



# 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.

In 2018, Deloitte Access Economics assessed SOH'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, the 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.

The 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. The 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 digital programming.

The [Sydney Opera House Strategy 2018-23](#) sets out the organisation's ambitions over the five year period ahead of the Opera House's 50th anniversary, to ensure the Opera House continues to inspire generations of artists, audiences and visitors.

The Opera House's 50th anniversary year, from October 2022 to October 2023, will be an important moment to reflect on the Opera House'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. To celebrate this milestone, a year-long program of special events and performances will be presented across the year to ensure the whole community has the opportunity to be part of the moment.

In July 2022, the Opera House completed its Decade of Renewal, including reopening the refurbished Concert Hall after two and a half years of construction, upgrades to the Joan Sutherland Theatre, accessibility and precinct upgrades, and new premium function and creative learning centres. The organisation is now positioned to leverage the benefits of these major upgrades, providing more diverse and accessible performances and experiences for the whole community.

## 🔗 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](#).

## 🔗 Community Engagement

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](#).

Digital programming has emerged as a core driver for the future of the arts, with the COVID-19 period highlighting the value of SOH's online presence and programming in engaging new audiences and connecting with regional, domestic and international communities. Building on the success of its award-winning digital program *From Our House to Yours*, which amassed almost 7 million views and downloads over the pandemic, SOH continues to offer a mix of in-person and online content. This includes a wide variety of free livestreamed and on-demand content through its new digital streaming service, *Stream*. 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](#), [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 the Opera House's combined environmental and social sustainability activities in the lead-up to its 50th anniversary in 2023. You can read more about our commitment to the Global Goals [here](#).

## 🏞️ 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 Policy <a href="#">Code of Conduct</a> <a href="#">Commitment to our Customers</a> <a href="#">Customer Privacy Statement</a> Customer Feedback Policy <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> Event Support Policy <a href="#">Permission to Film at Sydney Opera House</a> Grand Organ Access <a href="#">Illumination of the Sails</a>	<a href="#">Access Strategic Plan</a> Camera and Access Surveillance Policy COVID-safe business registration 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> Sydney Opera House Trust By-Law 2021 Heritage Conservation Statement Utzon Design Principles World Heritage status <a href="#">Community Donations Policy</a> <a href="#">Opera House Strategy 2018-23</a> <a href="#">Sponsorship Policy</a> <a href="#">Risk Management Policy</a>	Artworks Management Policy Asset Management Policy Lost & Found Property Policy Strategic Asset Maintenance (SAM) Policy	COVID-19 Vaccination Policy <a href="#">Environmental Action Plan</a> <a href="#">Fitness for Duty Policy</a> Smoke-free Environment Policy Alcohol and Other Drugs Policy Work, 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

- **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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