



Unveiling the first exterior change to the building since its completion in 1973, Her Majesty Queen Elizabeth II formally opened the new Colonnade on 13 March 2006. Design of the 45-metre-long Colonnade, which now enables the foyers to be flooded with natural light and allows harbour views, was overseen by original architect, Jørn Utzon. (Refer page 24)

Continuing to widen our engagement with families, we increased our presentations for young audiences by 40%, including those for the ever-popular Babies Proms, which this year toured through 21 towns in regional New South Wales. 274 performances for young audiences saw attendance increase by 50% to 62,974. (Refer page 20)

Achieving a first in Australian Tourism, we became the first tourist attraction in the country to offer daily Foreign Language Tours by a team of in house guides. 20 newly trained guides conducted tours in Japanese, Korean and Mandarin, greatly enhancing the experience for our visitors. (Refer page 22)

Meeting our commitment to our customers to ongoing improvement, we launched a number of service initiatives. An online customer survey gave us service feedback from 1,600 visitors, we introduced a new Customer Service Training program and also completed a survey of our event presenters. (Refer page 22)

Facilitating the birth of an arts industry consortium, we introduced a new customer-focused system that combines ticketing, marketing and fundraising tools. Implemented in partnership with Hewlett Packard, the Tessitura system is already servicing a range of performing arts industry partners. (Refer page 24)

In recognition of the site's outstanding heritage value and the role it plays in Australia's cultural life, Sydney Opera House was nominated for inclusion on the World Heritage List in early 2006, six months after its National Heritage Listing. (Refer page 24)