



Opera House Policy

Title:	Community Donations Policy		
Policy Number:	SOH134		
Effective Date:	28 November 2013	Next Review:	November 2015
Authorisation:	Chief Executive Officer		
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Superseded Policy:	Community and Charity request Policy		
Accountable Director:	Chief Operating Officer		
Responsible Officer:	Manager, Strategic Planning & Risk Management		

1. PURPOSE

The purpose of this Policy is to outline when the Opera House may provide support to Not-for-profit organisations (NFPs), in the form of In-kind donations to the NFP and/or Charitable collections on site.

2. SUMMARY

This Policy provides that:

- The maximum value of In-kind donations the Opera House will provide to NFPs is \$5,000.
- We will only allow Charitable collections for third party fundraising purposes on the Opera House site in exceptional circumstances and where the request fulfils the criteria and conditions outlined in this Policy (section 4.3).
- All requests for In-kind donations or Charitable collections must be made in writing and will be assessed on a case-by-case basis in accordance with the criteria for support set out in this Policy (section 4).
- Requests from Opera House employees on behalf of an NFP will only be considered where the NFP fulfils the criteria listed in section 4 of this Policy.
- All In-kind donations are given without any expectation of a benefit in return to the Opera House, sometimes expressed as being “without consideration”. In-kind donations made by the Opera House are not expected or required to be acknowledged above or beyond the usual forms of acknowledgement the recipient uses to recognise contributions.

3. WHO IT APPLIES TO

3.1 This Policy applies to all requests for assistance from NFPs, whether for In-kind donations or to undertake Charitable collections onsite.

3.2 This Policy does not apply to:

- activities undertaken by the Opera House through its Philanthropy Program, Community Engagement Programs or donations and salary deductions made by Opera House staff through HOUSE:mates/Workplace Giving Program; or
- support to hold events at the Opera House (refer to the *Event Support Policy*).

4. POLICY

4.1 Principles

- (a) The Opera House receives numerous requests for support from NFPs for In-kind donations and permission to make Charitable collections. While requests may be for a

worthy cause, the Opera House must exercise due diligence in the management of its resources and assets and therefore is unable to provide support to all requests received.

- (b) The Opera House does not make donations in the form of cash or cash equivalents such as cheques and money orders. Donations must be In-kind donations only.
- (c) All requests for support will be assessed on a case-by-case basis in accordance with the criteria and conditions set out in this Policy. These criteria are used to assess requests in a manner that is as equitable as possible and ensure the support provided is in line with the Opera House's strategic goals and maintains the integrity of the Opera House brand.
- (d) All instances of support provided by the Opera House will be appropriately recorded and reported in accordance with standard charity request management procedures.

4.2 In-kind donations

(a) Criteria for support

- (i) The Opera House will consider requests for support from NFPs that:
 - A. are an Opera House workplace giving partner; or
 - B. are an Opera House Resident Company; or
 - C. focus on or are involved in the development of the arts; or
 - D. whose objectives align with and assist the Opera House to fulfil its functions under the *Sydney Opera House Trust Act 1961* or the Opera House Mission and Enterprise Strategy.
- (ii) Decisions for support will be made with regard to the impact the support will have on Opera House resources, in accordance with Opera House, government and public expectations of responsible resource and financial management.

(b) Conditions of support

- (i) In-kind donations will not exceed \$5,000 in value.
- (ii) All In-kind donations are given without any expectation of a benefit in return to the Opera House, sometimes expressed as being "without consideration". Otherwise they may be subject to GST.
- (iii) As a gift, In-kind donations made by the Opera House are not expected or required to be acknowledged above or beyond the usual forms of acknowledgement the recipient uses to recognise contributions.

4.3 Charitable Collections

(a) Criteria for support

- (i) In accordance with the *Sydney Opera House By-law 2010*, Part 2, reg 9(1)(f), the Opera House does not, in general, grant access to the site for the taking up of Charitable collections, however worthy the cause. The Opera House is committed to ensuring that visitors and patrons are free to experience the Opera House without obstruction.
- (ii) In exceptional circumstances, permission may be granted for the collection of donations where:
 - A. the collection is restricted to a particular event at the Opera House and its purpose is integral to that event (e.g. part of a fundraising concert); and/or
 - B. the collection is to raise funds for a performing arts related NFP organisation or to support performing artists.

(b) Conditions of support

- (i) The organisation making the request must provide its own authorised collecting agents and ensure that those collecting agents display appropriate identification while on the Opera House site.
- (ii) A collection will not be permitted if the Opera House considers that the collection may adversely impact on patrons and the operations of the Opera House, its Resident Companies and other hirers.
- (iii) For requests for collections to be carried out within a venue and/or adjacent foyers, the consent of the presenter hiring the venue must be obtained before approval.
- (iv) While on site, any collection agents must obey the instructions of the Opera House staff and management with regard to the approved collection areas and times within which collection may take place and any other specific instructions relating to the collection. At all times they must conduct themselves appropriately and respectfully of patrons and visitors to the site. In the event of any complaints or observed harassment of visitors and patrons, all collection agents will be issued with a direction to leave the site and must immediately do so.

5. PRACTICES AND PROCEDURES FOR APPROVALS

- 5.1 All requests for In-kind donations or to take up a Charitable collection should be submitted in writing via the central Charity Request Email (CharityRequest@sydneyoperahouse.com) for assessment against criteria, decision and correspondence with applicants.
- 5.2 Requests require the approval of the Charity Request Officer and relevant business unit in control of the product or service, up to a maximum value of \$5,000. Requests for In-kind donations exceeding \$5,000 in value (e.g. venue waivers or discounts) will be referred to the relevant Executive Director for consideration.
- 5.3 Where uncertainty exists regarding the appropriateness of a donation (e.g. donations that may substantially impact resources or may be deemed unacceptable in accordance with community expectations) final approval rests with the Chief Operating Officer.
- 5.4 All requests to take up a Charitable collection require the approval of the Chief Executive Officer. A final decision will be made after consultation with management regarding access to venues and approval of any relevant presenters and potential impact on the site or visitors.
- 5.5 Applicants will be advised in writing of the Opera House's decision regarding their request, including any conditions upon which permission is granted. Where possible this will be within 14 working days of receipt of the initial request.

6. RESPONSIBILITIES

- 6.1 All staff and managers are responsible for adhering to this Policy in relation to any requests for support that are received and approved.
- 6.2 The Charity Request Officer is responsible for:
 - the receipt, assessment and decisions for requests in accordance with this Policy;
 - advising applicants on the outcomes of requests and acting as a key contact point for enquiries; and
 - the implementation, monitoring and review of this Policy.
- 6.3 Ticketing Services are responsible for the processing and recording of approved requests in conjunction with the Charity Request Officer and relevant business units and in accordance with this Policy.
- 6.4 The Chief Executive Officer, Executive Team and senior managers are responsible for monitoring and controlling the services and products provided as In-kind donations within their area of responsibility in consultation with relevant managers, staff and stakeholders.

7. DEFINITIONS

In this Policy:

Charity means an entity that is registered as a charity with the Australian Charities and Not-for-profit Commission.

Charitable collections means monetary collections undertaken by or on behalf of a Charity on Opera House premises or at Opera House events.

In-kind donations means a donation of goods and/or services ordinarily supplied in the course of business by the Opera House that is given to the NFP without seeking any benefits in exchange. The In-kind donation may include tickets, tours and subsidised technical services and equipment.

Not-for-profit organisation or NFP means a Charity or any other entity that does not operate for the profit, personal gain or other benefit of its individual members.

8. REFERENCES

Sydney Opera House Trust Act 1961 (NSW)

Sydney Opera House Trust By-law 2010 (NSW)

Opera House Event Support Policy

Opera House Sponsorship Policy and Guidelines

Opera House Delegations of Authority Policy and Schedules

Opera House Code of Conduct

Opera House Gifts and Benefits Policy

APPROVED

Chief Executive Officer

Date: 28 November 2013

Version Control

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1.0	Nov 2011	Gov Relations		
1.1	Feb 2012	Gov Relations		Redraft 1
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