Sydney Opera House Information Guide

Government Information (Public Access) Act 2009

The Government Information (Public Access) Act 2009 (GIPA Act) aims to make government information more open, transparent and accessible to the public and encourage government entities, including Sydney Opera House to proactively release government information. Details about your right to information and how to access government information are available from the NSW Information and Privacy Commission.

About the Sydney Opera House

Sydney Opera House is the symbol of modern Australia, the nation's foremost tourism destination and one of the world's busiest performing arts centres. A State, National and World Heritage-listed architectural masterpiece, Sydney Opera House is a statutory body established under the Sydney Opera House Trust Act 1961. The Trust's objectives are to:

- ✓ Administer, care for, control, manage and maintain the Sydney Opera House building and site;
- ✓ Manage and administer Sydney Opera House as an arts centre and meeting place;
- ✓ Promote artistic taste and achievement in all branches of the performing arts; and
- ✓ Foster scientific research into, and encourage the development of new forms of entertainment and presentation.

In 2023, Deloitte Access Economics assessed Sydney Opera House's annual contribution to the NSW economy as $1.2 billion with 68% of this ($824 million) from tourism alone. In addition to its economic contribution, the report found the broader value to NSW and the nation had significantly increased since the start of the Decade of Renewal in 2013, including its social value that increased by 38% in real terms to $11.4 billion from $4.6 billion in 2013, almost four times the value of the land and building ($3 billion).

In a normal year, the Sydney Opera House:

- welcomes up to 11 million visitors to the site;
- stages about 1,800 events to about 1.4 million patrons;
- conducts about 2.6 million food and beverage and retail transactions on site;
- delivers guided tours to almost 600,000 visitors; and
- supports about 8,700 full-time equivalent jobs.

Sydney Opera House is home to the nation's largest cluster of major performing arts companies, including the Australian Chamber Orchestra, Bangarra Dance Theatre, Bell Shakespeare, Opera Australia, Sydney Philharmonia Choirs, Sydney Symphony Orchestra, Sydney Theatre Company and The Australian Ballet. Sydney Opera House's own programming arm, Sydney Opera House Presents (SOHP), complements the work of its resident companies, including contemporary music and performance; talks and ideas events; children, families and creative learning programs; classical music; artist and sector development; First Nations storytelling and experiences, and screen programming.

The Sydney Opera House celebrated its 50th anniversary in 2023 with a year-long program of special events and performance for the whole community that ran from October 2022 to October 2023. More than 340 events took place across the year, with many being free or low-cost. More than 240,000 people attended ticketed events, including a quarter at free events, while another

two million people experienced free outdoor events/activities. Our online Screen program also hosted a digital audience of more than 1.3 million. The 50th anniversary celebrations reinforced the community's deep affection for the Opera House, a building that belongs to everyone.

Everyone's House

The Sydney Opera House's new organisational strategy for 2024-26, published shortly after the 50th anniversary, was built around the ambition of becoming Everyone's House. To realise this ambition, the Opera House is engaging with new and diverse audiences and broadening its programming and experiences while recognising that the pandemic reshaped personal and working lives. The Opera House is committed to building a more equitable and sustainable future through leadership and creativity. In October 2019, the Opera House became the first major Australian arts institution to commit to the United Nations Sustainable Development Goals, or the Global Goals, which address some of the most pressing issues of our time, including inequality, education and climate change. The Opera House's 2024-26 organisational strategy embeds social and environmental impact as a strategic priority at an organisation-wide level and will guide activities over the next two years. You can read more about Sydney Opera House's commitment to the Global Goals here.

Organisational Structure

Sydney Opera House's organisational structure is set out in the Annual Report.

The Sydney Opera House Trust is to consist of 10 members appointed by the Governor of New South Wales on the nomination of the Minister for the Arts. Trustees are generally appointed for a three year term and are eligible for reappointment but may serve no more than four consecutive terms. Details of the Trust, its committees and members can be found in the Sydney Opera House Annual Report.

The Chief Executive Officer of the Sydney Opera House works with the executive team in partnership with the Trust and is responsible for developing, implementing and monitoring the organisation's strategy. Details of the executive team are available here.

How to Access Sydney Opera House Information

Sydney Opera House provides access to government information in four ways as established by the GIPA Act.

1. Mandatory disclosure

Information about the structure and functions of Sydney Opera House, certain policy documents, agency information guide, disclosure of access applications, a register of certain contracts and annual reports are available on the Sydney Opera House website.

Professional Conduct	Performing Arts	People and workplace
Child Safety Policy Code of Conduct (under review) Customer Privacy Statement Customer Feedback Policy Privacy Management Policy and Plan Reconciliation Action Plan Environmental Sustainability Policy Diversity, Inclusion and Belonging Strategy	Artistic Strategy Visitor Experience & Engagement Strategy Event Support Policy Filming and Photography Policy Grand Organ Access Policy Illumination of the Sails Policy (under review)	Access Action Plan Camera and Access Surveillance Policy COVID-19 safety information Safety guide for venue users Respectful Workplace Behaviour Policy Resolving Workplace Grievances Policy
Corporate	**Assets**	**Site Protocols**
Sydney Opera House Trust Act 1961 Sydney Opera House Trust By-Law 2021	Artworks Management Policy Asset Management Policy Lost and Found Property Policy	Environmental Action Plan Fitness for Duty Policy Smoke-free Environment Policy

Heritage Conservation Statement Utzon Design Principles World Heritage status Community Donations Policy Everyone's House: Sydney Opera House Strategy 2024-26 Sponsorship Policy (under review) Risk Management Policy Fraud and Corruption Control Policy	Strategic Asset Maintenance (SAM) Policy	Alcohol and Other Drugs Policy (under review) Workplace, Health and Safety Policy
Financial	**Records retention & access**	**Access and security**
Debtor Management Policy Gifts and Benefits Policy Corporate Cards Policy Procurement Policy	Public Interest Disclosures Policy Records Management Policy Information Classification Policy	Acceptable Technology Use and Surveillance Policy Access to Information Policy Information Security Management System (ISMS) Policy Data Breach Policy

2. Proactive release

Sydney Opera House is authorised to go beyond the minimum mandatory disclosure requirement and make government information publicly available, such as that provided on the Sydney Opera House website.

3. Informal release

We are happy to discuss your specific information needs, and encourage you to make an informal request for information before submitting a formal access application. You can do this by contacting our Right to Information Officer on the details below. An informal request allows more flexible engagement.

4. Formal access applications

Formal access applications under the GIPA Act may be made to Sydney Opera House by completing the Access Application form and will incur a $30 application fee. The form can be requested by contacting GIPA@sydneyoperahouse.com. Part 4, Division 1 (42) of the GIPA Act specifies the formal requirements of a valid access application. Sydney Opera House may also charge $30 per hour to process the application. In certain circumstances, applicants may be eligible for a reduction or waiver of fees and charges, under clause 65 of the GIPA Act. Access applications are recorded on Sydney Opera House's disclosure log.

Contracts

Sydney Opera House is required to keep a register of government contracts that have or are likely to have a value of $150,000 or more. Details about relevant Sydney Opera House government contracts are available on the NSW eTendering website.

Sydney Opera House Right to Information Officer

Please contact our Right to Information Officer if you have any questions or are seeking further information.

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