

QUESTION TAKEN ON NOTICE

ADDITIONAL ESTIMATES HEARINGS: 11 February 2013

IMMIGRATION AND CITIZENSHIP PORTFOLIO

(AE13/0465) PROGRAM – Internal Product

Senator Humphries (Written) asked:

Portfolio wide - Has there been any changes to department and agency social media or protocols about staff access and useage of Youtube: online social media, such as Facebook, MySpace and Twitter: and access to online discussions forums and blogs since May 2012 Budget Estimates? If yes, please explain and provide copies of any advice that has been issue. Does the department/agency monitor usage of social media? If yes, provide details of the useage (for example details could include average hours per employee, hours when useage peaks). Has there been a change to the department/agency protocols due to staff useage? if no, why not? Will the department/agency monitor useage in the future? 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:

Since May 2012, there has been no change to departmental social media policy regarding staff access to Youtube and other online social media, such as Facebook and Twitter.

The department's social media policy for staff was launched on 12 April 2010 and provides a handy list of dos and don'ts around the use of blogs, wikis and social media platforms. The policy is incorporated into the department's code of conduct.

The department has the IT tools to monitor staff use of social media (including average hours and total use). This does not occur routinely but rather on a case-by-case basis where managers request monitoring of social media use by individual staff members. Average use of social media varies depending on operational need. Approximately 1400 employees can access social media platforms at work to assist with case management and compliance activities or for professional communication purposes with external stakeholders.

Currently only departmental staff with a genuine work need have access to social media platforms. Access to these sites requires an approved business case, authorised at Assistant Secretary level.

Staff with access to social media sites are governed by guidelines within the department's code of conduct to ensure that employee productivity is not affected.