



# 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

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 2018, Deloitte Access Economics assessed Sydney Opera House's annual economic contribution as \$1.2 billion (up by 44% in real terms from \$800 million in 2013) and its social asset value as \$6.2 billion (up 24% in real terms from \$4.6 billion in 2013).

In a 'normal' (pre-COVID) year, 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 is celebrating its 50th anniversary in 2023 with a year long program of special events and performance for the whole community which commenced in October 2022. The 50<sup>th</sup> anniversary is an important moment to reflect on the building's significant contribution to Australian and international culture since opening in 1973, and to reinforce its contemporary relevance to the evolving community, now and in the future.

The Sydney Opera House Strategy 2024-26, which is in development and will be launched towards the end of 2023, will set out the organisation's ambitions over the next three years to be a welcoming place for everyone.

## 🔗 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](#).

## 🔗 Inspiring Positive change

In 2019, Sydney 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.

Sydney Opera House’s [Accessibility](#), [Environmental](#), [Reconciliation](#) and [Heritage](#) community action plans; and [Diversity, Inclusion and Belonging](#), [Artistic](#) and [Visitor Experience & Engagement](#) strategies have been aligned with a number of the Global Goals.

Together, they provide a roadmap to guide Sydney Opera House’s combined environmental and social sustainability activities in its 50th year. You can read more about Sydney Opera House’s commitment to the Global Goals [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.

- **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
<a href="#">Child Protection Policy</a> (under review) <a href="#">Code of Conduct</a> <a href="#">Commitment to our Customers</a> <a href="#">Customer Privacy Statement</a> Customer Feedback Policy (under review) <a href="#">Privacy Management Policy and Plan</a> <a href="#">Reconciliation Action Plan</a> <a href="#">Environmental Sustainability Policy</a> <a href="#">Diversity, Inclusion and Belonging Strategy</a>	<a href="#">Artistic Strategy</a> <a href="#">Visitor Experience &amp; Engagement Strategy</a> <a href="#">Event Support Policy</a> <a href="#">Filming and Photography Policy</a> <a href="#">Grand Organ Access Policy</a> <a href="#">Illumination of the Sails Policy</a> (under review)	<a href="#">Access Action Plan</a> <a href="#">Camera and Access Surveillance Policy</a> <a href="#">COVID-19 safety information</a> Safety guide for venue users Respectful Workplace Behaviour Policy Resolving Workplace Grievances Policy
Corporate	Assets	Site Protocols
<a href="#">Sydney Opera House Trust Act 1961</a> <a href="#">Sydney Opera House Trust By-Law 2021</a> <a href="#">Heritage Conservation Statement</a> <a href="#">Utzon Design Principles</a> <a href="#">World Heritage status</a> <a href="#">Community Donations Policy</a> <a href="#">Opera House Strategy 2018-23</a>	Artworks Management Policy <a href="#">Asset Management Policy</a> <a href="#">Lost and Found Property Policy</a> (under review) <a href="#">Strategic Asset Maintenance (SAM) Policy</a>	<a href="#">Environmental Action Plan</a> <a href="#">Fitness for Duty Policy</a> <a href="#">Smoke-free Environment Policy</a> <a href="#">Alcohol and Other Drugs Policy</a> <a href="#">Workplace, Health and Safety Policy</a>

<a href="#">Sponsorship Policy</a> <a href="#">Risk Management Policy</a> <a href="#">Fraud and Corruption Control Policy</a>		
<b>Financial</b>	<b>Records retention &amp; access</b>	<b>Access and security</b>
<a href="#">Debtor Management Policy</a> <a href="#">Gifts and Benefits Policy</a> <a href="#">Corporate Cards Policy</a> <a href="#">Procurement Policy</a>	<a href="#">Public Interest Disclosures Policy</a> <a href="#">Records Management Policy</a> <a href="#">Information Classification Policy</a>	<a href="#">Acceptable Technology Use and Surveillance Policy</a> <a href="#">Access to Information Policy</a> <a href="#">Information Security Management System (ISMS) Policy</a>

- **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](#).

- **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.

- **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](mailto: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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