

**Senate Standing Committee on Economics**

**ANSWERS TO QUESTIONS ON NOTICE**

**Treasury Portfolio**

Supplementary Budget Estimates

17 October – 18 October 2012

**Question:** SBT 770-772

**Topic:** Social Media (APRA)

**Written:** Received from Committee – 26 October 2012

**Senator BUSHBY asked:**

770. Has there been any changes to department and agency social media or protocols about staff access and useage of Youtube; online social media, such as Facebook, MySpace and Twitter; and access to online discussions forums and blogs since May 2012 Budget Estimates?

If yes, please explain and provide copies of any advice that has been issue.

771. Does the department/agency monitor usage of social media?

a. If yes, provide details of the useage (for example details could include average hours per employee, hours when useage peaks)

b. If no, will the department/agency monitor useage in the future?

772. 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:**

770. The Australian Prudential Regulation Authority (APRA) has made changes to its policy on staff access to social media since May 2012 Budget Estimates.

Staff access to social media was previously provided on a case-by-case basis based on business need, however effective from 10 September 2012 access to social media is provided to all staff. This access has been provided to meet ongoing business needs arising primarily from the increased use of social media by APRA-regulated entities and government agencies.

As with use of the internet, APRA expects personal use to be limited. APRA's policies relating to the conduct of staff, use of the internet and public comment have not changed.

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

b. Not applicable.

772. 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.