

Senate Standing Committee on Economics

ANSWERS TO QUESTIONS ON NOTICE

Treasury Portfolio

Additional Estimates

13 – 14 February 2013

Question: AET 228-230

Topic: Social Media

Written: Received from Committee – 22 February 2013

Senator BUSHBY asked:

228. Has there been any changes to Department and Agency social media or protocols about staff access and usage of YouTube; online social media, such as Facebook, MySpace and Twitter; and access to online discussions forums and blogs since October 2012 Supplementary Budget Estimates? If yes, please explain and provide copies of any advice that has been issue.
229. Does the Department/Agency monitor usage of social media?
- If yes, provide details of the usage (for example details could include average hours per employee, hours when usage peaks).
 - Has there been a change to the department/agency protocols due to staff usage?
 - If no, why not? Will the department/agency monitor usage in the future?
230. Do social media impact on employee productivity? Provide details (details could include increased internet usage in general or increased internet usage in standard business hours).

Answer:

228. Since October 2012, there have been the following changes to staff access of social media sites:
- From 2 November 2012, Treasury staff can now access Facebook and LinkedIn on the Treasury network.
 - Treasury has trialled the use of a Treasury-hosted blog to engage with stakeholders.

There have been no changes to the protocols for social media usage. Treasury staff follow a social media policy (attached to SBT 761-763, October 2012 Supplementary Budget Estimates). The policy provides an overview of social media tools and identifies protocols to be observed by Treasury staff when using social media in an official, professional or personal capacity.

229. Treasury monitors the use of all websites, including social media sites, when accessed from Treasury-supplied equipment. Social media websites are categorised in a content filtering tool such that a daily two hour time limit applies to these sites. After two hours, staff can no longer access these sites.

There have been no changes to Treasury's social media policy since it was released on 25 June 2012.

230. It is expected that the use of social media will enable employees to be more productive, particularly in being able to better monitor communications and commentary and in using online tools to engage with stakeholders and the public.