

Senate Community Affairs Committee

ANSWERS TO ESTIMATES QUESTIONS ON NOTICE

HEALTH AND AGEING PORTFOLIO

Supplementary Budget Estimates 2010-11, 20 October 2010

Question: E10-164

OUTCOME 0: Whole of Portfolio

Topic: SOCIAL MEDIA

Written Question on Notice

Senator Fierravanti-Wells asked:

- a) Has the department instituted any policies or protocols that restrict or deny staff the use of Youtube; online social media, such as Facebook, MySpace and Twitter; and access to online discussions forums and blogs?
- b) If yes, please explain what restrictions have been put in place.
- c) Why were these restrictions put in place?
- d) If no: Why not?
- e) Are staff utilising these sites during work hours?
- f) If yes, how many hours are spent on these sites?
- g) What time are these sites most accessed (i.e. lunch time?).
- h) Will measures be introduced to restrict access to these sites?

Answer:

- a) The current departmental policy for internet usage includes restrictions on the use of Youtube, social media and access to online forums and blogs.
- b) Staff are advised to restrict use of social media to business related purposes.
- c) Restrictions were put in place to manage appropriate use of departmental resources.
- d) Not applicable.
- e) Social media sites are used by some staff during work hours. The department maintains an active presence on a number of social media channels. This is managed and monitored as part of normal business activities.
- f) Specific usage metrics are not currently collected. A new reporting capability is being piloted.
- g) Data is not currently available.
- h) The departmental policy is currently under review to align with enhanced business requirements and the Commonwealth direction. This policy aligns with the Australian Government Information Security Manual (ISM) governance structure.