Senate Standing Committee on Economics

ANSWERS TO QUESTIONS ON NOTICE

Treasury Portfolio

Budget Estimates

31 May – 2 June 2011

Question No: BET 128

Topic: ACCC – Social Media

Hansard Page: Written

Senator Bushby asked:

1. Has the department instituted any changes to policies or protocols since last estimates that restrict or deny staff the use of youtube; online social media, such as Facebook, MySpace and Twitter; and access to online discussions forums and blogs?

2. If yes, please explain what changes have been put in place. Why were these changes put in place?

3. Are staff utilising these sites during work hours?

4. If yes, how many hours are spent on these sites? What time these sites are most accessed

5. Will measures be introduced to restrict access to these sites?

Answer:

1. No. The ACCC has continued to maintain the previously existing information technology policies and protocols. Internet facilities are provided for work-related purposes, policies and protocols are in place to deny the use by employees of social media for personal use. The following is an extract from the ACCC's internal policy on this subject:

   - *Employees must not use, or communicate through, social media unless:*

     o *that person is using social media for work-related purposes*

     o *the General Manager of that branch has approved of the use of social media by that staff member for those purposes*

     o *the General Manager of that branch has notified the Information Management and Technology Services Branch and that Branch has approved of the use of social media by that staff member for those purposes*

   - *Social media, in this context, includes:*

     o *blogs*

     o *chat rooms*

- *forums and billboards*
- *social networking websites*
- *other collaborative communication facilities.*

2. No changes have been put in place. The current policy has been maintained.

3. As no changes have been made to the ACCC's policy, this question is not applicable.

4. Access to specific social networking sites is restricted. Staff must be given permission to access these sites, and this will only be provided for a legitimate business purpose. The ACCC does not monitor the amount of time spent on such sites, therefore it is not possible to indicate at which time these sites are most accessed.

5. Access to these sites is in accordance with the ACCC's information technology policies and protocols that are for work-related purposes only.