

Senate Standing Committee on Environment and Communications
Answers to Senate Estimates Questions on Notice
Additional Estimates February 2017
Communications Portfolio
NBN Co Limited

Question No: 256(f)

NBN Co Limited

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:

Social Media policy - internal

1. Yes. nbn's Social Media Policy was revised, and re-issued on August 23, 2016 to include "Use of Facebook At Work" section. Facebook's "Work place" platform has been integrated within nbn as the internal communications platform. A copy of the current policy with changes highlighted is attached.
2. No, nbn does not monitor usage of social media by staff.
3. Not applicable
4. No
5. Workplace by Facebook was introduced to nbn in 2016 as an engagement and productivity tool. It enables much greater collaboration and information sharing across teams.
6. No