

Economics Legislation Committee
ANSWERS TO QUESTIONS ON NOTICE
Industry, Innovation, Science, Research and Tertiary Education Portfolio
Additional Estimates Hearing 2012-13
13 February 2013

AGENCY/DEPARTMENT: DEPARTMENT OF INDUSTRY, INNOVATION, SCIENCE, RESEARCH AND TERTIARY EDUCATION

TOPIC: Social Media

REFERENCE: Written Question – Senator Bushby

QUESTION No.: AI-126

1. Has there been any changes to Department and Agency social media or protocols about staff access and usage of YouTube; online social media, such as Facebook, MySpace and Twitter; and access to online discussions forums and blogs since October 2012 Supplementary Budget Estimates? If yes, please explain and provide copies of any advice that has been issued.
2. 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).
3. 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?
4. Do 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

DEPARTMENT OF INDUSTRY, INNOVATION, SCIENCE, RESEARCH AND TERTIARY EDUCATION

1. No.
2. Please refer to SI-153.
3. There have been no changes to the departmental usage of social media that would warrant a change in protocol, nor have there been any instances in which a formal investigation of misuse or impacts on productivity has been undertaken. There are no plans to monitor usage in future, beyond the routine monitoring of staff internet usage already in place.
4. Please refer to SI-153.

AUSTRALIAN INSTITUTE OF ABORIGINAL AND TORRES STRAIT ISLANDER STUDIES (AIATSIS)

Please refer to SI-153.

AUSTRALIAN INSTITUTE OF MARINE SCIENCE (AIMS)

1. No.
2. Please refer to SI-153.
3. No. It does not have a negative impact on AIMS.
4. Please refer to SI-153.

AUSTRALIAN NUCLEAR SCIENCE AND TECHNOLOGY ORGANISATION (ANSTO)

1. No.
2. Please refer to SI-153.
3. No, social media is a tool to connect and collaborate with other, often international scientific researchers. ANSTO will continue to monitor social media usage.
4. Please refer to SI-153.

AUSTRALIAN RESEARCH COUNCIL (ARC)

1. No.
2. Please refer to SI-153.
3. The agency does not intend to monitor usage in the future unless an issue is identified. The agency protocols are considered to be sufficient.
4. Please refer to SI-153.

AUSTRALIAN SKILLS QUALITY AUTHORITY (ASQA)

1. ASQA implemented a Social Media Policy on 1 November 2012. It provides guidance to ASQA employees who contribute to social media platforms in either an official or unofficial capacity. Employees have been made aware of the policy and it is available from ASQA's intranet.
2. Please refer to SI-153.
3. ASQA does not specifically monitor and report on social media usage by its employees, and ASQA's Information Technology Security and Acceptable Usage Policy permits employees to undertake a limited amount of social network browsing provided it does not interfere with their duties. ASQA has no plans to monitor social media usage in the immediate future.
4. Please refer to SI-153.

COMMONWEALTH SCIENTIFIC AND INDUSTRIAL RESEARCH ORGANISATION (CSIRO)

1. The CSIRO has made no policy changes. However, guidelines regarding the sensible use of social media have been issued. These guidelines follow.

Guidelines for personal use of social media by CSIRO staff members.

These guidelines provide advice to all staff on the personal use of social media, whether this activity is during work hours or at home, and how it might relate to your affiliation with CSIRO.

By social media we mean Facebook, Twitter, YouTube, LinkedIn, Google+, blogs and other photo and video sharing sites.

At CSIRO we encourage you to use social media in ways that are innovative and transparent. The more skilled and frequent our use of different communication tools, the more we can strengthen our role as a trusted advisor.

However, as the line between private and public becomes blurred, comments made in a private capacity have the potential to become public. This can impact on your reputation and that of the organisation.

You may openly declare you work for CSIRO, by having a LinkedIn account, through your Twitter or blog bio or under the 'Work' section on Facebook.

However, even when your affiliation is not openly declared, your account could readily be connected back to your role at CSIRO, so we ask that you be mindful of our dos and don'ts:

<i>DO</i>	<i>DON'T</i>
<ul style="list-style-type: none">• Be transparent. If you're going to talk shop, say who you are and who you work for.• Use common sense and courtesy.• Protect your own privacy and reputation.• Be respectful of other cultures, religions, values and opinions.• Admit mistakes and apologise when necessary.• Respect copyright.	<ul style="list-style-type: none">• Post things you would be embarrassed to have your mother/boss see.• Speak on behalf of the organisation. Clarify that your views are personal.• Lie, mislead or bully.• Share internal or confidential information.

2. No.

3. No.

4. Please refer to SI-153

IP AUSTRALIA

1. No, there have been no changes since October 2012. IP Australia had previously updated its Electronic Media Use Policy (now called the Use of Technology and Online Conduct Policy) to align it with the Australian Public Service Commission's Circular 2012/1: Revisions to the Commission's guidance on making public comment and participating online.
2. Yes, IP Australia monitors usage. The total use of social media recorded for the months of January and February by IP Australia's Internet use monitoring tool was 13 640 MBs. This represents approximately 1.39 per cent of total Internet use by agency personnel.
3. There have been no changes to protocols since October 2012 due to staff usage of social media sites. IP Australia restricts access to certain Social Media sites (Facebook, YouTube, Bebo, Orkut, Myspace) to users with a specific business need and monitors all Social Media usage. As per question 1, IP Australia's Use of Technology and Online Conduct Policy already includes guidance on social media usage.
4. Please refer to SI-153

TERTIARY EDUCATION QUALITY AND STANDARDS AGENCY (TEQSA)

1. No.
2. Please refer to SI-153.
3. There have been no changes to TEQSA's protocols since October 2012. The agency will continue to record staff use of social media sites in logs of internet usage. These logs provide the capability to investigate individual usage should a need arise.
4. Please refer to SI-153.