

Senate Standing Committee on Economics

ANSWERS TO QUESTIONS ON NOTICE

Treasury Portfolio

Additional Estimates

13 – 14 February 2013

Question: AET 819-821

Topic: Social Media

Written: Received from Committee – 22 February 2013

Senator BUSHBY asked:

819. 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.
820. 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?
821. 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:

819. The Inspector-General of Taxation (IGT) directly adopts the Department of Treasury (IGT's IT service provider) social media policy (attached to SBT 785-787, October 2012 Supplementary Budget Estimates). The policy provides an overview of social media tools and identifies protocols to be observed by staff when using social media in an official, professional or personal capacity.

The Treasury has advised that there have been no changes to the protocols for social media usage.

The only change to IGT staff access of social media sites on the network has been the ability to access Facebook and LinkedIn since November 2012.

- 820.
- The Treasury, as IGT's service provider, has advised that it monitors the use of all websites, including social media sites, when accessed from IGT-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.
 - As stated in the above response to question 819.
 - The Treasury has advised that there have been no changes to the social media policy referred to in the response to question 819 since it was released on 25 June 2012.

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821. 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.