

Senate Community Affairs Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
FAMILIES, HOUSING, COMMUNITY SERVICES AND
INDIGENOUS AFFAIRS PORTFOLIO
2012-13 Additional Estimates Hearings

Outcome Number: Cross Outcome

Question No: 220

Topic: Social Media

Hansard Page: Written

Senator Boyce asked:

"Does the department/agency monitor usage of social media? If yes, provide details of the usage (for example details could include average hours per employee, hours when usage peaks). Has there been a change to the department/agency protocols due to staff usage? If no, why not? Will the department/agency monitor usage in the future?"

Answer:

Department of Families, Housing, Community Services and Indigenous Affairs

FaHCSIA does not actively monitor usage of social media sites, but the Department records all access to approved internet sites as part of its security logging activities.

FaHCSIA will continue to assess the use of social media websites, and depending on the outcome of such assessments, may increase its monitoring activities where required.

Portfolio bodies

Aboriginal Hostels Limited

Aboriginal Hostels Limited (AHL) does not monitor the usage of social media as these sites are blocked, except for a selected number of key personnel. No AHL may on a limited basis, monitor the usage of social media accessed by its employees.

Anindilyakwa Land Council

No. We have not had any serious breaches or work interference with social media, rather it assists our workplace.

Australian Institute of Family Studies

The Australian Institute of Family Studies does not actively monitor usage of social media. The Institute will continue to assess the use of social media via agency computers and, depending on the outcome of such assessments, may increase its monitoring activities when required.

Central Land Council

No. Limited media staff and other resources do not currently allow for this activity. A cost/benefit analysis would be required before undertaking monitoring of social media.

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Indigenous Business Australia

No. Indigenous Business Australia (IBA) employees, unless specially authorised for business requirements, do not have access to the social media sites. IBA may on a limited basis monitor the sites accessed by these employees. To date, there has been no requirement to investigate those sites.

Indigenous Land Corporation

The Indigenous Land Corporation (ILC) currently logs all visits to social media sites on a per-user basis, without tracking the amount of time spent at each. Summary data such as the number of visits per month is currently available. Visits to social media sites currently constitute an average of 3.0% of the total number of web-requests by the ILC. Visits to social media sites currently constitute an average of 2.6% of the total amount of downloaded traffic by the ILC. There has been no change to the ILC's protocols due to staff usage. The ILC will continue to log visits to social media sites on a per-user basis, without tracking the amount of time spent at each.

Northern Land Council

All Northern Land Council (NLC) staff usage of information technology is monitored through use of equipment such as proxy servers and specialist internet monitoring software. Any NLC staff member seeking access to social media programs and applications requires approval by senior management. Current policy requires that this approval is only granted where access to such programs and applications is for work related purposes. This is a long standing policy and has not changed within this financial year. The NLC will continue to regulate social media usage (in the workplace) in the future.

Outback Stores Pty Ltd

The Agency is considering the use of social media in the future but does not currently permit the use across the business.

Social Security Appeals Tribunal

No. The Social Security Appeals Tribunal (SSAT) does not use Facebook so access to Facebook is blocked and monitoring of other sites occurs on a random basis as deemed necessary. The SSAT will monitor usage in future.

Tiwi Land Council

The Tiwi Land Council does not monitor usage of social media by staff and has no plans to do so.

Torres Strait Regional Authority

Content filters are currently in place. Management is developing a social media policy.

Workplace Gender Equality Agency

The Agency does not monitor usage of social media by staff and at this stage has no plans to do so.

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Wreck Bay Aboriginal Community Council

The Wreck Bay Aboriginal Community Council does not monitor usage but will do so in the future, with the development of policies and procedures in this matter which should come into effect as of, and from, 1 July 2013.