

**Senate Finance and Public Administration Legislation Committee**  
**ANSWERS TO QUESTIONS ON NOTICE**  
**ADDITIONAL ESTIMATES 2012-2013**

Prime Minister and Cabinet Portfolio

**Department/Agency:** Office of the Commonwealth Ombudsman  
**Outcome/Program:** 1  
**Topic:** Social media

**Senator:** Ryan

**Question reference number:** 60

**Type of question:** Written

**Date set by the committee for the return of answer:** 2 April 2013

**Number of pages:** 1

**Question:**

- (1) Have 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 May 2012 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) 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:**

- (1) No.
- (2) No.
- (3) No. The Office considers that no changes to its protocols regarding staff usage of social media were required.
- (4) No.