

Senate Community Affairs Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
FAMILIES, HOUSING, COMMUNITY SERVICES AND
INDIGENOUS AFFAIRS PORTFOLIO
2013-14 Budget Estimates Hearings

Outcome Number: Cross

Question No: 338

Topic: Social Media

Hansard Page: Written

Senator Smith asked:

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?

Answer:

FaHCSIA does not actively monitor usage of social media sites, but the Department records all access to approved internet sites as part of its security logging activities. FaHCSIA will continue to assess the use of social media websites, and depending on the outcome of such assessments, may increase its monitoring activities where required.

Portfolio bodies

Aboriginal Hostels Limited

Aboriginal Hostels Limited (AHL) does not monitor the usage of social media as these sites are blocked, except for a selected number of key personnel. No, AHL may on a limited basis monitor the usage of social media accessed by its employees. As the sites are blocked thus negating the need to monitor usage in future.

Anindilyakwa Land Council

No. Anindilyakwa Land Council has had no issues with staff not following policy and therefore does not need to change its procedure.

Australian Institute of Family Studies

The Australian Institute of Family Studies does not actively monitor usage of social media. The Institute will continue to assess the use of social media via agency computers and, depending on the outcome of such assessments, may increase its monitoring activities when required.

Central Land Council

No. Limited media staff and other resources do not currently allow for this activity. No. A cost/benefit analysis would be required before undertaking monitoring of social media.

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Indigenous Business Australia

No. Indigenous Business Australia (IBA) employees, unless specially authorised for business requirements, do not have access to the social media sites. No. To date, there has been no requirement to investigate those sites. IBA may on a limited basis monitor the sites accessed by these employees in the future.

Indigenous Land Corporation

The Indigenous Land Corporation (ILC) currently logs all visits to social media sites on a per-user basis, without tracking the amount of time spent at each. Summary data such as the number of visits per month is currently available:

- visits to Social Media sites over the past four months constitute an average of 3.1% of the total number of web-requests by the ILC.
- visits to Social Media sites over the past four months constitute an average of 2.6% of the total amount of downloaded traffic by the ILC.

There has been no change to the ILC's protocols due to staff usage. The ILC will continue to log visits to social media sites on a per-user basis, without tracking the amount of time spent at each.

Northern Land Council

All Northern Land Council (NLC) internet usage is monitored through GFI Web Monitor software. Any NLC staff member seeking access to social media site requires approval by senior management and this is only granted for work related purposes. Only a small number of staff have been granted access to social media sites for work purposes, and that access is a very small proportion of total NLC staff use of the Internet.

There has been no change to the NLC's protocol due to staff usage of social media. The NLC will continue to monitor social media usage in the future.

Outback Stores Pty Ltd

The Agency is considering the use of social media in the future but does not currently permit the use across the business.

Social Security Appeals Tribunal

No – access to Facebook is blocked and monitoring of other sites occurs on a random basis as deemed necessary. The SSAT will monitor usage in future.

Tiwi Land Council

The Tiwi Land Council does not currently monitor usage of social media by staff. There has been no change to protocols due to staff usage, as staff have not been using social media irresponsibly. The Tiwi Land Council will however be introducing a 'responsible internet usage policy' during the 2013-14 financial year as a means of addressing any future issues.

Torres Strait Regional Authority

Content filters are currently in place. Management is developing a social media policy.

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Workplace Gender Equality Agency

The Agency does not monitor usage of social media by staff and at this stage has no plans to do so.

Wreck Bay Aboriginal Community Council

The Agency, at present does not monitor usage but will do so soon upon the development and approval of policies and procedures, which will come into effect shortly in the financial year 2013–14.