Question: **BET 709-711**

Topic: **Social Media**

Written: **17 June 2013**

Senator BUSHBY asked:

709.   Have there been any changes to department/agency social media protocols relating to staff access and usage of YouTube; online social media, such as Facebook, MySpace and Twitter; and access to online discussions forums and blogs since the February 2013 Additional Budget Estimates? If yes, please explain and provide copies of any advice that has been issued.

710.   Does the department/agency monitor usage of social media?
        a.   If yes, provide details of the usage (for example details could include average hours per employee hours when usage peaks).
        b.   Has there been a change to the department/agency protocols due to staff usage?
        c.   If no, why not? Will the department/agency monitor usage in the future?

711.   Does 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:

709.   The Australian Prudential Regulation Authority (APRA) has made no change to its policy on staff access to social media since the February 2013 Additional Budget Estimates.

710.   Yes.

    a.   APRA monitors internet traffic, including the use of social media sites. Reports generated focus on data utilisation.

    b.   There has been no change to APRA's protocols since the February 2013 Additional Budget Estimates due to staff usage.

    c.   Not applicable.

711.   APRA staff have been provided with access to social media to assist them to be more productive given increased use of social media by APRA-regulated entities and government agencies. Employee access to the internet, including social media, is governed by APRA's acceptable use policies and APRA expects personal use to be limited. APRA's managers are required to monitor and assess the performance of staff on an ongoing basis and use the performance management framework to address any performance issues including staff productivity.