

Senate Community Affairs Committee

ANSWERS TO ESTIMATES QUESTIONS ON NOTICE

HEALTH AND AGEING PORTFOLIO

Supplementary Budget Estimates 2012-2013, 17 & 19 October 2012

Question: E12-110

OUTCOME 0: Whole of Portfolio

Topic: SOCIAL MEDIA

Type of Question: Written Question on Notice

Number of pages: 1

Senator: Senator Boyce

Question:

- a) 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.
- b) 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)
-If no, will the department/agency monitor usage in the future?
- c) 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:

- a) No changes have been made to the Department of Health and Ageing's social media protocols since the May 2012 Budget Estimates. These protocols are consistent with the Australian Public Service Commission's (APSC) Circular 2012/1: Revisions to the Commission's guidance on making public comment and participating online. Social media guidelines are available to staff to guide them in the appropriate use of social media in the workplace.
- b) The Department uses Contentkeeper to centrally record and filter internet usage (including social media). Given the many appropriate uses of social media and the internet there is no routine reporting of this data. The Department uses this data when the need for a specific investigation becomes apparent.
- c) The official use of social media is coordinated and monitored through a central location. The Department's policy on internet usage supports access to and appropriate use of social media. The Department's social media guidelines are aligned with the whole of government guidelines developed by Australian Government Information Management Office, which strongly reflect the Australian Public Service Code of Conduct.