

QUESTION TAKEN ON NOTICE

SUPPLEMENTARY BUDGET ESTIMATES HEARING: 15 October 2012

IMMIGRATION AND CITIZENSHIP PORTFOLIO

(SE12/0124) PROGRAM – Internal Product

Senator Humphries (written) asked:

Portfolio wide - Social Media: 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 useage in the future?

Answer:

The department monitors social media use by staff on a needs basis. Individual staff usage, including average hours and total use can be reported. Average use of social media varies depending on operational need. Approximately 1200 employees can access social media platforms at work to assist with case management and compliance activities or for targeted communication strategies.