still need to comply with TGA regulatory obligations for medical devices, including meeting the [Essential Principles](#) and [advertising requirements](#).

More detail about the extended transition period for PMMDs is provided under the [Transition plan section](#).

## Step 1: Getting started with the TGA

Before you can make a CMMD or PMMD notification you will need a client identification number (Client ID) and also apply to access to our secure online TGA Business Services (TBS).

The resources on the TGA website will [help you get started](#) and guide you on using our online services. Access will allow you to make both a CMMD notification and a PMMD transition notification.

## Step 2: Access to the notification form

Once you are a TGA client and have a TBS account, you can access the notification form in two pathways:

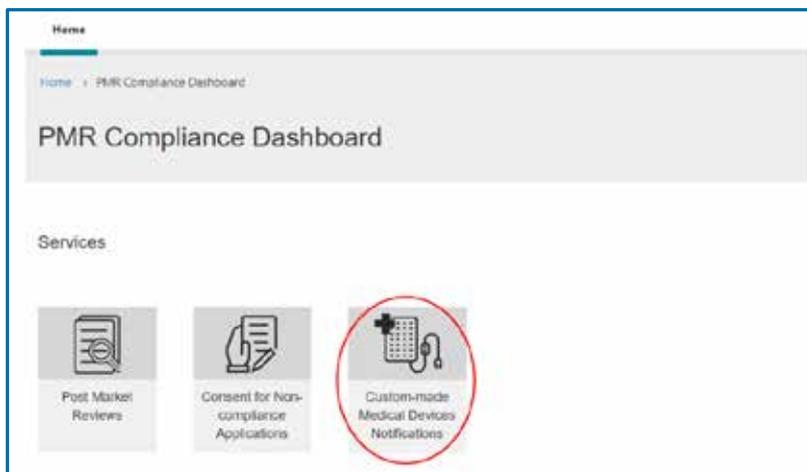
1. Directly via the [PMR compliance Dashboard](#), or
2. From the [TGA Business Services \(TBS\) Portal Homepage](#)

### Pathway 1: Accessing the form directly

Login to your account via the URL: <https://compliance.health.gov.au/pm-compliance/>

To access the CMMD notifications form:

1. select the Custom-made Medical Devices Notifications tile from the PMR Compliance Dashboard



2. select the tile for a New Custom-made Medical Device Notification from the Custom-made Medical Devices Notifications Dashboard



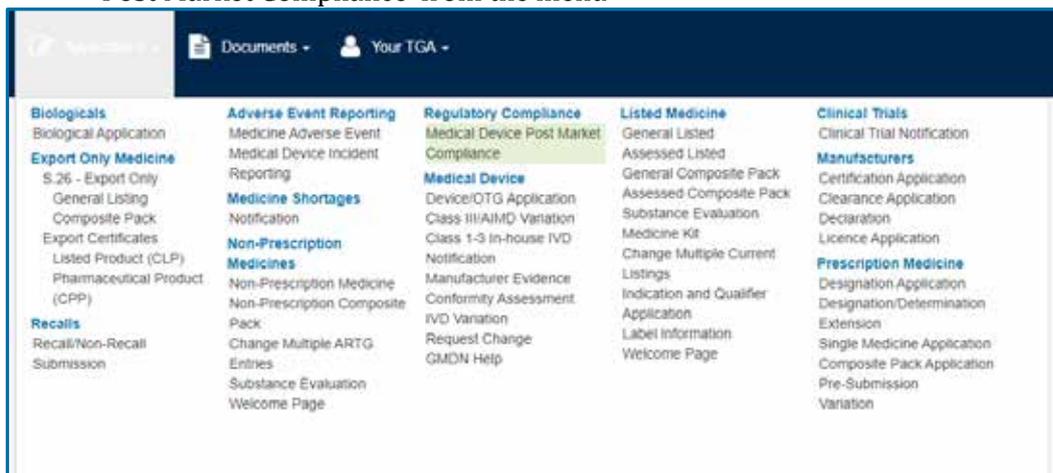
## Pathway 2: Accessing the form from the TBS portal homepage

Log into your account from TGA Business Services (TBS) Portal Homepage

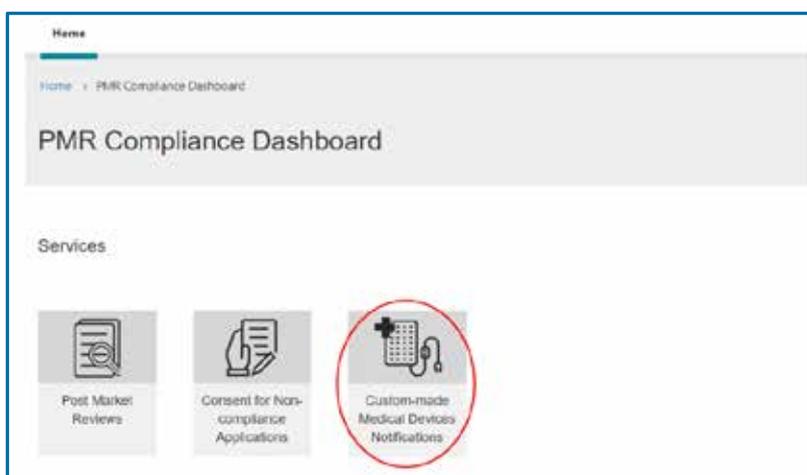
<https://www.ebs.tga.gov.au>.

To access the CMMD notifications form:

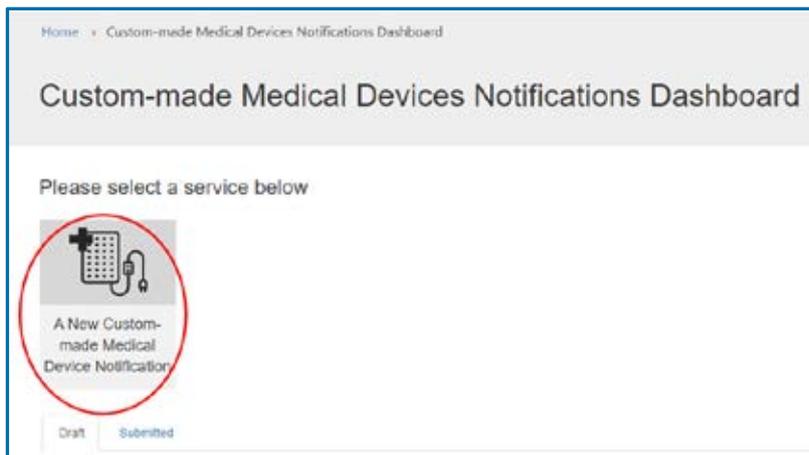
1. Click on the 'Applications' dropdown menu on the homepage and select 'Medical Device Post Market Compliance' from the menu



2. You will be redirected to the PMR Compliance Dashboard, select the Custom-made Medical Devices Notifications tile



3. Select the tile for a New Custom-made Medical Device Notification from the Custom-made Medical Devices Notifications Dashboard



## Step 3: Submitting your CMMD Notification

All fields in the form are mandatory and will need to be completed for your notification to be submitted successfully.

### About the submitter

You can submit this form as either the manufacturer or the sponsor.



If you submit the form as the Australian-based manufacturer, you will not have to submit the form a second time as the sponsor. In this situation we assume that Australian-based manufacturers are also the sponsor of their device.

### Manufacturer

If you are the **Australian-based manufacturer** of the device, select the first option by clicking on the radio button titled 'Australian manufacturer of a custom-made medical device'.

Your organisation name (either your own name, or the name of your organisation) will be automatically displayed. This will be the same organisation name you had used to apply for a client account to access the TBS Portal.

### Sponsor

If you are the **sponsor** of the device, select the second radio button titled 'Australian sponsor of a custom-made medical device manufactured overseas'.



I am the: \*

Australian manufacturer of a custom-made medical device  Australian sponsor of a custom-made medical device manufactured overseas

Your organisation name (either your own name, or the name of your organisation) will be automatically displayed. This will be the same organisation name you had used to apply for a client account to access the TBS Portal.

## Sponsors own reference field

The 'Sponsor's own reference' field is for your own reference. You can use this field for tracking information about the specific device you are completing the form for. This could be a model or series number, a project name, or a record or file number.

Your 'Sponsor's own reference' can be edited later, if needed.



Organisation name \*

TGA E business account for application processing

Sponsor's own reference \*

Testing the form

## Manufacturer details

If you are completing the notification as a sponsor, you will be asked to provide details of the manufacturer of your device.

This field will not display if you are completing the notification as a manufacturer.

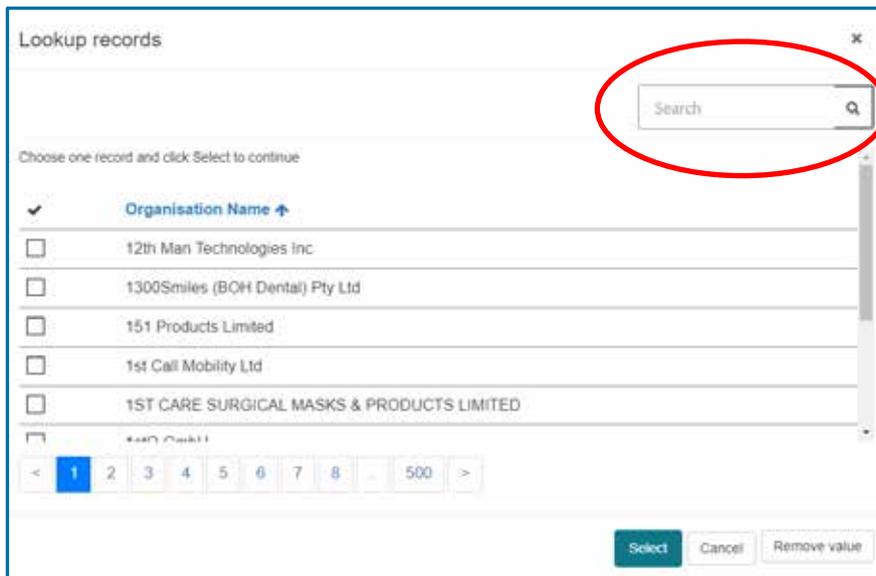
Do not type the manufacturer's name directly into the search field as it will not work. You will need to click on the magnifying glass icon to select your manufacturer from a list. The magnifying glass icon is circled in red in the screenshot.



Select a manufacturer \*

Or, if not found, create a new manufacturer.

The manufacturer list will appear in a new look-up window. You can search for the manufacturer by typing their name in the search field and clicking on the magnifying glass icon again circled in red.



Lookup records

Search

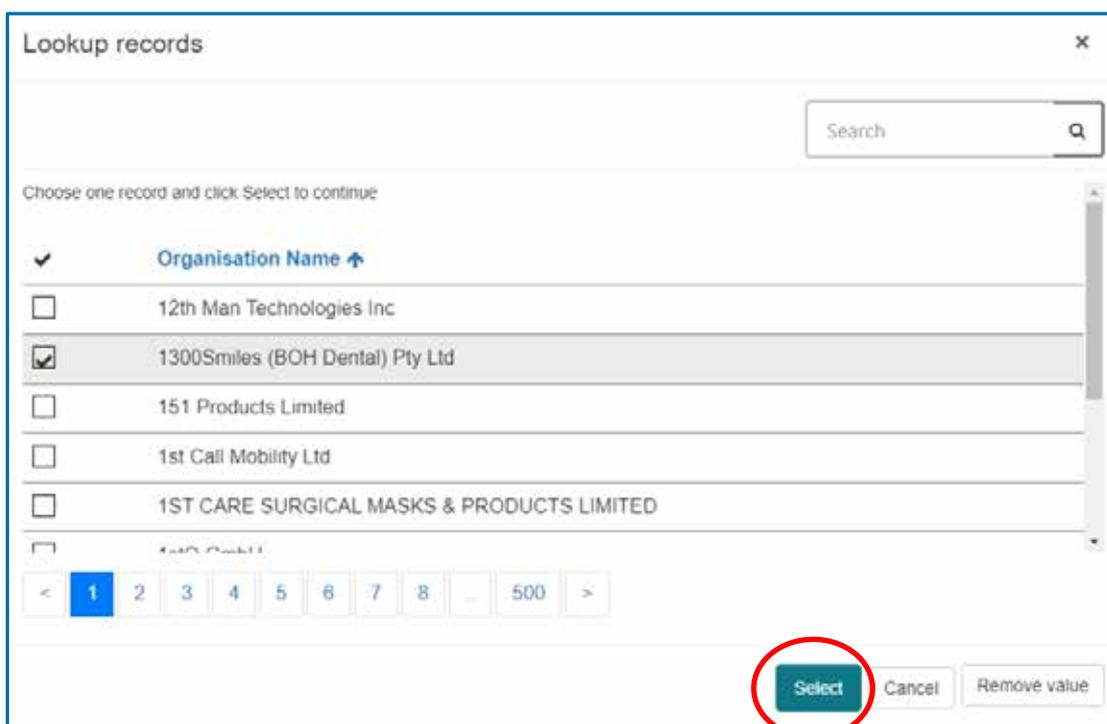
Choose one record and click Select to continue

<input checked="" type="checkbox"/>	Organisation Name ↑
<input type="checkbox"/>	12th Man Technologies Inc
<input type="checkbox"/>	1300Smiles (BOH Dental) Pty Ltd
<input type="checkbox"/>	151 Products Limited
<input type="checkbox"/>	1st Call Mobility Ltd
<input type="checkbox"/>	1ST CARE SURGICAL MASKS & PRODUCTS LIMITED

< 1 2 3 4 5 6 7 8 ... 500 >

Select Cancel Remove value

Select your manufacturer by ticking the checkbox that corresponds to their name and then click on the green 'Select' button at the bottom right of the pop-up window.



Lookup records

Search

Choose one record and click Select to continue

<input checked="" type="checkbox"/>	Organisation Name ↑
<input type="checkbox"/>	12th Man Technologies Inc
<input checked="" type="checkbox"/>	1300Smiles (BOH Dental) Pty Ltd
<input type="checkbox"/>	151 Products Limited
<input type="checkbox"/>	1st Call Mobility Ltd
<input type="checkbox"/>	1ST CARE SURGICAL MASKS & PRODUCTS LIMITED

< 1 2 3 4 5 6 7 8 ... 500 >

Select Cancel Remove value

If the name of the manufacturer you are searching for is not on the list, a yellow error message will appear as shown in the screenshot.

### Manufacturer details not found in the look-up window list

If you can't find the manufacturer in the look-up window, please tick the checkbox to create a new manufacturer.



Check that the manufacturer does not already exist in the manufacturer list in the look-up window before creating a new entry. Otherwise a new manufacturer record will subsequently be added to the TGA Master manufacturer list.

After the ticking the checkbox, the 'Manufacturer details' fields will appear. Enter the appropriate details in each of the corresponding fields.

When entering the manufacturer's address details, **ensure you enter a physical address, not a post office box or locked bag**. It is acceptable to provide the manufacturer's head office address instead of the address of the specific factory, lab or other location used to manufacture the device.

Under the 'Contact details' section, enter the manufacturer's email address and phone number.

Or, if not found, create a new manufacturer.

**Manufacturer details**

**Manufacturer's name \***

**Address line 1 \***

**Address line 2**

**Suburb \***

**State/Territory/Province \***

**Postal/Zip code \***

**Country \***

**Contact details**

**Email address (eg, name@gmail.com) \***

**Phone number**

## Device details

### Intended purpose and device description

Enter the intended purpose and device description in the dialog box. This is your own description of what the device is and what it is intended to do.

**Device details**

**Intended purpose and device description \***

### Global Medical Device Nomenclature (GMDN) Terms

[GMDN Terms](#) are an international naming and grouping convention used to identify and consistently describe medical devices. In Australia, GMDN Terms are a key factor in determining a '[kind](#)' of medical device.

You will need to select an appropriate [GMDN](#) for your device.

Do not type the manufacturer's name in the search field as it will not work. To find the correct code for your device, select the magnifying glass icon as shown below to launch the GMDN code list.

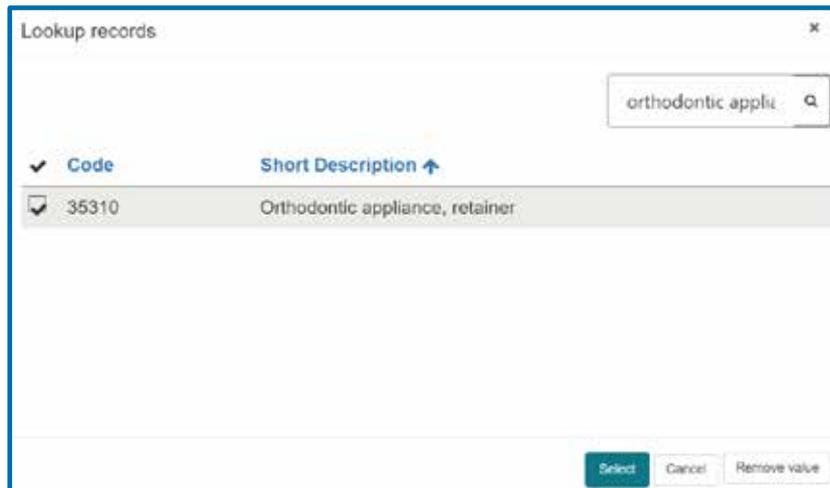
Type a description for your device's intended purpose (for example 'retainer') and search the code list.



GMDN code \*

Orthodontic appliance, retainer

Select the correct GMDN code and linked description from the list available.



Lookup records

orthodontic appli

Code	Short Description
35310	Orthodontic appliance, retainer

Select Cancel Remove value



If your GMDN Code changes or is made obsolete after you have submitted your form, you will still be able to continue supplying the device. However, you may be unable to submit subsequent applications for the device using the obsolete GMDN Code.

## Device Classification

The classification of your medical device will depend on several factors, including how long the device is intended to be used for, and how invasive it is. You can check the classification of your medical device by using the [online classification tool](#) or by reading through the classification rules, which can be found in Schedule 2 of the [Therapeutic Goods \(Medical Devices\) Regulations 2002](#).

Use the drop-down menu to select the device classification.

**Classification \***

Class I

- Class I
- Class I sterile
- Class I measuring
- Class IIa
- Class IIb
- Class III
- AIMD (Active Implantable Medical Device)

Based on the classification level you select, a series of questions about the device will be presented, prompting you to select yes or no for each question.

Please answer all the questions below:

Is the device, or any form of the device, supplied sterile? \*

Yes  No

Does the device have a measuring function? \*

Yes  No

Does the device contain material or ingredients of human origin? \*

Yes  No

Does the device contain materials of recombinant origin? \*

Yes  No

Does the device contain materials of animal origin? \*

Yes  No

Is the device intended to be non-invasive? \*

Yes  No

Is the device intended to be invasive via a body orifice? \*

Yes  No

Is the device intended to be surgically invasive (i.e. will it penetrate the skin)? \*

Yes  No

Is the device an active device? \*

Yes  No

If the device is a single product does it incorporate a medicine? \*

Yes  No

Is the device intended by the manufacturer to be used for contraception or the prevention of sexually transmitted diseases? \*

Yes  No

A warning in red text appear if a selected response conflicts with the selected classification level of the device.

Is the device, or any form of the device, supplied sterile? \*

*This device cannot be Class 1. Please check your device classification.*

Yes  No

## Transition plan details

### Custom-made medical devices that meet the definition of a patient-matched medical device

Under the Australian regulatory framework for medical devices, 'custom-made' medical devices are exempt from the requirement to be included in the ARTG. However, they are **not exempt from regulation**. Manufacturers and sponsors of custom-made medical devices still need to comply with TGA regulatory requirements including:

- ensuring that the device(s) meets all relevant [Essential Principles](#), including supplying the device(s) with adequate labelling and instructions for use
- ensuring advertising complies with the [advertising requirements](#)
- submitting [annual reports](#), and
- [reporting adverse events](#)

New definitions for medical devices that are personalised to suit an individual patient or health professional commenced on **25 February 2021**. Under these changes most devices that would previously have met the definition of a custom-made medical device will now meet the definition of a PMMD.

On, or after 1 July 2029 medical devices that meet the definition of patient-matched are **no longer exempt from inclusion in the ARTG**.

You can check [our guidance](#) on whether your custom-made medical device meets the definition of a PMMD.



PMMDs supplied in low volumes (five or less per financial year) are exempt devices and are therefore not required to notify for transition or be included in the ARTG.

### Transition notification period for patient-matched medical devices

The transition notification period for all PMMDs is open until 1 November 2024.

If you intend to supply your PMMD on, or after 1 July 2029 you must notify us of intention to transition before 1 November 2024.

You can make a transition notification for your PMMD by indicating in the form that your device meets the definition of a PMMD. By checking 'Yes' you are notifying your PMMD for transition.

You can also let us know if you have previously submitted a notification.

## Transition plan details

Is this a patient-matched medical device that will need to transition to inclusion in the ARTG? \*

Yes  No

Have you registered the device for transition? \*

Yes  No

After 1 July 2029, all PMMDs (including notified PMMDs) must be included in the ARTG before they are imported into, supplied within, or exported from Australia (unless they are exempt, excluded or otherwise approved by us). More information about the [medical device inclusion process](#) can be found on our website.

## Declaration and submission of the notification

When you finalise the form and submit it to the TGA, you will need to indicate that all information is true and correct by selecting 'I agree' before your form is submitted.

You can go back and amend any information using the 'Save' button at the bottom of the form. Your form will then be saved as a 'Draft' and you are able to return to the same notification from the 'Draft' tab on your dashboard and edit the information in your notification at any time.

Once you select 'Submit', your information will be sent to the TGA. By selecting 'I agree' and submitting the form to the TGA, you are making a formal declaration under Australian law.

Please do not click 'Back' or 'Refresh' on your web browser at any time while the notification is being processed, as your notification may be duplicated.

Please note: You should review the information about your regulatory obligations on our [website](#) before you make the following declaration. Providing information that is false or misleading to a Commonwealth entity or in connection with a Commonwealth law is a serious offence subject to criminal penalties under the Criminal Code Act 1995.

I declare that:

- The custom-made device(s) that I am supplying conform to the Essential Principles as set out in Schedule 1 of the Therapeutic Goods (Medical Devices) Regulations 2002;
- I hold and will maintain sufficient evidence to demonstrate conformity to the Essential Principles;
- I am aware that I have additional regulatory obligations as the manufacturer or sponsor of a custom-made medical device(s), and will comply with them; and
- All information that I have provided in this form is true and correct at the time of submission.

I agree \*

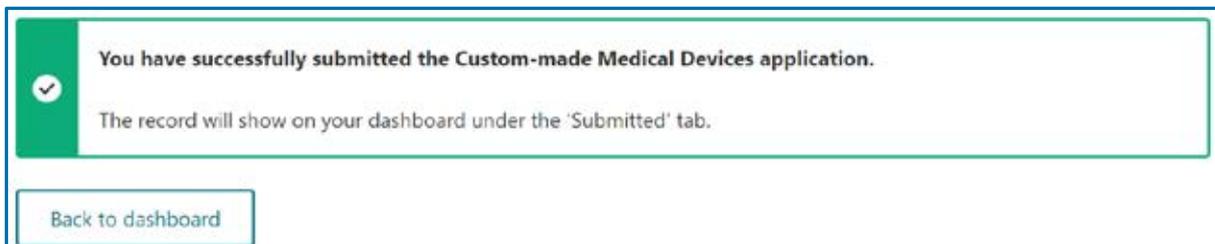
Back

Save

Submit

## Step 4: After you have submitted a notification

Once you have submitted your notification you will be sent to a page on your screen that will look like this:



From this page you may return to the dashboard, where you can view your submitted notifications under the 'Submitted' tab. A screenshot of the dashboard opened on the 'Submitted' is shown below:

Home > Custom-made Medical Devices Notifications Dashboard

## Custom-made Medical Devices Notifications Dashboard

Please select a service below



A New Custom-made Medical Device Notification

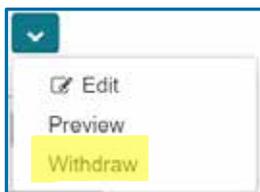
Draft **Submitted**

Reference number	Status	Sponsor's own reference	GMDN code	Class	PMMD transition	Submitted on ↓	Submitter
There are no records to display.							

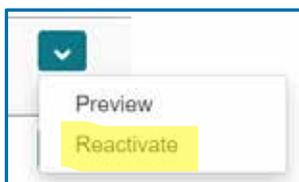
## Withdrawing a notification

You can withdraw notifications that are no longer in use or no longer contain the correct information by navigating to the 'Submitted' tab on your dashboard.

Locate the notification you wish to withdraw and click on the arrow on the far right. Select 'Withdraw':



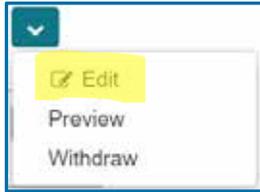
You can reactivate your withdrawn notification at any time:



Please note that withdrawn notifications will not be deleted and will be archived for auditing purposes.

## Modifying a notification

If you need to make any updates to your notification, you can do so by locating your notification on the 'Submitted' tab on your dashboard. Click the arrow on the far right and select 'Edit':



Please note that once you select 'Submit', your information will be resubmitted to the TGA. By selecting 'I agree' and submitting the form to the TGA, you are making a formal declaration under Australian law. All changes you make to your notification after it has been submitted will be tracked for auditing purposes by the TGA.

## Further information and resources

The following resources and additional information may be of assistance:

- Guidance on regulation of [personalised medical devices](#)
- [Frequently asked questions](#) on personalised medical devices
- Overview of [refinements to regulation of personalised medical devices](#) made in August 2021

For general advice and information about the regulation of medical devices, please contact the Medical Devices Information Unit at [devices@tga.gov.au](mailto:devices@tga.gov.au).

If you have any questions or require any further assistance with the submission of your notification, please don't hesitate to contact us at [PersonalisedDevices@health.gov.au](mailto:PersonalisedDevices@health.gov.au)

## 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	August 2022
V2.0	Updated to reflect the extension of the transition notification period and ARTG inclusion deadline	Medical Devices Surveillance Branch	December 2023
V3.0	Updated transition eligibility content.	Medical Devices Surveillance Branch	October 2024

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Reference/Publication #