

PROVISION OF COMPLIMENTARY TICKETS FOR EVENTS AND PERFORMANCES POLICY (ADMINISTRATIVE POLICY)

1 Scope:

This policy applies to the provision of complimentary tickets on behalf of Rockhampton Regional Council for events and performances held at Council's major performing arts and events venues.

The policy does not apply to the provision of complimentary tickets under the direction of a hirer or third party.

2 Purpose:

To provide clarification of the circumstances in which complimentary tickets may be issued, providing a transparent and consistent approach.

3 Related Documents:

Primary

Nil

Secondary

Expenses Reimbursement and Provision of Facilities for Mayor and Councillors Policy

Live Performance Australia – Ticketing Code of Practice

Memorandum of Understanding between Rockhampton Regional Council and Friends of the Theatre Rockhampton Inc.

Rockhampton Regional Council Venue Hire Agreement

4 Definitions:

To assist in interpretation, the following definitions apply:

CEO	<i>Chief Executive Officer</i> A person who holds an appointment under section 194 of the <i>Local Government Act 2009</i> . This includes a person acting in this position.
Committee	A group of Councillors created by a resolution of the Council to undertake functions as determined under the <i>Local Government Act 2009</i> or <i>Local Government Regulation 2012</i> decided by a Council resolution.
Community Organisation	As per schedule 8 of the <i>Local Government Regulation 2012</i> : a) An entity that carries on activities for a public purpose; or b) An entity whose primary objective is not directed at making a profit.

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Complimentary Tickets	Admission tickets to an event or performance that are issued at no financial costs to the person attending.
Council	Rockhampton Regional Council
Councillors	The Mayor and Councillors of Rockhampton Regional Council, within the meaning of the <i>Local Government Act 2009</i> .
Employee	<i>Local government employee:</i> (a) the chief executive officer; or (b) a person holding an appointment under section 196 of the <i>Local Government Act 2009</i> .
House Seats	Seats at an event or performance made available by the hirer at no cost to the venue owner under the terms of the venue hire agreement
Mayor	The Mayor is an elected member of Rockhampton Regional Council, also referred to as a Councillor, with additional responsibilities as outline in section 12(4) of the <i>Local Government Act 2009</i> .
Volunteer	Any person, who of their own free will, offers to undertake un-paid work for Council and is accepted as a volunteer by the Chief Executive Officer and/or his authorised delegates.

5 Policy Statement:

Complimentary tickets to a performance or event provided under this policy may relate to one of the following circumstances:

- Council is presenting or has a direct involvement; or
- Council is not presenting and has no direct involvement, but where:
 - House seats are allocated by the hirer of the venue, in accordance with normal industry practice and the terms of the venue hire agreement; or
 - Tickets are made available to Council by presenting organisations or venue hirer.

5.1 Complimentary Tickets Where Council is Presenting or has a Direct Involvement

In circumstances where Council maintains the ticketing inventory and has control over the issuing of complimentary tickets, complimentary tickets may be provided, at the discretion of the CEO or delegate, to members listed in the categories of the following table.

The specific rationale for the offering of these tickets and composition of the categories is detailed in the table below.

No.	Category	Members of Category	Rationale
1.	Councillors	<ul style="list-style-type: none"> ▪ Mayor and Councillors of Rockhampton Regional Council 	<ul style="list-style-type: none"> ▪ Awareness and understanding of Council services provided to the community ▪ For advocacy
2.	CEO and general managers (GM)	<ul style="list-style-type: none"> ▪ CEO ▪ GM Community Services, GM Regional Services, GM Corporate Services 	<ul style="list-style-type: none"> ▪ Awareness and understanding of Council services provided to the community ▪ For advocacy
3.	Council employees and volunteers	<ul style="list-style-type: none"> ▪ Council employees and volunteers 	<ul style="list-style-type: none"> ▪ Professional development opportunities ▪ For recognition and reward

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4.	Queensland and federal elected members	<ul style="list-style-type: none"> ▪ Queensland members for Rockhampton, Keppel and Mirani ▪ Queensland Minister for the Arts ▪ Queensland Shadow Minister for the Arts ▪ Federal Member for Capricornia ▪ Federal Minister for the Arts ▪ Federal Shadow Minister for the Arts 	<ul style="list-style-type: none"> ▪ For building relationships For awareness ▪ For advocacy
5.	Queensland and Federal Public Services	<ul style="list-style-type: none"> ▪ Program Managers for the Playing Australia Program ▪ Queensland Director General and senior staff of Arts Queensland 	<ul style="list-style-type: none"> ▪ For demonstrating use of Queensland and federal funding ▪ For building relationships ▪ For awareness and advocacy
6.	Marketing and Media	<ul style="list-style-type: none"> ▪ Marketing contacts – industry and show specific ▪ Media representatives ▪ Market influencers 	<ul style="list-style-type: none"> ▪ For media awareness, coverage and promotion of the production ▪ For facilitating reviews of the production ▪ For encouraging social media coverage of the production
7.	Existing and potential sponsors, supporters and suppliers	<ul style="list-style-type: none"> ▪ Venue sponsors ▪ Event specific sponsors ▪ Sponsors of visiting companies ▪ Potential sponsors 	<ul style="list-style-type: none"> ▪ For meeting contractual arrangements under sponsorship agreements etc. ▪ For attracting future sponsorship or philanthropy
8.	Local Indigenous community	<ul style="list-style-type: none"> ▪ Elders and other key members of local aboriginal communities ▪ Other indigenous contacts 	<ul style="list-style-type: none"> ▪ For maintaining and enhancing relations with indigenous communities ▪ For ensuring visiting indigenous companies, for example Bangarra Dance Theatre feel welcome at the venue
9.	Trustees of Central Qld Performing Arts Foundation (CQPAF) and Central Qld Regional Performing Arts Foundation (CQRPAF)	<ul style="list-style-type: none"> ▪ Trustees 	<ul style="list-style-type: none"> ▪ For acknowledging commitment ▪ For providing trustees with a better understanding of activities and programs ▪ For attracting future philanthropy
10.	Existing, significant past and potential donors to CQPAF and CQRPAF	<ul style="list-style-type: none"> ▪ Existing donors ▪ Significant donors ▪ Potential donors 	<ul style="list-style-type: none"> ▪ For attracting future philanthropy to the sector
11.	Regional Arts Sector	<ul style="list-style-type: none"> ▪ Representatives of local theatre groups and small arts bodies ▪ Representatives of other performing arts venues 	<ul style="list-style-type: none"> ▪ For professional development ▪ For raising awareness of trends/benchmarks in national arts practices ▪ For relationship building for local artists and arts organisations that use the venue and connecting them with state and national organisations

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12.	Local education sector	<ul style="list-style-type: none"> ▪ Members of the group of educational practitioners that may advise the section on education programming ▪ Local education manager/officer contacts 	<ul style="list-style-type: none"> ▪ For facilitating the provision of education programming ▪ For maintaining professional links to the sector ▪ For professional relationship building
13.	Socially disadvantaged community organisations	<ul style="list-style-type: none"> ▪ Community organisations identified by the unit as having a link to the production, which then distribute complimentary tickets to their members/clients 	<ul style="list-style-type: none"> ▪ For allowing people to access live theatre who might otherwise not have the opportunity to do so
14.	Others invited at the discretion of the Mayor, CEO or delegate	<ul style="list-style-type: none"> ▪ Others invited to attend by Mayor ▪ Others identified by the CEO or delegate 	<ul style="list-style-type: none"> ▪ For achieving other strategic objectives for example stakeholder engagement, profile raising etc.

Tickets are issued on the basis of an invitation, on behalf of Council, being extended for a person falling into one of the above categories and their guest to attend the performance, as is customary.

In accordance with the Memorandum of Understanding (MOU) between Council and Friends of the Theatre Inc Rockhampton, a number of tickets per performance will be made available for use by the volunteering members of the organisation in accordance of the terms of the MOU.

Complimentary tickets will be issued by the Pilbeam Theatre Box Office.

5.2 Complimentary Tickets Where Council is Not Presenting or Has No Direct Involvement

5.2.1 Complimentary Tickets Issued as House Seats

For performances held at the Pilbeam Theatre the venue hire agreement provides for the provision of up to 12 tickets for use by Council at no cost.

In accordance with the MOU between Council and Friends of the Theatre Rockhampton Inc., up to six tickets per performance will be made available for use by the volunteering members of the organisation in accordance with the terms of the MOU.

The remaining tickets may be issued for the direct or indirect use (offered as a gift to a third party) by the Mayor, Chairperson of the Community Services Committee and the CEO or delegate.

Tickets not issued as detailed above, prior to 48 hours before the performance or event, will be returned to the ticketing inventory and may be sold with all ticket proceeds payable to the venue hirer in accordance with the venue hire agreement.

Tickets issued as house seats to the Mayor and/or Community Services Committee Chairperson for use under this clause will be recorded and reported in accordance with Expenses Reimbursement and Provision of Facilities for Mayor and Councillors Policy with the value of the tickets issued to be recorded as the face value of the appropriate ticket buyer type.

5.2.2 Complimentary Tickets Otherwise Made Available by Presenting Organisations or Venue Hirer

Tickets to a performance or event otherwise made available to Council by the presenting organisations or venue hirer, shall be distributed as directed by the presenting organisation or venue hirer. In such circumstances where no explicit instruction on ticket distribution has been provided, the

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complimentary tickets will be made available as determined by the CEO or delegate.

6 Review Timelines:

This policy will be reviewed when any of the following occur:

- 6.1. The related information is amended or replaced; or
- 6.2. Other circumstances as determined from time to time by Council.

7 Responsibilities:

Sponsor	Chief Executive Officer
Business Owner	General Manager Community Services
Policy Owner	Manager Arts and Heritage
Policy Quality Control	Corporate Improvement and Strategy

**EVAN PARDON
CHIEF EXECUTIVE OFFICER**

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