

**Senate Standing Committee on Environment and Communications**

**Answers to Senate Estimates Questions on Notice**

**Additional Estimates February 2017**

**Communications Portfolio**

**Special Broadcasting Service**

**Question No: 256(c)**

**Special Broadcasting Services Corporation**

**Hansard Ref: Written, 14/03/2017**

**Topic: Social Media Policy – Internal/External**

**Senator Urquhart, Anne asked:**

*Social Media policy - internal*

1. Have there been any changes since May 2016 Budget Estimates to department/agency/GBE social media or 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? If yes, please explain and provide copies of any advice that has been issued.
2. Does the department/agency/GBE monitor usage of social media?
3. If yes, provide details of the usage (for example, details could include average hours per employee, hours when usage peaks)
4. If no, will the department/agency monitor usage in the future?
5. Does social media impact on employee productivity? Please provide details (details could include increased internet usage in general or increased internet usage in standard business hours)

*Social Media policy – external*

6. Have there been any changes since May 2016 Budget Estimates to department/agency/GBE social media policies and procedures about what is considered acceptable behaviour by social media users posting on the Department/agency social media pages? If yes, please provide dates, explain the changes and provide copies of any advice that has been issued.

**Answer:**

1. No, the SBS Social Media Protocol has not been amended.
2. No.
3. Not applicable.
4. There are currently no plans to monitor usage.
5. SBS uses social media channels to communicate and engage with its audiences. SBS encourages employee use of social media as it allows SBS and communities to explore, learn and connect in ways that promote SBS' purpose.
6. No.