ATTACHMENT B

SCHEDULE OF DOCUMENTS

Doc No	Description of document	Decision
1	*Department of Social Services – Procedures for Approving Outside Employment (pp 1 – 6)*	*Release in full*
2	*Department of Social Services – Conflict of Interest Policy (Policy No DSSCorp-094) – Issued June 2017 (pp 1 – 7)*	*Release in part* Section 22 – irrelevant material removed – internal group email address p 7
3	*Department of Social Services – Social Media Policy – Issued November 2025 (pp 1 – 6)*	*Release in part* Section 22 – irrelevant material removed – internal group email address p 6
4	*Department of Social Services – Media– STAFFNET page (pp 1 – 2)*	*Release in full*
5	*Department of Social Services – Social Media – STAFFNET page (pp 1 – 2)*	*Release in full*

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Australian Government
Department of Social Services

Procedures for Approving Outside Employment

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1. Purpose

This guide provides advice to DSS managers and employees and outlines procedures to be followed in circumstances where a DSS employee wishes to concurrently take up other employment outside the Australian Public Service.

2. Authority

Section 20 of the *Public Service Act 1999.*

3. Coverage

This guide applies to all employees engaged under the *Public Service Act 1999* in DSS.

4. Definitions

Outside Employment: Paid work and other remunerative activity such as holding a directorship or working as a tax agent . Outside employment can also be unpaid work, including community volunteering.
Conflict of interest: A situation in which an employee has a financial, personal or private interest which may influence or appear to influence the performance of their official duties. Where this interest may conflict or appear to conflict with an employee's official duties, the interest should be disclosed and if necessary steps taken to remove or avoid the conflict from arising or continuing.

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5. Delegations

Applications for outside employment can be approved by Branch/STO/ICC Managers.

6. Principles

- Outside employment is to be performed wholly in an employee's own time;
- DSS employees may not accept outside payment for activities which would be regarded as part of their official DSS duties;
- employees do not disclose or use any information gained during their employment with DSS in the course of their outside employment;
- DSS employees should not seek to engage in outside employment if that employment would place them, or lead to the perception that they have placed themselves, in conflict with their official duties; and
- DSS employees should not seek to engage in outside employment if it is likely to affect their efficiency in the performance of their official duties.

7. Applications to engage in outside employment

DSS employees wishing to engage in outside employment must seek approval, prior to commencing, if they believe that the intended employment may contravene one or more of the above principles.

In these instances, DSS employees wishing to engage in outside employment, including voluntary work, should apply in writing through their manager, to the delegate. The application must provide details of the proposed outside employment including the nature and proposed times and hours.

An application form is available for use.

A manager should request an employee who has not sought approval for outside employment to do so, where the manager believes that the outside employment contravenes one or more of the above principles.

8. Consideration of applications by delegates

When considering applications for permission to engage in outside employment, delegates should look to strike a balance between the interests of DSS as an employer and the rights of an employee to lead their private lives free of unnecessary restrictions.

Delegates should consider the application to determine whether the outside employment would:

- adversely affect the efficiency and effectiveness of the employee in the performance of official duties;
- cause any conflicts or difficulties in relation to departmental requirements for overtime, "restriction" situations, rostered shifts, etc;
- be related to confidential, proprietary or particular information to which the employee has access by virtue of his or her employment with DSS; or
- reasonably be seen by the public or other interested parties as involving a real or perceived conflict of interest.

In considering whether a conflict of interest may exist/or appear to exist, particularly in relation to directorships, delegates should consider, among other things, whether:

- the company is already in, or is in the process of entering into, a contractual relationship with DSS or its agencies;

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- the company is in receipt of Commonwealth Government assistance;
- the company's primary purpose is to lobby ministers, members of Parliament or government departments and authorities on matters related to the applicant's official duties;
- DSS is in a regulatory relationship with the company; or
- granting approval could give a rival business, including a government business enterprise, reasonable grounds for perceiving a conflict of interest to exist.

The effect that performance of outside employment may have on the employee's ability to undertake his or her normal duties should also be assessed. Applications may be approved on the condition that the employee will continue to satisfactorily perform their DSS duties.

If, following approval, the delegate considers that a real or perceived conflict of interest has subsequently arisen, or that the outside employment is impacting on performance, approval may be withdrawn. Good management practice would dictate that discussions must be held with the employee before any action is taken to withdraw approval.

9. Change in circumstances

DSS employees are required to inform their managers where there is a change in the nature or circumstances of the outside employment or any change in their official duties which could place them in a situation where there is a real or perceived conflict of interest.

10. Outside employment while on leave

DSS employees wishing to undertake outside employment while on paid or unpaid leave need to comply with these guidelines and submit an application if appropriate.

11. Review of Employment Actions

Where an employee disagrees with a decision or action in relation to their employment, the employee may seek a review of that decision or action under section 33 of the *Public Service Act 1999* and the Department's Review of Employment Actions Policy.

12. Need further assistance?

Further assistance in relation to issues surrounding outside employment is available by contacting the Workplace Relations Section in People Branch.

13. Related Information

People Guide: Conflict of Interest
Fact Sheet: Conflict of Interest
Fact Sheet: Community Volunteering

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Applying for approval to engage in Outside Employment

What is Outside Employment?

Outside Employment occurs where a DSS employee engages in paid, unpaid or voluntary work, including directorships and community volunteering outside of normal working hours. For more information refer to the Procedures for Approving Outside Employment:

Do I need to tell DSS about any Outside Employment I intend to undertake?

No, you only need to apply for approval to engage in outside employment where:

- the activity may affect your efficiency, effectiveness and/or availability to perform your DSS duties – e.g. working a midnight to dawn shift as a taxi driver
- the proposed employment could reasonably be regarded by the public or other interested parties as involving a conflict of interest – e.g. you propose working for a community organisation that your work area funds; and/or
- the activity relates to confidential, proprietary or particular information to which you access by virtue of your DSS employment – e.g. you propose to work for a community organisation in the field that your work area develops policy for.

Can I undertake Outside Employment while on leave?

Yes, you only need to seek approval to engage in outside employment where it will involve one of the situations outlined above.

If my Outside Employment may involve one of the situations outlined above, what is the process for seeking approval to engage in Outside Employment?

1. Complete the attached application form prior to commencing any outside employment activity.
2. Submit the completed form to your manager for endorsement.
3. Your Manager refers the completed form to your Branch/STO/ICC Manager for approval.
4. If approved, the completed form is forwarded to the Personnel Section and retained on your personnel file.
5. If not approved, the Branch/STO/ICC Manager advises you of the reason for non-approval and your right of review.

Need more information?

Contact the Workplace Relations Section in People Branch.

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Department of Social Services

Application to Engage in Outside Employment

Applicant details

Surname	Given Names
Classification	Branch/STO/ICC
Section	Location
Manager	Phone No

Is the work: **paid** ☐ **unpaid** ☐ **voluntary** ☐

Please provide a brief description of the outside employment including roles, duties and hours per week.

To what extent will your outside employment limit your availability for overtime or additional hours?

Is your outside employment relevant to confidential or particular information which you require in the course of your duties?

Yes ☐ **No** ☐

If Yes, please give details

Describe any real or perceived conflict of interest which may impact on your official duties in DSS.

Signature:	Date:

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Manager to complete

Do you consider the outside employment will place the applicant in a real or perceived conflict of interest with their DSS official duties?

Yes ☐ No ☐

If yes, please comment

The conflict of interest should be declared and managed using the DSS Disclosure of Interest Policy and Form and the People Guide: Managing Conflict of Interest.

Do you consider the outside employment will adversely impact on the applicant's performance of their official duties?

Yes ☐ No ☐

If Yes, please comment

Do you recommend approval of this application?

Yes ☐ No ☐

If No, please comment

Name:	Signature:
Position:	Phone:

Delegate to complete

Does application meet the requirements of the Secretary's Instructions: Engagement in Outside Employment?

Yes ☐ No ☐

Approved ☐ Not Approved ☐

Reasons for Non-approval

Name:	Signature:
Position:	Phone:

Employee advised in writing	Date
Name	Signature

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Australian Government
Department of Social Services

Conflict of Interest Policy

Policy information	Details
Policy No:	DSSCorp-094
Purpose:	To outline the expectations and requirements for identifying, disclosing and managing conflicts of interest.
Category:	Human Resources
Applicable to:	All workers engaged by the Department, including SES and non-SES employees, contractors, consultants, board, committee and panel members.
Relevant Authority:	*Public Service Act 1999* *Public Service Regulations 2023* *Criminal Code Act 1995* *Public Governance, Performance and Accountability Act 2013* *Public Governance, Performance and Accountability Rule 2014*
Related Documents:	Secretary's Instructions Conflict of Interest Disclosure Form (SES and APS employees) Procurement Confidentiality and Conflict of Interest Deed APS Values and Code of Conduct in Practice – Section 5: Conflict of Interest Recruitment Policy Outside Employment Guide and Application Form
Policy Statement:	Workers are required to disclose, and take reasonable steps to avoid, any conflict of interest (real or apparent) in connection with their APS employment.
Approved by:	Group Manager, Corporate
Review Date:	TBC 2025
Policy Owner:	Integrity Unit - Governance, Litigation and Legislation Branch
First Issued:	June 2017
Document Change Control:	Updated October 2018 Updated May 2026 to reflect change of ownership

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1. Policy

A conflict of interest is a circumstance that places a worker in a position where their personal interests could compromise their ability to undertake work impartially and without bias. This includes the personal interests of their immediate family (as defined in the APS Values and Code of Conduct in practice, section 5.2), to the extent known.

Situations where a worker has private interests that improperly influence, or may be seen to improperly influence the performance of their public duties and responsibilities, could be considered a conflict of interest. A conflict of interest can also arise from gaining a personal advantage or avoiding personal loss, whether financial or otherwise.

A conflict of interest can be real or apparent:

1. A **real** conflict of interest occurs where there is a clear conflict of interest between the public duty and the personal interests of a worker that improperly influences the worker in their duties.
2. An **apparent** conflict of interest occurs where it appears a worker's personal interests could potentially improperly influence the performance of their duties, regardless of whether it actually does.

Apparent conflicts of interests may be appropriately managed through mitigating strategies, whereas real conflicts of interests may need to be avoided entirely.

2. Authority

The APS Code of Conduct (section 13 of the *Public Service Act 1999*) requires all employees to:

> (a) take reasonable steps to avoid any conflict of interest (real or apparent) in connection with the employee's APS employment; and
>
> (b) disclose details of any material personal interest of the employee in connection with the employee's APS employment.

Failure to disclose a known conflict of interest may be a breach of the Code of Conduct and subject to a formal investigation.

The *Criminal Code Act 1995* (part 7.3) covers a range of offences about knowingly providing false or misleading information to a Commonwealth agency. Failure to disclose a known conflict of interest may also be considered providing false or misleading information.

The Secretary's Instructions 1.5 places a duty on all workers to disclose interests relating to the affairs of the Department so as not to undermine the confidence and trust in dealings with the Department and the APS more broadly.

3. Common conflicts of interest

It is not possible to anticipate all circumstances that may be considered a conflict of interest, however, the following examples may assist workers to assess their own personal situation in connection with their official duties:

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- engaging in outside employment or volunteering for a community organisation
- participating in an employment selection panel or procurement process/evaluation panel
- accepting a gift or benefit
- taking up employment after separation from the Department, where the knowledge gained by working in the APS could give the worker and/or that organisation an unfair benefit/advantage or loss/disadvantage
- having a financial stake or a relationship with a business who is delivering, or seeking to deliver, services to the Department
- having a personal or intimate relationship with another staff member in the Department or external stakeholder with a business relationship with the Department
- attending a function with a service provider of the Department, or a service provider seeking to provide services to the Department
- participating in political activities, such as demonstrations, protests, campaigning or fundraising.

If an employee is uncertain about the possibility of a real or apparent conflict of interest, the employee should discuss the circumstances with their manager.

3.1. Outside employment and volunteering

Some outside employment could pose a conflict of interest with a worker's official duties. Workers would need to assess their own situation on a case-by-case basis, discuss with their manager and put in place strategies where appropriate to mitigate or avoid any conflicts of interest.

Workers should refrain from engaging in outside employment that may lead to a **real** conflict of interest with their official duties.

Workers who engage in outside employment (including running their own business or volunteer work) must seek approval from the Delegate by completing an Application for Outside Employment and, if required, Conflict of Interest Disclosure form. Workers should have their application approved before engaging in the work, unless it is not practicable to do so.

3.2. Lobbyists

If dealing with lobbyists, workers are required to pay particular attention to conflict of interest and other declaration requirements in accordance with the government guidelines covering the Lobbying Code of Conduct.

3.3. Relations (personal and professional)

In carrying out their duties, there may be situations where workers need to make a decision or take some sort of action that would directly affect a person with whom they have a relationship or have had a relationship with in the past.

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While it is not prohibited for family members or spouses to be working in the same Department, it is not appropriate for one family member to have any line management responsibility for another. It is not appropriate for a supervisor to be in a personal or intimate relationship with someone who they supervise, directly or indirectly or for a family member or spouse to approve an entitlement (financial or otherwise), regardless if the approver has a direct supervisory role.

Where a worker is required to participate in a selection process (including for an employment position or contract for services) and has a personal relationship with an applicant, they must immediately advise the delegate and remove themselves from the assessment of that particular candidate.

If a worker has a professional relationship with an applicant that might give rise to a conflict of interest, they must immediately advise the delegate and may need to remove themselves from the assessment of that particular candidate. This would depend on individual circumstances and could be managed with appropriate mitigation strategies.

All workers involved in procurement or contract management, including preparation and assessment of tenders and general purchasing, are required to declare any conflicts of interest. The worker may need to remove themselves from the process if they have a professional relationship with a current or potential tenderer. The worker must remove themselves from the process if they have a personal relationship with the tenderer.

In any of these situations, the worker must complete a Conflict of Interest Declaration.

3.4. Gifts and benefits

As a general principle, to avoid a conflict of interest, employees should not accept gifts or benefits. When an employee is offered a gift or benefit, they should consult the Accepting Gifts and Benefits Policy.

3.5. Post-separation employment

On leaving the Department, all workers are reminded of their obligations under the APS Code of Conduct not to misuse inside information obtained as a result of their employment in the APS. The Australian Public Service Commission provides specific advice in respect of these issues in Chapter 5 of their APS Values and Code of Conduct in practice publication.

Workers intending to leave the Department to take up employment in private, not-for-profit or other government sector areas will still be required to take all reasonable steps to avoid conflicts of interest while they continue to work for the Department.

4. Responsibilities

4.1. Workers

All workers have an obligation to notify their managers of private interests, both financial and personal, that present a real or apparent conflict with their official duties.

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On commencement with the Department, employees are required to complete a Conflict of Interest Disclosure form and contractors are required to complete a Procurement Confidentiality and Conflict of Interest Deed form.

If a worker is uncertain about the possibility of a conflict of interest, the worker should discuss the circumstances with their manager.

In addition, workers are required to:

- immediately notify their manager if they believe that a conflict of interest exists, or will arise, with their official duties and their financial or personal interests by completing the Conflict of Interest Disclosure form
- take immediate action to mitigate or remove themselves from the conflict of interest situation, including removing themselves from involvement in any related recommending, approval or decision-making process. Workers may need to be assigned different duties on a short or long-term basis to ensure the conflict is avoided
- advise their manager of any future change in personal circumstances that may affect the action already taken
- review and update conflict of interest declarations, as required and at least annually, to ensure currency
- take reasonable responsibility for their own health and safety and reach out for support if they are emotionally impacted by a conflict of interest process. For further information, see section 6.

4.2. Managers

Managers must provide workers with the relevant declaration forms and related policies on commencement or during the onboarding process.

Managers are responsible for working with the worker to manage any conflicts of interest through the completion of the relevant conflict of interest disclosure form referred to in 4.1.

Managers have the responsibility to decide whether:

- there is, or could be, a conflict of interest
- it is reasonable and necessary to ask the person to divest the interest
- to change the person's duties or to transfer the person to other duties where there is no conflict
- it is appropriate to allow the person to continue their current duties with or without some modifications
- to terminate a contract, noting that legal advice should be sought prior to making this decision.

Managers must discuss the issue with, and advise the worker of the action to be taken and the reasons for the decision.

Managers must ensure any conflict of interest declarations are reviewed and updated, as required and at least annually.

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Managers must ensure staff mental wellbeing during any conflict of interest process and provide support resources as required. For further information, see section 6.

4.3. SES employees

All SES employees are required to provide an annual written declaration of their own or immediate family's pecuniary and/or personal interests, and to provide written advice as conflicts arise.

5. Review of employment actions

If an employee is dissatisfied with the outcome of an employment related decision or action they may have the right to request a review of that action or decision in line with section 33 of the *Public Service Act 1999*.

Further information is available in the Review of Employment Actions Policy.

6. Wellbeing

If during any conflict of interest process a worker becomes emotionally impacted, managers should refer the affected worker to the Department's mental health and wellbeing resources, including the Employee Assistance Program (EAP), Mental Health Information Line, Lifeline and/or Beyond Blue.

A full list of the Department's mental health and wellbeing resources is available on the mental health support and resources STAFFnet page.

7. Sanctions for non-compliance

Failure to comply with this policy and requirements under the *Public Service Act 1999* may be considered misconduct and may result in a breach of the APS Code of Conduct.

8. More information

For more information, please contact the Integrity Unit in Government, Litigation and Legislation Branch via email s 22 @dss.gov.au.

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Australian Government
Department of Social Services

Social Media Policy

Policy information	Details
Purpose:	To provide guidance on personal and professional use of social media.
Category:	Corporate
Applicable to:	All employees of the Department of Social Services.
Relevant authority:	*Public Service Act 1999* *Work Health and Safety Act 2011*
Related documents:	APS Code of Conduct APS Values Social media: Guidance for Australian Public Service Employees and Agencies - APSC Secretary's Procedures for determining breaches of the Code of Conduct and for determining sanction ICT Acceptable Use Policy Workplace Bullying and Harassment Policy Risk Management Framework Web Accessibility Information Management Policy Conflict of Interest Policy
Policy statement:	The department is committed to ensuring employees understand and comply with their obligations when using social media.
Approved by:	Group Manager, Corporate and Government Services
Review date:	November 2026
Policy owner:	Communication Branch
First issued:	November 2025
Document change control:	

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1. Policy

The department is committed to ensuring employees understand and comply with their obligations when using social media. This policy provides guidance for employees' personal and professional use of social media.

This policy applies to all departmental employees, including employees on secondment to the department, employees on leave and non-ongoing employees. References to employees in this policy are to be read as also including workers who are contracted or employed by third parties to provide services to the department.

Managers should ensure their employees are aware of and understand this policy.

This policy complements and should be read in conjunction with the Australian Public Service Commission's (APSC) publication Social media guidance for Australian Public Service employees and agencies.

Employees should refer to the department's ICT Acceptable Use Policy for information about accessing social media websites and software using departmental devices.

This policy does not apply to the official use of departmental social media accounts.

2. Definitions

Official use: the authorised posting of content to the department's social media channels in accordance with procedures determined by the Communication Branch. Official use does not publicly identify staff posting the content.

Personal use: any use of social media that is undertaken other than in an official capacity.

Professional use: any use of social media that is intended to further an individual's professional interests. Professional use includes, but is not limited to, where an employee discloses details about their employment for networking or career development purposes.

Post: any content published, created or shared on social media. It also includes but is not limited to behaviours such as uploading pictures, participating in online petitions and fundraisers, commenting on online or posted content, favouriting, liking or sharing content others have posted, sending direct or private messages via social media.

Social media: includes tools such as websites and applications that allow users to created and share content and to participate in social networking. Generally, social networks are used to share personal information in a combination of comments, messages, photos and/or videos. Social media may include (but is not limited to):

- social or professional networks, such as Yammer, Facebook and LinkedIn
- media sharing networks such as Snapchat, Instagram and YouTube
- messaging applications such as Microsoft Teams, WhatsApp, Signal and Messenger
- hobby and dating applications such as Strava and Hinge
- bookmarking and content curation networks such as Pinterest

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- blogging networks such as WordPress, and microblogging networks such as X (Twitter) and Threads
- discussion forums such as Reddit, Discord and Whirlpool
- online services that allow for user participation and interaction, for example the comments section of news, travel, shopping or product review websites or services.

3. Personal use of social media

Employees may use social media personally, including for personal and political expression, however this must be balanced with the need to be seen as trusted and impartial public servants.

When employees post on social media in a personal or professional capacity, they must:

- comply with the APS Code of Conduct
- uphold the APS Values and Employment Principles
- act lawfully, in accordance with state, territory or Commonwealth laws.

Employees must also take steps to ensure a reasonable person does not perceive their posts to:

- be made on behalf of the department or the Government
- affect public confidence in the department or the Government
- pose any conflict of interest, real or apparent, in connection with their employment.

3.1. Unacceptable personal use

When using social media in a personal or professional capacity, employees must not:

- protest policies or programs developed and/or implemented by the department
- engage in harsh or extreme commentary of the department, the Australian Government, or any politician, calling into question an employee's capacity to act apolitically and impartially
- release, use, disclose or publish confidential departmental information
- post images or videos of other staff without their consent
- post content relating to work that is, or perceived as, offensive, threatening, harassing or discriminatory.

It is also not acceptable to post about these matters anonymously, as employees should assume at some point their identity and nature of their employment may be revealed.

3.2. Other risks to consider

For all social media use, employees should take into account the following risk factors:

- senior executive level employees are more likely to influence public confidence and trust in the department and Government
- the connection between the topic of the post and the work of the employee may be perceived as inside knowledge therefore impact public confidence
- extreme positivity or negativity about the Government may bring into question an employee's capacity to be impartial
- tone, language, or expression used on social media outside acceptable public norms can impact on the integrity and professionalism of the Australian Public Service

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- following social media accounts, liking, sharing or commenting on a post may be seen as an endorsement
- posting anonymously or using a pseudonym may still be tracked to the employee
- social media posts can be shared or copied to a wide audience, sometimes out of context.

The APSC's Factsheet: Personal Behaviour on Social Media and Social media: Tips for employees provide further guidance.

4. Professional use of social media

Employees can use social media for professional purposes, such as having a LinkedIn account, for networking or career development.

While employees can use professional channels for this purpose and disclose details of their employment, they must also take appropriate action to manage privacy, security and probity risks associated with this activity. Examples of these risks include:

- sharing personal information such as your employment and location details can make it easier for people to gather information for their own purposes
- being identified as working on a specific departmental policy, program or services may result in an employee being targeted for public complaints and grievances, or by the media
- an employee may be perceived as committing the department or the Government to a specific action or initiative
- employees involved in current or future procurement or grant processes connecting with organisations or individuals may raise potential for a claim of bias.

The Australian Signals Directorate Security Tips for Social Media and Messaging Apps provides further guidance on security considerations.

The Department of Finance provides further guidance about Ethics and Probity in Procurement.

4.1. Sharing details about the work of the department

Employees can use social media to like or share stories about the work of the department.

When sharing this information in a personal or professional capacity, employees must remain impartial and apolitical. This includes responding to comments or criticisms to the shared information.

For example, if an employee is highly critical (or extremely positive) when sharing this information, it may bring into question their ability to provide impartial advice when they are at work.

5. Breach of the Social Media Policy

A manager may discuss concerns about online social media activity with a staff member, which must be in proportion to the risk the behaviour poses to public confidence.

Staff should be aware their behaviour on social media must be consistent with the APS Values, the APS Code of Conduct and the department's ICT Acceptable Use policy.

Failure, neglect or refusal to adhere to the Social Media Policy may result in:

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- a breach of the APS Code of Conduct in the *Public Service Act 1999*
- a breach of the duties of officials under the *Public Governance, Performance and Accountability Act 2013*, or the *Criminal Code Act 1995*
- disciplinary or other appropriate action being taken commensurate with the circumstances and the seriousness of the occurrence.

Enquires on the application of the APS Values and APS Code of Conduct should be sent to the Workplace Relations Team, People Services Branch at s 22 @dss.gov.au.

6. More information

If you have any questions or concerns about your personal or professional use of social media, you should contact:

- your manager
- the Social Media Team in the Communication Branch
- People Services Branch
- APS Ethics Advisory Service
- Employee Assistance Program (EAP) for managers and staff.

For further information about the department's official use of social media, contact SocialMedia@dss.gov.au.

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Media

What to do if the media contacts you

You must not respond to media enquiries.

Contact media@dss.gov.au[5] if you receive, or think you have received, a media enquiry.

This includes contacts from:

- journalists
- ministerial offices
- other departments.

A media enquiry can be a request for:

- an interview
- a response to a question or information, either written or verbal, from any media organisation including:
  - television
  - radio
  - print
  - social media[6].

If someone calls you with a media enquiry:

1. do not provide a comment or answer any questions
2. write down the person's:
   - full name
   - organisation (e.g. publication, website, radio station or department)
   - phone number and email
3. advise the person to email their enquiry to media@dss.gov.au[7]
4. send an email to media@dss.gov.au[8] to notify them of the contact.

If you are contacted by a lobbyist, you need to understand your obligations relating to the Lobbying Code of Conduct[9].

How the department manages media enquiries

The Media Section will work with you to draft a response to a media enquiry.

The Media Section will coordinate and liaise with the journalist, other departments (if required) and the relevant minister's office.

You are responsible for coordinating clearances within your stream. All media enquiry responses must receive Group Manager clearance. The Group Manager will escalate sensitive products to the Deputy Secretary or Secretary as required.

Final approval rests with the relevant Minister's Office (if applicable).

Media products

Media products include **ministerial media releases**, **media talking points**, or **ministerial speeches** used at public events and forums.

Generally, the Media Section will prepare media products on request from a portfolio minister's office.

> An announceable is a new piece of information that could be of interest to audiences in the public domain. For example, a grant round opening, selection of grant recipients, introduction of a new Bill into Parliament, or the release of a government-funded report.

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The Media Section is responsible for preparing ministerial media releases.

If another type of media product is required, the Media Section will work closely with you and any other relevant policy areas to prepare them.

See Ministerial briefs[10] for more information.

Department spokespeople

The only spokespeople for the department are our ministers. If you are asked to be a spokesperson or make a comment for the media contact the Media Section for advice.

Media engagement

To engage media to promote an event, policy, program or initiative in the media, you must contact the Media Section. This includes plans for interviews, inviting any media to an event, or requests from media to visit a departmental property.

All media engagement requests involving departmental staff or property will be coordinated by the Media Section and require written approval from the Secretary.

Contacts

Email: Media@dss.gov.au[11]

Phone: 02 6146 8080

Related pages

- Communication and media[12]
- Media monitoring[13]
- Social media[14]
- Communication account managers[15]
- Lobbying Code of Conduct [16]
- Communicating with the public[17]
- Internal communication and events[18]
- Ministerial and parliamentary[19]

Business Owner
Media Section

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Social media

Accounts

The department manages 5 social media accounts across 3 platforms:

- Department of Social Services (DSS) on Facebook[5], LinkedIn[6] and YouTube [7]
- JobAccess on LinkedIn[8] and YouTube[9].

Content for the Department of Social Services accounts are supported under the Social Media Strategy. View the full version[10] [DOCX] [DOCX] or the summary[11] [PDF] [PDF].

Working with the Social Media team

To promote your policy, program or initiative through the department's official social media channels, contact your Communication Account Manager[12].

If you do not have a communication account manager, email SocialMedia@dss.gov.au[13] directly.

The Social Media team works with the communication account managers to offer:

- Strategic advice for:
  - Content to publish on departmental social media channels
  - Reaching certain target audiences on social media
  - Establishing new accounts
  - Internal policies involving social media.
- Moderation:
  - In line with the department's Acceptable Use Policy[14]
  - Operates from 9 am to 5 pm AEDT/AEST
  - The Media On-Call team after hours.
- Reporting on:
  - Content performance
  - Profile performance
  - Competitor analysis (stakeholders or Commonwealth social media accounts)
  - Conversations happening on social media channels.

Social media protocols

The Social Media Policy: making online public co mments[15] [DOCX] [DOCX] outlines protocols for using social media for departmental business, and provides guidance for staff on the personal use of social media and making public comments online.

Contact SocialMedia@dss.gov.au[16] if you have any social media enquiries.

Related pages

- Communication and media[17]
- Communications account managers[18]
- Media[19]
- Communicating with the public [20]
- Writing and accessibility guidance [21]
- Branding, design, photography and images[22]

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