

SENATE STANDING COMMITTEE ON LEGAL AND CONSTITUTIONAL AFFAIRS
ATTORNEY-GENERAL'S DEPARTMENT

Portfolio

Question No. 124

Senator Humphries asked the following question at the hearing on 16 October 2012:

Social Media

1. 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.
2. 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?
3. 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)

The answer to the honourable senator's question is as follows:

Attorney-General's Department

1. The Attorney-General's Department has made no change to its social media policy since 24 May 2012.
2. No.
 - a) N/A.
 - b) The Department does not actively monitor social media use, however logs of internet use are retained for investigation upon appropriately approved requests.
3. The Department's Social Media Policy sets out the rules, permissions, responsibilities and governance structures for accessing social media through AGD systems. The Policy includes that AGD resources should be used reasonably and in a manner that does not interfere with work and is not inappropriate or excessive.

Australian Crime Commission

1. The ACC has made no change to its social media policy since May 2012 Budget Estimates.
2. No.
 - a) N/A

- b) Possibly. The extent to which social media is made accessible and the assessment of security or other risks will determine the extent to which, if any, usage is monitored.

3. No. Access to social media is not provided to ACC staff through ACC systems as a default.

Australian Customs and Border Protection Service

1. As of 8 June, Customs and Border Protection has established an official presence on Twitter, Flickr and YouTube. Staff access is limited to 10 individuals within the Communication and Media team.
2. No.
 - a) N/A.
 - b) No. There is currently no plan to expand social media access beyond the Communication and Media team. Monitoring is not required.
3. No. Social media usage is part of the role of the relevant Communication and Media staff.

Australian Federal Police

1. No changes since the AFP's answer to QoN 118 of October 2011 Senate Estimates.
2. Yes.
 - a) Yes, usage is monitored as part of the overall monitoring of internet usage. However, monitoring is restricted to the amount of data downloaded. The AFP does not monitor the hours spent on the internet as it is difficult to determine when a user is actually browsing the internet or simply has a web page open but may actually be doing other work. In terms of data downloaded, the average daily data download for the top 50 social network users in the AFP is 11 megabytes. The daily average social networking use of the entire 6522 AFPNet users is 0.55 megabytes.

The AFP also 'coaches' users when they are accessing websites which may not be related to their work. Coaching consists of displaying a screen advising users of the proper use of the internet as per the relevant National Guideline and asking the user to confirm that they would still like to access the website in question. If confirmed, the web page is displayed. The 'coaching' screen is displayed approximately every ten minutes.
 - b) N/A
3. AFP policy is to support a philosophy of reasonable private usage of AFP ICT system, provided this does not compromise or detract from the appointee's official duties. There are aspects of the use of social networking that can improve productivity rather than detract from it considering the nature of AFP business. Appointees are also encouraged to work flexibly so reasonable use of social networking during core work hours does not, in itself, demonstrate a loss of productivity.

Australian Government Solicitor

Australian Government Solicitor (AGS) is a government business enterprise operating on a commercial and competitive basis in providing legal and related services to government and its agencies. AGS does not receive any Budget or other appropriations and its employees are engaged outside of the *Public Service Act 1999*. The question is therefore not applicable to AGS.

Australian Human Rights Commission

1. There have been no changes to the AHRC social media policies since the 2012 Budget Estimates.
2. No.
 - a) N/A
 - b) The Australian Human Rights Commission does not monitor staff usage of social media. The AHRC social media policy provides guidelines on appropriate staff usage. There are currently no plans to monitor social media usage in the future.
3. Due to lack of monitoring the AHRC is unable to answer this question.

Australian Institute of Criminology

1. No.
2. No.
 - a) N/A
 - b) Not contemplated at present.
3. Social media has been integrated into the AIC communications plan and is an essential element in the research and event dissemination process. Staff contribute to these.

Employee productivity impacts include: increase in media contact between researchers and the media; increase in event attendance such as occasional seminars, student forums and conferences; increase in communications productivity such as publications up-takes.

Public seminars hosted by the AIC are also posted on the Criminology TV Youtube channel. Some of these seminars are presented by staff.

Australian Law Reform Commission

1. No. There has been no change to the ALRC's social media policy.
2. No.
 - a) N/A
 - b) The ALRC does not monitor usage of social media. The ALRC does not consider it would be an effective use of resources to monitor staff usage of social media. We consider staff awareness of, and agreement with, the policies in place, such as our internet and email policy, fraud policy, the APS Code of Conduct, are sufficient to

ensure proper access is achieved. Staff are also guided by the APSC's Guidance on making public comment and participating online.

3. The ALRC does not believe that social media is impacting on employee productivity. The ALRC has not noticed any significant increase in internet usage in general or in standard business hours.

Australian Security and Intelligence Organisation

1. There has been no change to ASIO's social media protocols about staff access and usage of Youtube; online social media, such as Facebook, MySpace and Twitter; and access to online discussion forums and blogs
2.
 - a) For security reasons, it would not be appropriate to publicly comment on this matter.
 - b) For security reasons, it would not be appropriate to publicly comment on this matter.
3. ASIO has not identified any impact on employee productivity from social media usage.

Commonwealth Director of Public Prosecutions

1. Yes. The CDPP Social Media Policy was released in July 2012 and is attached. It only provides for access to social media for work related purposes. No such access has been given.
2. No.
 - a) N/A
 - b) See (1)
3. N/A

CrimTrac

1. There has not been any change to the agency's social media protocols or access to online discussion forums and blogs since the May 2012 Budget Estimates.
2. No.
 - a) N/A
 - b) The agency does not allow staff to access Youtube, Facebook, MySpace or Twitter.
3. Not Applicable

Family Court of Australia

1. The Family Court of Australia introduced Twitter implemented on 15 October 2012.
2. No.
 - a. N/A

b. No, the Court does not monitor the usage of social media.

3. Not applicable

Federal Court

1. No change.

2. No.

a) N/A

b) The Federal Court does not monitor usage.

3. No. There is no impact on productivity.

Federal Magistrates Court of Australia

1. No Change.

2. No

a) N/A

b) The Court does not monitor the usage of social media.

3. Not applicable

National Native Title Tribunal

1. No there has been no change

Please note: From 1 July 2012 the National Native Title Tribunal is no longer a *Financial Management and Accountability Act 1997* Agency, and is funded to carry out its functions as a sub-program of the Federal Court of Australia's appropriation.

For question two and three, please refer to the Federal Court's response

Office of the Australian Information Commissioner

1. No. The Office of the Australian Information Commissioner has drafted a Social Media Policy which will be finalised and implemented in 2013.

2. No.

a) N/A

b) The Office of the Australian Information Commissioner has drafted a Social Media Policy which will be finalised and implemented in 2013.

3. No data available.