

Senate Standing Committee on Economics

ANSWERS TO QUESTIONS ON NOTICE

Treasury Portfolio

Supplementary Budget Estimates

20-21 November 2013

Question: SBE 851-853

Topic: Social Media Policy (ATO)

Written: 29 November 2013

Senator WONG asked:

851. Have there been any changes to department/agency social media protocols relating to staff access and usage of YouTube; online social media, such as Facebook, MySpace and Twitter; and access to online discussions forums and blogs since the February 2013 Additional Budget Estimates? If yes, please explain and provide copies of any advice that has been issued.
852. Does the department/agency monitor usage of social media?
 - a. If yes, provide details of the usage (for example details could include average hours per employee hours when usage peaks).
 - b. Has there been a change to the department/agency protocols due to staff usage?
 - c. If no, why not? Will the department/agency monitor usage in the future?
853. 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:

851. No. Refer to June 2013 response (BET 1024).
852. As per the June 2013 response, the ATO does not currently monitor social media usage. Current policies restrict system access to social media sites for Facebook, YouTube and Myspace from work-provisioned devices. No access is provided unless there is a genuine business need. When accessing Twitter, personnel are prompted to confirm their access to the site is appropriate before continuing.
853. The ATO does not currently monitor social media impact on employee productivity, given access to social media sites is generally restricted from work-provisioned devices. We have an active audit logging of internet access from work-provisioned devices for staff and only a small number of staff have access to social networking sites.