

Sydney Olympic Park Authority Policy

Policy Name Official and Technical Visits Program

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Business Unit Place Management

Officer Responsible Senior Manager, Education and Visitor Programs

Approving Officer Chief Executive Officer

Date of Approval

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1		8 February 2005	
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Reviewed	Susan Skuodas	November 2012	
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OFFICIAL AND TECHNICAL VISITS PROGRAM

1. Introduction

The purpose of this policy is to set the guiding protocols for management of Official and Technical Visits to Sydney Olympic Park.

2. Scope

Official and Technical Visits refer to those visits to Sydney Olympic Park by high profile dignitaries, prominent public figures, professionals, academics and students seeking 'special access' to Sydney Olympic Park Authorities' services, assets, intellectual property and expertise.

The Official and Technical Visits Program incorporates three main categories of visits:

- Official Visits for high profile guests, such as those identified through the Guests of Government Program and other Government Departments.
- Technical Insight Programs are for professionals who are interested in learning about Sydney Olympic Park for a specific purpose, such as a technical aspect of the precinct or an exclusive tour. In these cases, a tour fee is appropriate.
- Corporate Visits are organised by internal stakeholders to introduce potential partners and associates to Sydney Olympic Park.

This policy does not relate to seasonal and occasional tours that are offered to the general public and delivered through the Education & Visitor Programs unit.

3. Guiding Principles

The Official and Technical Visits Program is an important tool for the Authority in building relationships with new and existing stakeholders and in the development of new business.

A request for a visit should fall into one of the abovementioned categories and have a direct relationship to the core business of the Authority.

The conduct of the tours programs by the Authority must at all times be in accordance with Government policy and ensure that all probity and accountability requirements are met. To achieve this, there may be occasions where expenses will be incurred in the delivery of the Official and Technical Visits Program. Full documentation will be required to support any claim against this allocation including details of the persons present and the nature of and purpose of the visit.

4. Desired Outcomes

- Support Government trade and development opportunities;
- Increased commercial opportunities for Sydney Olympic Park;
- Support venues with their business objectives;
- Heighten awareness of Sydney Olympic Park amongst senior political, government and corporate figures;
- Leverage the Park's assets and intellectual property for educational purposes;
- Increased consistency and quality of visitor information.

5. Categories of Visits

5.1 Official Visits

Official Visits to Sydney Olympic Park incorporate those visits by VIP guests that are sanctioned by the NSW and Federal governments, including Olympic Visits:

5.2 Technical Insight Programs

Technical Insight Programs are customised programs developed for fee-paying parties interested in visiting Sydney Olympic Park to gain technical knowledge and access to the Authority's expertise and intellectual property.

5.3 Corporate Visits

Corporate visits are organised by internal stakeholders to introduce and showcase Sydney Olympic Park to potential partners from government organisations, media and private companies. Corporate visitors have a direct relationship with the core business of the Authority.

6. Protocol

The methodology for the Official and Technical Visits Program can be found in Attachment A, the Official and Technical Visits Program Protocol. The Protocol clearly identifies the selection criteria, the appropriate program level for each category, and the operational procedures involved with the Program.

7. Schedule of Fees

In most instances, it will be appropriate to charge a fee for the resources, service and intellectual property supplied by SOPA in the delivery of Technical Insight Programs. For further details, refer to Attachment A, the Official and Technical Visits Program Protocol, which outlines tour fees under the relevant visit category.

8. Contact Officer

Any enquiries relating to the Official and Technical Visits Program should be directed to the Director, Place Management on 9714 7229.

ATTACHMENT A

**SYDNEY OLYMPIC PARK OFFICIAL AND TECHNICAL VISITS PROGRAM
PROTOCOL**

**SYDNEY OLYMPIC PARK
OFFICIAL AND TECHNICAL VISITS PROGRAM
PROTOCOL**

Official Visits

Official Visits to Sydney Olympic Park incorporate those visits by VIP guests that are sanctioned by the NSW and Federal governments and AOC, IOC, APC and IPC. Official Visits include those that are arranged as part of the 'Guests of Government' Program by the Premiers Department of NSW and the Office of Prime Minister and Cabinet in Canberra.

High Level VIP Visits

Description	High Level VIP Visits incorporates: <ul style="list-style-type: none"> ▪ State Visits ▪ Senior international dignitaries ▪ State and Federal Ministers
Notice	Minimum three (3) days notice required.
Request	In writing to SOPA. Names, positions and VIP status of proposed attendees and purpose of visit to be provided.
Approved by	CEO Minister's Office needs to be notified at outset.
SOPA Host	CEO or Director / Executive Director
Visit Management	Place Management team to facilitate hospitality, booking of rooms, co-ordinate venue access arrangements and co-ordinate appropriate SOPA representative/s.
Transport	Vehicle provided by group organiser or SOPA
Guide	CEO or Director / Executive Directors
Cost	No charge
Hospitality	As approved by the CEO Gift to be provided to the visitor.
Visit Program	Overview tour of Sydney Olympic Park accompanied by CEO and/or appropriate SOPA senior staff member.
Additional Resourcing	In instances where specialist content expertise is required, external / casual assistance may be negotiated by Visitor Programs on a fee for service basis.

Official Visits

VIP Visits

Description	<ul style="list-style-type: none"> ▪ State and Federal senior government officials ▪ Members of Parliament* ▪ Senior diplomatic staff ▪ Guests of Government ▪ SOPA Board Members
Notice	Minimum three (3) days notice required.
Request	In writing to SOPA. Names, positions and VIP status of proposed attendees and purpose of visit to be provided.
Approved by	CEO or Director / Executive Directors
SOPA Host	As advised by CEO or nominee
Visit Management	Place Management team to facilitate hospitality, booking of rooms, co-ordinate venue access arrangements and co-ordinate appropriate SOPA representative/s and/or tour guides.
Transport	Vehicle provided by group organiser or SOPA
Guide	Place Management team member and/or SOPA senior staff member if requested and/or tour guide.
Cost	No charge
Hospitality	As approved by the Director Place Management. Small gift to be provided to the visitor(s).
Visit Program	Overview tour of Sydney Olympic Park accompanied by Director, Place Management and/or appropriate SOPA senior staff member.
Additional Resourcing	In instances where specialist content expertise is required, external / casual assistance may be negotiated by Visitor Programs on a fee for service basis.

* Members of Parliament: Please refer to Premier's Department Circular No. 2002-20 "Provision of Information to Members of Parliament". All requests from Members of Parliament must adhere to the policy outlined in Circular No. 2002-20 and the Minister's office should be notified of all requests.

Official Visits

Olympic Visits

Description	<p>Olympic Visits are those delegations that are visiting from future Olympic cities and whose interest in Sydney Olympic Park is directly related to the Olympic Games.</p> <ul style="list-style-type: none"> ▪ Olympic & Paralympic Committees ▪ High level dignitaries ▪ Senior government officials
Notice	Fourteen (14) days required
Request	<p>In writing to SOPA, with names, positions and VIP status of proposed attendees and purpose of visit.</p> <p>Requests will be accepted from the following government departments:</p> <ul style="list-style-type: none"> ▪ Austrade ▪ Australia Sport International ▪ Department of Foreign Affairs & Trade ▪ Department of Prime Minister & Cabinet ▪ NSW Premier's Department ▪ NSW Department of State & Regional Development ▪ Other Government Representations
Approved by	CEO or Director / Executive Directors
SOPA Host	Place Management team and/or SOPA senior staff member, if required.
Visit Management	Place Management team to facilitate hospitality, booking of rooms, co-ordinate venue access arrangements and co-ordinate appropriate SOPA representative/s.
Transport	Vehicle provided by group organiser
Guide	Place Management team and/or SOPA senior staff member if requested and/or tour guide.
Cost	No charge
Hospitality	As approved by the Director Place Management. Sydney Olympic Park Information materials to be distributed to visitors as well as small gift (e.g. Book from Sydney Olympic Games).
Visit Program	Dependent on length of visit and specific requirements may include tours, meetings and presentations
Additional Resourcing	In instances where specialist content expertise is required, external / casual assistance may be negotiated by Visitor Programs on a fee for service basis.

Technical Insight Programs

Technical Insight Programs	
Description	Technical Insight Programs are customised visitor programs for fee-paying parties, including professional, government, academic and student visitors seeking access to SOPA's intellectual property, technical expertise and/or physical assets to be used for a commercial benefit.
Notice	Fourteen (14) days notice required.
Request	In writing to SOPA or through 9714 7888, with specific details of the purpose of the visit as well as names and positions of proposed attendees.
Approved by	Manager, Visitor Programs
SOPA Host	Relevant SOPA representatives
Visit management	Visitor Programs to organise all aspects of the program, including booking of rooms, venue access arrangements and appropriate SOPA representation.
Transport	Vehicle provided by group organiser. SOPA vehicle may be used for small groups.
Guide	Visitor Programs and relevant SOPA representatives to provide knowledge requested except of commercial-in-confidence information.
Cost	<ul style="list-style-type: none"> • Programs are offered in 3 tiers reflecting levels of resourcing required: • Bronze level programs (1-1.5 hours duration) including site inspection/orientation with an appropriate SOPA representative. Standard rate = \$900 (excluding GST) • Silver level programs (up to 2.5 hours duration) including venue tour and site inspection / orientation with a SOPA tour guide and venue specific staff. Standard rate = \$1300 (excluding GST). • Gold level programs (up to 3.5 hour duration) including site inspection / orientation, venue visit, SOPA expert presentation/meetings. Standard rate of \$1600 (excluding GST). Note: requires CEO approval. • Longer visits will be subject to additional fees quoted by the Visitor Programs Manager on a pro rata basis. Note: requires CEO approval. <p>Reduced rates are available where there is evidence of repeat business, student / concession status, or modified program inclusions.</p>

	Any charges incurred with the visit, e.g. Transportation hire or food & beverage will be passed on to the requesting party.
Hospitality	Morning and afternoon tea may be hosted by SOPA, as required. Should further hospitality be required, any additional expenses will be passed on to the requesting party.
Visit Program	The program will reflect a mix of components from the 3 tiers of offering including tours, venue visits, expert presentations and meetings.

Corporate Visitors

Description	Corporate visitors from government organisations, media and private companies that have a direct business relationship with the core business of the Authority. Official guests of Sydney Olympic Park venues.
Notice	Seven (7) days notice required.
Request	In writing, with specific details of the purpose of the visit as well as names and positions of proposed attendees.
Approved by	Relevant SOPA Manager, from area of expertise
SOPA Host	Relevant SOPA representatives
Visit management	SOPA host to facilitate booking of rooms, co-ordinate venue access arrangements and co-ordinate appropriate SOPA representative/s. SOPA host responsible for any presentation and information to be distributed to attendees. Presentations should use approved branding / templates, with content from other business units checked for accuracy with relevant managers.
Transport	Vehicle provided by group organiser or SOPA vehicle used for small groups.
Guide	Relevant SOPA representatives to provide knowledge requested and a Visitor Programs team member if requested.
Cost	No cost. Any charges incurred with the visit will be billed to the SOPA Business Unit responsible.
Hospitality	As required, with all expenses passed on to the relevant SOPA Business Unit.
Visit Program	Determined by SOPA Host.