



Sydney Opera House Information Guide

Government Information (Public Access) Act 2009

On 1 July 2010 the *Government Information (Public Access) Act 2009* (GIPA Act) replaced the *Freedom of Information Act 1989 (NSW)*. The 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

The 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, the 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.

A 2013 Deloitte Access Economics report released for the Opera House's 40th Anniversary in October 2013 found that the Opera House contributes \$775 million a year to the national economy and has a cultural and iconic value to Australia of \$4.6 billion. In 2018, to mark the mid-point of the Opera House's Decade of Renewal, Deloitte released a second report. It estimated that the social asset value of the Opera House has increased by 24% in real terms to \$6.2 billion, visitation has increased by 33% to 10.9 million, and the economic contribution by the Opera House rose by 44% to 1.2 billion since 2013.

In the lead-up to the Opera House's 40th anniversary in 2013, we set out our ambitions for a decade of renewal, to ensure the Opera House continues to inspire generations of artists, audiences and visitors. Five years on, we refreshed those ambitions, having reflected on the significant changes and opportunities in the world around us, and what we have done. The [Sydney Opera House Strategy 2018-23](#) is the result. It outlines what we hope to achieve by our 50th anniversary in 2023.

The Opera House is nearing the completion of its Decade of Renewal – a 10-year program of capital works that will transform the World Heritage-listed icon ahead of its 50th anniversary. Details on the Decade of Renewal are available [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 hold office for three years 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](#).

Community Engagement

In a normal year, the Opera House welcomes almost 11 million visitors on site, with almost 1.4 million people attending performances and more than 600,000 people taking guided tours of the building each year. About 2.6 million food and beverage and retail transactions are conducted on site annually. The Opera House is committed to increasing opportunities for the community to access and engage with Sydney Opera House activities as outlined in the [Annual Report](#).

While public facing activities were temporarily closed in 2020 due to measures implemented to control the spread of COVID-19, the Opera House made digital presentations available through the [From Our House to Yours](#) (FOHY) program, connecting the community by bringing the shared experience of attending art and cultural events online. Building on the success of FOHY, new content continues to be made available weekly on the Opera House’s new streaming platform [Stream](#), including live broadcasts, archival footage, and premieres. Video content has been complemented with interviews, essays, and podcasts.

Further information is available on our [website](#) for our:

- Opera House events, programs and shows
- Tours
- Education activities
- Artistic Strategy
- Conservation Management Plan
- Multidisciplinary Australian Danish Exchange
- Renewal Projects

The Global Goals

In 2019, the Opera House became the first major Australian arts institution to commit to the [United Nations Sustainable Development Goals](#) – a to-do list for the world to address some of the most pressing issues of our time, including inequality, education and climate change. The Opera House’s [Accessibility](#), [Environmental](#) and [Reconciliation](#) community action plans address the work the Opera House is undertaking to address the Global Goals and drive positive change. You can read more about our commitment to the Global Goals [here](#).

The Opera House is now in the process of developing a diversity, inclusion and belonging strategy to build on its commitment to be a place that reflects and respects the diversity of the community.

How to Access Sydney Opera House Information

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

- **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 Opera House [website](#) and through this document.

Professional Conduct	Performing Arts	People and workplace
Child Protection Code of Conduct Commitment to our Customers	Artistic Strategy Event Support Permission to film	Access Strategic Plan COVID-safe business registration Safety guide for venue users

Customer Feedback Community Donations Privacy Management Reconciliation Action Plan Environmental Sustainability Policy	Grand Organ Access Illumination of the Sails	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 Utzon Design Principles World Heritage status Opera House Strategy 2018-23	Artwork Management Asset Management Policy Lost & Found Property	Environmental Action Plan Smoke-free Environment and Alcohol and Other Drugs
Financial	Records retention & access	Access and security
Credit Control & Debtor Management Gifts and Benefits Corporate Cards Policy	Public Interest Disclosures Records Management	Acceptable Technology Use and Surveillance Policy Information Security Management System (ISMS) Policy

- **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 Opera House [website](#).

- **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 by contacting our Right to Information Officer. An informal request allows more flexible engagement.

- **Formal access applications**

Formal [access applications](#) under the GIPA Act may be made to Sydney Opera House by completing the [Access Application form](#) available on our website and will incur a \$30 application fee. 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 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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