

Senate Community Affairs Committee

ANSWERS TO ESTIMATES QUESTIONS ON NOTICE

HEALTH AND AGEING PORTFOLIO

Budget Estimates 2013-14, 5/6 & 7 June 2013

Question: E13-074

OUTCOME: 0 - Whole of Portfolio

Topic: Social Media

Type of Question: Written Question on Notice

Senator: Smith

Question:

- a) 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 May 2012 Budget Estimates? If yes, please explain and provide copies of any advice that has been issue.
- b) 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?
- c) 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:

- a) No
- b) The Department of Health and Ageing logs and filters internet usage by staff (including social media). Given the many appropriate uses of social media and the internet, there is no routine reporting of this data. The Department interrogates this data only when the need for a specific investigation becomes apparent. There has been no change to the Department's protocols.
- c) The official use of social media is coordinated and monitored through a central departmental location. The Department's policy on internet usage supports access to and appropriate use of social media. The Department's social media guidelines are aligned with the whole of government guidelines developed by the Australian Government Information Management Office, which strongly reflect the Australian Public Service Code of Conduct.