

# COMMUNITY SUPPORT PROGRAM POLICY

## DOCUMENT CONTROL

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## **CONTEXT**

1. The object of QPAC's establishing legislation is "to contribute to the cultural, social and intellectual development of all Queenslanders". The principles which guide the achievement of that object include:
  - (a) there should be responsiveness to the needs of communities in regional and outer metropolitan areas;
  - (b) respect for Aboriginal and Torres Strait Islander cultures should be affirmed;
  - (c) children and young people should be supported in their appreciation of, and involvement in, the performing arts; and
  - (d) diverse audiences should be developed.
2. QPAC's statutory functions include:
  - (a) to promote and encourage the development and presentation of the performing arts;
  - (b) to promote and encourage public interest and participation in the performing arts;
  - (c) to promote and encourage either directly or indirectly the knowledge, understanding, appreciation and enjoyment of the performing arts;
  - (d) to encourage, for persons resident in Queensland:
    - (i) participation as performers for the performing arts; and
    - (ii) involvement in other aspects of the performing arts.
3. QPAC frequently receives requests from various organisations for the provision of free tickets to assist in fundraising or to give access to particular productions.
4. QPAC values its relationship with communities and organisations throughout Queensland and wishes to contribute to the community through its Community Support Program.

## **PURPOSE**

5. The purpose of this Policy is to establish QPAC's Community Support Program, to:
  - (a) set out how QPAC supports the community by donating tickets to shows at QPAC to community organisations; and
  - (b) ensure a transparent and equitable approach to the provision of tickets for community support purposes which aligns with QPAC's statutory and strategic imperatives.

## **APPLICATION**

6. This Policy applies to:
  - (a) all Employees; and
  - (b) all requests for and provision of tickets to QPAC shows for community support purposes.

## **POLICY**

### **Community Support Program**

7. At the absolute discretion of the Chief Executive, QPAC allocates up to 120 tickets to shows at QPAC per annum for community support purposes.
8. The tickets are sourced from QPAC's House Seats.
9. Any one organisation may receive up to four tickets per Financial Year for community support purposes.

### **Eligibility criteria**

10. To be eligible to apply for tickets through the Community Support Program, organisations must:
  - (a) be a registered charitable organisation or other not-for-profit organisation; and
  - (b) be based in Queensland.
11. Despite anything in paragraph 10, the following are not eligible to apply for tickets through the Community Support Program:
  - (a) organisations which have already received tickets through the Community Support Program in the current Financial Year;
  - (b) organisations which received tickets in a previous Financial Year at any time during the last five Financial Years and did not comply with the conditions upon which the tickets were provided.

### **Selection criteria**

12. Successful organisations will be selected by the Development Manager or the Director – Public Engagement on the basis of:
  - (a) the extent to which provision of tickets to the organisation aligns with QPAC's statutory and strategic imperatives;
  - (b) the likely benefit to the applicant; and
  - (c) the likely benefit to the community.

### **Vouchers**

13. Successful organisations will be provided with a voucher which may be used to obtain the tickets (**Voucher**).
14. Vouchers provided will include conditions for redemption, including an expiry date, which is likely to be no more than six (6) months after the organisation's fundraising event, or another date determined by QPAC in its absolute discretion.
15. Where vouchers are expired, or the organisation has not ensured compliance with all other voucher conditions or with all requirements of this policy, the vouchers will be rendered invalid.
16. Any vouchers provided under this Policy are not 'gift cards' under the Australian Consumer Law, and as such, are not subject to the minimum validity duration provisions included in legislation.

## Conditions

17. The organisation must use the tickets only for one or both of the following purposes:

- (a) legal fundraising activity for the organisation's benefit; or
- (b) to provide for use by individuals in line with the charitable objects of the organisation.

18. QPAC will determine, in its absolute discretion, the time, date and show for which tickets are provided.

19. The organisation must acknowledge QPAC's contribution, including:

- (a) where appropriate, the organisation will incorporate a text acknowledgement; and/or
- (b) verbal acknowledgement at events, noting the following:

***“The tickets were provided as part of QPAC's Community Support Program”***

20. Unless otherwise negotiated with QPAC, the organisation is not authorised to use QPAC's logo on associated marketing or advertising material relating to the fundraising event.

21. The organisation must not use any intellectual property (including in text and images) belonging to the presenter or associated with the show, other than the name of the show as advised by QPAC to the organisation.

22. The organisation must report back to QPAC:

(a) if the tickets are used for a fundraising activity:

- (i) within seven working days of completion of the fundraising activity;
- (ii) with the following details:
  - the date and nature of the fundraising activity;
  - the amount of money raised from the activity;
  - how QPAC's (and, if relevant, the presenter's) contribution was acknowledged; and
  - if reasonably possible, a photo of the fundraising event that QPAC can use within its publicity materials.

(b) if the tickets are provided to an individual:

- (i) within seven working days of the date of the show;
- (ii) with the following details:
  - the names of the individuals to whom the tickets were provided;
  - how this furthered the charitable objects of the organisation;
  - how QPAC's contribution was acknowledged; and
  - If reasonably possible, a photo of the individual or a photo of the organisation's activities that QPAC can use within its publicity materials.

## **Complaints**

23. Any complaints regarding the administration of the Community Support Program must be referred to the Director – Public Engagement.

## **Reporting**

24. The CSP Co-ordinator must provide the Chief Executive with an annual report regarding the activities and outcomes of the Community Support Program.

## **Chief Executive's Discretion**

25. The Chief Executive may allocate further house seats for specific community service purposes at his sole and absolute discretion.

## **ENQUIRIES**

26. If you have any enquiries regarding this Policy, please contact:

- (a) your manager;
- (b) the Director – Public Engagement; or
- (c) the General Counsel.

## **REVIEW**

27. This Policy must be reviewed at least every 3 years.

## DEFINITIONS

<b>Term</b>	<b>Definition</b>
CSP Co-ordinator	The Employee responsible for co-ordinating the Community Support Program
Financial Year	1 July to 30 June
Employees	All QPAC employees, including permanent, temporary, casual, full time, part time, variable part time and flexible part time employees
QPAC	Queensland Performing Arts Trust

## REFERENCES

QPAC's Community Support Program Procedure
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