

Senate Standing Committee on Economics

ANSWERS TO QUESTIONS ON NOTICE

Treasury Portfolio

Supplementary Budget Estimates

17 October – 18 October 2012

Question: SBT 785-787

Topic: Social Media (IGT)

Written: Received from Committee – 26 October 2012

Senator BUSHBY asked:

785. 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.

786. 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?

787. 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:

785. The Inspector-General of Taxation agency (IGT) directly adopts the Department of Treasury (IT service provider) social media policy (attached) released on 25 June 2012.

There has been no change to social media access restrictions on the IT systems used by IGT.

786.

a. Treasury, as IGT's service provider, advises 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.

b. Not applicable.

787. 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.