



# 2015

## Venue Charges and Salaries Report

Australian Performing Arts Centres Association

[www.apaca.com.au](http://www.apaca.com.au)

Published August 2016

Prepared by Ruth Hodgman / Visual Focus

## Table of Contents

<b>Table of Figures .....</b>	<b>3</b>
<b>INTRODUCTION .....</b>	<b>4</b>
<b>AIM .....</b>	<b>4</b>
<b>METHODOLOGY .....</b>	<b>4</b>
<i>Response Rates .....</i>	<i>5</i>
<b>RESPONDENT PROFILE .....</b>	<b>5</b>
<b>REMUNERATION AND EMPLOYMENT CONDITIONS.....</b>	<b>7</b>
<i>Centre Managers .....</i>	<i>7</i>
<i>Venue Staff .....</i>	<i>13</i>
<i>Staffing Levels .....</i>	<i>17</i>
<b>Venue Operations .....</b>	<b>19</b>
<i>Commercial Hire Rates – Primary Space .....</i>	<i>19</i>
<i>Commercial Hire Rates – Secondary Space .....</i>	<i>20</i>
<i>Commercial Hire Rates - Tertiary Space .....</i>	<i>21</i>
<i>Additional Performance Spaces.....</i>	<i>22</i>
<i>Community Rates .....</i>	<i>22</i>
<i>Community Hire Rates - Primary Space .....</i>	<i>23</i>
<i>Community Hire Rates – Secondary Venue .....</i>	<i>24</i>
<i>Community Hire Rates – Tertiary venue .....</i>	<i>25</i>
<i>Community Rates – Additional Spaces.....</i>	<i>26</i>
<b>Hire Package Inclusions.....</b>	<b>26</b>
<i>Staff Charge Out and Minimum Staffing .....</i>	<i>28</i>
<i>Staff Charge Out Rates.....</i>	<i>29</i>
<i>Minimum Staffing Levels.....</i>	<i>31</i>
<b>Ticketing Operations .....</b>	<b>36</b>
<i>Ticketing Charges .....</i>	<i>38</i>
<b>Subscribers and Volunteers .....</b>	<b>44</b>
<b>Other Venue Services and Charges .....</b>	<b>46</b>
<b>Appendix A – Respondents .....</b>	<b>50</b>
<b>Appendix B – Survey Questionnaire.....</b>	<b>52</b>

© Australian Performing Arts Centres' Association

[www.apaca.com.au](http://www.apaca.com.au) [ed@apaca.com.au](mailto:ed@apaca.com.au)

*Prepared by Ruth Hodgman*

Cover Photo from shake & stir's production of George Orwell's 1984.

Image by Dylan Evans

Performers (left to right) Nick Skubij, Bryan Probets, Nelle Lee, David Whitney, Ross Balbuziente

## Table of Figures

Figure 1: Respondents by State.....	5
Figure 2: Venue Turnover of Respondents .....	6
Figure 3: Respondents by Audience Capacity of Primary Space.....	6
Figure 4: Comparative Performance Space Sizes .....	7
Figure 5: Centre Managers' Total Remuneration .....	8
Figure 6: Centre Managers' Cash Salary by Venue Turnover .....	8
Figure 7: Provision of Vehicle by Turnover .....	9
Figure 8: Centre Managers' Other Benefits.....	9
Figure 9: Additional Superannuation rates .....	10
Figure 10: Managers' Salary Comparison 2011 to 2015.....	10
Figure 11: Employment Basis for Centre Managers .....	11
Figure 12: Additional Responsibilities taken by Centre Managers.....	12
Figure 13: Additional Responsibilities taken by Centre Managers.....	12
Figure 14: Centre Managers' Overtime Remuneration .....	13
Figure 15: Overtime Remuneration Comparison 2011 to 2015.....	13
Figure 16: Venue Staff Salaries - Turnover \$0 - \$1M.....	14
Figure 17: Venue Staff Salaries - Turnover \$1M - \$2M.....	14
Figure 18: Venue Staff Salaries - Turnover \$2M - \$5M.....	15
Figure 19: Venue Staff Salaries - Turnover \$5M - \$10M.....	15
Figure 20: Staff Overtime .....	16
Figure 21: Venue Staff Industrial Agreements .....	16
Figure 22: FTE Staff per Department – Turnover \$0 to \$1M.....	17
Figure 23: FTE Staff per Department – Turnover \$1 to \$2M.....	17
Figure 24: FTE Staff per Department – Turnover \$2 to \$5M.....	18
Figure 25: Total Employment in Respondent Venues.....	18
Figure 26: Qualification Criteria for Community Hire Rates .....	22
Figure 27: Hire Package Inclusions – Commercial –v- Community .....	26
Figure 28: Marketing Services for Hirers.....	27
Figure 29: Cleaning Charges .....	27
Figure 30: Ticketing Systems used by Respondents .....	36
Figure 31: Points-of-Sale per Venue .....	37
Figure 32: Frequency of Sales Channel Usage (on-line, telephone & counter sales).....	37
Figure 33: Frequency of Usage for External Sales Channels .....	38
Figure 34: Card Merchant Fee Payment.....	38
Figure 35: Use of Volunteers.....	46
Figure 36: Food and Beverage Services.....	47
Figure 37: Commissions on Programs, Merchandise and Equipment Hire.....	47

## INTRODUCTION

The Australian Performing Arts Centres' Association (APACA) represents 190 organisations throughout Australia. 63% of these members operate a professionally managed performing arts centres. Other members (37%) are from organisations that have substantially similar objectives to the Association and include producing companies, touring organisations and funding bodies. Our members operate predominantly in the subsidised sector. There are four international members.

The performing arts centres' sector presents productions from a vast array of art forms from plays, opera and classical music, to comedy, circus and contemporary dance. Typically the sector operates with a limited resource base in service of delivering benefits to their community. Whilst members are geographically dispersed, technology facilitates regular communication that has developed the sector into a strong network.

## AIM

The primary aim of the survey is to provide members with a benchmark document that allows for comparison of centres of a similar scale or those in the same state.

More specifically, the information contained in this report is designed as a tool to allow performing arts centres to review the salaries and charges associated with arts centre operation, or in some cases, benchmark performance. Managers of existing or proposed arts centres can use this information when setting or reviewing salaries and charges, or more broadly, in the development or review of business plans.

## METHODOLOGY

This survey is undertaken biennially and the questionnaire reviewed each time to minimise respondent burden and maximise participation in order to provide a strong representation of the sector.

A review was undertaken prior to commencing the survey design in an attempt to clarify terminology, maximise participation in order to provide a strong representation of the sector and ensure the information presented met member needs. Based on feedback, the geographic disparity of respondents and the extent of variables to be considered in the survey, an online survey tool was considered most effective in achieving high response rates. The questionnaires were distributed over a period November to 2015 to January 2016 through Survey Monkey to Ordinary members only, i.e. those members who manage performing arts venues.

The survey tools can be found at Appendix B. Where possible, closed questions were asked requiring respondents to tick boxes or use drop down menus, however some questions required specific quantities and dollar values to be inserted by respondents. Conversely, for some questions it was important to provide an opportunity for respondents to clarify responses and opportunities for general comments were given.



Data on the industry with turnover greater than \$5M has been omitted from graphs where the limited number of respondents made it impossible to not disclose specific respondent details.

**Response Rates**

Response rates were slightly higher than the previous survey in 2013, (70 vs 66) and represent 58% of the Ordinary (venue) membership (List of respondents at Appendix A). As response to each section was voluntary, the number of responses varies by question. All questions received sufficient response from the population of interest for the responses to be regarded as reliable. The limited sample of respondents with turnover greater than \$5 million produced some skewed data, due to the diversity of that group, and a differing understanding of the questions, so responses have only been included when the data is consistent enough to be judged to be indicative.

Data for turnover was provided by 42 venues that responded to the Economic survey distributed by APACA. As responses to each section was voluntary, the number of responses relating to the section’s analysis is noted against the tables and figures in this report.

**RESPONDENT PROFILE**

A full list of respondents is attached at Appendix A. The following charts show the breakdown of the respondents by state, turnover and size of primary space. A similar sample of venues from each State/Territory was represented in previous surveys conducted by APACA in 2011 and 2013.

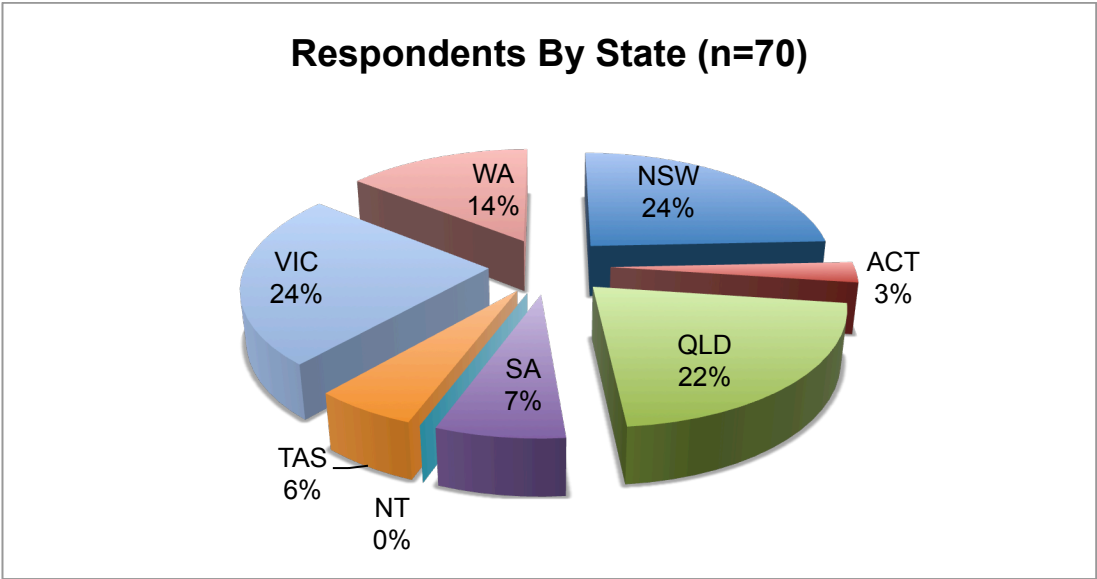


Figure 1: Respondents by State

The range of turnover defined in previous surveys has been maintained for comparison. Overall, smaller size venues have increased their total turnover particularly noting the two low ranges (\$0 to \$2 million) have moved from 56% in 2013 down to 50% in 2015. The upper range of over \$10million has decreased from 5% in 2013 to 2% in 2015. The largest increase is found in venue turnover of between the \$2 and \$10 million range, with a rise from 40% to 48% in 2015.

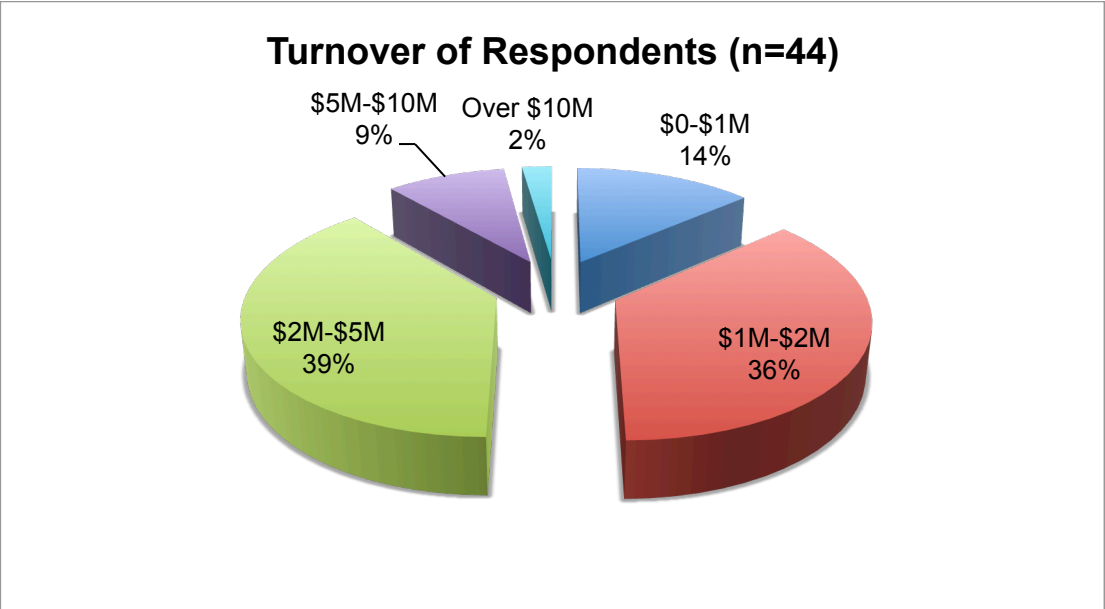


Figure 2: Venue Turnover of Respondents

More than half of the respondents (53%) have venues with primary spaces between 500 and 999 seating capacity. This result is an increase from 48% in 2013. Performing arts centres generally have more than one auditorium available for public use.

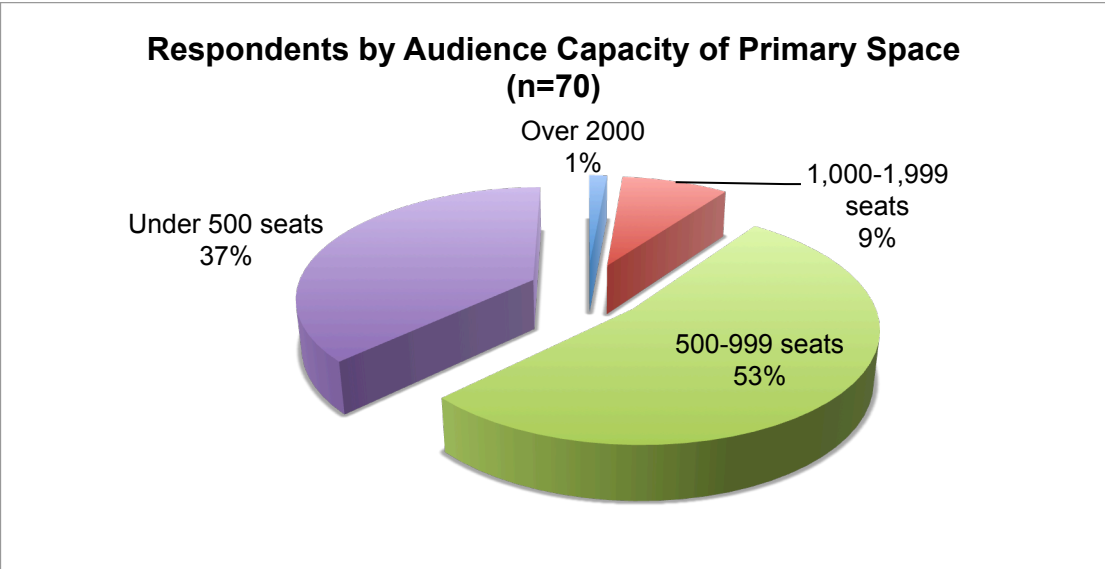


Figure 3: Respondents by Audience Capacity of Primary Space

A total of 70 venues reported a primary space with the number for each based on seating capacity sizes shown in Figure 4 below. Secondary and tertiary spaces were only reported by 14 and 6 venues respectively.

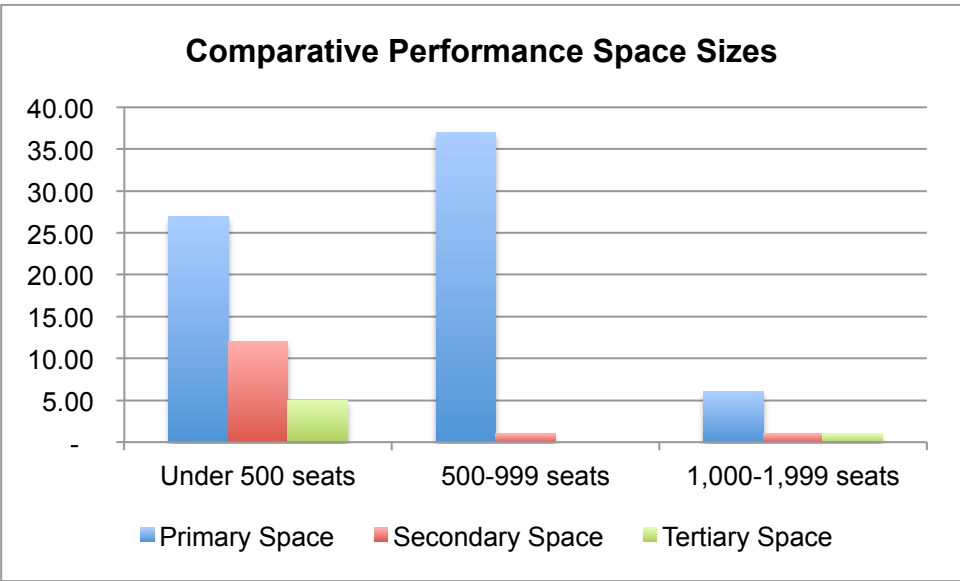


Figure 4: Comparative Performance Space Sizes

## REMUNERATION AND EMPLOYMENT CONDITIONS

### Centre Managers

Performing arts centre managers are often remunerated with a package that may include a vehicle, mobile phone, laptop and other benefits. The following chart (Figure 5) shows managers' comparative remuneration packages by their organisation's turnover. In determining salary levels, respondents were asked to select from pre-defined salary ranges rather than provide specific salary figures.

As well as showing the range of packages (highest and lowest), for a better understanding of the range we have included the mode – the value that appears most often, and the median – the middle value of the data set.

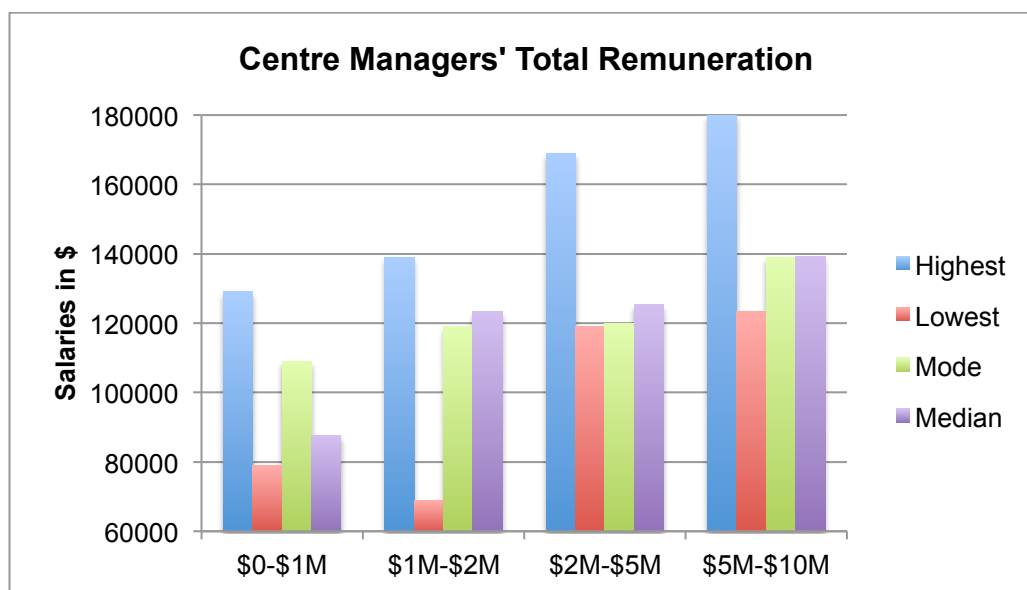


Figure 5: Centre Managers' Total Remuneration

The following charts breaks down the centre managers' remuneration packages into their component parts.

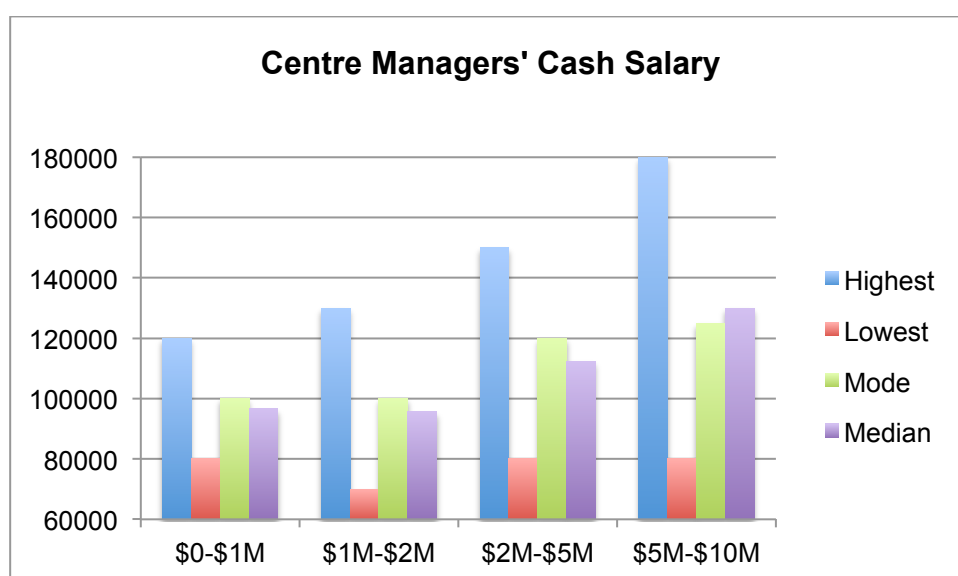


Figure 6: Centre Managers' Cash Salary by Venue Turnover

Overall, 48.9% of managers receive access to a vehicle and 36.2% of managers have full access to a vehicle. Compared to 2013 results, this benefit is received by fewer managers (55% had some level of access to a vehicle in 2013). 10.6% of managers receive a payment for use for a novated lease. Figure 7 provides the percentages of managers that have access to an arrangement for the provision of a vehicle within their remuneration package, broken down by venue turnover.

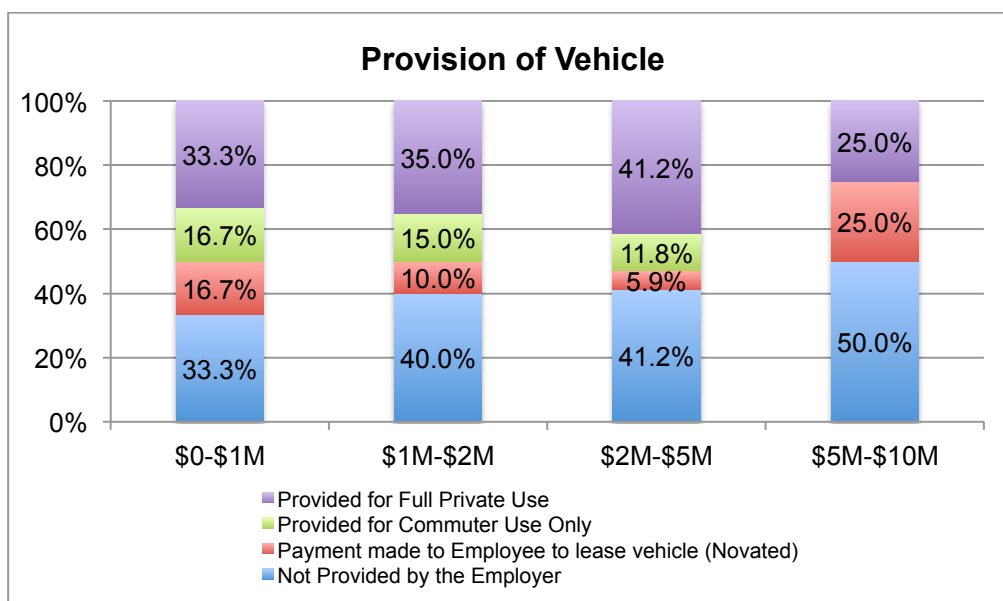


Figure 7: Provision of Vehicle by Turnover

The following chart (Figure 8) shows other benefits received by managers and the percentage of access for each benefit grouped into categories of venue turnover. Use of a mobile phone for either all calls or for business calls is provided to a total of 86% of managers. Travel for professional development is also a common benefit received by 67.4% of all managers.

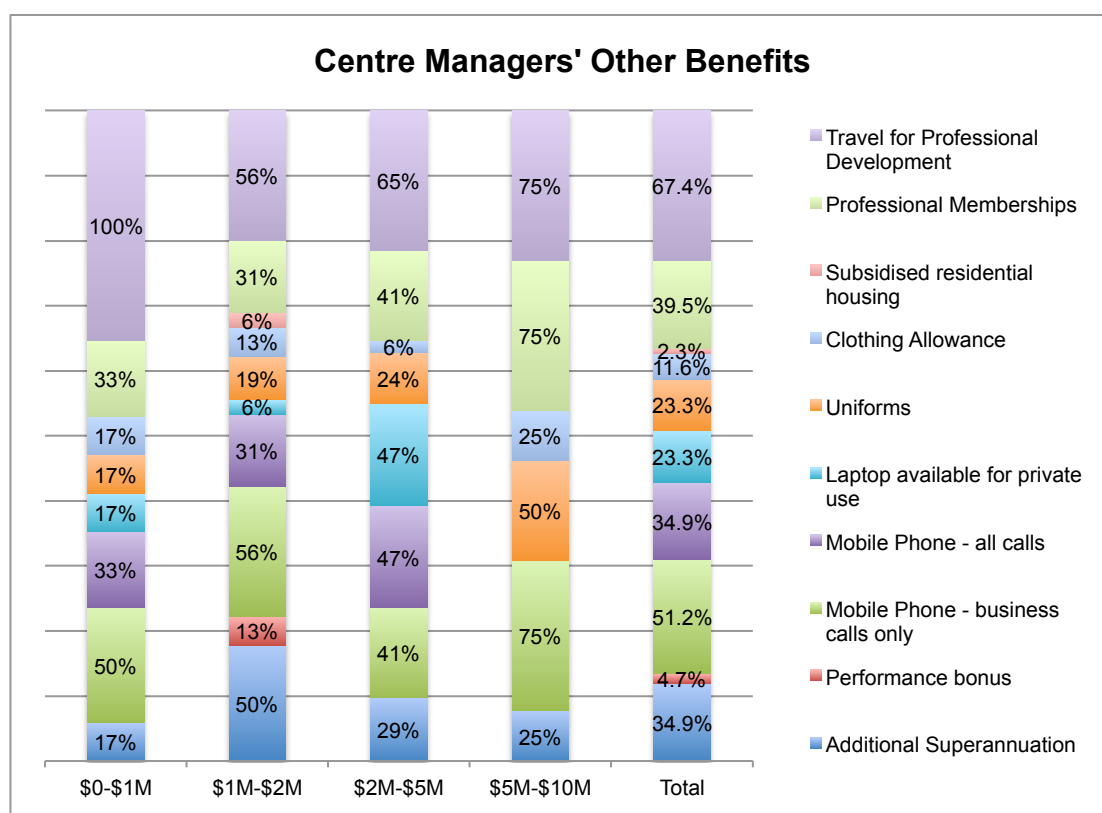


Figure 8: Centre Managers' Other Benefits

The superannuation rates for those who receive additional superannuation are shown below.

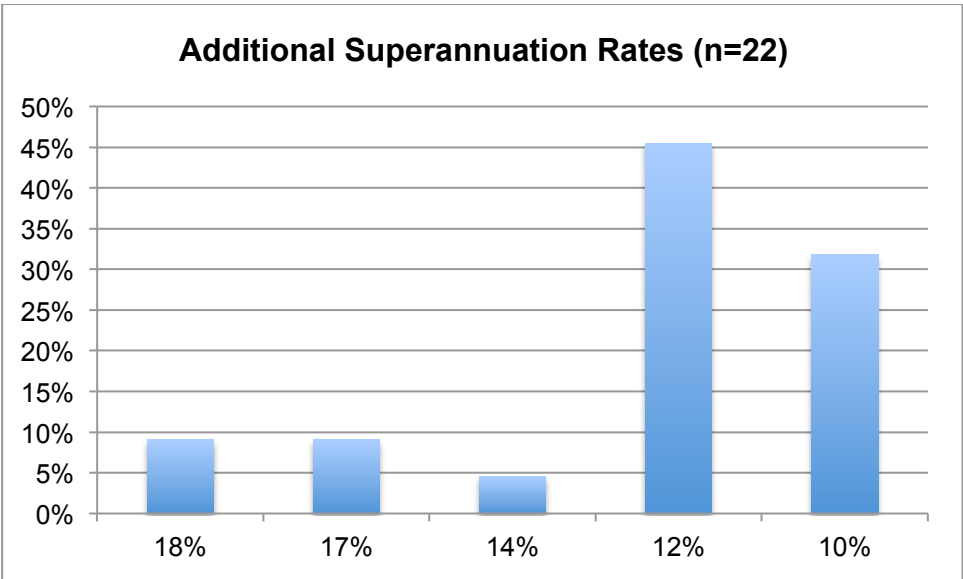


Figure 9: Additional Superannuation rates

A comparison of managers' salaries from the survey conducted in 2011, 2013 and 2015 (Figure 10) uses the highest salary level in the range as the comparison point and annual turnover as categories. The result shows a reduction in two ranges, for managers of venues with turnover between \$1 M to \$5 M. In 2013, it was noted that the large increase in the \$2M to \$5M range was partly attributed to a selection of different venues and a small data set.

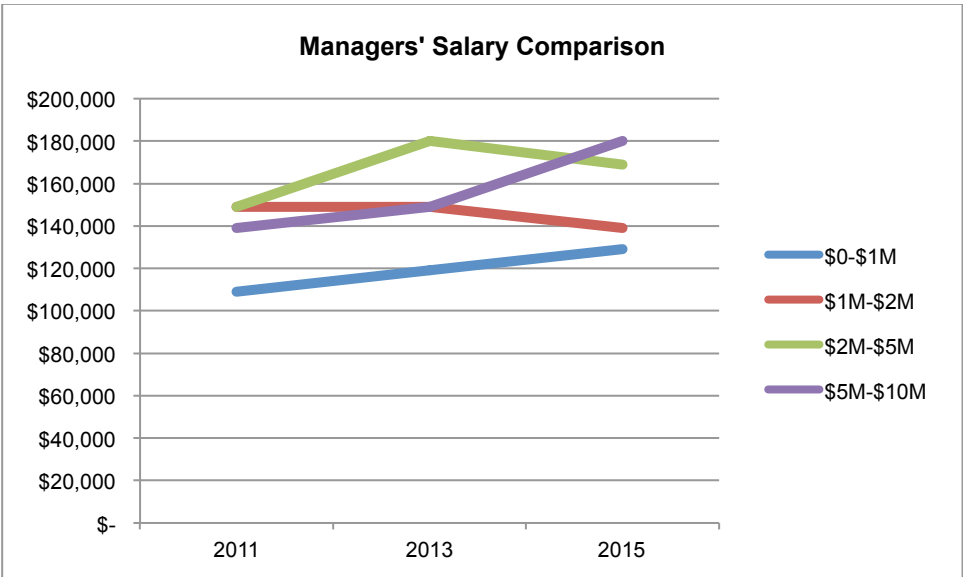


Figure 10: Managers' Salary Comparison 2011 to 2015



Performing arts centre managers are often employed on a different basis to their staff. The following chart shows a high incidence of private contracts although the percentage of occurrence has reduced by 3% since the 2013 survey. Managers employed by industrial award have increased by 2% and enterprise agreements have increased by 1%.

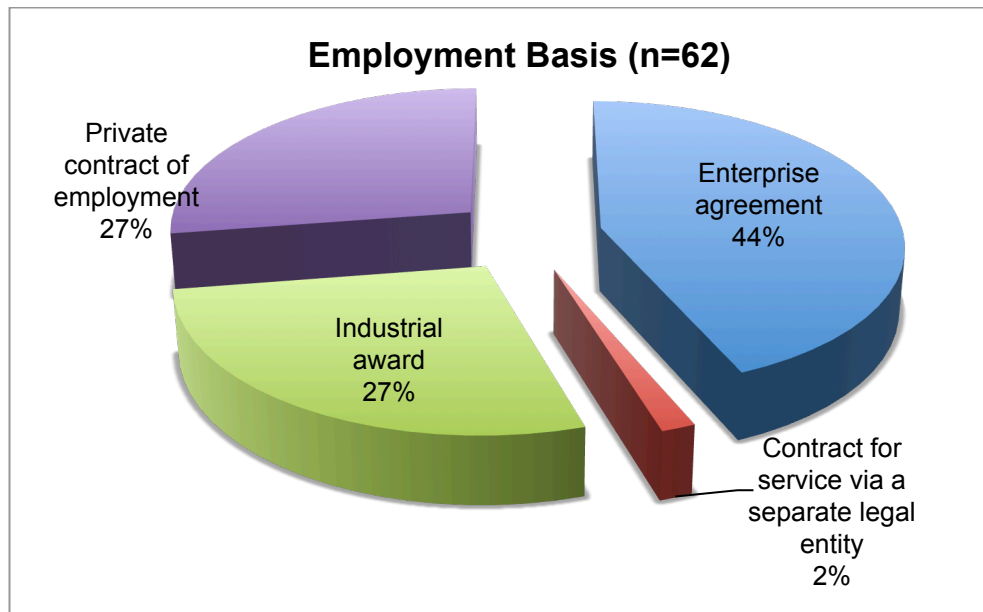


Figure 11: Employment Basis for Centre Managers

The breadth of the sector is demonstrated by the range of the responsibilities undertaken by centre managers in addition to the programming and management of their venue. The most common added responsibility is Events and Community Celebrations with 34% reporting it as part of their role, which has increased by 5% in each survey from 2011 and 2013. Management of Arts Galleries or Visual Arts programs has also increased across surveys from 17% to 21% while the management of various services including leases, food and beverage outlets as well as Tourism Information Centres, Sports Stadiums and Function Centres are included in an increasing number of Centre Manager roles, increasing from 9% in 2011 to 18% in 2015.



Figure 12: Additional Responsibilities taken by Centre Managers

Centre managers were asked to estimate their average weekly hours over the previous three months prior to the survey. Overall, centre managers commitment of work hours has remained constant. In 2013, 75% of managers reported their working week was more than 40 hours (an increase of 8% over 2011) which is consistent with the 2015 result. In 2015, the survey provided an additional category asking for work hours more than 50 hours per week, with 10% of managers reporting this time commitment.

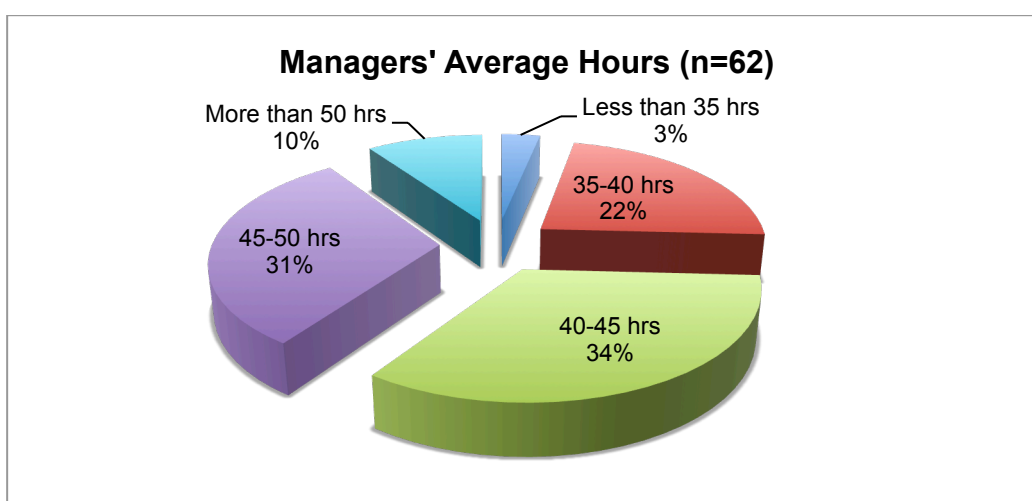


Figure 13: Additional Responsibilities taken by Centre Managers

Centre managers were asked to clarify how overtime was remunerated. TOIL (Time off in lieu of payment) is the most common way of dealing with overtime, particularly for venues with less than \$2M turnover. Three venues reported receiving additional payment for overtime. Venues with higher turnover more commonly have overtime included within their salary. Work/life balance is a concern in many workplaces and in this survey, 19% of all venue managers reported that additional hours and overtime is 'largely ignored'.

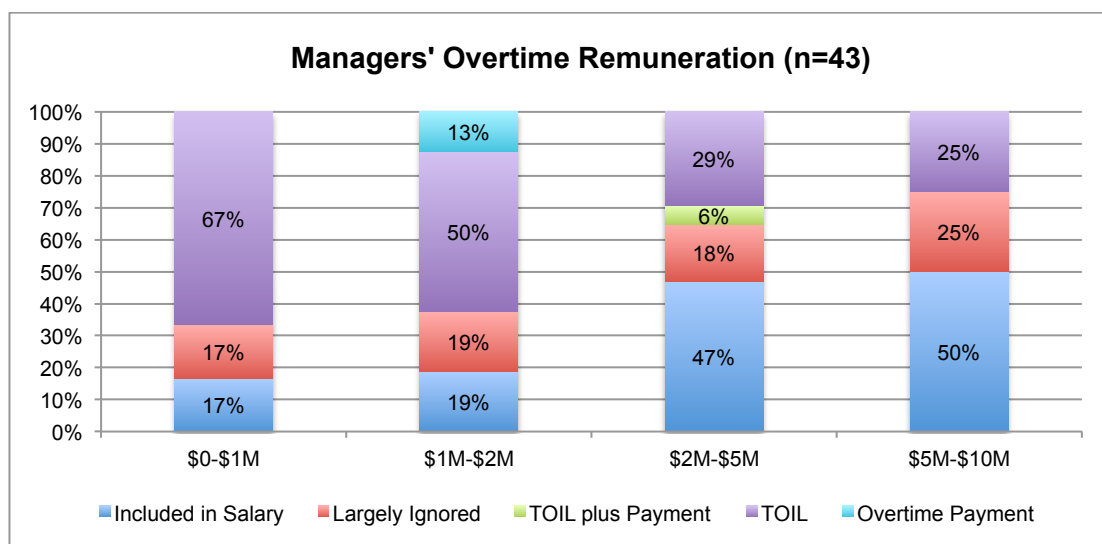


Figure 14: Centre Managers' Overtime Remuneration

When comparing the 2015 results with the past two surveys, the category 'largely ignored' has shown an increase of 5% while TOIL has reduced by 3% since 2013. The acknowledgment via payment for overtime was only reported by two venues with a turnover between \$1M and \$2M. The availability of TOIL plus overtime payment has reduced significantly and was only reported by one venue in 2015.

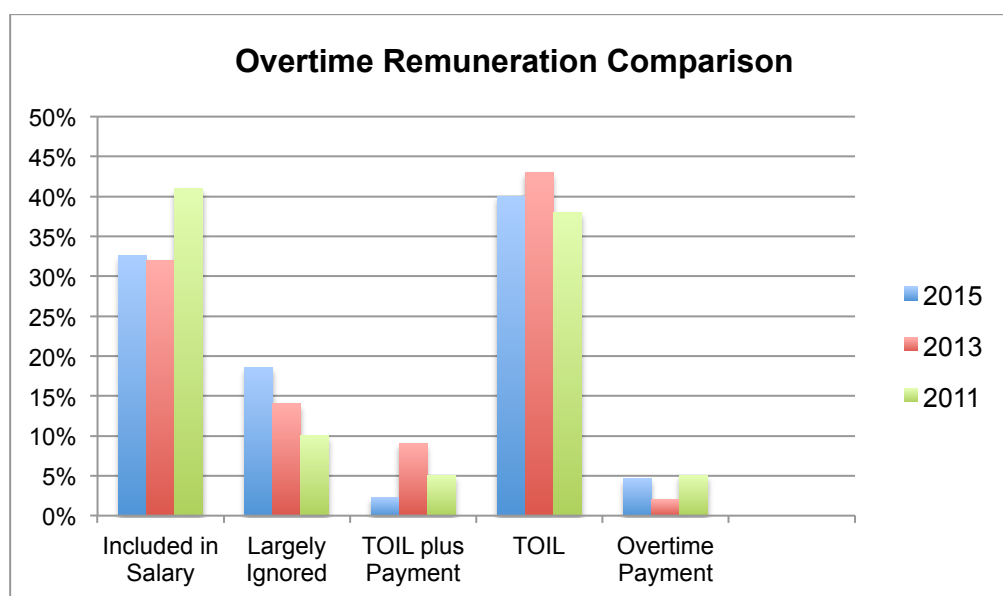


Figure 15: Overtime Remuneration Comparison 2011 to 2015

## Venue Staff

Similar to the information on centre managers' remuneration, respondents were asked to select from pre-defined salary ranges rather than provide specific salary figures. Once again, for a better understanding of the range we have included the mode – which is the value that appears most often, and the median – which is the middle value of the data set. The information is presented by organisation turnover to assist with comparisons.

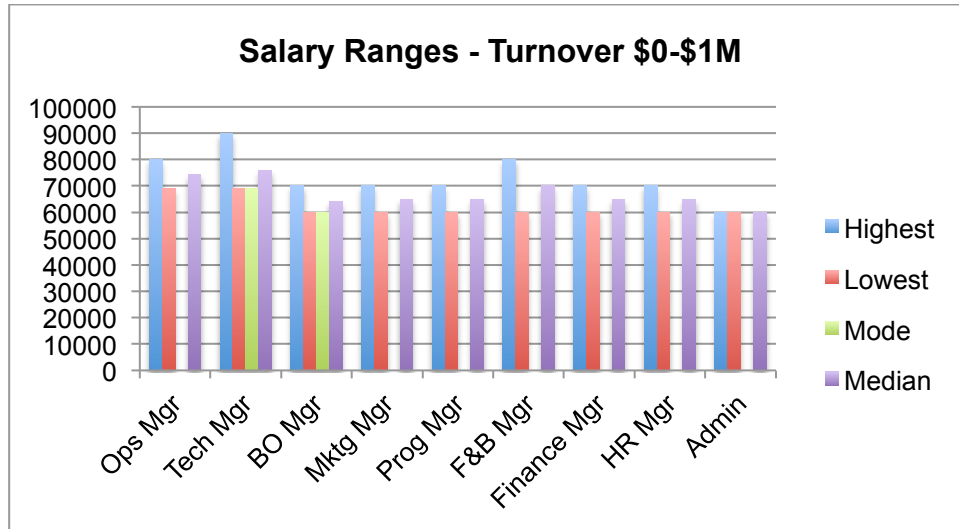


Figure 16: Venue Staff Salaries - Turnover \$0 - \$1M

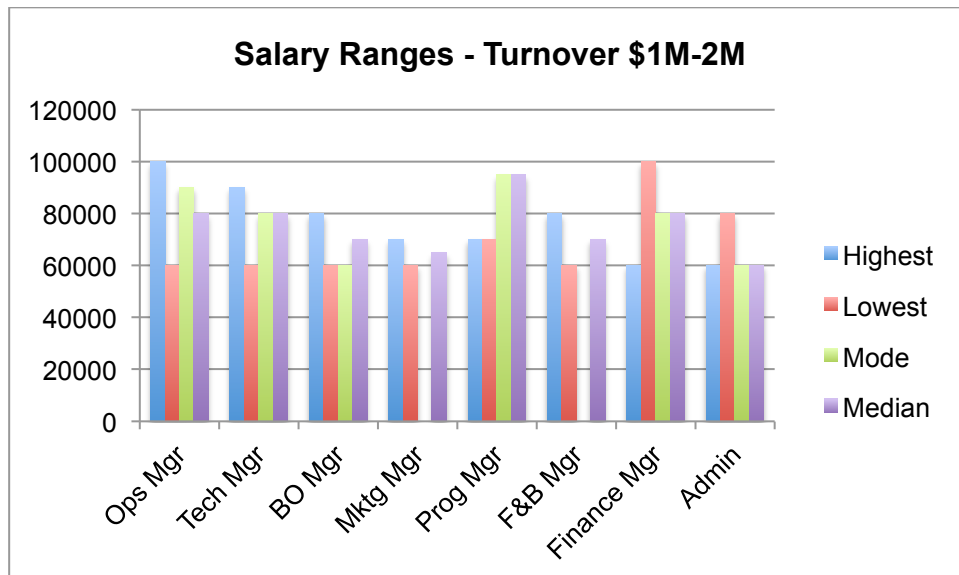


Figure 17: Venue Staff Salaries - Turnover \$1M - \$2M

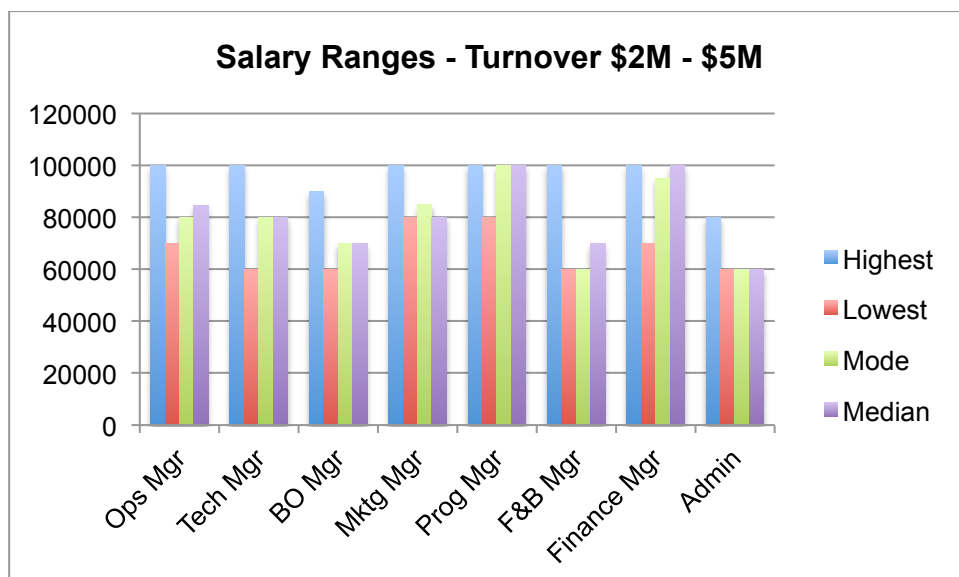


Figure 18: Venue Staff Salaries - Turnover \$2M - \$5M

In the group of venues with turnover between \$2M and \$5M there was no data reported for Human Resource Managers (Figure 18). For Administration personnel, the majority of venues reported their staff are paid at \$60,000 or less.

In Figure 19, the number of venue respondents is small and data was not provided for salary ranges for Program or Human Resource Manager roles. Finance Manager and Administration roles were only reported by one of these venues.

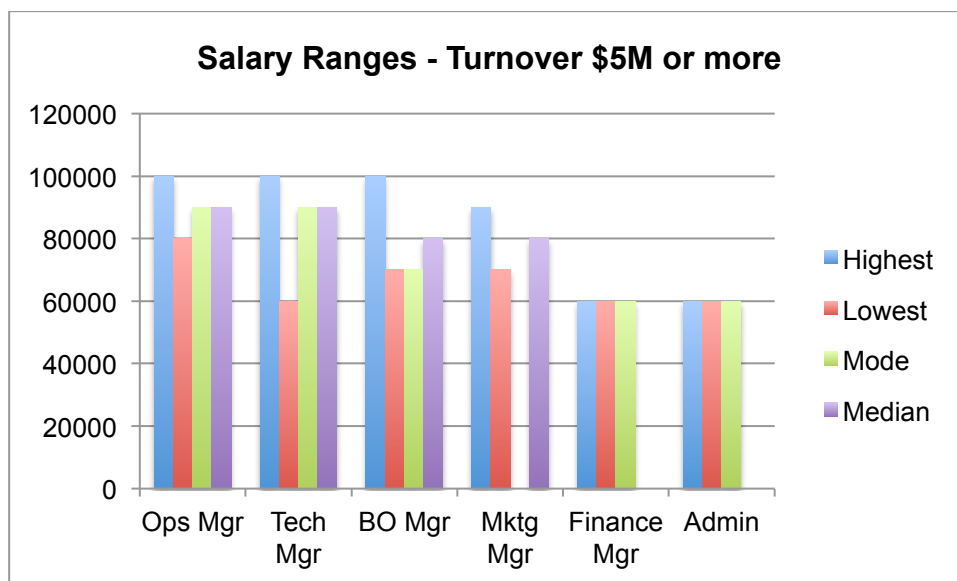


Figure 19: Venue Staff Salaries - Turnover \$5M - \$10M

The following charts show different aspects of conditions of employment.

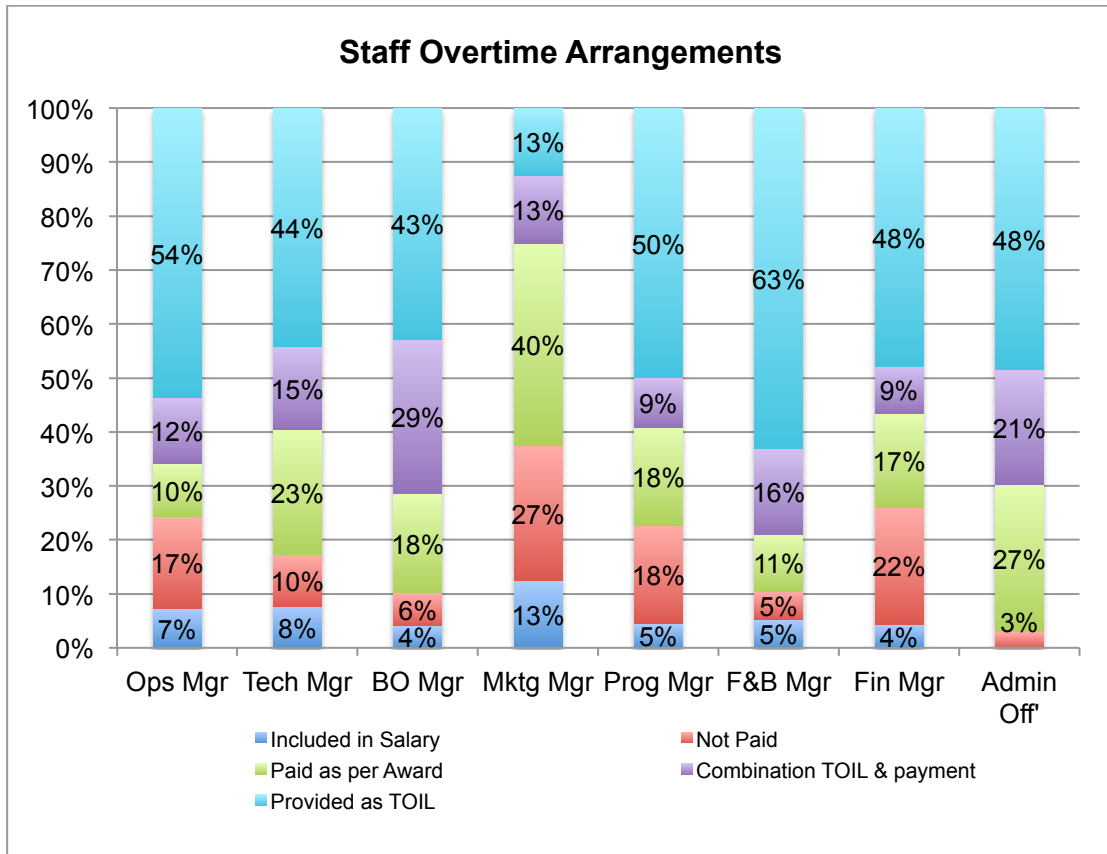


Figure 20: Staff Overtime

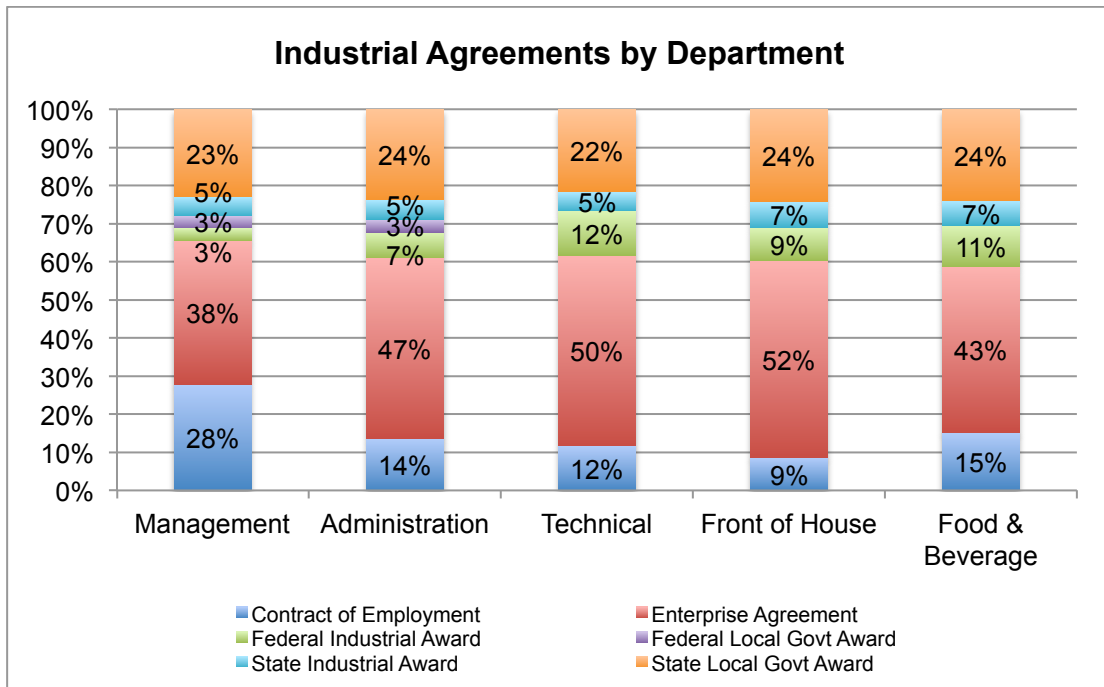


Figure 21: Venue Staff Industrial Agreements



## Staffing Levels

The following charts plot the number of full-time equivalent (FTE) staff employed by centres across the various departments. It shows the percentage of respondents that staff each department at a particular level of FTEs. Data from centres with a turnover of more than \$5M was insufficient to be significant and has been omitted.

In respondent venues with a turnover of less than \$1million per annum, there is no public programs department.

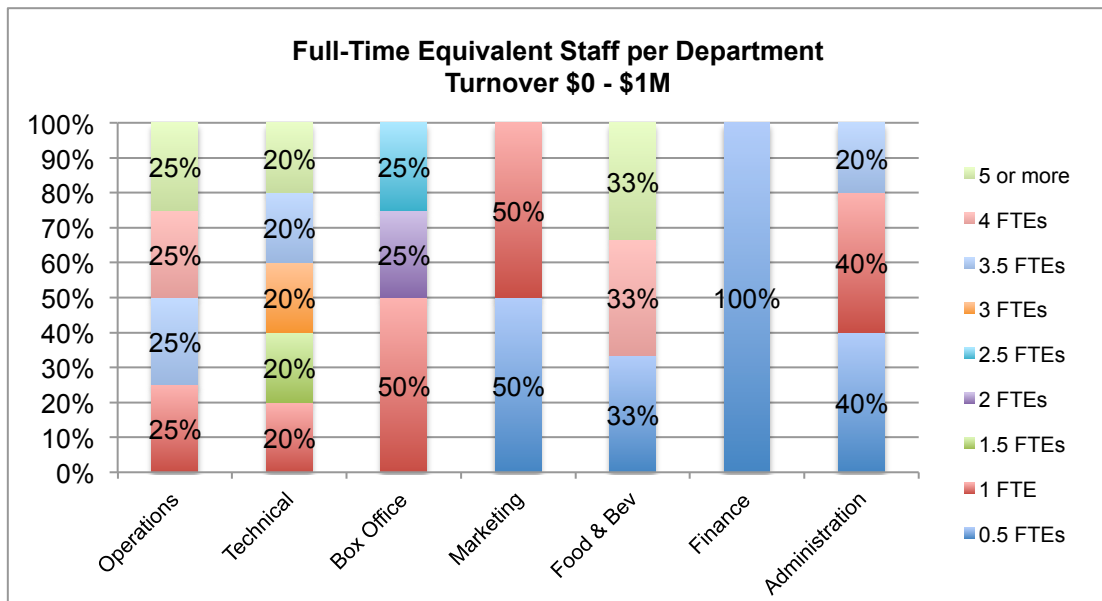


Figure 22: FTE Staff per Department – Turnover \$0 to \$1M

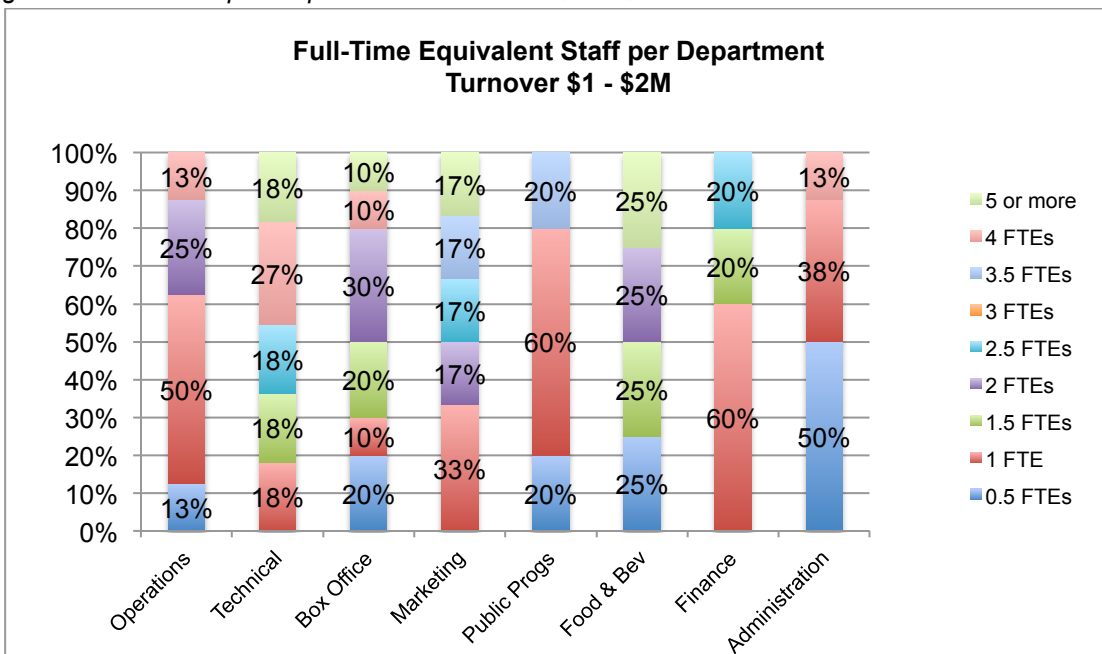


Figure 23: FTE Staff per Department – Turnover \$1 to \$2M

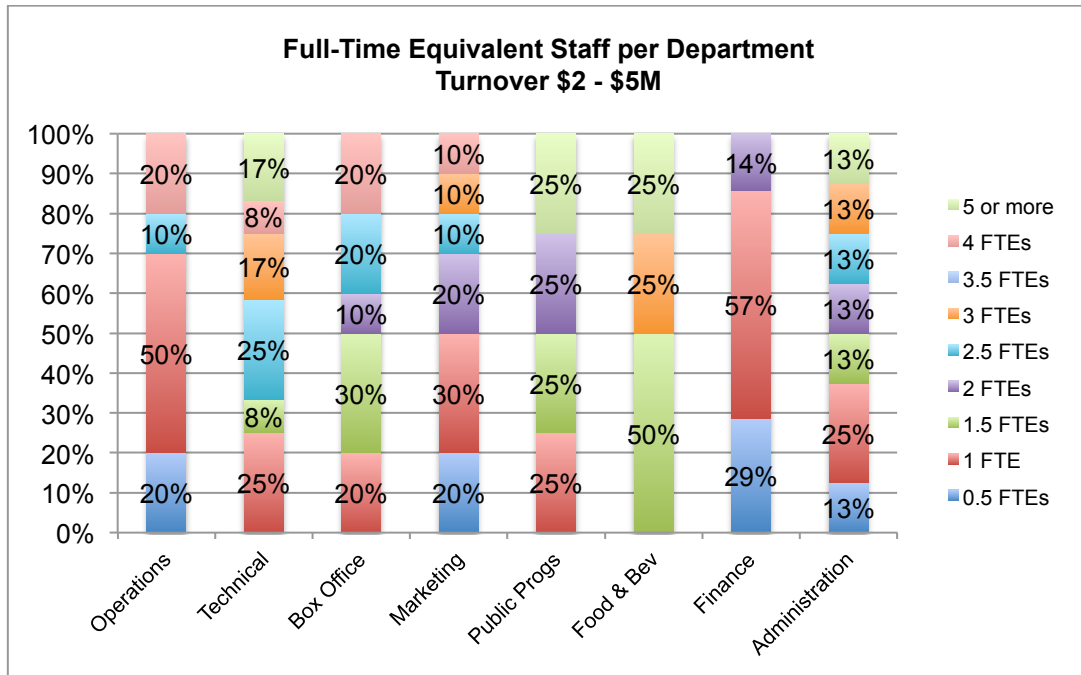


Figure 24: FTE Staff per Department – Turnover \$2 to \$5M

Total FTE across the 53 respondent venues and all departments provides an indication of the level of employment generated by the sector. A total of 746 people are employed across respondent venues with an average of 14 staff per venue. Figure 23 shows the spread of departments and percentage of skilled persons required on average per venue.

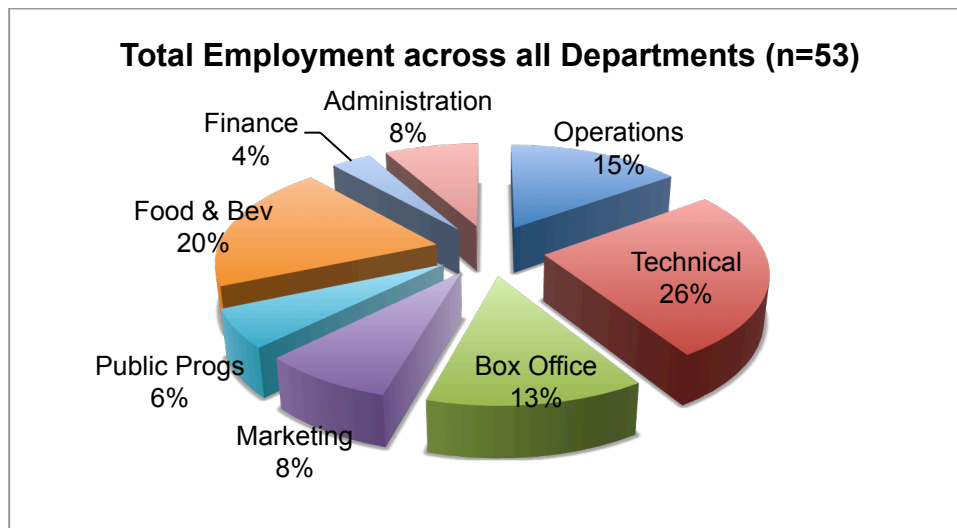


Figure 25: Total Employment in Respondent Venues

# Venue Operations

## Commercial Hire Rates – Primary Space

Capacity	Venue – Primary Performance Space	State	Commercial Hire (Package Rate)					Commercial Hire (Rehearsal Rate)	
			Per week	Per day	Per session	Hours per session	Vs % of Net Box Office	Per Hour	Per Day
Under 500 Seats	BEMAC - Brisbane Multicultural Arts Centre	QLD		1,200	720	4		150	1,200
	Broome Civic Centre [Shire of Broome]	WA	3,435	1,145	625	-		-	1,145
	Burnie Arts and Function Centre	TAS		695				75	
	Colac Otway Performing Arts and Cultural Centre	VIC	NA	1,400	950	4	NA	NA	1,400
	Devonport Entertainment and Convention Centre	TAS	-		-	-	8.5%	160	320
	Don Russell Performing Arts Centre	WA			610	< 8		41	
	Dubbo Regional Theatre and Convention Centre	NSW	NA	1,560	NA		10%	120	675
	Judith Wright Centre of Contemporary Arts	QLD	8,260	2,060			-		1,240
	Karralyka Centre	VIC						261	2,088
	Marion Cultural Centre	SA	14,455	1,947	825	4	NA	150	1,947
	Matt Dann Theatre & Cinema	WA	NA	855	433	4			540
	Mildura Arts Centre	VIC		1,350				83	
	Monkey Baa Theatre Company	NSW	by request	4,150	2,500	5		215	4,150
	Pilbeam Theatre	QLD		1,160			10%	75	
	Playford Civic Centre	SA	1,947	583				120	583
	Portland Arts Centre	VIC			75	1			
	QUT Gardens Theatre	QLD	17,300	3,850					
	Street Theatre	ACT	5,000						
	The Cube Wodonga	VIC		1,943	1,227	4	NA		
	The Hopgood Theatre	SA			1190	6	12.5%	4 hours	250
	Wagga Wagga Civic Theatre	NSW		2,200			12%		
	West Gippsland Arts Centre	VIC	NA	1,400	1,400	10	NA	55	NA
	Whitehorse Performing Arts Centre	VIC	NA	NA	1,500	5		150	

Capacity	Venue - Primary Performance Space	State	Commercial Hire (Package Rate)					Commercial Hire (Rehearsal Rate)	
			Per week	Per day	Per session	Hours per session	Vs % of Net Box Office	Per Hour	Per Day
500 to 999 Seats	Manning Entertainment Centre	NSW	3,600	1,000	1,000	8	10%	100	800
	Barossa Arts & Convention Centre	SA		2,500					1,350
	Brolga Theatre	QLD			920		10%	68	
	Redland Performing Arts Centre	QLD		1,209			10%	76	533
	Eastbank Centre - Riverlinks Venues	VIC		2,010					520
	Frankston Arts Centre	VIC			2,420	5		220	
	Bathurst Memorial Entertainment Centre	NSW		1,400	700	4	10%	119	700
	Albury Entertainment Centre	NSW		1,795			12%	140	
	Shoalhaven Entertainment Centre	NSW	NA	1,925	1,925	8	NA	NA	970
	Clocktower Centre	VIC			545	1		290	
	University Theatres - University of Western Australia	WA		880					440
	Orange Civic Theatre	NSW	\$1246	NA	NA	NA	12.5%		
	Her Majesty's Theatre	VIC	NA	3,280		9	NA	225	1,250
	Bunbury Regional Entertainment Centre	WA		3,468		16		172	520

	Theatre Royal	TAS		1,500			12%		330
	Mandurah Performing Arts Centre	WA		2,890			n/a	158	
	The Events Centre	QLD		3,315	1,150	6		6 hrs \$1150	3,315
	Cairns Civic Theatre	QLD	8,400	1,200	600	4	10%	149	1,200
	Joan Sutherland Performing Arts Centre	NSW	NA	NA	NA	NA	NA	220	NA
	Seymour Centre	NSW	38,200	8,375				Negotiable	Negotiable
	Illawarra Performing Arts Centre	NSW			1,370	5	10%	160	
	The Glasshouse Port Macquarie	NSW			1,480	4	11%	290	
	Griffith Regional Theatre	NSW			750	4	12%	65	
	Riverside Theatres Parramatta	NSW	29,459	5,509	5,509	4	10-30%	na	5,509
	Gladstone Entertainment Convention Centre	QLD			1,300	4	10%	150	
	Queens Park Theatre	WA		1,190			10%		
	Capitol Venues and Events	VIC			1,900	5		132	
	Geelong Performing Arts Centre	VIC	11,743	2,258					903
	Esperance Civic Centre	WA	NA	NA	NA	NA	NA	NA	1,600
	Ipswich Civic Centre	QLD	Negotiable	1,340	870	3	10%	140	1,260
	Melbourne Theatre Company	VIC	22,000	4,400	4,400	12			2,200
	NIDA Parade Theatres	NSW	21,000	4,700					2,200
Capacity	Venue – Primary Performance Space	State	Commercial Hire (Package Rate)					Commercial Hire (Rehearsal Rate)	
			Per week	Per day	Per session	Hours per session	Vs % of Net Box Office	Per Hour	Per Day
1,000 to 1,999 seats	His Majesty's Theatre	WA	13,500	2,700					1,060
	Empire Theatre	QLD		2,900			10%		2,900
	Canberra Theatre Centre	ACT	26,950	3,850					2,464
	Mackay Entertainment & Convention Centre	QLD		2,300	1,190	5	10%	155	1,000
	City Recital Hall Angel Place	NSW		11,499					
	Monash University Academy of Performing Arts	VIC		4,990					1,573
Over 2,000	Arts Centre Melbourne	VIC	86,865	17,373					

## Commercial Hire Rates – Secondary Space

Capacity	Venue – Secondary Performance Space	State	Commercial Hire (Package Rate)					Commercial Hire (Rehearsal Rate)	
			Per week	Per day	Per session	Hours per session	Vs % of Net Box Office	Per Hour	Per Day
Under 500 seats	Albury Entertainment Centre	NSW		470					
	Barossa Arts & Convention Centre	SA		1,300					700
	BEMAC - Brisbane Multicultural Arts Centre	QLD		850	510	4		106	850
	Bunbury Regional Entertainment Centre	WA		1,575		16		236	
	Capitol Venues and Events	VIC			1,270	5		88	
	Colac Otway Performing Arts and Cultural Centre	VIC	NA	725	470	4	NA	NA	725
	Eastbank Centre - Riverlinks Venues	VIC		1,380					520
	Empire Theatre	QLD		1,100			10		1,100
	Esperance Civic Centre	WA	NA	NA	NA	NA	NA	NA	420
	Frankston Arts Centre	VIC			1,360	5		110	
	Geelong Performing Arts Centre	VIC	4,486	864					343
	Griffith Regional Theatre	NSW			140	4		65	
	His Majesty's Theatre	WA	1,800	300					300
	Illawarra Performing Arts Centre	NSW			680	5	10	115	

	Ipswich Civic Centre	QLD	Negotiable	990	330	3	10%	110	990
	Joan Sutherland Performing Arts Centre	NSW	NA	NA	NA	NA	NA	220	NA
	Judith Wright Centre of Contemporary Arts	QLD	1,650	500					230
	Mandurah Performing Arts Centre	WA		990			NA	150	
	Melbourne Theatre Company	VIC	5,500	1,100	550	6			1,100
	Mildura Arts Centre	VIC				115		115	
	NIDA Parade Theatres	NSW	6,600	1,600					850
	Queens Park Theatre	WA		310					
	Redland Performing Arts Centre	QLD		430			10	56	430
	Riverside Theatres Parramatta	NSW	7,543	1,604	1,604	4	10-30%	NA	1,604
	Shoalhaven Entertainment Centre	NSW	NA	580	290	4	NA	NA	580
	Street Theatre	ACT	1,500						
	The Glasshouse Port Macquarie	NSW			360	4			
	The Hopgood Theatre	SA			260	4		per 4 hours	260
	Theatre Royal	TAS	1,100	385					220
Capacity	Venue – Secondary Performance Space	State	Commercial Hire (Package Rate)					Commercial Hire (Rehearsal Rate)	
			Per week	Per day	Per session	Hours per session	Vs % of Net Box Office	Per Hour	Per Day
500 to 999 seats	Bathurst Memorial Entertainment Centre	NSW		1,258	677	4	10%	119	677
	Burnie Arts and Function Centre	TAS		910				75	
	Canberra Theatre Centre	ACT	15,785	2,255					1,551
	Dubbo Regional Theatre and Convention Centre	NSW		1,295		8	10%	120	620
	Orange Civic Theatre	NSW		1,010			11%		
	Seymour Centre	NSW	31,000	6,880				Negotiable	Negotiable
	University Theatres - University of Western Australia	WA		1,320					660

Capacity	Venue – Secondary Performance Space	State	Commercial Hire (Package Rate)					Commercial Hire (Rehearsal Rate)	
			Per week	Per day	Per session	Hours per session	Vs % of Net Box Office	Per Hour	Per Day
Over 1,000 seats	Mackay Entertainment & Convention Centre	QLD	NA	7,800	5,000	Day & Evening	10%	Discretion al	Discretion al
	Arts Centre Melbourne	VIC	88,321	17,648					

### Commercial Hire Rates - Tertiary Space

Capacity	Venue – Tertiary Performance Space	State	Commercial Hire (Package Rate)					Commercial Hire (Rehearsal Rate)	
			Per week	Per day	Per session	Hours per session	Vs % of Net Box Office	Per Hour	Per Day
Under 500 seats	Bathurst Memorial Entertainment Centre	NSW		228	118	4	NA	59	228
	Canberra Theatre Centre	ACT	924	154					154
	Capitol Venues and Events	VIC			417	5		47	
	Empire Theatre	QLD		850			10%		850

	Illawarra Performing Arts Centre	NSW			330	5	10%	45	
	Joan Sutherland Performing Arts Centre	NSW	NA	NA	NA	NA	NA	88	
	Redland Performing Arts Centre	QLD		683			10	70	683
	Riverside Theatres Parramatta	NSW	5,576	1,084	1,084	4	10-30%	NA	1,084
	Seymour Centre	NSW	6,100	1,950				Negotiable	Negotiable
	Street Theatre	ACT	1,000						
	The Glasshouse Port Macquarie	NSW		350	175	4			
	University Theatres - University of Western Australia	WA		440					440
500 to 999 seats	Arts Centre Melbourne	VIC							
			33064	6608					
1,000 to 1,999	Geelong Performing Arts Centre	VIC							
			16356	3145					

## Additional Performance Spaces

Capacity	Venue – Additional Performance Space	State	Commercial Hire (Package Rate)					Commercial Hire (Rehearsal Rate)	
			Per week	Per day	Per session	Hours per session	Vs % of Net Box Office	Per Hour	Per Day
Under 500 seats	Bathurst Memorial Entertainment Centre	NSW		337	169	4	NA	NA	337
	Capitol Venues and Events	VIC		217	128	4			217
	Empire Theatre	QLD		700			10%		700
	Seymour Centre	NSW	5,900	985				Negotiable	Negotiable
	Arts Centre Melbourne	VIC	13,450	2,688					
1,000 to 1,999	Illawarra Performing Arts Centre	NSW			1,900	5	10	190	

## Community Rates

Almost all venues offer discounted rates for community groups, however the definition varies between centres. The following chart shows the principal types of qualifications hirers require to access these rates and the percentage of venue respondents that apply those criteria.

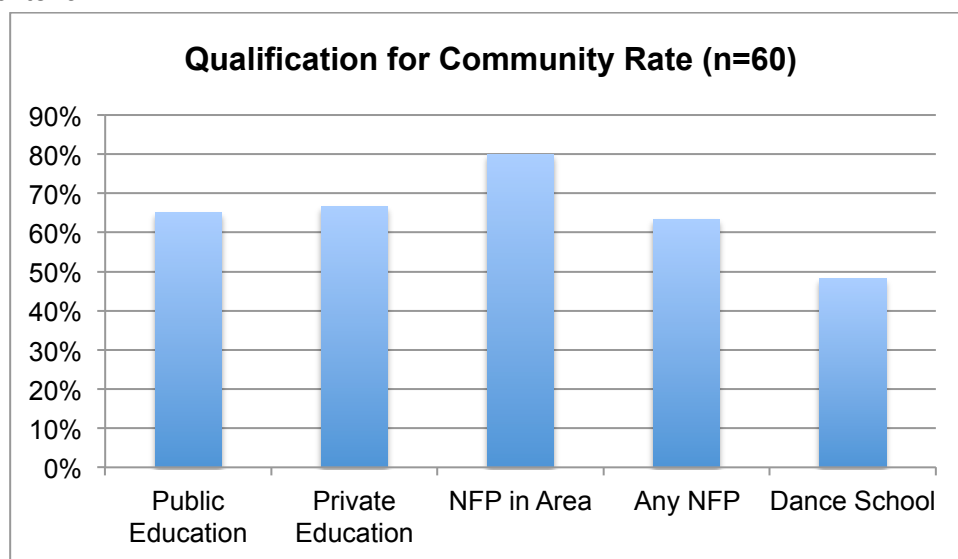


Figure 26: Qualification Criteria for Community Hire Rates



Some venues also reported providing different hire rates for specific groups in the communities including schools (18 venues), Eisteddfod groups (10 venues) and Conferences (11 venues). A number of venues advised of further discounting for specific community groups including long-term community hirers and for meetings or community events organised by the owner of their building.

### Community Hire Rates - Primary Space

Capacity	Venue – Primary Performance Space	State	Commercial Hire (Package Rate)					Commercial Hire (Rehearsal Rate)	
			Per week	Per day	Per sessi on	Hours per session	Vs % of Net Box Office	Per Hour	Per Day
Under 500 Seats	BEMAC - Brisbane Multicultural Arts Centre	QLD		600	360	4		75	600
	Broome Civic Centre [Shire of Broome]	WA	1,725	575	315	-	-	-	575
	Burnie Arts and Function Centre	TAS		278				30	
	Colac Otway Performing Arts and Cultural Centre	VIC	NA	1,050	705	4	NA	NA	1,050
	Devonport Entertainment and Convention Centre	TAS						80	160
	Don Russell Performing Arts Centre	WA			490	<8		41	
	Dubbo Regional Theatre and Convention Centre	NSW		1,275		8		90	638
	Judith Wright Centre of Contemporary Arts	QLD	6,695	1,720					995
	Karralyka Centre	VIC						193	1,544
	Marion Cultural Centre	SA	9,912	1,298	550	4	NA	100	1,298
Capacity	Venue – Primary Performance Space	State	Commercial Hire (Package Rate)					Commercial Hire (Rehearsal Rate)	
			Per week	Per day	Per sessi on	Hours per session	Vs % of Net Box Office	Per Hour	Per Day
Under 500 Seats	Matt Dann Theatre & Cinema	WA	NA	428	214	4			
	Mildura Arts Centre	VIC		515				83	
	Monkey Baa Theatre Company	NSW	by request	2,700	1,750	5		176	2,700
	Pilbeam Theatre	QLD		620			10%	62	
	Playford Civic Centre	SA	973	292				120	292
	Portland Arts Centre	VIC			29	1			
	QUT Gardens Theatre	QLD	13,840	3,080					
	The Cube Wodonga	VIC	NA	1,538	992	4	NA	NA	335
	The Hopgood Theatre	SA			930	6		4 hours	250
	Wagga Wagga Civic Theatre	NSW		850	650	3pm- 12pm		63	
	West Gippsland Arts Centre	VIC	5,160	860	860	10	NA	55	NA
	Whitehorse Performing Arts Centre	VIC			1,185	5		150	
Capacity	Venue - Primary Performance Space	State	Commercial Hire (Package Rate)					Commercial Hire (Rehearsal Rate)	
			Per week	Per day	Per sessi on	Hours per session	Vs % of Net Box Office	Per Hour	Per Day
500 to 999 seats	Albury Entertainment Centre	NSW		1,292				95	
	Barossa Arts & Convention Centre	SA		1,350					750
	Bathurst Memorial Entertainment Centre	NSW		981	491	4	10%	96	491
	Brolga Theatre	QLD			430		8%	68	
	Bunbury Regional Entertainment Centre	WA		2,254		16		57	338
	Cairns Civic Theatre	QLD	5,650	650	324	4	10%	81	650

	Capitol Venues and Events	VIC			1,676	5		81	
	Clocktower Centre	VIC			505	1		200	
	Eastbank Centre - Riverlinks Venues	VIC		1,380					445
	Esperance Civic Centre	WA	NA	NA	NA	NA	NA	NA	1,280
	Frankston Arts Centre	VIC			1,760	5		220	
	Geelong Performing Arts Centre	VIC	10,674	2,053					822
	Gladstone Entertainment Convention Centre	QLD			520	4	10%	60	
	Griffith Regional Theatre	NSW			\$400 or \$2.50 / seat	4		First 4 hours free, \$65 / hr	
	Her Majesty's Theatre	VIC	NA	2,560		9		225	1,250
	Illawarra Performing Arts Centre	NSW			870	5	10%	120	
	Ipswich Civic Centre	QLD	Negotiable	1,005	525	3	NA	90	720
	Joan Sutherland Performing Arts Centre	NSW	NA	NA	NA	NA	NA	110	NA
	Mandurah Performing Arts Centre	WA		2,200			NA	150	
	Manning Entertainment Centre	NSW	3,600	500	500	8	10%	100	800
	Melbourne Theatre Company	VIC	22,000	4,400	4,400	12			2,200
	NIDA Parade Theatres	NSW	15,000	3,000					1,750
	Orange Civic Theatre	NSW		\$865 perf			12.5% NBO		
	Queens Park Theatre	WA		595			5%		
	Redland Performing Arts Centre	QLD		725			10%	46	320
	Riverside Theatres Parramatta	NSW	25,045	4,662	4,662	4	10-30%	NA	4,662
	Seymour Centre	NSW	Negotiable	Negotiable				Negotiable	Negotiable
	Shoalhaven Entertainment Centre	NSW	NA	935	935	8	NA	NA	385
	The Events Centre	QLD		3,015		6		6 hours	3,015
	The Glasshouse Port Macquarie	NSW			1,108				
	Theatre Royal	TAS		1,000	888	4		174	
									330

Capacity	Venue – Primary Performance Space	State	Commercial Hire (Package Rate)					Commercial Hire (Rehearsal Rate)	
			Per week	Per day	Per session	Hours per session	Vs % of Net Box Office	Per Hour	Per Day
More than 1,000	Canberra Theatre Centre	ACT							
	City Recital Hall Angel Place	NSW		8,440					3,874
	Empire Theatre	QLD		1,800			10%		1,800
	His Majesty's Theatre	WA	12,500	2,500					1,000
	Mackay Entertainment & Convention Centre	QLD	0	2,000	810	5	10%	155	1,000
	Monash University Academy of Performing Arts	VIC		4,670					

### Community Hire Rates – Secondary Venue

Capacity	Venue – Secondary Performance Space	State	Commercial Hire (Package Rate)					Commercial Hire (Rehearsal Rate)	
			Per week	Per day	Per session	Hours per session	Vs % of Net Box Office	Per Hour	Per Day
Under 500 seats	Albury Entertainment Centre	NSW		423					
	Barossa Arts & Convention Centre	SA		700				13.4	350
	BEMAC – Brisbane Multicultural Arts Centre	QLD		425	255	4		53.15	425
	Bunbury Regional Entertainment Centre	WA		1,260		16		189	
	Capitol Venues and Events	VIC			1,118	5		81	

	Colac Otway Performing Arts and Cultural Centre	VIC	NA	620	395	4	NA	NA	620
	Eastbank Centre – Riverlinks Venues	VIC		1,020					445
	Empire Theatre	QLD		800			10%		800
	Esperance Civic Centre	WA	NA	NA	NA	NA	NA	NA	336
	Frankston Arts Centre	VIC			890	5		110	
	Geelong Performing Arts Centre	VIC	4,064	782					312
	Griffith Regional Theatre	NSW			140			65	
	His Majesty's Theatre	WA	1,800	300					300
	Illawarra Performing Arts Centre	NSW			490	5	10%	90	
	Ipswich Civic Centre	QLD	Negotiable	495	165	3	NA	55	495
	Joan Sutherland Performing Arts Centre	NSW	NA	NA	NA	NA	NA	110	NA
	Judith Wright Centre of Contemporary Arts	QLD	1,350	425					185
	Mandurah Performing Arts Centre	WA		770			NA	135	
	Melbourne Theatre Company	VIC	5,500	1,100	550	6			1,100
	Mildura Arts Centre	VIC				115		115	
	NIDA Parade Theatres	NSW	3,000	850					600
	Queens Park Theatre	WA		180					
	Redland Performing Arts Centre	QLD		172			10	22	172
	Riverside Theatres Parramatta	NSW	6,429	1,356	1,356	4	10-30%	NA	1,356
	Shoalhaven Entertainment Centre	NSW	NA	470	235	4	NA	NA	470
	Street Theatre	ACT	Negotiable						
	The Glasshouse Port Macquarie	NSW			216	4			
	The Hopgood Theatre	SA			260	4		per 4 hours	260
	Theatre Royal	TAS	990	250					110

Capacity	Venue – Secondary Performance Space	State	Commercial Hire (Package Rate)					Commercial Hire (Rehearsal Rate)	
			Per week	Per day	Per session	Hours per session	Vs % of Net Box Office	Per Hour	Per Day
500 to 999 seats	Bathurst Memorial Entertainment Centre	NSW		697	396	4	10%	96	396
	Burnie Arts and Function Centre	TAS		364				30	
	Canberra Theatre Centre	ACT							
	Dubbo Regional Theatre and Convention Centre	NSW	0	1035	0	8	0	80	517
	Orange Civic Theatre	NSW							
	Seymour Centre	NSW	Negotiable	Negotiable				Negotiable	Negotiable
	University Theatres - University of Western Australia	WA							
Over 1,000 seats	Mackay Entertainment & Convention Centre	QLD	NA	7,000	4,660	Day & Evening	10%	Discretionary	Discretionary

### Community Hire Rates – Tertiary venue

Capacity	Venue – Tertiary Performance Space	State	Commercial Hire (Package Rate)					Commercial Hire (Rehearsal Rate)	
			Per week	Per day	Per session	Hours per session	Vs % of Net Box Office	Per Hour	Per Day
Under 500 seats	Bathurst Memorial Entertainment Centre	NSW		208	110	4	NA	52	208
	Capitol Venues and Events	VIC			605	5		56	
	Empire Theatre	QLD		630			10%		630

	Illawarra Performing Arts Centre	NSW			255	5	10%	40	
	Joan Sutherland Performing Arts Centre	NSW	NA	NA	NA	NA	NA	66	NA
	Redland Performing Arts Centre	QLD		273			10%	28	273
	Riverside Theatres Parramatta	NSW	5,001	1,035	1,035	4	10-30%	NA	1,035
	Seymour Centre	NSW	Negotiable	Negotiable				Negotiable	Negotiable
	Street Theatre	ACT	Negotiable						
	The Glasshouse Port Macquarie	NSW		210	105	4			
1,000 to 1,999	Geelong Performing Arts Centre	VIC	2,859					1,141	2,859

## Community Rates – Additional Spaces

Capacity	Venue – Tertiary Performance Space	State	Commercial Hire (Package Rate)					Commercial Hire (Rehearsal Rate)	
			Per week	Per day	Per session	Hours per session	Vs % of Net Box Office	Per Hour	Per Day
Under 500 seats	Bathurst Memorial Entertainment Centre	NSW		312	156	4	N/A	N/A	312
	Capitol Venues and Events	VIC	642	115	75	4	0	0	115
	Empire Theatre	QLD		550			10		550
	Seymour Centre	NSW	Negotiable	Negotiable				Negotiable	Negotiable
1,000 to 1,999	Illawarra Performing Arts Centre	NSW			1500	5	10	150	

## Hire Package Inclusions

There is very little difference between commercial and community hire package inclusions. Most packages have similar inclusions for both commercial and community hirers. Differences are seen in the inclusion of duty managers and technical staff for community hirers. The following chart shows the percentage of respondents that include each specific charge within their overall hire fee.

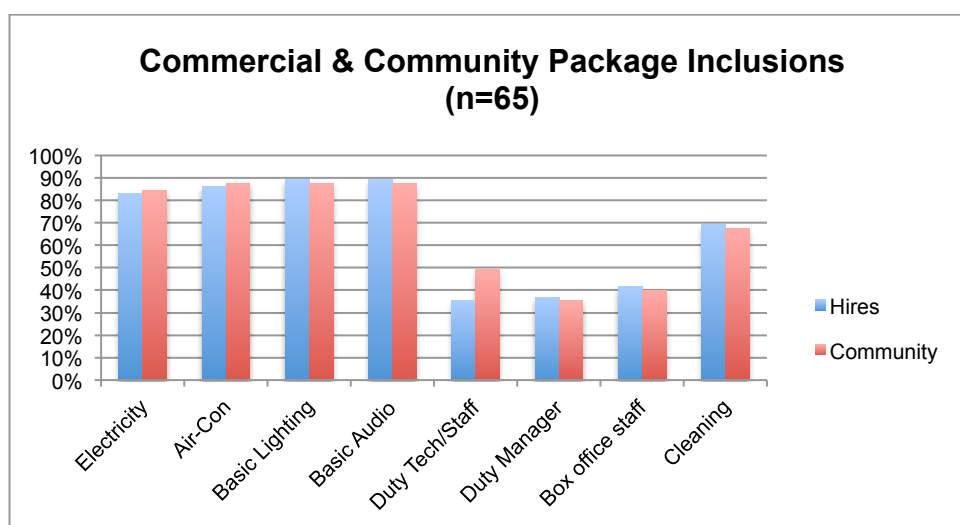


Figure 27: Hire Package Inclusions – Commercial –v- Community

Almost one-third of venues respondents (72%) provide basic marketing advice to hirers of the venue at no additional charge. This result is a significant change from the 2013 survey where 54% of venues provided this support at no additional cost.

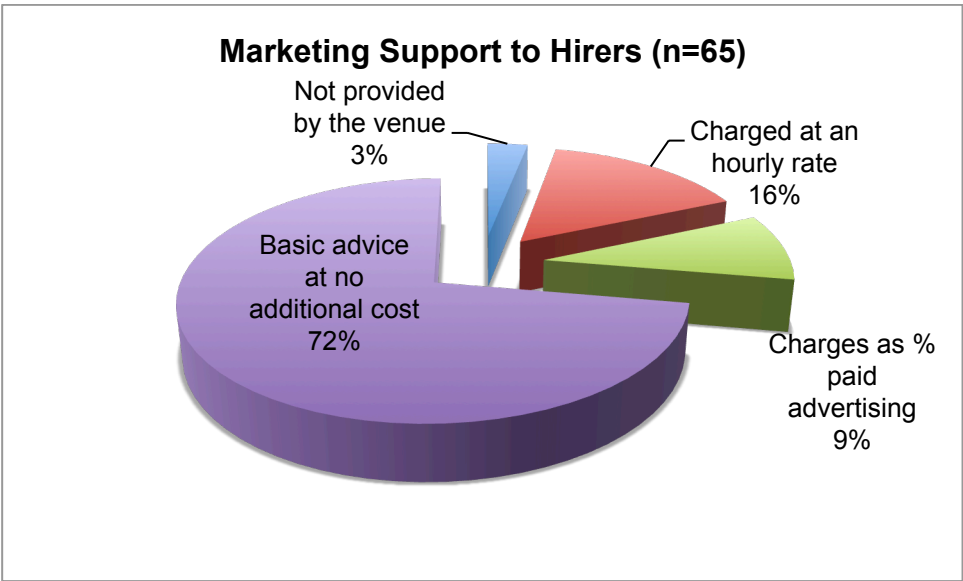


Figure 28: Marketing Services for Hirers

The treatment of cleaning charges has changed between 1%-5% for most categories allowing for a doubling of the percentage of venues (from 7% in 2013 to 14% in 2015) charging cleaning at a flat rate of between \$150 and \$300.

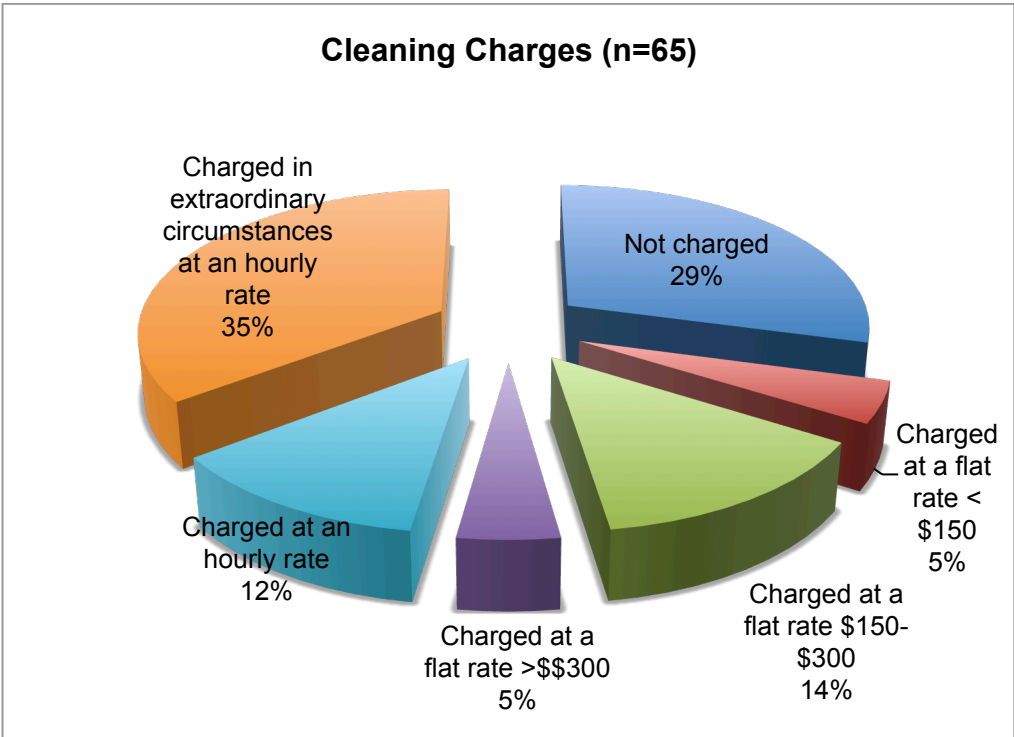


Figure 29: Cleaning Charges

### **Staff Charge Out and Minimum Staffing**

The following tables are set out by state rather than audience capacity as hirer and owner comparisons are often made in a geographical area. Further, a number of centres use state industrial awards, making comparison based on jurisdiction more appropriate.



## Staff Charge Out Rates

Venue	State	Duty Manager		Usher		Merch Seller		Box Office		Stage Door	
		Rate \$/hr	Min.Call	Rate \$/hr	Min.Call	Rate \$/hr	Min.Call	Rate \$/hr	Min.Call	Rate \$/hr	Min.Call
Canberra Theatre Centre	ACT	\$60- \$64.90	4 hrs	\$35- \$39.90	4 hrs	\$35- \$39.90	4 hrs	\$45- \$49.90	4 hrs	\$35- \$39.90	4 hrs
Street Theatre	ACT	\$35- \$39.90	4 hrs			\$20- \$24.90	4 hrs	\$30- \$34.90	4 hrs		
Albury Entertainment Centre	NSW			\$30- \$34.90	3 hrs	\$30- \$34.90	3 hrs	\$35- \$39.90	2 hrs		
Bathurst Memorial Entertainment Centre	NSW	\$40- \$44.90	1 hr	<\$20	1 hr	\$40- \$44.90	1 hr	\$40- \$44.90	1 hr		
City Recital Hall Angel Place	NSW	\$50- \$54.90	3 hrs	\$40- \$44.90	3 hrs	\$40- \$44.90	3 hrs	\$40- \$44.90	3 hrs	\$40- \$44.90	4 hrs
Dubbo Regional Theatre and Convention Centre	NSW			\$25- \$29.90	3 hrs	\$25- \$29.90	3 hrs			\$55- \$59.90	3 hrs
Griffith Regional Theatre	NSW	\$45- \$49.90	3 hrs	\$40- \$44.90	2 hrs	\$40- \$44.90	2 hrs				
Illawarra Performing Arts Centre	NSW	\$45- \$49.90	3 hrs	\$35- \$39.90	3 hrs	\$35- \$39.90	3 hrs	\$40- \$44.90	3 hrs		
Joan Sutherland Performing Arts Centre	NSW	\$40- \$44.90	3 hrs	\$35- \$39.90	3 hrs	\$35- \$39.90	3 hrs	\$35- \$39.90	3 hrs	\$35- \$39.90	3 hrs
Manning Entertainment Centre	NSW	\$40- \$44.90	4 hrs			\$40- \$44.90	3 hrs	\$40- \$44.90	3 hrs		
Monkey Baa Theatre Company	NSW	\$35- \$39.90	4 hrs	\$35- \$39.90	4 hrs	\$35- \$39.90	3 hrs	\$35- \$39.90	4 hrs	\$35- \$39.90	4 hrs
NIDA Parade Theatres	NSW	\$35- \$39.90	3 hrs	\$35- \$39.90	3 hrs	\$35- \$39.90	3 hrs	\$35- \$39.90	3 hrs	\$35- \$39.90	3 hrs
Orange Civic Theatre	NSW					\$30- \$34.90	2 hrs				
Riverside Theatres Parramatta	NSW	\$45- \$49.90	4 hrs	\$45- \$49.90	4 hrs	\$45- \$49.90	4 hrs			\$45- \$49.90	4 hrs
Seymour Centre	NSW					\$30- \$34.90	4 hrs				
Shoalhaven Entertainment Centre	NSW	\$55- \$59.90	2 hrs	\$55- \$59.90	2 hrs	\$55- \$59.90	1 hr	\$55- \$59.90	2 hrs	\$55- \$59.90	3 hrs
The Glasshouse Port Macquarie	NSW	\$50- \$54.90	3 hrs	\$45- \$49.90	3 hrs	\$45- \$49.90	3 hrs				
Wagga Wagga Civic Theatre	NSW	\$45- \$49.90	3 hrs	\$35- \$39.90	3 hrs	\$35- \$39.90	3 hrs	\$35- \$39.90	3 hrs		
BEMAC - Brisbane Multicultural Arts Centre	QLD	\$25- \$29.90	4 hrs	\$20- \$24.90	4 hrs	\$20- \$24.90	4 hrs	\$25- \$29.90	4 hrs	\$20- \$24.90	4 hrs
Brisbane Powerhouse	QLD	\$40- \$44.90	4 hrs	\$35- \$39.90	4 hrs	\$40- \$44.90	4 hrs	\$40- \$44.90	4 hrs		
Brolga Theatre	QLD	\$50- \$54.90	4 hrs								
Cairns Civic Theatre	QLD	\$50- \$54.90	3 hrs	\$40- \$44.90	3 hrs	\$40- \$44.90	3 hrs	\$45- \$49.90	3 hrs	\$55- \$59.90	3 hrs
Empire Theatre	QLD	\$50- \$54.90				\$50- \$54.90					
Gladstone Entertainment Convention Centre	QLD	\$55- \$59.90	3 hrs	> \$65	1 hr	\$55- \$59.90	3 hrs	\$55- \$59.90	3 hrs		
Judith Wright Centre of Contemporary Arts	QLD	\$45- \$49.90	4 hrs	\$45- \$49.90	3 hrs	\$45- \$49.90	3 hrs	\$45- \$49.90	3 hrs		
Lake Kawana Community Centre	QLD	\$45- \$49.90	3 hrs	\$45- \$49.90	3 hrs	\$45- \$49.90	3 hrs	\$45- \$49.90	3 hrs	\$45- \$49.90	3 hrs
Mackay Entertainment & Convention Centre	QLD	\$55- \$59.90	2 hrs	\$55- \$59.90	2 hrs	\$55- \$59.90	2 hrs	\$55- \$59.90	2 hrs		
Pilbeam Theatre	QLD	\$60- \$64.90	3 hrs			\$45- \$49.90	3 hrs				
QUT Gardens Theatre	QLD	\$55- \$59.90	3 hrs	\$45- \$49.90	3 hrs	\$45- \$49.90	3 hrs	\$45- \$49.90	3 hrs		
Redland Performing Arts Centre	QLD	\$50- \$54.90	3 hrs	\$35- \$39.90	3 hrs	\$35- \$39.90	3 hrs				

Venue	State	Duty Manager		Usher		Merch Seller		Box Office		Stage Door	
		Rate \$/hr	Min.Call	Rate \$/hr	Min.Call	Rate \$/hr	Min.Call	Rate \$/hr	Min.Call	Rate \$/hr	Min.Call
The Events Centre	QLD	\$50- \$54.90	2 hrs	\$50- \$54.90	2 hrs	\$50- \$54.90	2 hrs	\$50- \$54.90	2 hrs	\$50- \$54.90	2 hrs
Barossa Arts & Convention Centre	SA	\$45- \$49.90	1 hr	<\$20	1 hr	\$45- \$49.90	1 hr	<\$20	1 hr	<\$20	1 hr
Marion Cultural Centre	SA	\$50- \$54.90	3 hrs	\$50- \$54.90	3 hrs	\$50- \$54.90	3 hrs	\$50- \$54.90	3 hrs	\$50- \$54.90	3 hrs
The Hopgood Theatre	SA	\$45- \$49.90	3 hrs	\$35- \$39.90	3 hrs	\$35- \$39.90	3 hrs	\$30- \$34.90	3 hrs	\$35- \$39.90	3 hrs
Burnie Arts and Function Centre	TAS	\$40- \$44.90	3 hrs	\$40- \$44.90	2 hrs	\$40- \$44.90	2 hrs	\$40- \$44.90	2 hrs	\$40- \$44.90	2 hrs
Devonport Entertainment and Convention Centre	TAS	\$35- \$39.90	3 hrs	\$35- \$39.90	3 hrs	\$35- \$39.90	3 hrs	\$35- \$39.90	3 hrs	\$35- \$39.90	3 hrs
Theatre Royal	TAS	\$35- \$39.90	3 hrs	\$35- \$39.90	3 hrs	\$35- \$39.90	3 hrs				
Arts Centre Melbourne	VIC	\$35- \$39.90	4 hrs	\$25- \$29.90	3 hrs	\$25- \$29.90	3 hrs				
Capitol Venues and Events	VIC	\$45- \$49.90	3 hrs	\$45- \$49.90	3 hrs	\$45- \$49.90	3 hrs	\$45- \$49.90	3 hrs	\$45- \$49.90	3 hrs
Clocktower Centre	VIC	\$55- \$59.90	4 hrs	\$50- \$54.90	4 hrs	\$50- \$54.90	4 hrs				
Colac Otway Performing Arts and Cultural Centre	VIC	\$60- \$64.90	3 hrs	\$60- \$64.90	3 hrs	\$60- \$64.90	3 hrs				
Eastbank Centre - Riverlinks Venues	VIC	\$45- \$49.90	4 hrs	\$40- \$44.90	3 hrs	\$40- \$44.90	2 hrs				
Frankston Arts Centre	VIC	\$55- \$59.90	3 hrs	\$45- \$49.90	3 hrs	\$45- \$49.90	3 hrs				
Geelong Performing Arts Centre	VIC	\$40- \$44.90	3 hrs	\$35- \$39.90	3 hrs	\$25- \$29.90		\$40- \$44.90	3 hrs	\$35- \$39.90	3 hrs
Her Majesty's Theatre	VIC	\$45- \$49.90	2 hrs	\$40- \$44.90	2 hrs	\$40- \$44.90	2 hrs	\$45- \$49.90	2 hrs	\$40- \$44.90	2 hrs
Karralyka Centre	VIC	\$40- \$44.90	3 hrs	\$40- \$44.90	2 hrs	\$40- \$44.90	2 hrs	\$40- \$44.90	2 hrs		
Melbourne Theatre Company	VIC	\$40- \$44.90	4 hrs	\$35- \$39.90	3 hrs	\$35- \$39.90	3 hrs				
Mildura Arts Centre	VIC	\$55- \$59.90		\$45- \$49.90	3 hrs	\$45- \$49.90	3 hrs	\$45- \$49.90	3 hrs	\$45- \$49.90	3 hrs
Monash University Academy of Performing Arts	VIC	\$50- \$54.90	3 hrs	\$40- \$44.90	2 hrs	\$40- \$44.90	2 hrs	\$50- \$54.90	3 hrs	\$45- \$49.90	3 hrs
Portland Arts Centre	VIC			\$35- \$39.90	1 hr	\$35- \$39.90	1 hr	\$35- \$39.90	1 hr	\$35- \$39.90	1 hr
The Cube Wodonga	VIC	\$45- \$49.90	3 hrs	\$40- \$44.90	2 hrs	\$40- \$44.90	2 hrs	\$40- \$44.90	2 hrs	\$40- \$44.90	2 hrs
West Gippsland Arts Centre	VIC	\$50- \$54.90	3 hrs	\$45- \$49.90	3 hrs	\$45- \$49.90	3 hrs				
Whitehorse Performing Arts Centre	VIC			\$35- \$39.90	4 hrs	\$35- \$39.90	1 hr				
Broome Civic Centre [Shire of Broome]	WA	> \$65	1 hr	> \$65	1 hr	> \$65	1 hr	> \$65	1 hr	> \$65	1 hr
Bunbury Regional Entertainment Centre	WA	\$55- \$59.90	4 hrs			\$55- \$59.90	1 hr				
Don Russell Performing Arts Centre	WA	\$40- \$44.90	3 hrs					\$35- \$39.90	3 hrs		
Esperance Civic Centre	WA	\$55- \$59.90	2 hrs			\$55- \$59.90	2 hrs				
His Majesty's Theatre	WA	\$50- \$54.90	4 hrs	\$35- \$39.90	4 hrs	\$35- \$39.90	4 hrs			\$40- \$44.90	4 hrs
Mandurah Performing Arts Centre	WA	\$45- \$49.90	4 hrs	\$35- \$39.90	3 hrs						

Venue	State	Duty Manager		Usher		Merch Seller		Box Office		Stage Door	
		Rate \$/hr	Min.Call	Rate \$/hr	Min.Call	Rate \$/hr	Min.Call	Rate \$/hr	Min.Call	Rate \$/hr	Min.Call
Matt Dann Theatre & Cinema	WA	\$50- \$54.90	1 hr	\$50- \$54.90	1 hr	\$50- \$54.90	1 hr	\$50- \$54.90	1 hr	\$50- \$54.90	1 hr
Queens Park Theatre	WA	\$45- \$49.90	3 hrs	\$35- \$39.90	3 hrs	\$35- \$39.90	3 hrs	\$35- \$39.90	3 hrs	\$35- \$39.90	3 hrs
University Theatres - University of Western Australia	WA	\$45- \$49.90	4 hrs	\$35- \$39.90	4 hrs	\$35- \$39.90	4 hrs	\$35- \$39.90	4 hrs		

### Minimum Staffing Levels

Venue	State	Minimum FOH Staffing Levels NOT included in Hire Charges							
		Theatre Performances				Unticketed Events			
		Duty Manager	Ushers	Ticket Seller	Stage Door	Duty Manager	Ushers	Ticket Seller	Stage Door
Canberra Theatre Centre	ACT	1	8	2	1	1	8	-	1
Street Theatre	ACT	1	2			1	2		
Albury Entertainment Centre	NSW	1	4	1		1	4	1	
Bathurst Memorial Entertainment Centre	NSW	1	3	1	-	1	2	-	-
City Recital Hall Angel Place	NSW	1	>8		1	1	4		1
Dubbo Regional Theatre and Convention Centre	NSW		4		1				
Griffith Regional Theatre	NSW	1	2			1	1		
Illawarra Performing Arts Centre	NSW	1	2			1	2		
Joan Sutherland Performing Arts Centre	NSW	1	2	1	-	1	1	-	-
Manning Entertainment Centre	NSW	1	8	1	-	1	2	-	-
Monkey Baa Theatre Company	NSW	1	1			1	1		
NIDA Parade Theatres	NSW	1	6	1	1	1	6	-	1
Riverside Theatres Parramatta	NSW	1	2		1	1	2		1
Seymour Centre	NSW	1	4	2	1	1	4		1
Shoalhaven Entertainment Centre	NSW	1	2	1	1	1	1	-	1
The Glasshouse Port Macquarie	NSW	1	4			1			
Wagga Wagga Civic Theatre	NSW	1	3	-	-	1			-
BEMAC - Brisbane Multicultural Arts Centre	QLD	-	2	1	>1	-	-	-	-
Brolga Theatre	QLD	1	4	1	>1	1	4	-	>1
Cairns Civic Theatre	QLD	1	2	1	-	1	2	-	-
Empire Theatre	QLD	1	6		1	1	6		1
Gladstone Entertainment Convention Centre	QLD	1	1	1	-	1	1	-	-
Judith Wright Centre of Contemporary Arts	QLD	1	1	1		1	1		
Lake Kawana Community Centre	QLD	1	3	1	-	1	3	-	-
Mackay Entertainment & Convention Centre	QLD	1	2	1	-	1	2	-	-
Pilbeam Theatre	QLD	1	4	1	-	1	2	-	-
QUT Gardens Theatre	QLD	1	2	1	-	1	-	-	-
Redland Performing Arts Centre	QLD	1	4			1	4		
The Events Centre	QLD	1	2	1		1	1		
Barossa Arts & Convention Centre	SA	1	-	-	-	1	-		-
Marion Cultural Centre	SA	1				1			
The Hopgood Theatre	SA	1	3	-	>1	1	2	-	>1
Burnie Arts and Function Centre	TAS	1	2	1	-	1	1	-	-
Devonport Entertainment and Convention Centre	TAS	1	3	1	1	1	3	1	1
Theatre Royal	TAS	1	4			1	4		
Arts Centre Melbourne	VIC	1	>8						
Capitol Venues and Events	VIC	1	-	1	-	1	-	-	-
Clocktower Centre	VIC	1	4	-	-	1	4	-	-
Colac Otway Performing Arts and Cultural Centre	VIC	1	1			1			
Eastbank Centre - Riverlinks Venues	VIC	1	4	1		1	4		
Frankston Arts Centre	VIC	1	1	1		1	1		

Venue	State	Minimum FOH Staffing Levels NOT included in Hire Charges							
		Theatre Performances				Unticketed Events			
		Duty Manager	Ushers	Ticket Seller	Stage Door	Duty Manager	Ushers	Ticket Seller	Stage Door
Geelong Performing Arts Centre	VIC	1	6	1	1	1	6		1
Her Majesty's Theatre	VIC	1	3	1	1	1	3	-	1
Karralyka Centre	VIC	1	2	1	-	1	2	-	-
Melbourne Theatre Company	VIC	1	5			1	5		
Mildura Arts Centre	VIC	1	2	1	-	1	2	-	-
Monash University Academy of Performing Arts	VIC	1	5			1	5		
Portland Arts Centre	VIC			2	1		1		1
The Cube Wodonga	VIC	1	1	1	-	1	1	-	-
West Gippsland Arts Centre	VIC	1	2			1	2		
Whitehorse Performing Arts Centre	VIC		4				4		
Broome Civic Centre [Shire of Broome]	WA	1	1	1	-	-	-	-	-
Don Russell Performing Arts Centre	WA			1				1	
Esperance Civic Centre	WA	1	2	1		1	2		
His Majesty's Theatre	WA	1	>8		1	1	-		1
Mandurah Performing Arts Centre	WA	1	4	-	-	1	4	-	-
Matt Dann Theatre & Cinema	WA	1	-	1	-	1			
Queens Park Theatre	WA	1	2	1	-	1	2	-	-
University Theatres - University of Western Australia	WA	1	7	1		1	5	-	

Venue	State	Technical Manager		Duty Technician		Senior Technician		Technician	
		Rate \$/hr	Min Call	Rate \$/hr	Min Call	Rate \$/hr	Min Call	Rate \$/hr	Min Call
Canberra Theatre Centre	ACT			\$45- \$49.90	4 hrs	\$45- \$49.90	4 hrs	\$45- \$49.90	4 hrs
Street Theatre	ACT	\$35- \$39.90	4 hrs	\$35- \$39.90	4 hrs				
Albury Entertainment Centre	NSW	\$50- \$54.90	1 hr	\$50- \$54.90	1 hr	\$50- \$54.90	1 hr	\$50- \$54.90	1 hr
Bathurst Memorial Entertainment Centre	NSW	\$40- \$44.90	2 hrs	\$40- \$44.90	2 hrs	\$40- \$44.90	2 hrs	\$40- \$44.90	2 hrs
City Recital Hall Angel Place	NSW			\$50- \$54.90	4 hrs	\$50- \$54.90	4 hrs	\$50- \$54.90	4 hrs
Dubbo Regional Theatre and Convention Centre	NSW			\$55- \$59.90	3 hrs				
Griffith Regional Theatre	NSW	\$55- \$59.90		\$55- \$59.90		\$50- \$54.90		\$40- \$44.90	
Illawarra Performing Arts Centre	NSW			\$50- \$54.90	4 hrs			\$45- \$49.90	4 hrs
Joan Sutherland Performing Arts Centre	NSW	\$55- \$59.90	3 hrs	\$55- \$59.90	3 hrs	\$55- \$59.90	3 hrs	\$55- \$59.90	3 hrs
Manning Entertainment Centre	NSW			\$40- \$44.90	4 hrs				
Monkey Baa Theatre Company	NSW	\$40- \$44.90	4 hrs	\$35- \$39.90	4 hrs	\$35- \$39.90	4 hrs	\$35- \$39.90	4 hrs
NIDA Parade Theatres	NSW	\$40- \$44.90	3 hrs	\$35- \$39.90	3 hrs	\$35- \$39.90	3 hrs	\$35- \$39.90	3 hrs
Orange Civic Theatre	NSW			\$55- \$59.90	3 hrs				
Riverside Theatres Parramatta	NSW	\$45- \$49.90	4 hrs	\$45- \$49.90	4 hrs	\$45- \$49.90	4 hrs	\$45- \$49.90	4 hrs
Shoalhaven Entertainment Centre	NSW			\$55- \$59.90	3 hrs				
The Glasshouse Port Macquarie	NSW			\$50- \$54.90	3 hrs	\$50- \$54.90	3 hrs	\$50- \$54.90	3 hrs
Wagga Wagga Civic Theatre	NSW			\$45- \$49.90	3 hrs	\$35- \$39.90	3 hrs	\$35- \$39.90	3 hrs

Venue	State	Technical Manager		Duty Technician		Senior Technician		Technician	
		Rate \$/hr	Min Call	Rate \$/hr	Min Call	Rate \$/hr	Min Call	Rate \$/hr	Min Call
BEMAC - Brisbane Multicultural Arts Centre	QLD	\$45- \$49.90	4 hrs	\$45- \$49.90	4 hrs	\$50- \$54.90	4 hrs	\$45- \$49.90	4 hrs
Brisbane Powerhouse	QLD		4 hrs		4 hrs		4 hrs		4 hrs
Brolga Theatre	QLD							\$50- \$54.90	
Cairns Civic Theatre	QLD			\$55- \$59.90	3 hrs				
Empire Theatre	QLD	\$50- \$54.90		\$50- \$54.90		\$50- \$54.90		\$50- \$54.90	
Gladstone Entertainment Convention Centre	QLD	\$55- \$59.90	3 hrs	\$55- \$59.90	3 hrs	\$55- \$59.90	3 hrs	\$55- \$59.90	3 hrs
Judith Wright Centre of Contemporary Arts	QLD			\$45- \$49.90	4 hrs	\$45- \$49.90	4 hrs	\$45- \$49.90	4 hrs
Lake Kawana Community Centre	QLD	\$45- \$49.90	3 hrs	\$45- \$49.90	3 hrs	\$45- \$49.90	3 hrs	\$45- \$49.90	3 hrs
Lake Kawana Community Centre	QLD		3 hrs		3 hrs		3 hrs		3 hrs
Mackay Entertainment & Convention Centre	QLD	\$55- \$59.90	2 hrs	\$55- \$59.90	2 hrs	\$55- \$59.90	2 hrs	\$55- \$59.90	2 hrs
Pilbeam Theatre	QLD	\$60- \$64.90	3 hrs	\$60- \$64.90	3 hrs	\$60- \$64.90	3 hrs	\$60- \$64.90	3 hrs
QUT Gardens Theatre	QLD	> \$65	1 hr	\$60- \$64.90	3 hrs	\$55- \$59.90	3 hrs	\$45- \$49.90	3 hrs
Redland Performing Arts Centre	QLD	\$50- \$54.90	3 hrs	\$50- \$54.90	3 hrs			\$50- \$54.90	3 hrs
The Events Centre	QLD	\$50- \$54.90	2 hrs	\$50- \$54.90	2 hrs	\$50- \$54.90	2 hrs	\$50- \$54.90	2 hrs
Barossa Arts & Convention Centre	SA			\$60- \$64.90	1 hr				
Marion Cultural Centre	SA			\$50- \$54.90	3 hrs				
Playford Civic Centre	SA	\$40- \$44.90	3 hrs					\$40- \$44.90	3 hrs
The Hopgood Theatre	SA	\$50- \$54.90	1 hr	\$40- \$44.90	3 hrs	\$45- \$49.90	3 hrs	\$30- \$34.90	3 hrs
Burnie Arts and Function Centre	TAS	\$45- \$49.90	2 hrs	\$45- \$49.90	2 hrs	\$45- \$49.90	2 hrs	\$45- \$49.90	2 hrs
Devonport Entertainment and Convention Centre	TAS	\$40- \$44.90	3 hrs					\$35- \$39.90	3 hrs
Theatre Royal	TAS	\$40- \$44.90	3 hrs	\$40- \$44.90	3 hrs	\$40- \$44.90	3 hrs	\$40- \$44.90	3 hrs
Arts Centre Melbourne	VIC	\$50- \$54.90	4 hrs	\$45- \$49.90	4 hrs	\$45- \$49.90	4 hrs	\$40- \$44.90	4 hrs
Capitol Venues and Events	VIC			\$45- \$49.90	3 hrs				
Clocktower Centre	VIC					\$55- \$59.90	4 hrs	\$50- \$54.90	4 hrs
Colac Otway Performing Arts and Cultural Centre	VIC	\$60- \$64.90	3 hrs	\$60- \$64.90	3 hrs	\$60- \$64.90	3 hrs	\$60- \$64.90	3 hrs
Eastbank Centre - Riverlinks Venues	VIC	\$45- \$49.90	4 hrs	\$45- \$49.90	4 hrs	\$45- \$49.90	4 hrs	\$45- \$49.90	4 hrs
Frankston Arts Centre	VIC	\$55- \$59.90	3 hrs	\$55- \$59.90	3 hrs	\$55- \$59.90	3 hrs	\$55- \$59.90	3 hrs
Geelong Performing Arts Centre	VIC							\$40- \$44.90	3 hrs
Her Majesty's Theatre	VIC	\$50- \$54.90	3 hrs	\$45- \$49.90	3 hrs	\$45- \$49.90	3 hrs	\$40- \$44.90	3 hrs
Karralyka Centre	VIC	\$40- \$44.90	3 hrs	\$40- \$44.90	2 hrs	\$40- \$44.90	2 hrs	\$40- \$44.90	2 hrs
Melbourne Theatre Company	VIC			\$50- \$54.90	4 hrs	\$50- \$54.90	4 hrs	\$45- \$49.90	4 hrs
Mildura Arts Centre	VIC			\$55- \$59.90	3 hrs				

Venue	State	Technical Manager		Duty Technician		Senior Technician		Technician	
		Rate \$/hr	Min Call	Rate \$/hr	Min Call	Rate \$/hr	Min Call	Rate \$/hr	Min Call
Monash University Academy of Performing Arts	VIC	\$50- \$54.90	3 hrs	\$50- \$54.90	3 hrs	\$55- \$59.90	3 hrs	\$50- \$54.90	3 hrs
Portland Arts Centre	VIC			\$40- \$44.90	1 hr				
The Cube Wodonga	VIC	\$45- \$49.90	2 hrs	\$45- \$49.90	3 hrs	\$45- \$49.90	2 hrs	\$45- \$49.90	2 hrs
West Gippsland Arts Centre	VIC	\$50- \$54.90	3 hrs	\$50- \$54.90	3 hrs	\$50- \$54.90	3 hrs	\$45- \$49.90	3 hrs
Whitehorse Performing Arts Centre	VIC			\$45- \$49.90	4 hrs			\$35- \$39.90	4 hrs
Broome Civic Centre [Shire of Broome]	WA	> \$65	1 hr	> \$65	1 hr	> \$65	1 hr	> \$65	1 hr
Bunbury Regional Entertainment Centre	WA			\$55- \$59.90	4 hrs	\$55- \$59.90	4 hrs	\$55- \$59.90	4 hrs
Don Russell Performing Arts Centre	WA			\$40- \$44.90	3 hrs			\$40- \$44.90	3 hrs
Esperance Civic Centre	WA			\$55- \$59.90	4 hrs				
His Majesty's Theatre	WA			\$50- \$54.90	4 hrs			\$40- \$44.90	4 hrs
Mandurah Performing Arts Centre	WA	\$45- \$49.90	3 hrs	\$45- \$49.90	3 hrs				
Matt Dann Theatre & Cinema	WA	> \$65	1 hr	\$50- \$54.90	1 hr	\$50- \$54.90	1 hr	\$50- \$54.90	1 hr
Queens Park Theatre	WA	\$35- \$39.90	3 hrs	\$35- \$39.90	3 hrs	\$45- \$49.90	1 hr	\$35- \$39.90	3 hrs
University Theatres - University of Western Australia	WA	\$60- \$64.90	4 hrs	\$50- \$54.90	4 hrs	\$50- \$54.90	4 hrs	\$40- \$44.90	4 hrs

Venue	State	Min. Production Staff for Events per Performance		Overtime Penalties	
		Theatre Performances	Unticketed event	Included	Extra
Canberra Theatre Centre	ACT	1 per department	1 per department		✓
Street Theatre	ACT	1	1	✓	
Albury Entertainment Centre	NSW	2	2	✓	
Bathurst Memorial Entertainment Centre	NSW	1	1		✓
City Recital Hall Angel Place	NSW	2	2		✓
Dubbo Regional Theatre and Convention Centre	NSW	1 per department	1 but included in base hire	✓	
Griffith Regional Theatre	NSW	1 but included in base hire	1 but included in base hire		✓
Illawarra Performing Arts Centre	NSW	1 per department	1 per department		✓
Joan Sutherland Performing Arts Centre	NSW	1 per department	1 per department	✓	
Manning Entertainment Centre	NSW	1 per department	1 per department		✓
Monkey Baa Theatre Company	NSW	1 but included in base hire	1 but included in base hire		✓
NIDA Parade Theatres	NSW	1 per department	1 per department		✓
Orange Civic Theatre	NSW	1 but included in base hire	1 but included in base hire	✓	
Riverside Theatres Parramatta	NSW	1 per department	1 per department		✓
Seymour Centre	NSW	1 but included in base hire	1 but included in base hire		✓
Shoalhaven Entertainment Centre	NSW	1 per department	1 per department		✓
The Glasshouse Port Macquarie	NSW	1 but included in base hire	-		✓
Wagga Wagga Civic Theatre	NSW	2	1		✓
BEMAC - Brisbane Multicultural Arts Centre	QLD	1 per department	1 per department		✓
Brisbane Powerhouse	QLD	1 per department	1 per department		✓
Brolga Theatre	QLD	1 but included in base hire	1 but included in base hire		✓
Cairns Civic Theatre	QLD	1	1	✓	
Empire Theatre	QLD	1	1		✓

Venue	State	Min. Production Staff for Events per Performance		Overtime Penalties	
		Theatre Performances	Unticketed event	Included	Extra
Gladstone Entertainment Convention Centre	QLD	1	1	✓	
Judith Wright Centre of Contemporary Arts	QLD	3	2		✓
Lake Kawana Community Centre	QLD	4	2	✓	
Mackay Entertainment & Convention Centre	QLD	1 but included in base hire	1 but included in base hire	✓	
Pilbeam Theatre	QLD	1	1	✓	
QUT Gardens Theatre	QLD	1 per department	1 per department		✓
Redland Performing Arts Centre	QLD	3	3		✓
The Events Centre	QLD	2	2		✓
Barossa Arts & Convention Centre	SA	1	1	✓	
Marion Cultural Centre	SA	1 but included in base hire	1 but included in base hire		✓
Playford Civic Centre	SA	1 but included in base hire		✓	
The Hopgood Theatre	SA	1 but included in base hire	1 but included in base hire		✓
Burnie Arts and Function Centre	TAS	1	1	✓	
Devonport Entertainment and Convention Centre	TAS	1	1		✓
Theatre Royal	TAS	2	2		✓
Arts Centre Melbourne	VIC	> 4			✓
Capitol Venues and Events	VIC	1 per department	1 per department		✓
Clocktower Centre	VIC	2	2		✓
Colac Otway Performing Arts and Cultural Centre	VIC	1 but included in base hire	1 but included in base hire		✓
Eastbank Centre - Riverlinks Venues	VIC	1 but included in base hire	1 but included in base hire	✓	
Frankston Arts Centre	VIC	1 but included in base hire	1 but included in base hire		✓
Geelong Performing Arts Centre	VIC	3	3		✓
Her Majesty's Theatre	VIC	1 per department	1 per department		✓
Karralyka Centre	VIC	2	2		✓
Melbourne Theatre Company	VIC	1 per department	1 per department		✓
Mildura Arts Centre	VIC	1	1	✓	
Monash University Academy of Performing Arts	VIC	3	3		✓
Portland Arts Centre	VIC	1	1	✓	
The Cube Wodonga	VIC	1 but included in base hire	1 but included in base hire		✓
West Gippsland Arts Centre	VIC	1 per department	1 per department		✓
Whitehorse Performing Arts Centre	VIC	1	1		✓
Broome Civic Centre [Shire of Broome]	WA	1	1	✓	
Bunbury Regional Entertainment Centre	WA	2	2	✓	
Don Russell Performing Arts Centre	WA	1 per department	1	✓	
Esperance Civic Centre	WA	1 but included in base hire	1 but included in base hire	✓	
His Majesty's Theatre	WA	1 per department	1 per department		✓
Mandurah Performing Arts Centre	WA	2	2		✓
Matt Dann Theatre & Cinema	WA	1 per department	1 per department		✓
Queens Park Theatre	WA	1 per department	1 per department		✓
University Theatres - University of Western Australia	WA	1 per department	1 per department		✓

## Ticketing Operations

There is an increase in the options available to respondent venues to source software and external agencies to provide ticketing operations. In 2013, the most popular systems were reported as ProVenue/Tickets.com at 35% and SABO/Seat Advisor at 36%. The 2015 results show an increase by 2.2% in use of SABO/Seat Advisor and a reduction by over half for ProVenue/Tickets.com to 15.8%. New entrants to this market include TicketServ, PatronBase and Try Booking.

About 20% of respondents reported using multiple systems with a primary system for program inventory and secondary systems also available at their box office.

Approximately one sixth of respondents (15.7%) use external agencies.

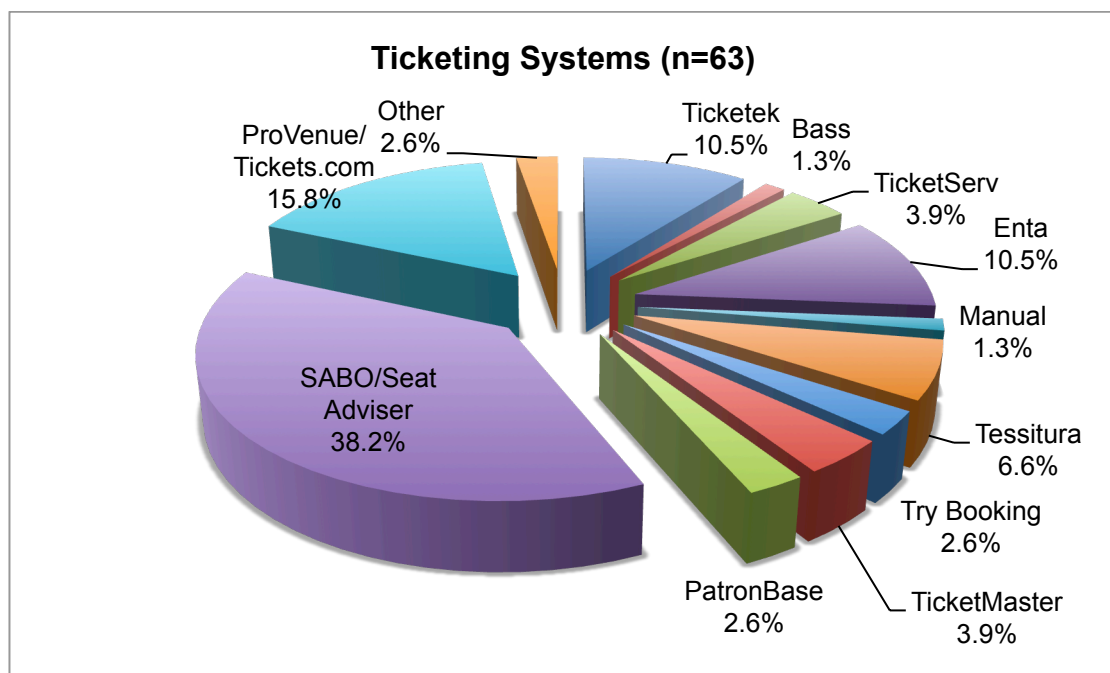


Figure 30: Ticketing Systems used by Respondents

Most respondents (74.6%) have two or more points-of-sale in their box office with almost half (46%) operating with two points-of-sale for ticketing (Figure 31). 17.2% of venues reported using external box office outlets and of these, 58% have only one outlet with the remainder operating with up to 4 external outlets.



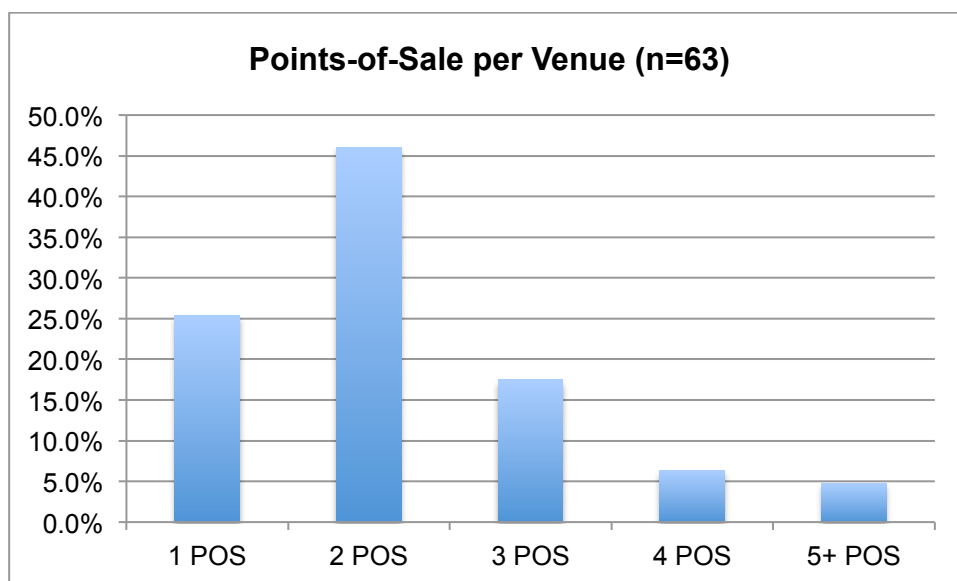


Figure 31: Points-of-Sale per Venue

The following charts allow centres to benchmark their sales channels usage. The charts show the percentage of respondents on the y-axis and the level of usage for each sales channel on the x-axis.

Almost 97% of venues report using all three sales channels, telephone, counter and on-line in their box office. Since 2013, the use of on-line channels for sales has increased significantly over sales via telephone and counter.

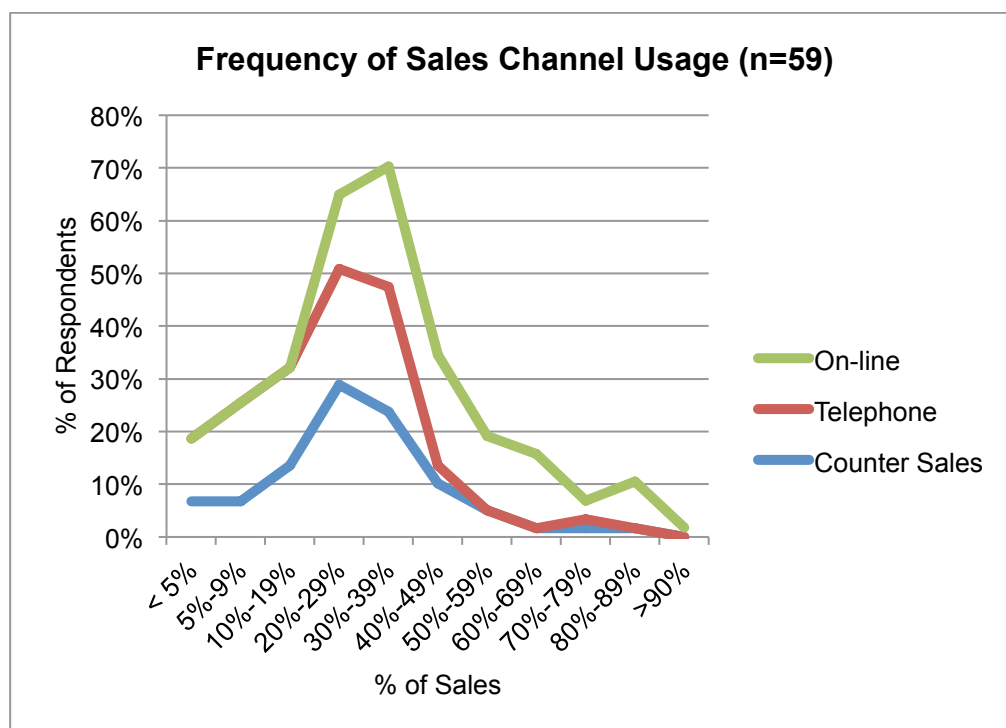


Figure 32: Frequency of Sales Channel Usage (on-line, telephone & counter sales)

Figure 33 provides sales channels used externally by nine respondent venues. “External Agency” refers to sales through a third party in another location, while “Outlet” refers to a box office run by the venue at another location.

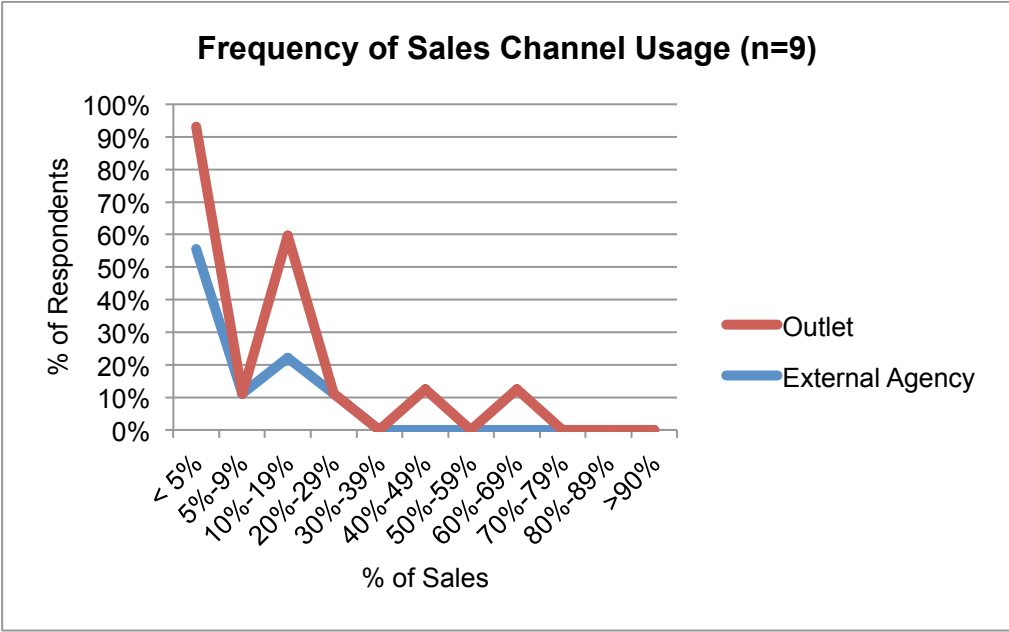


Figure 33: Frequency of Usage for External Sales Channels

### Ticketing Charges

Centres deal with ticketing fees in a range of ways as the following charts and tables demonstrate. In terms of event builds, 41% of respondents reported they charge a fee to build a new event in their ticketing software and 22% charge to edit an event already on sale. Most charge a fee between \$40 and \$100 with 63.3% charging per performance while 36.7% charge per event for this service.

Figure 34 shows how respondents charge for card merchant fees.

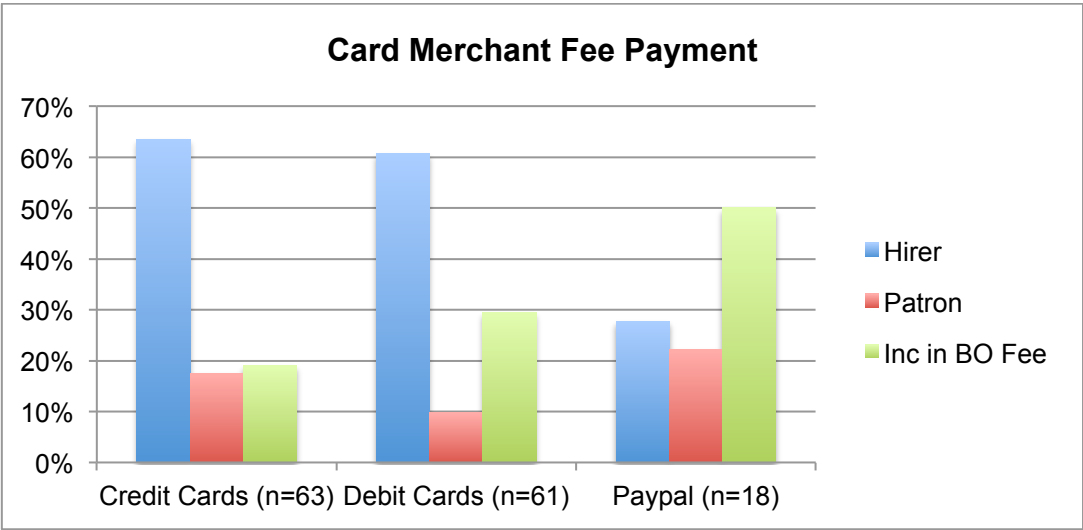


Figure 34: Card Merchant Fee Payment

		Inside Charges Per Ticket											
Ticket Face Value		Comps		\$15		\$25		\$50		\$75		\$100+	
Venue	State	Commercial	Community	Commercial	Community	Commercial	Community	Commercial	Community	Commercial	Community	Commercial	Community
Canberra Theatre Centre	ACT			\$1.50		\$2.00		\$3.00		\$3.50		\$4.00	
Street Theatre	ACT	\$2.00	\$2.00	\$4.00	\$3.00	\$4.00	\$3.00	\$4.00	\$3.00	\$4.00	\$3.00	\$4.00	\$3.00
Albury Entertainment Centre	NSW	\$2.00	\$1.20	\$3.50	\$2.50	\$3.50	\$2.50	\$4.00	\$2.50	\$4.50	\$2.50		
Bathurst Memorial Entertainment Centre	NSW	\$0.40	\$0.40	\$1.50	\$1.00	\$1.50	\$1.00	\$2.50	\$2.00	\$4.00	\$3.00	\$4.00	\$3.00
Dubbo Regional Theatre and Convention Centre	NSW	\$1.00	\$1.00	\$5.50	\$5.50	\$5.50	\$5.50	\$5.50	\$5.50	\$5.50	\$5.50	\$5.50	\$5.50
Griffith Regional Theatre	NSW	\$3.00	\$2.50	\$3.00	\$2.50	\$3.00	\$2.50	\$3.00	\$2.50	\$3.00	\$2.50	\$3.00	\$2.50
Illawarra Performing Arts Centre	NSW	\$1.00	\$1.00	\$3.20	\$3.20	\$3.20	\$3.20	\$4.50	\$4.50	\$6.00	\$6.00	\$6.00	\$6.00
Joan Sutherland Performing Arts Centre	NSW	\$1.00	\$1.00	\$4.00	\$2.50	\$4.00	\$2.50	\$4.00	\$2.50	\$4.00	\$2.50	\$4.00	\$2.50
Manning Entertainment Centre	NSW			\$2.00	\$2.00	\$2.00	\$2.00	\$2.00	\$2.00	\$2.00	\$2.00	\$2.00	\$2.00
Monkey Baa Theatre Company	NSW	\$1.00	\$0.40	\$2.50	\$1.50	\$2.50	\$1.50	\$2.50	\$1.50	\$2.50	\$1.50	\$2.50	\$1.50
NIDA Parade Theatres	NSW	\$0.40	\$0.40	\$1.50	\$1.50	\$2.00	\$2.00	\$2.00	\$2.00	\$3.50	\$3.50	\$3.50	\$3.50
Orange Civic Theatre	NSW	\$0.40	\$0.40	\$2.00	\$4.00	\$4.00	\$4.00	\$6.00	\$6.00	\$6.00	\$6.00	\$6.00	\$6.00
Riverside Theatres Parramatta	NSW	\$1.00	\$1.00	\$2.80	\$2.80	\$2.80	\$2.80	\$5.50	\$5.50	\$6.00	\$6.00	\$6.00	\$6.00
Seymour Centre	NSW	\$0.40	\$0.40	\$2.20	\$2.20	\$2.60	\$2.40	\$3.00	\$2.80	\$3.60	\$3.00	\$3.60	\$3.00
Shoalhaven Entertainment Centre	NSW	\$1.00	\$1.00	\$2.20	\$1.20	\$3.60	\$2.00	\$5.50	\$2.80	\$6.00	\$3.20	\$6.00	\$3.20
The Glasshouse Port Macquarie	NSW	\$1.00	\$1.00	\$1.50	\$1.50	\$3.00	\$3.00	\$4.00	\$4.00	\$5.00	\$5.00	\$6.00	\$6.00
Wagga Wagga Civic Theatre	NSW	\$0.40	\$0.40	\$1.50	\$1.50	\$3.80	\$2.80	\$3.80	\$2.80	\$3.80	\$2.80	\$3.80	\$2.80
BEMAC - Brisbane Multicultural Arts Centre	QLD	\$0.40	\$0.40	\$3.00	\$3.00	\$3.00	\$3.00	\$6.00	\$6.00	\$6.00	\$6.00	\$6.00	\$6.00
Brisbane Powerhouse	QLD			\$2.60	\$2.60	\$2.60	\$2.60	\$2.60	\$2.60	\$2.60	\$2.60	\$2.60	\$2.60
Brolga Theatre	QLD	\$1.00	\$1.00	\$2.60	\$2.60	\$2.80	\$2.80	\$5.00	\$5.00	\$5.00	\$5.00	\$5.00	\$5.00
Cairns Civic Theatre	QLD	\$2.20	\$2.20	\$3.40	\$3.40	\$3.40	\$3.40	\$3.40	\$3.40	\$3.40	\$3.40	\$3.40	\$3.40
Empire Theatre	QLD	\$1.50	\$1.50	\$2.60	\$2.60	\$4.00	\$4.00	\$4.00	\$4.00	\$5.00	\$5.00		
Gladstone Entertainment Convention Centre	QLD	\$1.00	\$1.00	\$2.50	\$1.50	\$2.50	\$1.50	\$4.50	\$3.00	\$4.50	\$3.00	\$4.50	\$3.00
Judith Wright Centre of Contemporary Arts	QLD	\$1.00	\$1.00	\$2.20	\$2.20	\$4.00	\$4.00	\$4.00	\$4.00				
Lake Kawana Community Centre	QLD			\$3.50	\$3.50	\$3.50	\$3.50	\$3.50	\$3.50	\$3.50	\$3.50	\$3.50	\$3.50
Lake Kawana Community Centre	QLD		\$3.50	\$3.50	\$3.50	\$3.50	\$3.50	\$3.50	\$3.50	\$3.50	\$3.50	\$3.50	\$3.50
Mackay Entertainment & Convention Centre	QLD			\$3.50	\$3.50	\$5.00	\$5.00	\$5.50	\$5.50	\$5.50	\$5.50	\$5.50	\$5.50
Pilbeam Theatre	QLD	\$3.00	\$2.50	\$3.60	\$2.50	\$3.60	\$2.50	\$4.00	\$2.80	\$5.00	\$3.00	\$6.00	\$3.80
QUT Gardens Theatre	QLD	\$0.40	\$0.40	\$2.00	\$2.00	\$3.50	\$3.50	\$4.50	\$4.50	\$4.50	\$4.50	\$4.50	\$4.50
Redland Performing Arts Centre	QLD	\$2.00	\$2.00	\$3.50	\$3.20	\$3.50	\$3.20	\$3.50	\$3.20	\$3.50	\$3.20	\$3.50	\$3.20
The Events Centre	QLD	\$1.20	\$1.00	\$3.60	\$3.00	\$3.60	\$3.00	\$3.60	\$3.00	\$3.60	\$3.00	\$3.60	\$3.00
Townsville Civic Theatre	QLD												
Barossa Arts & Convention Centre	SA	\$2.60	\$2.60	\$2.60	\$2.60	\$2.60	\$2.60	\$2.60	\$2.60	\$2.60	\$2.60	\$2.60	\$2.60
The Hopgood Theatre	SA	\$2.00	\$2.00	\$3.00	\$3.00	\$4.00	\$4.00	\$4.50	\$4.50	\$5.00	\$5.00	\$5.00	\$5.00

		Inside Charges Per Ticket											
Ticket Face Value		Comps		\$15		\$25		\$50		\$75		\$100+	
Venue	State	Commercial	Community	Commercial	Community	Commercial	Community	Commercial	Community	Commercial	Community	Commercial	Community
Burnie Arts and Function Centre	TAS	\$3.50	\$1.00	\$3.50	\$2.20	\$3.50	\$3.20	\$4.00	\$3.20	\$4.00	\$3.20	\$4.00	\$3.20
Devonport Entertainment and Convention Centre	TAS	\$4.00	\$2.50	\$4.00	\$2.50	\$4.00	\$2.50	\$4.00	\$2.50	\$4.00	\$2.50	\$4.00	\$2.50
Theatre Royal	TAS			\$3.40	\$3.40	\$4.00	\$4.00	\$4.50	\$4.50	\$5.00	\$5.00	\$5.00	\$5.00
Arts Centre Melbourne	VIC	\$2.00	\$2.00	\$3.00	\$3.00	\$3.50	\$3.50	\$5.00	\$5.00	\$6.00	\$6.00	\$6.00	\$6.00
Capitol Venues and Events	VIC	\$2.00	\$1.00	\$4.00	\$2.00	\$4.00	\$2.00	\$4.00	\$2.00	\$4.00	\$2.00	\$4.00	\$2.00
Clocktower Centre	VIC	\$1.00	\$1.00	\$3.40	\$2.40	\$3.40	\$2.40	\$3.40	\$2.40	\$3.40	\$2.40	\$3.40	\$2.40
Colac Otway Performing Arts and Cultural Centre	VIC			\$2.80	\$1.50	\$2.80	\$1.50	\$2.80	\$1.50	\$2.80	\$1.50	\$2.80	\$1.50
Eastbank Centre - Riverlinks Venues	VIC	\$0.40	\$0.40	\$5.00	\$2.50	\$5.00	\$2.50	\$5.00	\$2.50	\$5.00	\$2.50	\$5.00	\$2.50
Frankston Arts Centre	VIC	\$3.80	\$2.20	\$3.80	\$2.20	\$3.80	\$2.20	\$3.80	\$2.20	\$3.80	\$2.20	\$3.80	\$2.20
Geelong Performing Arts Centre	VIC	\$2.20	\$2.20	\$3.60	\$3.00	\$3.60	\$3.00	\$3.60	\$3.00	\$3.60	\$3.00	\$3.60	\$3.00
Her Majesty's Theatre	VIC	\$1.00	\$1.00	\$1.50	\$1.50	\$4.50	\$3.20	\$4.50	\$3.20	\$4.50	\$3.20	\$4.50	\$3.20
Karralyka Centre	VIC	\$1.00	\$1.00	\$4.00	\$2.00	\$4.00	\$2.00	\$4.00	\$2.00	\$4.00	\$2.00	\$4.00	\$2.00
Melbourne Theatre Company	VIC	\$1.20	\$1.20	\$2.20	\$2.20	\$3.50	\$3.50	\$5.00	\$5.00	\$5.50	\$5.50	\$6.00	\$6.00
Mildura Arts Centre	VIC			\$4.00	\$1.50	\$4.00	\$1.50	\$4.00	\$1.50	\$4.00	\$1.50	\$4.00	\$1.50
Monash University Academy of Performing Arts	VIC	\$1.00	\$1.00	\$3.80	\$2.40	\$3.80	\$2.40	\$3.80	\$2.40	\$3.80	\$2.40	\$3.80	\$2.40
Portland Arts Centre	VIC	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00
The Cube Wodonga	VIC	\$2.20	\$1.20	\$4.00	\$2.20	\$4.00	\$2.20	\$4.00	\$2.20	\$4.00	\$2.20	\$4.00	\$2.20
West Gippsland Arts Centre	VIC	\$1.00	\$1.00	\$3.60	\$2.40	\$3.60	\$2.40	\$3.60	\$2.40	\$3.60	\$2.40	\$3.60	\$2.40
Whitehorse Performing Arts Centre	VIC			\$3.50	\$1.50	\$3.50	\$1.50	\$3.50	\$1.50	\$3.50	\$1.50	\$3.50	\$1.50
Broome Civic Centre [Shire of Broome]	WA	\$4.00		\$4.00	\$4.00	\$4.00	\$4.00	\$4.00	\$4.00	\$4.00	\$4.00	\$4.00	\$4.00
Bunbury Regional Entertainment Centre	WA	\$2.50	\$2.50	\$3.60	\$3.60	\$3.60	\$3.60	\$6.00	\$6.00	\$6.00	\$6.00	\$6.00	\$6.00
Don Russell Performing Arts Centre	WA			\$1.20	\$1.20	\$1.20	\$1.20	\$1.20	\$1.20				
Esperance Civic Centre	WA	\$5.00	\$4.00	\$5.00	\$4.00	\$5.00	\$4.00	\$5.00	\$4.00	\$5.00	\$4.00	\$5.00	\$4.00
His Majesty's Theatre	WA	\$0.40		\$4.50		\$5.50		\$6.00		\$6.00		\$6.00	
Koorliny Arts Centre	WA												
Mandurah Performing Arts Centre	WA	\$3.50	\$3.50	\$3.50	\$3.50	\$3.50	\$3.50	\$6.00	\$6.00	\$6.00	\$6.00	\$6.00	\$6.00
Matt Dann Theatre & Cinema	WA			\$4.00	\$4.00	\$4.00	\$4.00	\$4.00	\$4.00	\$4.00	\$4.00	\$4.50	\$4.00
Queens Park Theatre	WA	\$0.20	\$0.20	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00

	Transaction Charges																								
		Telephone Sales				Online Sales				Counter Sales (Primary BO)				Counter Sales External Agency				Refund at Patron's Request				Refund due to Cancellation			
Venue	State	Fee	Per	To Max	Paid by	Fee	Per	To Max	Paid by	Fee	Per	To Max	Paid by	Fee	Per	To Max	Paid by	Fee	Per	To Max	Paid by	Fee	Per	To Max	Paid by
Street Theatre	ACT	\$4.00	ticket	no max.	Hirer	\$4.00	trans	no max.	Patron	\$4.00	ticket	no max	Hirer					N/C				\$3.00	ticket	no max.	Hirer
Albury Entertainment Centre	NSW	\$3.00	trans	no max.	Patron	N/C	trans	no max.	Patron	\$3.00	trans	no max	Patron					\$1.50	ticket	no max.	Patron	\$1.50	ticket	no max.	Hirer
Dubbo Regional Theatre and Convention Centre	NSW	\$3.00	trans	no max.	Patron	N/C				N/C								N/C				\$5.00	ticket	no max.	Hirer
Griffith Regional Theatre	NSW	N/C				\$1.50			Patron	N/C				N/C								\$3.00			Hirer
Illawarra Performing Arts Centre	NSW	\$6.00		\$6.00	Patron	\$6.00		\$6.00	Patron	N/C				-				-				2 x original B/Fee			Hirer
Joan Sutherland Performing Arts Centre	NSW	\$4.00	trans	\$4.00	Patron	\$4.00	trans	\$4.00	Patron	\$4.00	trans	\$4	Patron					\$4.00	trans	\$4.00	Patron	N/C			
Manning Entertainment Centre	NSW	Original B/F	ticket	no max.	Patron	Original B/F	ticket	no max.	Patron	Original B/F	ticket	no max	Patron	Original B/F	ticket	no max	Patron	N/C	ticket	no max.	Patron	Original B/F	ticket	no max.	Patron
Monkey Baa Theatre Company	NSW	\$2.00	trans			\$2.00	trans			\$2.00	trans			N/C				N/C				N/C			
NIDA Parade Theatres	NSW	\$1.50	ticket		Hirer	\$1.50	ticket		Hirer	N/C	ticket		Hirer	\$1.00	ticket		Hirer								
Orange Civic Theatre	NSW	Original B/F	ticket		Patron	Original B/F	ticket		Patron	Original B/F	ticket		Patron	Original B/F	ticket		Patron	Original B/F	ticket		Patron	Original B/F			Hirer
Riverside Theatres Parramatta	NSW	\$5.00	trans	no max.	Patron	\$4.00	trans	no max.	Patron	\$3.00	trans	no max	Patron		trans	no max	Patron	N/C	trans	no max.	Patron	N/C	trans	no max.	Patron
Seymour Centre	NSW	\$6.00	trans	\$6.00	Patron	\$4.00	trans	\$4.00	Patron	N/C			Patron	N/C			Patron	\$5.00	ticket	no max.	Hirer	N/C			
Shoalhaven Entertainment Centre	NSW	\$4.00	trans	\$4.00	Patron	\$4.00	trans	\$4.00	Patron	N/C				N/C				\$3.00	ticket	no max.	Patron	N/C			
The Glasshouse Port Macquarie	NSW	\$5.00	trans		Patron	\$3.00	trans		Patron	\$3.00	trans		Patron	N/C				N/C				2 x original B/Fee	ticket		Hirer
BEMAC - Brisbane Multicultural Arts Centre	QLD	\$1.00	trans		Patron	\$3.00	ticket		Patron	\$1.00	trans		Patron	N/C				N/C				N/C			
Brisbane Powerhouse	QLD	\$6.00	trans	\$6.00	Patron	\$6.00	trans	\$6.00	Patron	\$6.00	trans	\$6	Patron	\$6.00	trans	\$6	Patron	\$6.00	trans	\$6.00	Patron	\$6.00	trans	\$6.00	Hirer
Brolga Theatre	QLD	\$3.00	trans		Patron	\$3.00	trans		Patron	N/C				N/C				N/C				N/C			
Cairns Civic Theatre	QLD	\$5.00	trans	no max.	Patron	\$5.00	trans	\$5.00	Patron	\$5.00	trans	\$5	Patron	\$5.00	trans	\$5	Patron	\$2.00				N/C	ticket	no max.	Patron
Empire Theatre	QLD	\$5.00	trans	\$5.00	Patron	\$5.00	trans	\$5.00	Patron																
Gladstone Entertainment Convention Centre	QLD	\$3.00	trans	no max.	Patron	\$3.00	trans	no max.	Patron	N/C															
Judith Wright Centre of Contemporary Arts	QLD	\$4.00	trans		Hirer	\$4.00	trans		Hirer	N/C	trans	\$4	Hirer					2 x original B/Fee	ticket		Patron	2 x original B/Fee	ticket		Hirer

		Telephone Sales				Online Sales				Counter Sales (Primary BO)				Counter Sales External Agency				Refund at Patron's Request				Refund due to Cancellation			
Venue	State	Fee	Per	To Max	Paid by	Fee	Per	To Max	Paid by	Fee	Per	To Max	Paid by	Fee	Per	To Max	Paid by	Fee	Per	To Max	Paid by	Fee	Per	To Max	Paid by
Lake Kawana Community Centre	QLD	\$3.00	trans		Patron	N/C	trans			N/C	trans			N/C	trans			N/C	trans			N/C	trans		
Mackay Entertainment & Convention Centre	QLD	\$3.00	trans	no max.	Patron																				
Pilbeam Theatre, Rockhampton	QLD	\$5.00	trans			\$1.50	ticket			N/C				N/C				\$3.00				2 x original B/Fee			
QUT Gardens Theatre	QLD	\$3.00	trans		Patron	N/C				\$3.00	trans		Patron									N/C			
Redland Performing Arts Centre	QLD	\$3.00	trans	no max.	Patron	\$3.00	ticket		Patron	N/C			Patron												
The Events Centre	QLD	\$6.00	trans	no max.	Patron	N/C	ticket			N/C	ticket	no max		N/C	ticket			N/C	ticket			2 x original B/Fee	ticket	no max.	Hirer
Barossa Arts & Convention Centre	SA	\$5.00	trans	no max.	Patron	\$5.00	trans	no max.	Patron	\$5.00	trans	no max	Patron	\$5.00	trans	no max.	Patron	N/C	ticket	no max.	Patron	N/C	ticket	no max.	Patron
Marion Cultural Centre	SA	\$3.00	ticket	no max.	Hirer	-				\$3.00	ticket	no max	Hirer									\$3.00	ticket	no max.	Hirer
The Hopgood Theatre	SA	\$3.00	trans	no max.	Patron	\$2.00	trans	no max.	Patron	\$3.00	trans	no max	Patron		ticket	no max	Patron	\$2.00	ticket	no max.	Patron	2 x original B/Fee	ticket	no max.	Hirer
Burnie Arts and Function Centre	TAS	\$3.00	trans		Patron	\$5.00	trans		Patron	N/C	trans		Patron					\$4.00	trans		Patron	Original B/F	trans		Hirer
Devonport Entertainment and Convention Centre	TAS	N/C				\$2.00	ticket	no max.	Patron	N/C				-				\$4.00	ticket	no max.	Patron	\$4.00	ticket	no max.	Hirer
Theatre Royal	TAS	N/C				\$2.00	trans	no max.	Patron	N/C				N/C				\$3.00	ticket	no max.	Patron	N/C			
Arts Centre Melbourne	VIC	\$8.00	trans	\$10	Patron	\$8.00	trans	\$10	Patron	N/C	trans			\$3.00	ticket	\$10	Patron					Original B/F	trans	no max.	Hirer
Capitol Venues and Events	VIC	Original B/F	ticket	no max.	Hirer	Original B/F	ticket	no max.	Hirer	Original B/F	ticket	no max	Hirer					N/C				2 x original B/Fee	ticket	no max.	Hirer
Clocktower Centre	VIC					\$7.00	trans	no max.	Patron																
Frankston Arts Centre	VIC	N/C				\$1.50	ticket	no max.	Patron	N/C								Original B/F	ticket	no max.	Patron	2 x original B/Fee	trans	no max.	Hirer
Her Majesty's Theatre	VIC	N/C				N/C				N/C				N/C				\$5.00	ticket	no max.	Patron	N/C			
Karalyka Centre	VIC	\$3.00	trans	no max.	Patron	\$3.00	trans	no max.	Patron	\$3.00	trans	no max	Patron	N/C	trans	no max	Patron	N/C	trans	no max.	Patron	N/C	trans	no max.	Patron
Melbourne Theatre Company	VIC	\$7.00	trans	no max.	Patron	\$7.00	trans	no max.	Patron	N/C								Original B/F	ticket	no max.	Patron	N/C			
Mildura Arts Centre	VIC																	\$3.00	trans	no max.	Patron				

		Telephone Sales				Online Sales				Counter Sales (Primary BO)				Counter Sales External Agency				Refund at Patron's Request				Refund due to Cancellation			
Venue	State	Fee	Per	To Max	Paid by	Fee	Per	To Max	Paid by	Fee	Per	To Max	Paid by	Fee	Per	To Max	Paid by	Fee	Per	To Max	Paid by	Fee	Per	To Max	Paid by
Portland Arts Centre	VIC	\$3.00	ticket		Patron	\$3.00	ticket		Patron	\$3.00	ticket		Patron	\$3.00	ticket		Patron	\$3.00	ticket		Patron				
The Cube Wodonga	VIC	N/C				N/C				N/C				N/C				N/C				N/C			
West Gippsland Arts Centre	VIC	N/C	ticket			N/C	ticket			N/C	ticket			N/C	ticket			\$3.00	ticket			N/C	ticket		
Whitehorse Performing Arts Centre	VIC	\$4.00	trans		Patron	\$3.00	trans		Patron	N/C								\$3.00	ticket	no max.	Patron				
Broome Civic Centre [Shire of Broome]	WA	\$4.00	ticket	no max.	Hirer	\$4.00	ticket	no max.	Hirer	\$4.00	ticket	no max.	Hirer	N/C				N/C				N/C			
Bunbury Regional Entertainment Centre	WA																					2 x original B/Fee	ticket		
Esperance Civic Centre	WA	Original B/F				Original B/F				Original B/F				Original B/F				Original B/F				Original B/F			
His Majesty's Theatre	WA	\$7.00	trans		Patron	\$7.00	trans		Patron	\$7.00	trans		Patron	\$7.00	trans		Patron	\$4.00	ticket		Patron	N/C			
Mandurah Performing Arts Centre	WA	\$4.00	trans	no max.	Patron	\$4.00	trans	no max.	Patron	N/C								N/C				N/C			
Matt Dann Theatre & Cinema	WA	\$4.00	ticket	no max.	Patron	\$3.00	ticket	no max.	Patron	\$4.00	ticket	no max.	Patron	N/C				N/C				N/C			
Queens Park Theatre	WA	N/C				N/C				N/C				N/C				\$3.00	ticket	no max.	Patron	\$3.00	ticket	no max.	Hirer
University Theatres - University of Western Australia	WA	\$5.00	trans	\$5.00	Patron	\$2.00	ticket	no max.	Hirer	N/C								\$5.00	trans	\$5.00	Patron	\$5.00	trans	\$5.00	Hirer

## Subscribers and Volunteers

Venue	State	No. of Subscribers	No. of Shows in Subs Package	Membership, Friends or Loyalty Programs			
				Operated by Venue – Members Volunteer in Venue	Operated by Venue – no Volunteers	Separate Organisation – Members Volunteer in Venue	No. of Members
Canberra Theatre Centre	ACT	500	> 10				
Street Theatre	ACT				✓		50-100
Albury Entertainment Centre	NSW	100-150	8		✓		100-200
Bathurst Memorial Entertainment Centre	NSW	200-300	> 10				
City Recital Hall Angel Place	NSW				✓		200
Dubbo Regional Theatre and Convention Centre	NSW	300-400	> 10	✓			
Griffith Regional Theatre	NSW				✓		100-200
Illawarra Performing Arts Centre	NSW	500	> 10				
Joan Sutherland Performing Arts Centre	NSW	200-300	> 10				
Manning Entertainment Centre	NSW	Nil	Nil	✓			50-100
Monkey Baa Theatre Company	NSW	Nil	Nil				
NIDA Parade Theatres	NSW	Nil	Nil				
Orange Civic Theatre	NSW	500	> 10				
Riverside Theatres Parramatta	NSW	400-500	> 10		✓		200
Shoalhaven Entertainment Centre	NSW	Nil	Nil		✓		100-200
The Glasshouse Port Macquarie	NSW	Nil	Nil		✓		200
Wagga Wagga Civic Theatre	NSW	400-500	> 10				
BEMAC - Brisbane Multicultural Arts Centre	QLD	Nil	Nil		✓		50-100
Brisbane Powerhouse	QLD	Nil	Nil				
Brolga Theatre	QLD					✓	200
Cairns Civic Theatre	QLD	Nil	Nil				
Empire Theatre	QLD					✓	400
Gladstone Entertainment Convention Centre	QLD	< 50	6			✓	50-100
Lake Kawana Community Centre	QLD	< 50	7		✓		25-50
Mackay Entertainment & Convention Centre	QLD	Nil	Nil	✓			200
Pilbeam Theatre	QLD	< 50	10			✓	50-100



Venue	State	No. of Subscribers	No. of Shows in Subs Package	Membership, Friends or Loyalty Programs			
				Operated by Venue – Members Volunteer in Venue	Operated by Venue – no Volunteers	Separate Organisation – Members Volunteer in Venue	No. of Members
QUT Gardens Theatre	QLD	150-200	5				
The Events Centre	QLD	Nil		✓			200
Barossa Arts & Convention Centre	SA	Nil	Nil	✓			50-100
Marion Cultural Centre	SA	< 50	> 10				
The Hopgood Theatre	SA	Nil	Nil		✓		50-100
Burnie Arts and Function Centre	TAS	500	> 10				
Devonport Entertainment and Convention Centre	TAS	100-150	> 10				
Theatre Royal	TAS	500	10			✓	100-200
Arts Centre Melbourne	VIC				✓		200
Capitol Venues and Events	VIC	150-200	> 10		✓		200
Clocktower Centre	VIC	200-300	8				
Colac Otway Performing Arts and Cultural Centre	VIC	< 50	7				
Eastbank Centre - Riverlinks Venues	VIC				✓		200
Frankston Arts Centre	VIC				✓		200
Geelong Performing Arts Centre	VIC	500	9	✓			200
Her Majesty's Theatre	VIC	50-100	> 10		✓		100-200
Karralyka Centre	VIC	50-100	9		✓		50-100
Melbourne Theatre Company	VIC	500	> 10		✓		200
Mildura Arts Centre	VIC	Nil	Nil			✓	50-100
The Cube Wodonga	VIC	Nil	Nil		✓		50-100
West Gippsland Arts Centre	VIC				✓		200
Whitehorse Performing Arts Centre	VIC	500	6				
Bunbury Regional Entertainment Centre	WA	Nil	Nil			✓	200
Don Russell Performing Arts Centre	WA	Nil	Nil				
Esperance Civic Centre	WA	Nil	Nil		✓		25-50
Mandurah Performing Arts Centre	WA	Nil	Nil			✓	200
Matt Dann Theatre & Cinema	WA	Nil	Nil		✓		25-50
Queens Park Theatre	WA	Nil	Nil			✓	<25

Volunteers take on various roles in centres. The 2015 survey asked venues to estimate the number of hours that volunteers work in four different areas within their venues.

The use of volunteers in front of house positions has the highest participation rate with a significant annual contribution of approximately 43,390 hours. This contribution remains comparatively constant to the 2013 results. In addition, volunteers provide 8,250 hours in food and beverage services, 1,640 hours in administration and 660 in technical areas.

In the Figure below, the percentage of venues engaging volunteers in each role is shown within each category of venue turnover. 17 venues that use volunteers did not provide turnover figures. The results show that volunteers undertaking technical roles have reduced since 2013. In the participating venues with more than \$5M turnover, no volunteer programs are in place.

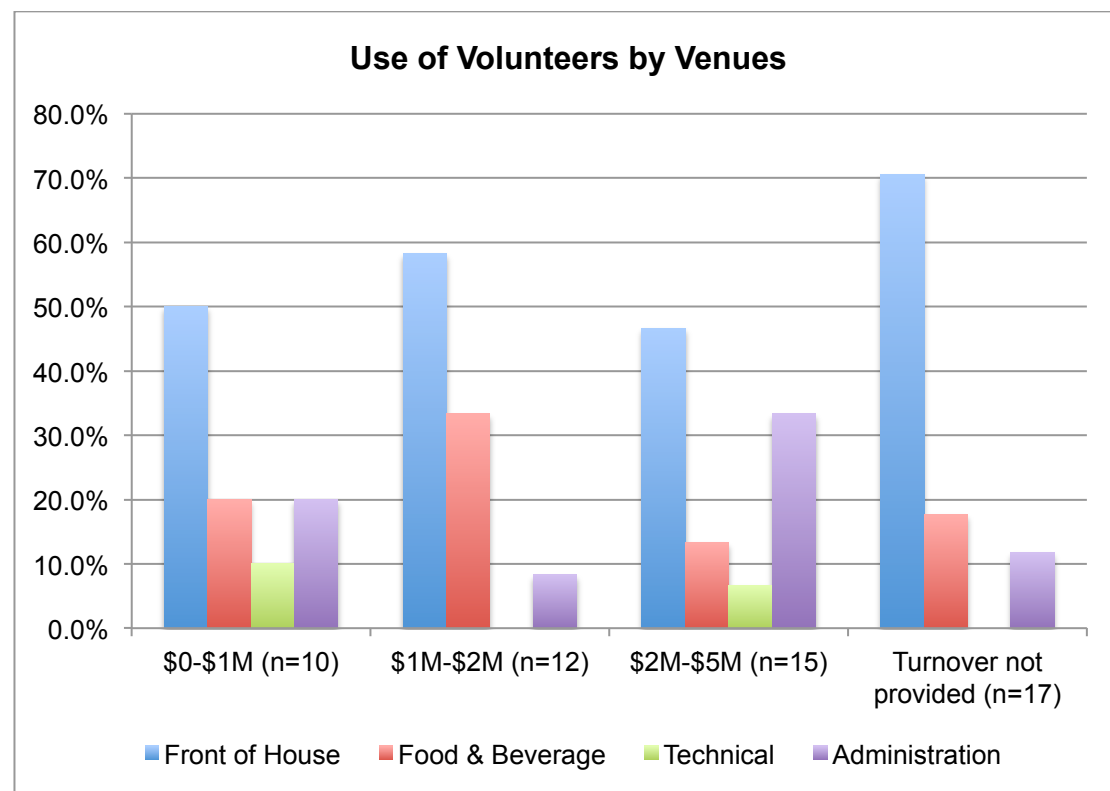


Figure 35: Use of Volunteers

## Other Venue Services and Charges

Figure 36 shows a variety of arrangements are in place for the provision of food and beverage services within respondent venues. Most venues (84%) manage their own bars. The provision of food is managed through a variety of options for both patrons and delivery to artists backstage.

For an increasing number of venues, food provision is being taken on as part of core business and less are outsourcing these services. When comparing these results with 2013, the provision of light meals and snacks has been introduced by approximately 15% more venues and possibly correlates to the 9% increase in venues now operating their own bar. Provision of catering by the venue has also increased from approximately 10% to 25% of respondent venues.

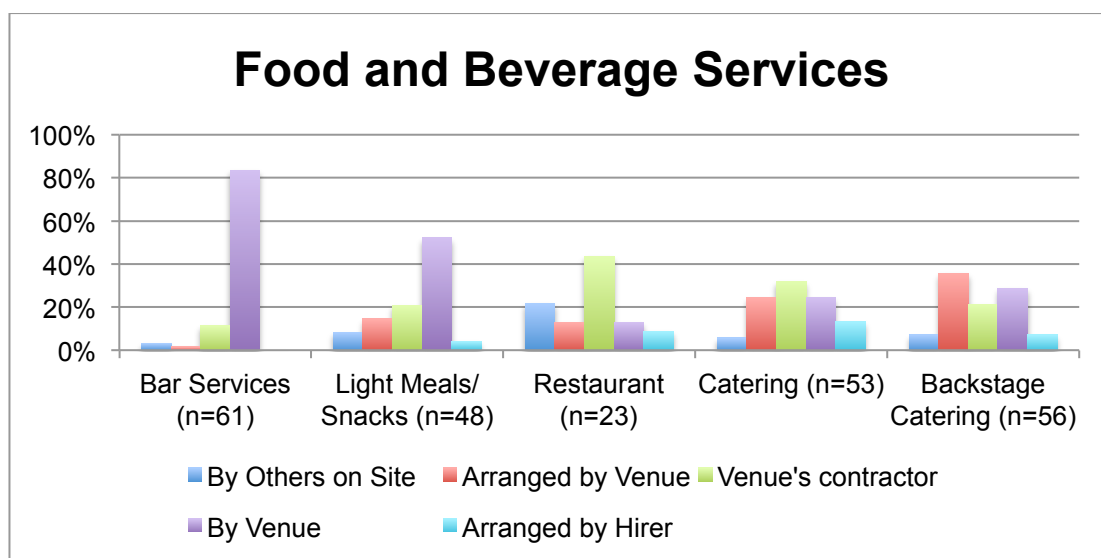


Figure 36: Food and Beverage Services

Figure 37 shows the commission charged by respondents on programs, merchandise and equipment hire. The most frequently charged percentage commission on programs and merchandise was 10% consistent with past surveys. In 2013, almost half of the respondents (45%) did not charge commission on equipment hire. This has slightly reduced to 43% although the number charging higher percentage rates of 15% and 20% has also reduced since 2013.

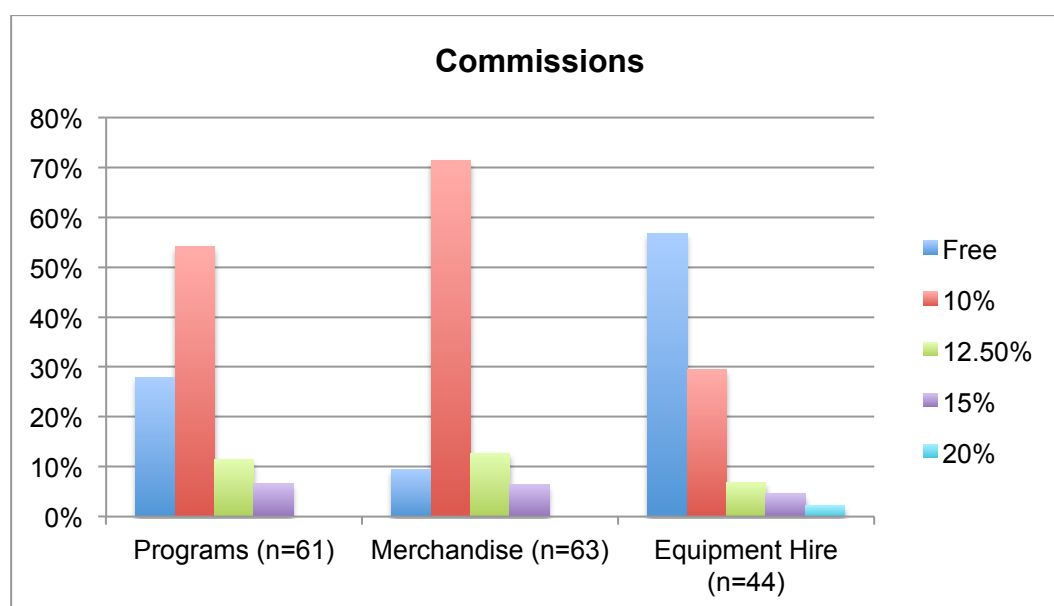


Figure 37: Commissions on Programs, Merchandise and Equipment Hire

	Outsourced Services and Functions to Building Owner												
		Finance		Payroll		Human Resources		Building Maintenance		Cleaning		Building Security	
Venue	State	No cost	Charge	No cost	Charge	No cost	Charge	No cost	Charge	No cost	Charge	No cost	Charge
Albury Entertainment Centre	NSW		✓		✓		✓	✓			✓		✓
Bathurst Memorial Entertainment Centre	NSW		✓		✓		✓				✓		✓
Dubbo Regional Theatre and Convention Centre	NSW		✓		✓		✓		✓		✓		✓
Griffith Regional Theatre	NSW	✓		✓		✓			✓		✓		✓
Illawarra Performing Arts Centre	NSW											✓	
Joan Sutherland Performing Arts Centre	NSW												✓
Manning Entertainment Centre	NSW	✓		✓		✓					✓		✓
Monkey Baa Theatre Company	NSW	✓		✓		✓		✓			✓		✓
NIDA Parade Theatres	NSW	✓		✓		✓		✓		✓		✓	
Orange Civic Theatre	NSW	✓		✓		✓		✓			✓		✓
Riverside Theatres Parramatta	NSW	✓		✓		✓							
Seymour Centre	NSW		✓		✓		✓						✓
Shoalhaven Entertainment Centre	NSW		✓		✓		✓	✓					
The Glasshouse Port Macquarie	NSW		✓		✓		✓		✓		✓		✓
Wagga Wagga Civic Theatre	NSW	✓		✓		✓				✓		✓	
BEMAC - Brisbane Multicultural Arts Centre	QLD		✓		✓		✓		✓		✓		✓
Brisbane Powerhouse	QLD										✓		✓
Brolga Theatre	QLD	✓		✓		✓							✓
Cairns Civic Theatre	QLD		✓		✓		✓		✓		✓		✓
Empire Theatre	QLD											✓	
Gladstone Entertainment Convention Centre	QLD		✓		✓		✓						
Judith Wright Centre of Contemporary Arts	QLD	✓		✓		✓				✓		✓	
Lake Kawana Community Centre	QLD	✓		✓		✓		✓			✓		✓
Mackay Entertainment & Convention Centre	QLD		✓		✓		✓	✓		✓			✓
Pilbeam Theatre	QLD	✓		✓		✓						✓	
QUT Gardens Theatre	QLD	✓		✓		✓			✓	✓		✓	
Redland Performing Arts Centre	QLD		✓		✓		✓		✓		✓		✓
The Events Centre	QLD				✓		✓						
Barossa Arts & Convention Centre	SA	✓		✓		✓					✓	✓	
Marion Cultural Centre	SA	✓		✓		✓			✓	✓		✓	
Playford Civic Centre	SA										✓		
The Hopgood Theatre	SA	✓		✓		✓		✓		✓		✓	

		Finance		Payroll		Human Resources		Building Maintenance		Cleaning		Building Security	
Venue	State	No cost	Charge	No cost	Charge	No cost	Charge	No cost	Charge	No cost	Charge	No cost	Charge
Burnie Arts and Function Centre	TAS		✓		✓		✓		✓		✓		✓
Devonport Entertainment and Convention Centre	TAS		✓		✓		✓		✓		✓		✓
Capitol Venues and Events	VIC		✓		✓		✓				✓		✓
Clocktower Centre	VIC	✓		✓		✓					✓		✓
Colac Otway Performing Arts and Cultural Centre	VIC	✓		✓		✓					✓		✓
Eastbank Centre - Riverlinks Venues	VIC		✓		✓		✓		✓		✓		✓
Frankston Arts Centre	VIC		✓		✓		✓		✓		✓		✓
Geelong Performing Arts Centre	VIC								✓				✓
Her Majesty's Theatre	VIC	✓		✓		✓							
Karralyka Centre	VIC	✓		✓		✓		✓		✓		✓	
Mildura Arts Centre	VIC	✓		✓		✓			✓		✓	✓	
Monash University Academy of Performing Arts	VIC		✓		✓		✓		✓		✓	✓	
Portland Arts Centre	VIC	✓		✓		✓			✓		✓		✓
The Cube Wodonga	VIC		✓		✓	✓			✓		✓		✓
West Gippsland Arts Centre	VIC	✓		✓		✓					✓		✓
Whitehorse Performing Arts Centre	VIC		✓		✓		✓						
Broome Civic Centre [Shire of Broome]	WA	✓		✓		✓		✓			✓		✓
Don Russell Performing Arts Centre	WA		✓			✓			✓	✓		✓	
Esperance Civic Centre	WA		✓				✓		✓		✓		✓
His Majesty's Theatre	WA	✓				✓		✓		✓			✓
Mandurah Performing Arts Centre	WA					✓							✓
Matt Dann Theatre & Cinema	WA	✓				✓		✓		✓		✓	
Queens Park Theatre	WA	✓	✓			✓		✓			✓		✓

## Appendix A – Respondents

Canberra Theatre Centre	ACT
Street Theatre	ACT
Albury Entertainment Centre	NSW
Bathurst Memorial Entertainment Centre	NSW
City Recital Hall Angel Place	NSW
Dubbo Regional Theatre and Convention Centre	NSW
Griffith Regional Theatre	NSW
Illawarra Performing Arts Centre	NSW
Joan Sutherland Performing Arts Centre	NSW
Laycock Street Community Theatre	NSW
Manning Entertainment Centre	NSW
Monkey Baa Theatre Company	NSW
NIDA Parade Theatres	NSW
Orange Civic Theatre	NSW
Riverside Theatres Parramatta	NSW
Seymour Centre	NSW
Shoalhaven Entertainment Centre	NSW
The Glasshouse Port Macquarie	NSW
Wagga Wagga Civic Theatre	NSW
BEMAC - Brisbane Multicultural Arts Centre	QLD
Brisbane Powerhouse	QLD
Brolga Theatre	QLD
Cairns Civic Theatre	QLD
Empire Theatre	QLD
Gladstone Entertainment Convention Centre	QLD
Ipswich Civic Centre	QLD
Judith Wright Centre of Contemporary Arts	QLD
Lake Kawana Community Centre	QLD
Mackay Entertainment & Convention Centre	QLD
Pilbeam Theatre, Rockhampton	QLD
QUT Gardens Theatre	QLD
Redland Performing Arts Centre	QLD
The Events Centre, Caloundra	QLD
Townsville Civic Theatre	QLD
Barossa Arts & Convention Centre	SA
Marion Cultural Centre	SA
Murray Bridge Town Hall	SA
Playford Civic Centre	SA
The Hopgood Theatre	SA
Burnie Arts and Function Centre	TAS
Devonport Entertainment and Convention Centre	TAS
Theatre Royal	TAS
Arts Centre Melbourne	VIC
Capitol Venues and Events	VIC
Clocktower Centre	VIC
Colac Otway Performing Arts and Cultural Centre	VIC
Drum Theatre	VIC
Eastbank Centre - Riverlinks Venues	VIC
Frankston Arts Centre	VIC
Geelong Performing Arts Centre	VIC
Her Majesty's Theatre	VIC
Karralyka Centre	VIC

Melbourne Theatre Company	VIC
Mildura Arts Centre	VIC
Monash University Academy of Performing Arts	VIC
Portland Arts Centre	VIC
The Cube Wodonga	VIC
West Gippsland Arts Centre	VIC
Whitehorse Performing Arts Centre	VIC
Broome Civic Centre, Shire of Broome	WA
Bunbury Regional Entertainment Centre	WA
Don Russell Performing Arts Centre	WA
Esperance Civic Centre	WA
His Majesty's Theatre	WA
Koorliny Arts Centre	WA
Mandurah Performing Arts Centre	WA
Matt Dann Theatre & Cinema	WA
Queens Park Theatre	WA
University Theatres - University of Western Australia	WA

## Appendix B – Survey Questionnaire



### 1. Introduction

This is the final part of the 2015 APACA Survey

The survey covers your venue's fees and charges and the remuneration of you and your staff.

You can return to the survey any number of times to complete various questions and you can email your centre's email link to various members of your team for completion of questions relevant to their area of responsibility.

BUT, PLEASE DON'T USE A SURVEY LINK THAT HAS NOT BEEN SPECIFICALLY SENT TO YOUR CENTRE.

Please do not include dollar signs ['\$'], commas or spaces in numeric responses and please enter a zero for zero values, do not leave the field blank or enter 'N/A'.

If you require assistance regarding clarification of definitions and/or questions please direct your enquiry via email to Rick Heath [ed@apaca.com.au] or call 1300 66 52 63 [please note WA time zone]

1. Your Name:

\* 2. Organisation name: (ie the APACA member)

Other (please specify)

3. State/Territory:

☐ NT ☐ QLD ☐ NSW ☐ ACT ☐ VIC ☐ TAS ☐ SA ☐ WA





## 2. Venue Hire Charges - Primary Space

You will have the opportunity to provide Venue Hire charges for up to four spaces. Please enter details for your primary performance space on this page.

If you have different rates for a different days of the week please include the highest rate on this survey.

### 4. Audience capacity of the primary space

- ☐ Under 500
- ☐ 500 to 999
- ☐ 1,000 to 1,999
- ☐ Over 2,000

After you have entered the venue charges you will be able to indicate what is or is not included in the package hire rate.

### 5. Commercial Hire (Package Rate)

Per week

Per day

Per session

Hours per session

Vs % of Net Box Office

### 6. Commerical Hire Rehearsal Rate

Per hour

Per day

7. Community Subsidised Hire (Package Rate)

Per week

Per day

Per session

Hours per session

Vs % of Net Box Office

8. Community Subsidised Hire Rehearsal Rate

Per hour

Per day

9. Do you have any other hire rates for this spaces other than Commercial and Community Use ?

☐ Schools

☐ Eisteddfod

☐ Conferences

☐ Groups

Other (please specify)

\* 10. Does the centre operate more than one space for which you wish to enter venue charges



### 3. Venue Hire Charges - Space 2

After you have entered the venue charges you will be able to indicate what is or is not included in the package hire rate.

#### 11. Audience capacity of the space

- ☐ Under 500
- ☐ 500 to 999
- ☐ 1,000 to 1,999
- ☐ Over 2,000

#### 12. Commercial Hire (Package Rate)

Per week

Per day

Per session

Hours per session

Vs % of Net Box Office

#### 13. Commercial Hire Rehearsal Rate

Per hour

Per day

14. Community Subsidised Hire (Package Rate)

Per week

Per day

Per session

Hours per session

Vs % of Net Box Office

15. Community Subsidised Hire Rehearsal Rate

Per hour

Per day

\* 16. Do you wish to enter venue charges for another space



#### 4. Venue Hire Charges - Space 3

After you have entered the venue charges you will be able to indicate what is or is not included in the package hire rate.

##### 17. Audience capacity of the space

- ☐ Under 500
- ☐ 500 to 999
- ☐ 1,000 to 1,999
- ☐ Over 2,000

##### 18. Commercial Hire (Package Rate)

Per week

Per day

Per session

Hours per session

Vs % of Net Box Office

##### 19. Commercial Hire Rehearsal Rate

Per hour

Per day

20. Community Subsidised Hire (Package Rate)

Per week

Per day

Per session

Hours per session

Vs % of Net Box Office

21. Community Subsidised Hire Rehearsal Rate

Per hour

Per day

\* 22. Do you wish to enter venue charges for another space



## 5. Venue Hire Charges - Space 4

After you have entered the venue charges you will be able to indicate what is or is not included in the package hire rate.

### 23. Audience capacity of the space

- ☐ Under 500
- ☐ 500 to 999
- ☐ 1,000 to 1,999
- ☐ Over 2,000

### 24. Commercial Hire (Package Rate)

Per week

Per day

Per session

Hours per session

Vs % of Net Box Office

### 25. Commercial Hire Rehearsal Rate

Per hour

Per day

26. Community Subsidised Hire (Package Rate)

Per week

Per day

Per session

Hours per session

Vs % of Net Box Office

27. Community Subsidised Hire Rehearsal Rate

Per hour

Per day



## 6. Venue Hire Charges - applies to all spaces in the venue

\* 28. Does the package hire rate for COMMERCIAL USE include

	Yes	No
Electricity	<input type="radio"/>	<input type="radio"/>
Air-conditioning	<input type="radio"/>	<input type="radio"/>
Basic Lightng Equipment	<input type="radio"/>	<input type="radio"/>
Basic Audio Equipment	<input type="radio"/>	<input type="radio"/>
Duty Technician / Technical Staff	<input type="radio"/>	<input type="radio"/>
Duty Manager	<input type="radio"/>	<input type="radio"/>
Box Officer Ticket Seller	<input type="radio"/>	<input type="radio"/>
Cleaning	<input type="radio"/>	<input type="radio"/>

29. What qualifies a hirer for the Community Use hire rate  
(you may select a number of responses)

- ☐ Public Educational Institution (Kindergarden, Primary or Secondary School)
- ☐ Private Educational Institution (Kindergarden, Primary or Secondary School)
- ☐ Not for Profit group or organisation based in the LG area
- ☐ Not for Profit group or organisation regardless of origin or base location
- ☐ Dance School providing recreational and entry level training

\* 30. Does the package hire rate for COMMUNITY USE include

	Yes	No
Electricity	<input type="radio"/>	<input type="radio"/>
Air-conditioning	<input type="radio"/>	<input type="radio"/>
Basic Lighting Equipment	<input type="radio"/>	<input type="radio"/>
Basic Audio Equipment	<input type="radio"/>	<input type="radio"/>
Duty Technician / Technical Staff	<input type="radio"/>	<input type="radio"/>
Duty Manager	<input type="radio"/>	<input type="radio"/>
Box Officer Ticket Seller	<input type="radio"/>	<input type="radio"/>
Cleaning	<input type="radio"/>	<input type="radio"/>

\* 31. If you charge for the provision of marketing and publicity services please provide details.

Marketing and publicity services are

- ☐ not provided by the venue
- ☐ basic advice and support is provided at no additional cost
- ☐ is provided and charged at a set hourly rate
- ☐ is provided as a percentage of the value of paid advertising placed for the hirer

\* 32. If you charge for cleaning staff in addition to standard venue rental charges please provide details.

Additional cleaning is

- ☐ not charged
- ☐ charged at a flat rate per performance of less than \$150
- ☐ charged at a flat rate per performance of between \$150 and \$300
- ☐ charged at a flat rate per performance of more than \$300
- ☐ charged at an hourly rate and based on actual time to clean
- ☐ only charged in extraordinary circumstances and at an hourly rate and based on actual time to clean

## 7. Staff Recharge Rates - Front of House

These are the rates charged to hirer for the services provided by venue staff in Front of House.

### 33. Staff recharges rates per hour charged to the hirer

	Rate \$/hr	Min. Call
Duty Manager	<input type="text"/>	<input type="text"/>
Usher	<input type="text"/>	<input type="text"/>
Merch. Seller	<input type="text"/>	<input type="text"/>
Box Office	<input type="text"/>	<input type="text"/>
Stage Door	<input type="text"/>	<input type="text"/>

### 34. Minimum Front of House staff level for events for each performance venue

(include only those staff that are at the hirer's expense i.e. if the venue provides the box office ticket seller at the venue's expense do not include that position in this question)

	Duty Manager	Ushers	Ticket Seller	Stage Door Keeper
Theatre performances	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Unticketed events	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

## 8. Staff Recharge Rates - Production

These are the rates charged to hirer for the services provided by venue staff in the Production department. If you have only one rate for production staff please enter this at the Duty Technician question below.

### 35. Staff recharges rates per hour charged to the hirer

	Rate \$/hr	Min. Call
Technical Manager	<input type="text"/>	<input type="text"/>
Duty Technician	<input type="text"/>	<input type="text"/>
Senior Technician	<input type="text"/>	<input type="text"/>
Technician	<input type="text"/>	<input type="text"/>

### \* 36. Minimum Production staff level for events for each performance

The answer "One for each department in use" means that if a hirer is using the venues lighting, sound or mechanical systems one venue technician a minimum of one of the head technicians must be engaged

	Technical Staff
Theatre performances	<input type="text"/>
Unticketed events	<input type="text"/>

### 37. Award overtime penalties are

- ☐ applied to the above rates and charged to the hirer
- ☐ included in the above flat rates

## 9. Box Office Services

38. Box Office system used (you can select more than one)

- ☐ ProVenue / Tickets.com
- ☐ TIKEX
- ☐ Ticketek
- ☐ Bass
- ☐ TicketServ
- ☐ Enta
- ☐ SABO / Seat Advisor
- ☐ Manual hard tickets
- ☐ Tesatura
- ☐ TryBooking

Other (please specify)

39. Does the venue have external Box Office outlets removed from the primary venues

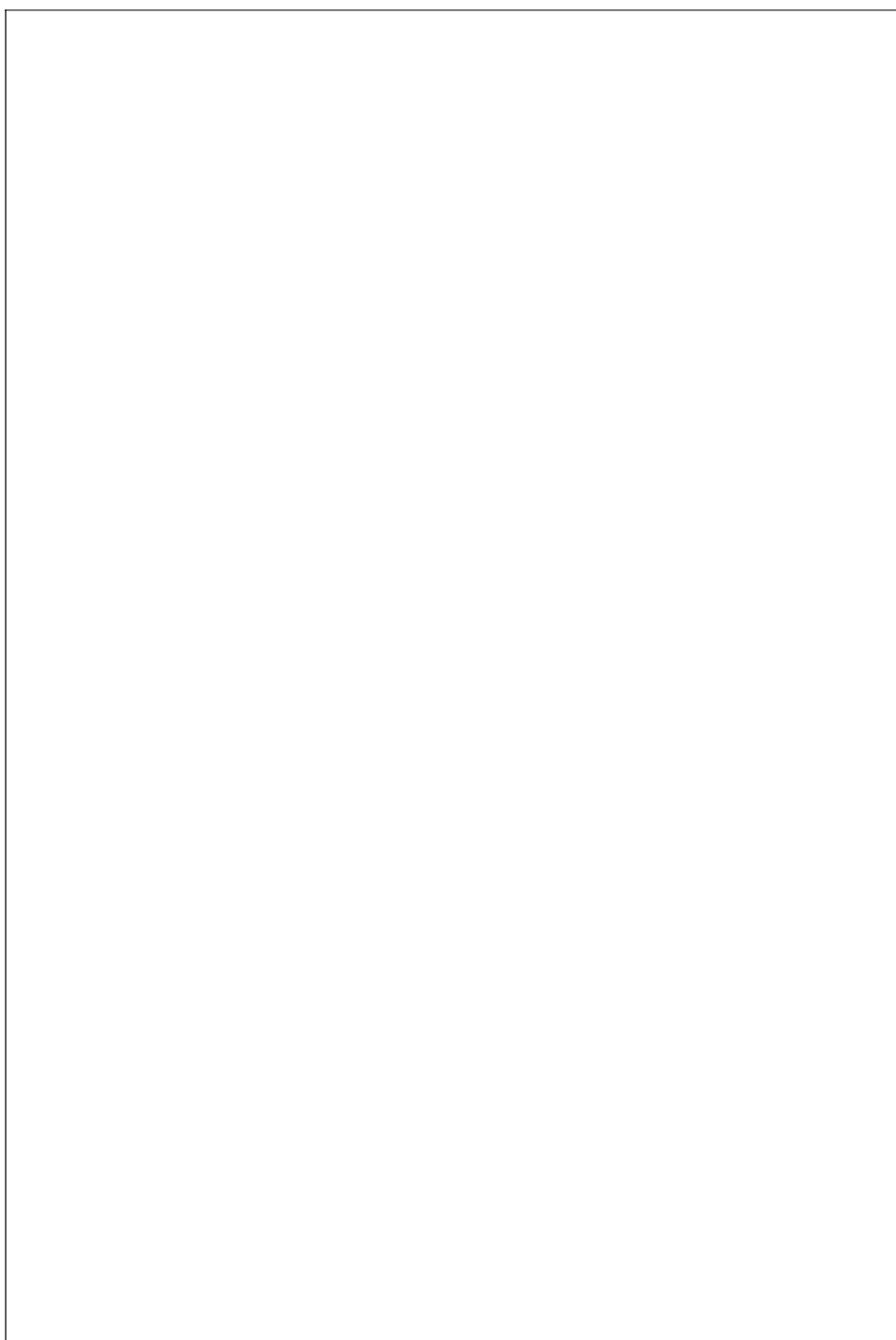
- ☐ No ☐ Yes, 1 ☐ Yes, 2 ☐ Yes, 3 ☐ Yes, 4+

40. Number of points-of-sale in the primary box office

- ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 or more

41. Of the methods of sale available at your Box Office please estimate the percent of sales by each method

	% of Sales
Counter Sales	<input type="text"/>
Telephone	<input type="text"/>
Online	<input type="text"/>
External Agency	<input type="text"/>
Outlet	<input type="text"/>



## 10. Box Office Services

### 42. Booking Fees

(select the booking fee that applies to a ticket with the following net values)

	Commercial	Community
Complimentary	<input type="text"/>	<input type="text"/>
\$15	<input type="text"/>	<input type="text"/>
\$25	<input type="text"/>	<input type="text"/>
\$50	<input type="text"/>	<input type="text"/>
\$75	<input type="text"/>	<input type="text"/>
\$100+	<input type="text"/>	<input type="text"/>

### 43. Event Build Fee

	Rate	per
Original build	<input type="text"/>	<input type="text"/>
Edit on sale event	<input type="text"/>	<input type="text"/>

Please provide details of any additional box office charges

For the purposes of this question an 'Inside Charge' is a charge included in the public selling price of a ticket and is not disclosed to the patron and an 'Outside Charge' is a charge that is added to this selling price and is disclosed.

#### 44. Other box office charges

	Fee	per	max. per transaction	Type ie Paid for
Charge for tickets sold by telephone	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Charge for tickets sold online	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Charge for counter sale at primary box office	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Charge for counter sale at external agency	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Refund at the request of the patron	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Refund as a result of cancellation	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

#### 45. Merchant fee for tickets purchased on purchase cards

	Charged to
Credit Card	<input type="text"/>
Debit Card	<input type="text"/>
Paypal	<input type="text"/>

#### 46. If you offer a subscription season please indicate the number of subscribers ?

#### 47. If you offer a subscription season please indicate the number of shows in your subscription package?

#### 48. Please provide details of any Membership, Friends or loyalty program

Type	No. members
- <input type="text"/>	<input type="text"/>





## 11. Venue Catering Charges

### 49. Food and Beverage services

	Service provided	by
Beverage / Bar Services	<input type="text"/>	<input type="text"/>
Food- Light Meals / Snacks	<input type="text"/>	<input type="text"/>
Full restaurant meals	<input type="text"/>	<input type="text"/>
Function Catering	<input type="text"/>	<input type="text"/>
Backstage Catering	<input type="text"/>	<input type="text"/>



## 12. Staff Recharge - other services

### 50. Commission Rates

	Charge
Programs	<input type="text"/>
Other merchandise	<input type="text"/>
Equipment Hire	<input type="text"/>

### 13. Administration Charges

51. Are any of the following functions or services outsourced to the building owner or parent organisation i.e. Local Government. Please indicate if the cost of providing this service is recorded against the operating expenditure of the venue.

	Provided at No Cost	On Charged to Venue
Finance	<input type="checkbox"/>	<input type="checkbox"/>
Payroll	<input type="checkbox"/>	<input type="checkbox"/>
Human Resources	<input type="checkbox"/>	<input type="checkbox"/>
Marketing	<input type="checkbox"/>	<input type="checkbox"/>
Building Maintenance	<input type="checkbox"/>	<input type="checkbox"/>
Cleaning	<input type="checkbox"/>	<input type="checkbox"/>
Building Security	<input type="checkbox"/>	<input type="checkbox"/>

52. How many house seats do you hold per performance when the venue is hired by an external party

#### 14. Salary - Venue Manager

53. Venue Manager Salary (Cash component only)

54. Overtime is

- ☐ paid in addition to Salary above
- ☐ included in Salary
- ☐ is remunerated by the provision of TOIL (Time Off in Lieu)
- ☐ is remunerated by a combination of TOIL and paid overtime
- ☐ is largely ignored by my employer despite all of their 'talk' of work life balance

55. On average over the past three months how many hours has the Centre Manager worked per week

- ☐ <35 hours
- ☐ 35 - 40 hours
- ☐ 40 - 45 hours
- ☐ 45 - 50 hours
- ☐ more than 50 hours

56. In many centres the person that has direct management responsibility for the Performing Arts program and venue often has other operational responsibilities. Please indicate if you also manage the following programs

- ☐ Art Gallery / Visual Arts programs
- ☐ Events and Community Celebrations
- ☐ Community Arts programs
- ☐ Heritage programs
- ☐ Showgrounds
- ☐ Stadiums

Other (please specify)

57. The employment / engagement is under the terms of an

- ☐ industrial award
- ☐ enterprise agreement
- ☐ private contract of employment
- ☐ contract for service via a separate legal entity

Other (please specify)

58. A motor vehicle is

- ☐ provided by the employer for commuter (private to and from work) use only
- ☐ provided by the employer for full private use
- ☐ not provided by the employer but an additional payment is made to the employee
- ☐ not provided by the employer but an additional payment is made to the employee which must be used to lease a suitable vehicle ie a novated lease
- ☐ not provided by the employer

59. Where superannuation is provided at a level above the legislative requirement (ie 9%) please provide details.

(This is the amount paid by your employer - do not include your pre-tax salary sacrifice or post-tax private contribution)

60. Is a performance bonus paid

- ☐ Yes ☐ No

61. Please provide details of any other remuneration or non-cash benefits provided. You may select more than one option.

- ☐ Mobile phone - business calls only
- ☐ Mobile phone - all calls
- ☐ Laptop available for private use
- ☐ Uniforms
- ☐ Clothing allowance
- ☐ Subsidized residential housing
- ☐ Professional memberships
- ☐ Travel for professional development

62. Total value of the package provided (including all benefits and superannuation)

15. Salary - Venue Staff

63. Staff Salary and Conditions

	Salary	Overtime is
Operations Manager/Director	<input type="text"/>	<input type="text"/>
Technical Manager/Director	<input type="text"/>	<input type="text"/>
Box Office/FOH Manager	<input type="text"/>	<input type="text"/>
Marketing Manager/Director	<input type="text"/>	<input type="text"/>
Program Manager	<input type="text"/>	<input type="text"/>
F&B Manager	<input type="text"/>	<input type="text"/>
Finance Manager	<input type="text"/>	<input type="text"/>
HR Manager	<input type="text"/>	<input type="text"/>
Admin. Officer	<input type="text"/>	<input type="text"/>

## 16. Employment Agreements

64. Venue staff (as above) are engaged under the terms of

	Type of Agreement
Management	<input type="text"/>
Admin. staff	<input type="text"/>
Technical	<input type="text"/>
Front of House	<input type="text"/>
Food and Beverage	<input type="text"/>

65. Provide the total number of FTE (Full-time equivalent) employees, including casual staff and contractors in each department.

For example, if you employed 3 casual staff for 20 hours per a week that would be  $3 \times 20 = 60$  hours, which is 1.5 FTE's.

Operations	<input type="text"/>
Technical	<input type="text"/>
Box Office	<input type="text"/>
Marketing	<input type="text"/>
Public Programs	<input type="text"/>
Food and Beverage	<input type="text"/>
Finance Manager	<input type="text"/>
Administration	<input type="text"/>

66. Provide the TOTAL number of FTE (Full-time equivalent) staff employed across your entire organisation (including yourself, contracted and casual staff).



67. If the venue utilises volunteers in what areas are they engaged

- ☐ Front of House
- ☐ Food and Beverage
- ☐ Technical
- ☐ Administration

68. If the venue utilises volunteers, please enter the total number of hours worked per annum in each area in which they are engaged [please enter '0' if no hours are volunteered]

Front of House	<input type="text"/>
Food and Beverage	<input type="text"/>
Technical	<input type="text"/>
Administration	<input type="text"/>

## 17. Programming / Cultural Plan

69. Does your centre have a written programming policy or plan?

☐ Yes

☐ No

Other (please specify)

70. Does your centre have a written audience development plan or strategy?

☐ Yes

☐ No

Other (please specify)

71. Does your Local Council have a Cultural Plan?

☐ Yes

☐ No

Other/Comment:



## 18. Cultural Plan

72. Does your Local Council Cultural Plan refer to the activities or goals of your centre?

☐ Yes

☐ No

Other/Comment (please specify)



## 19. THANK YOU

Thank you for completing this survey.

Subject to the timing of responses, we hope to be able to distribute the survey to participating members by the end of April. Thanks for your patience.

73. Can you please confirm that you have completed this part of the survey?

- ☐ Yup all done
- ☐ Nup still lookin' - I'll be back to add more responses

74. Do you have any comments regarding questions that you found difficult to answer ?

75. Any other comments