



# 2013

## Venue Charges and Salaries Report

**APACA**

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

[admin@apaca.com.au](mailto:admin@apaca.com.au)

*Prepared by Bronwyn Edinger*

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## Introduction

The Australian Performing Arts Centres' Association (APACA) represents 195 organisations throughout Australia. Just under two thirds of the members (62%) operate a professionally managed performing arts centre. Other members (38%) are from organisations that have substantially similar objectives to these core ("Ordinary") performing arts centre members and include producing companies, touring organisations and funding bodies. The members operate in the not-for-profit sector.

Performing arts centres present productions from a vast array of artforms from opera and classical music, to comedy and contemporary dance. Typically the sector operates with a limited resource base and receives government subsidy. While members are geographically dispersed, technology facilitates regular communication that has developed 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. In this instance the review collapsed two separate questionnaires – one on salaries and one on venue charges – into a single questionnaire.

Based on the geographic disparity of respondents and the extent of variables to be included in the survey, an online survey tool was considered most effective. The questionnaire was distributed through Survey Monkey ([www.surveymonkey.com](http://www.surveymonkey.com)) to Ordinary members only, i.e. those members who managed performing arts venues. The questionnaire was distributed on 21 September 2013 and 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 Rate

Response rates were slightly higher than the previous survey in 2011, (66 vs 59) and represent 55% of the Ordinary (venue) membership. 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 \$5m has 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.

## 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.

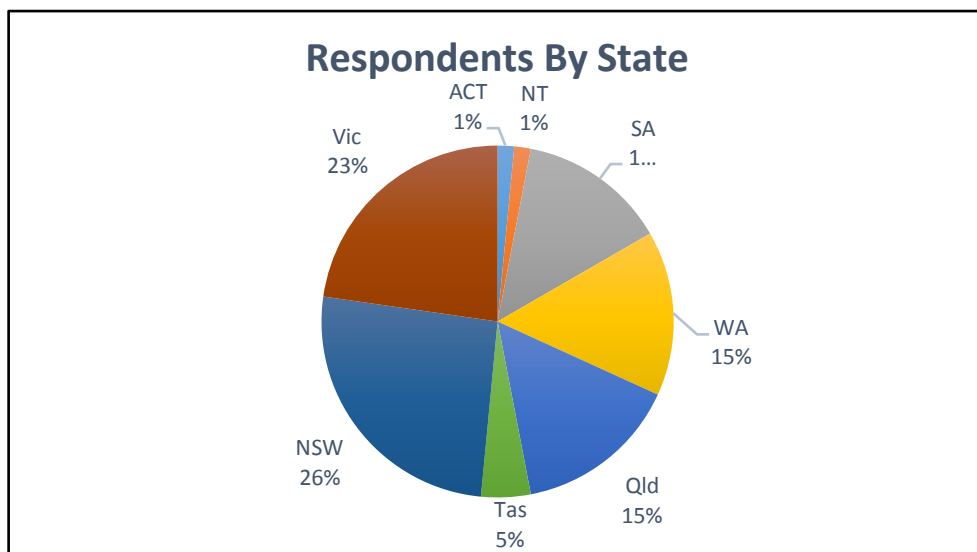


Figure 1: Respondents by State

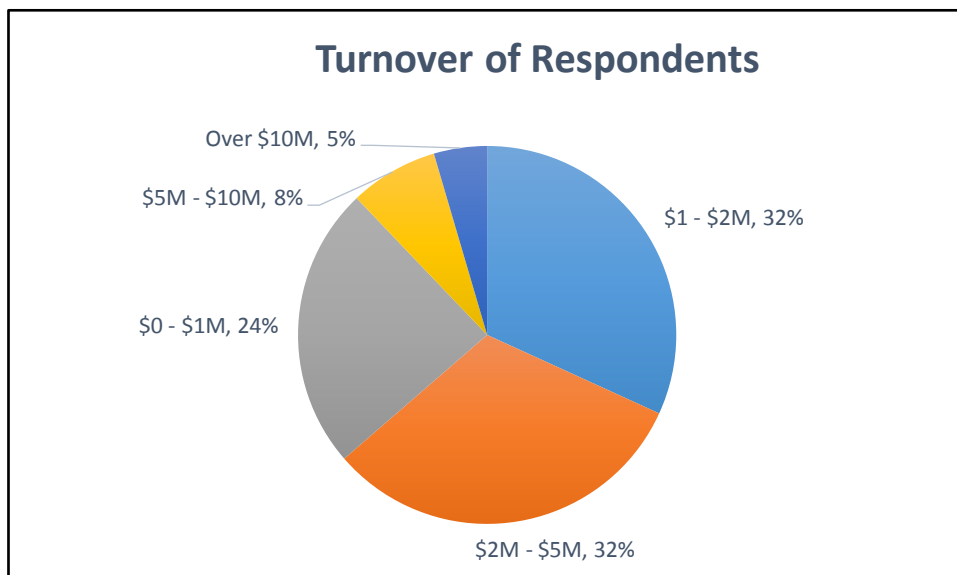
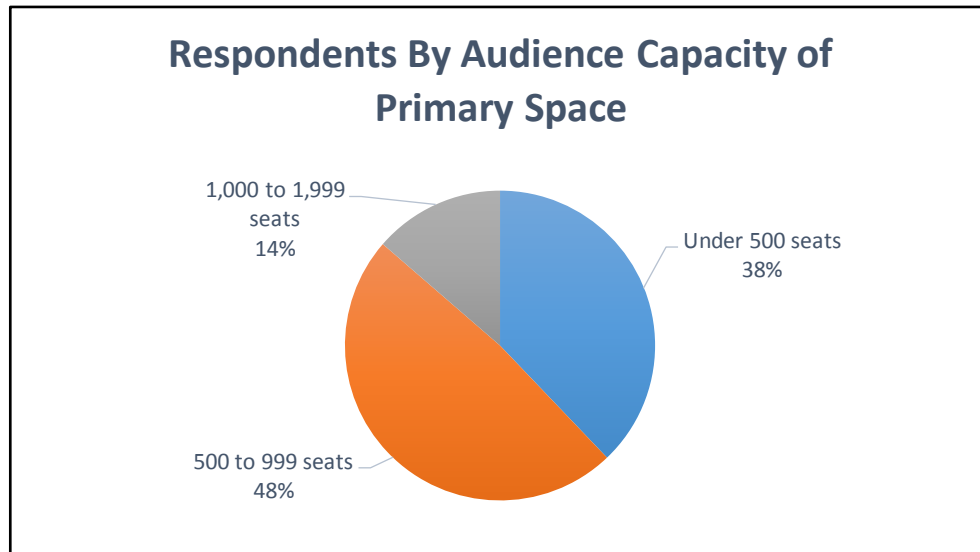
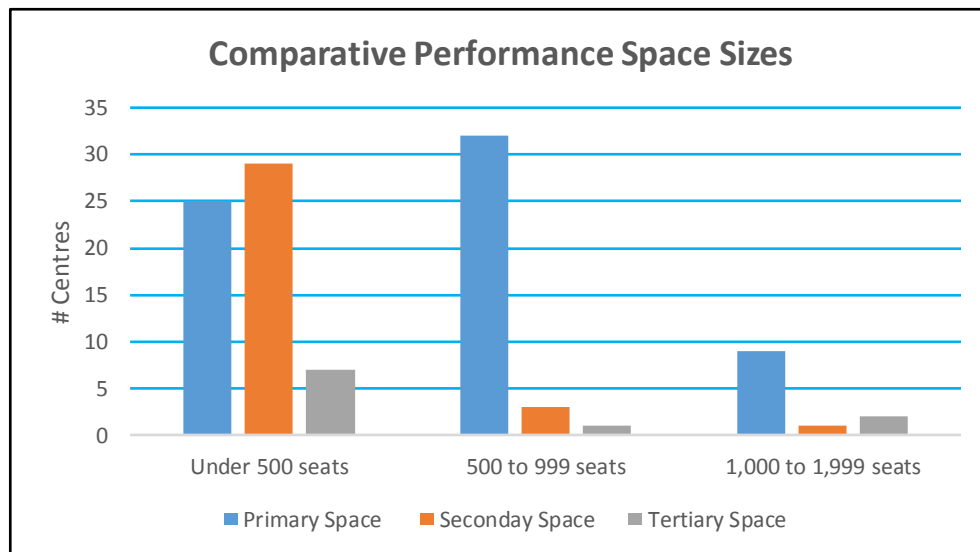


Figure 2: Venue Turnover



**Figure 3: Audience Capacity of Primary Space**

Performing arts centres generally have more than one auditorium available for public use. The following chart shows the comparative sizes of spaces within these centres.



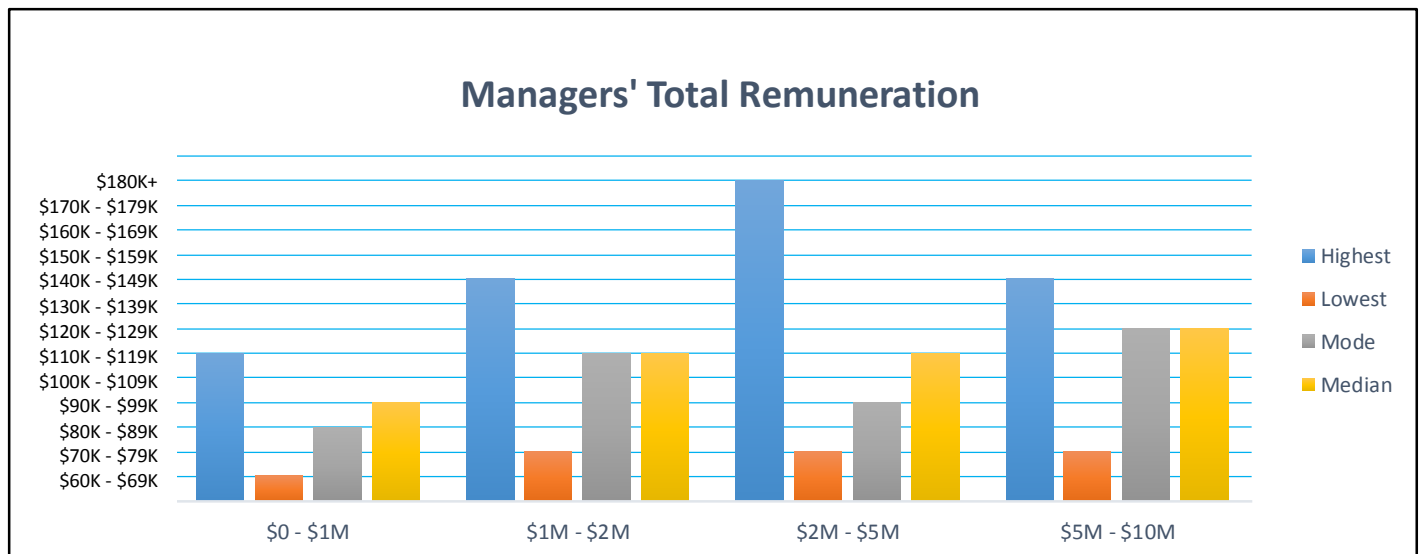
**Figure 4: Comparative Performance Spaces**

# Remuneration and Employment Conditions

## Centre Managers

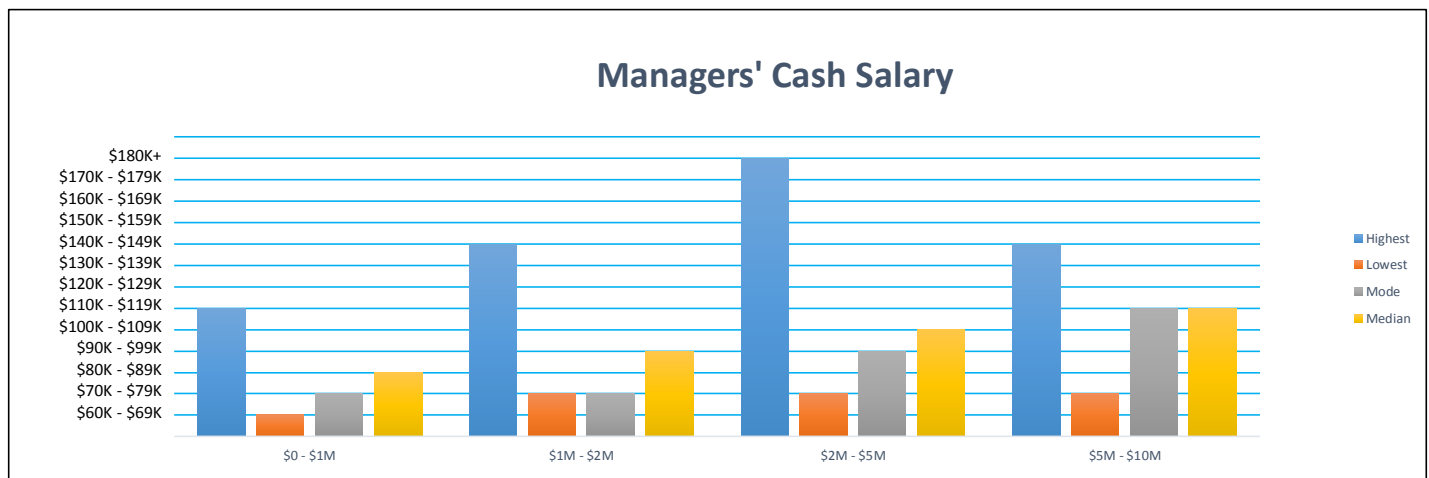
Performing arts centre managers are often remunerated with a package that may include a vehicle, mobile phone, laptop, etc. The following chart shows managers' comparative remuneration packages by their organisation's turnover. In determining salary levels, respondents were asked to select from pre-defined 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.



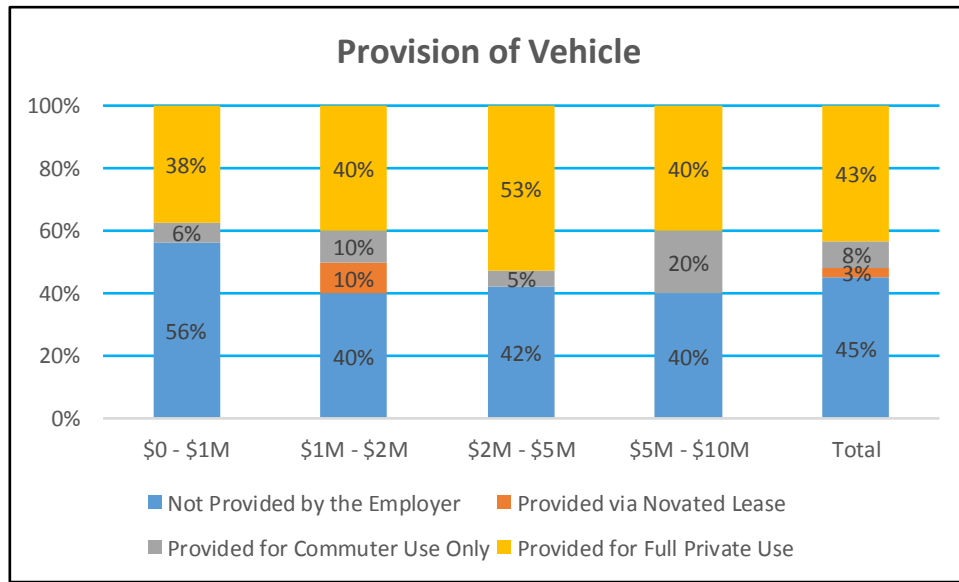
**Figure 5: Managers' Total Remuneration by Organisation Turnover**

Care should be taken when interpreting the figures for the \$5M - \$10M sector as many of these organisations have specific staff for facility management and may have used that data rather than that of the organisation's chief executive officer. The following charts breaks down the centre managers' remuneration packages into their component parts.



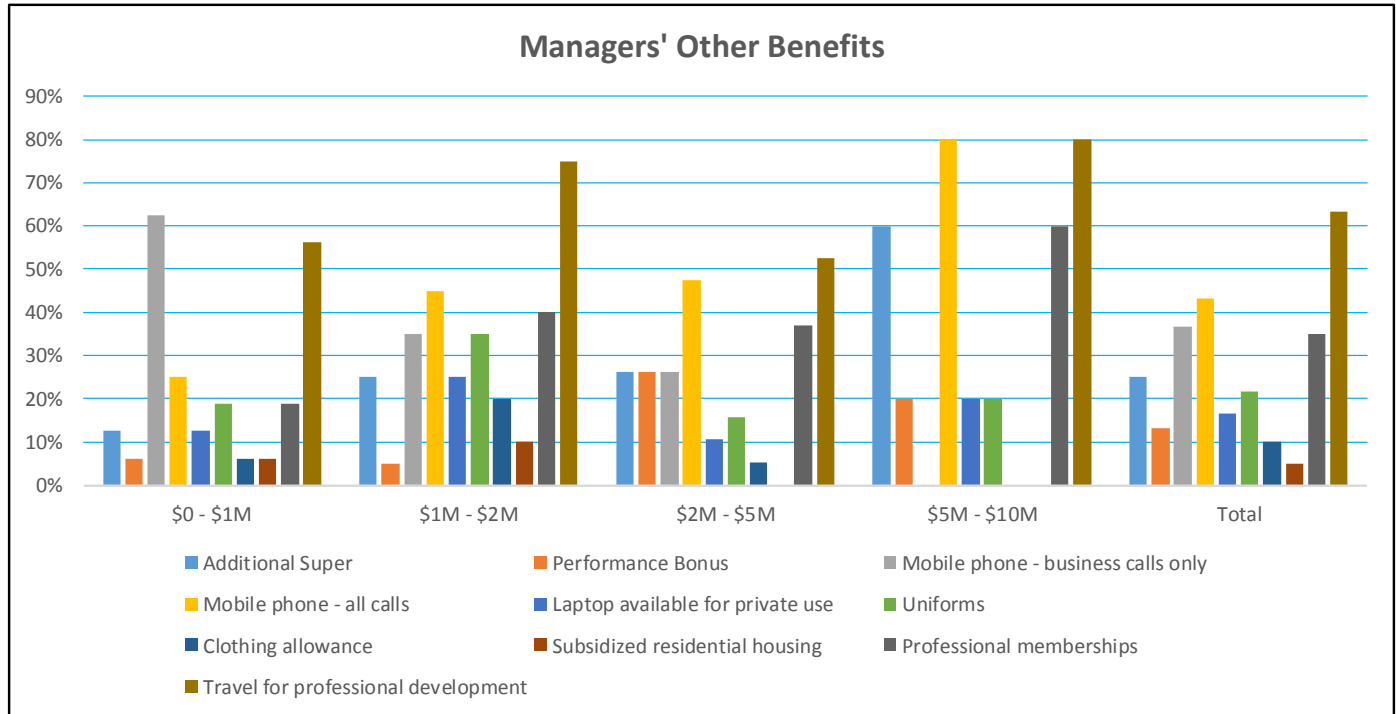
**Figure 6: Managers' Cash Salary by Venue Turnover**

Overall, 55% of managers receive some level of access to a vehicle and 47% of managers have full access to a vehicle.



**Figure 7: Provision of Vehicle by Turnover**

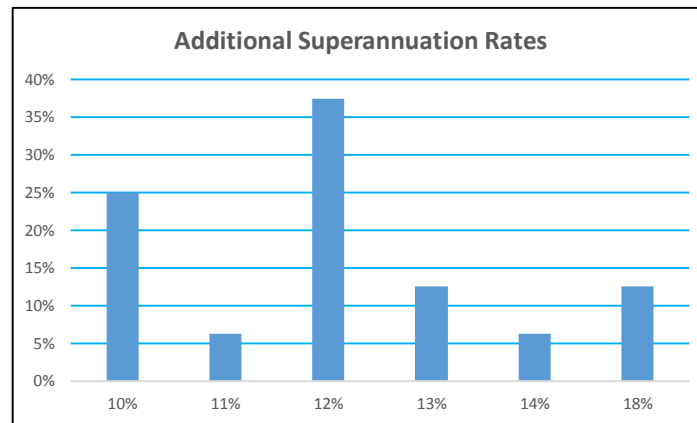
The following chart shows other benefits received by managers. Travel for professional development appears to be the most common with 63% of all managers accessing this. Note that the legend at the bottom of the chart should be read left to right, top to bottom, to correspond with the data.



**Figure 8: Managers' Other Benefits by Turnover**



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



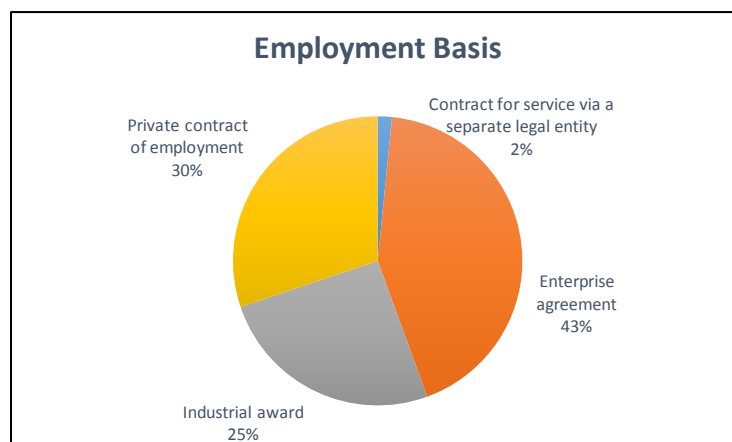
**Figure 9: Additional Superannuation Rates**

A comparison of managers' salaries from the survey in 2011 using highest salary as the comparison point reveals increases across the board. The large increase in the \$2M - \$5M range is partly attributed to different venues responding in 2013, in a small data set.



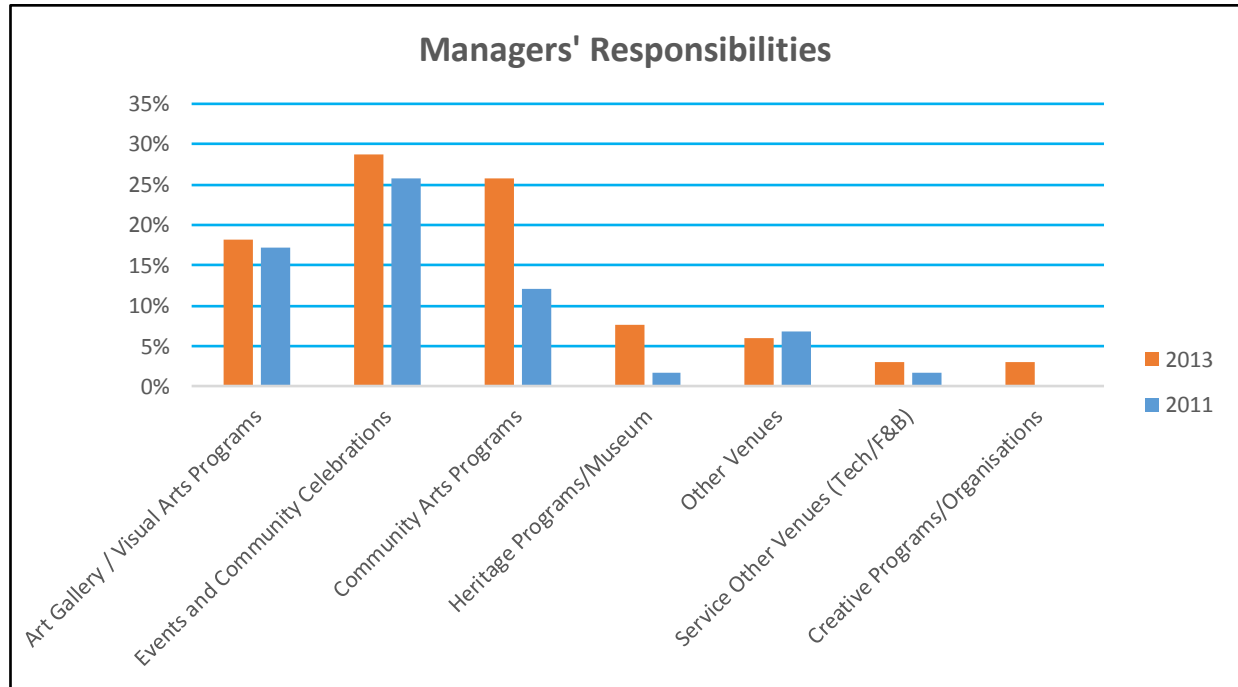
**Figure 10: Managers' Salary Comparison 2013 to 2011**

Performing arts centre managers are often employed on a different basis to their staff. The following chart shows a much higher incidence of private contracts.



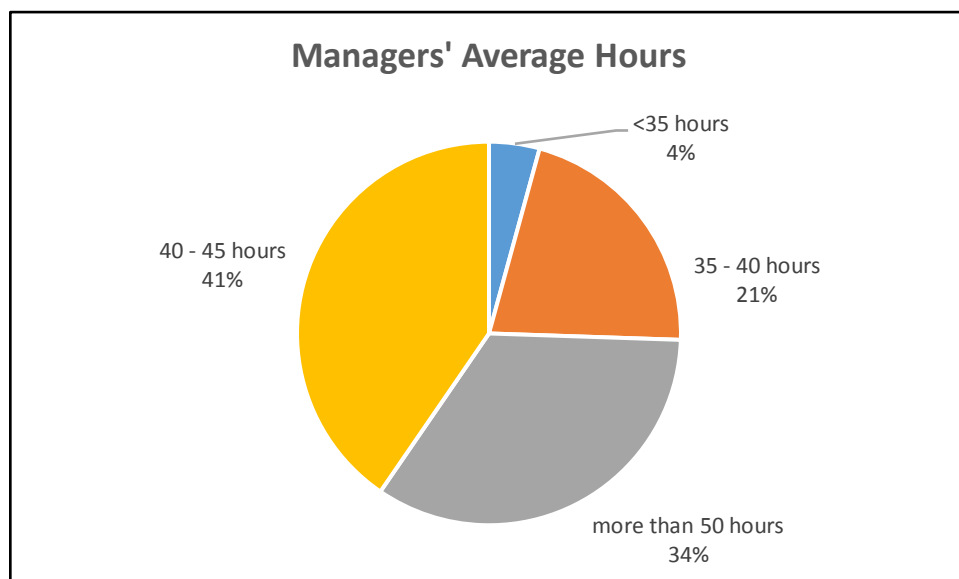
**Figure 11: Managers' Employment Basis**

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 (29%) which was up 5% on the previous survey. Interestingly the largest increase was in Community Arts Programs which has increased from 12% to 26% signalling an increasing emphasis on this area of community engagement.



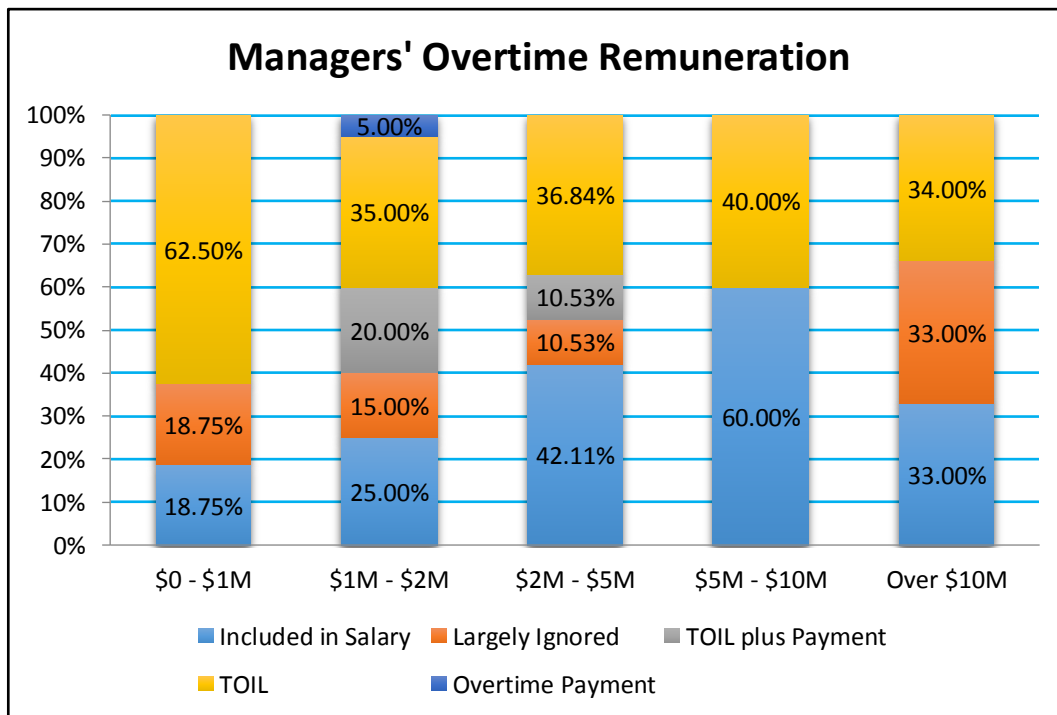
**Figure 12: Managers' Responsibilities**

The questionnaire asked centre managers to estimate their average weekly hours over the previous three months prior to the survey. In comparison to 2011, 8% more managers are working 40+ hours per week in 2013.



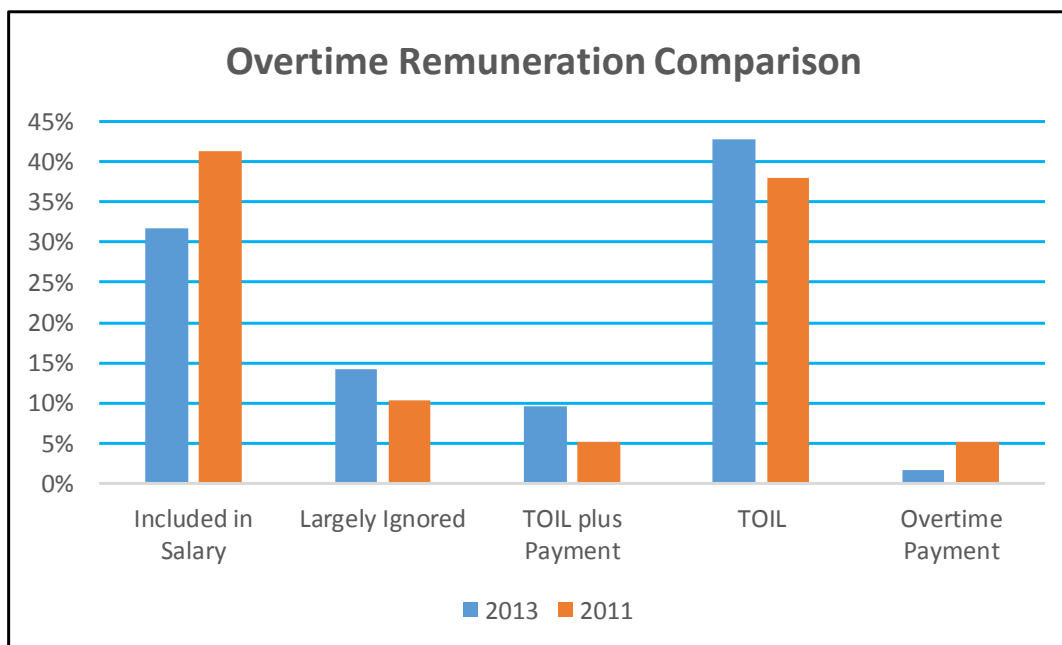
**Figure 13: Managers' Average Working Hours**

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.



**Figure 14: Managers' Overtime**

When compared with the 2011 survey results, 2013 shows less acknowledgment via payment for overtime and an increase in TOIL.



**Figure 15: Overtime Remuneration Comparison**

## 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.

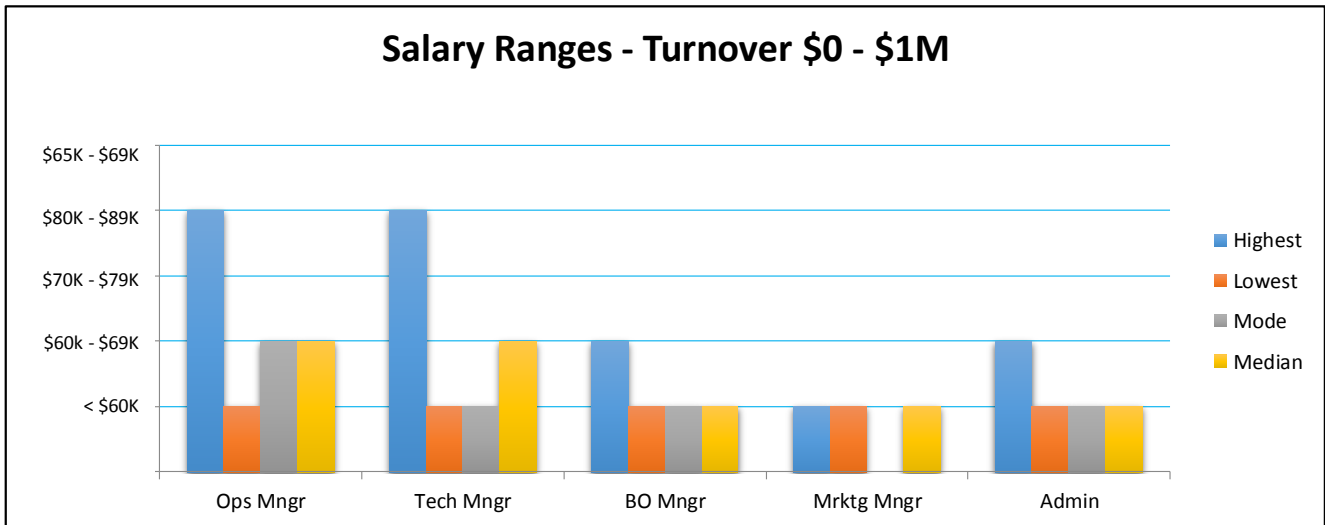


Figure 16: Venue Staff Salaries - Turnover \$0 - \$1M

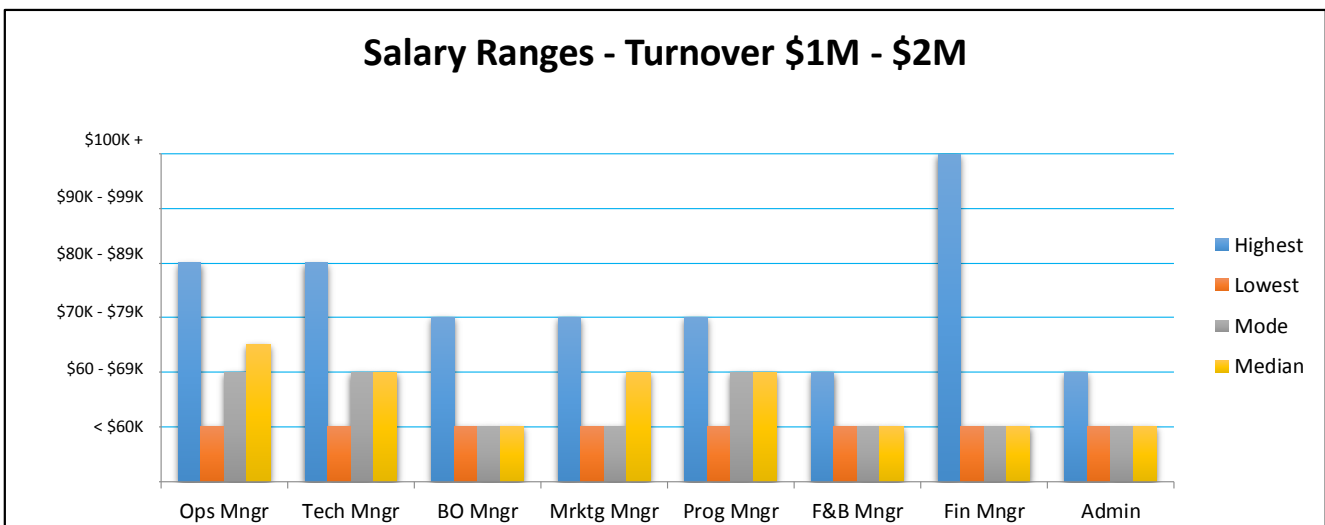


Figure 17: Venue Staff Salaries - Turnover \$1M - \$2M

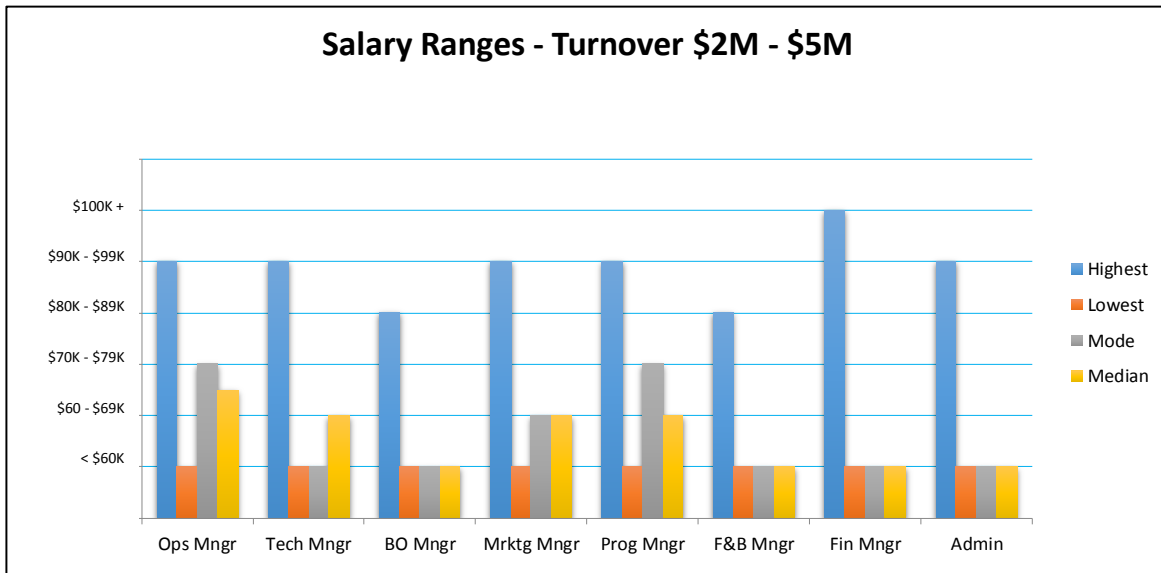


Figure 18: Venue Staff Salaries - Turnover \$2M - \$5M

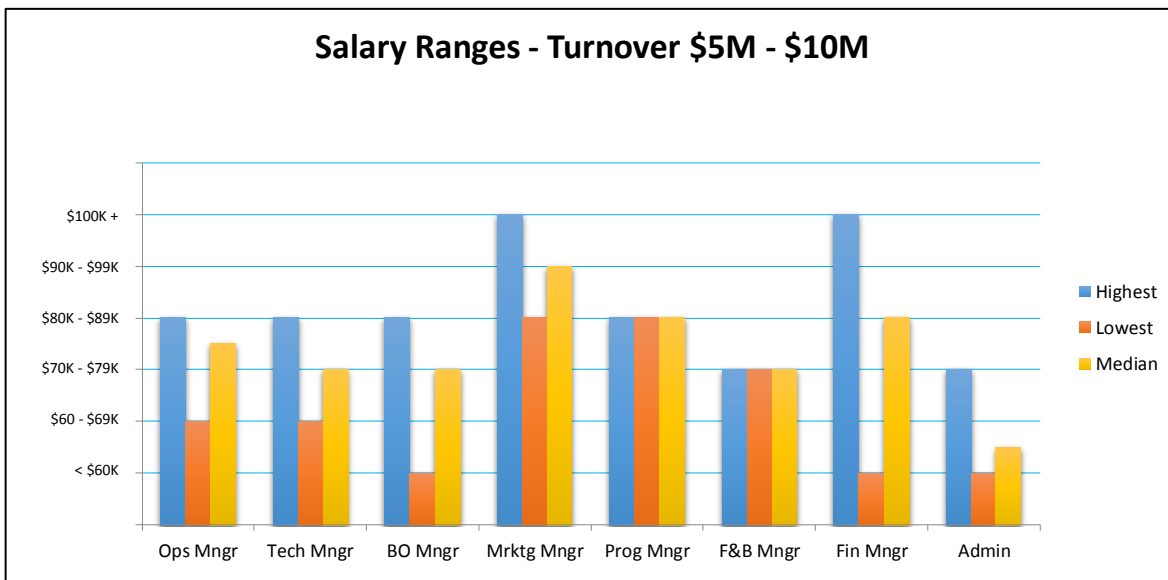


Figure 19: Venue Staff Salaries - Turnover \$5M - \$10M

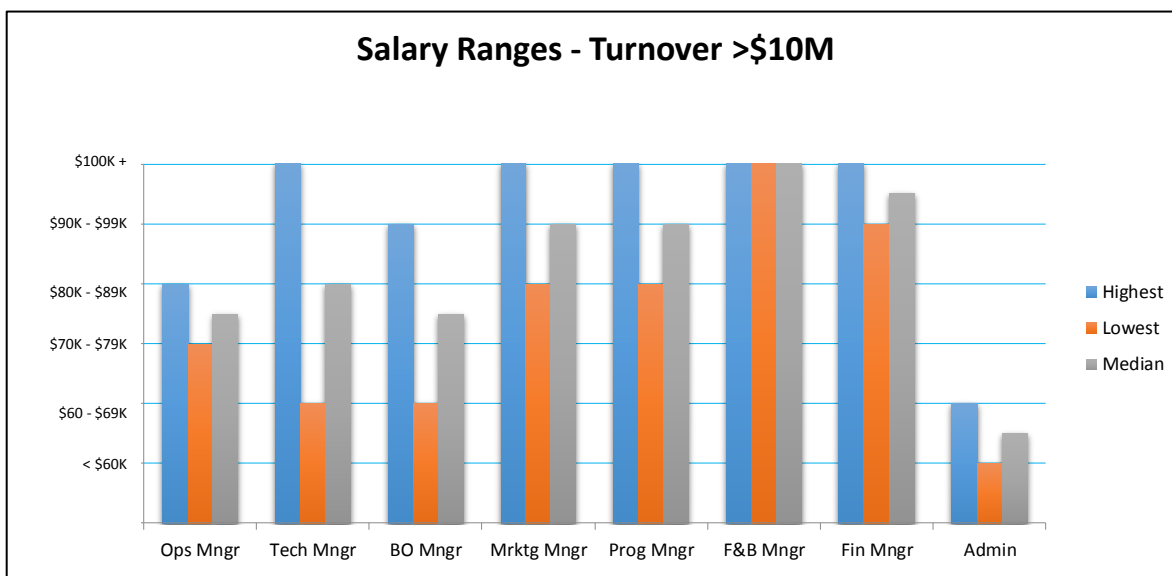
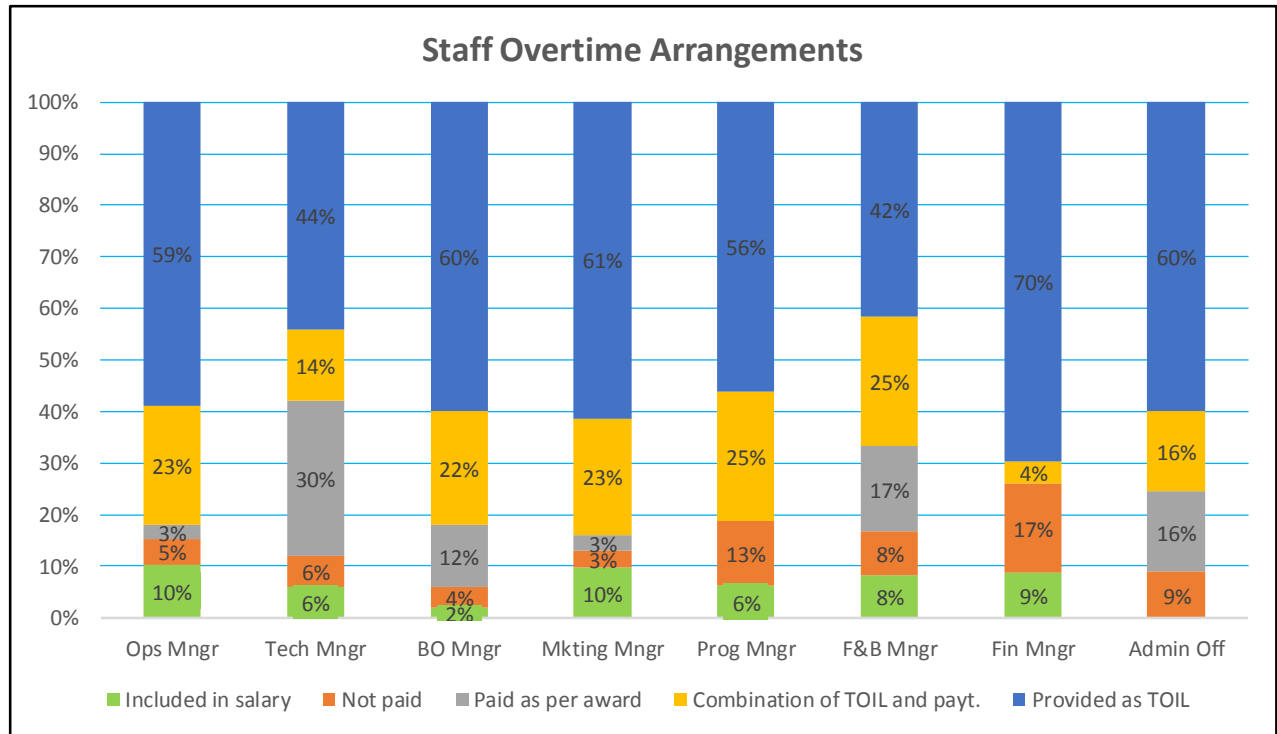
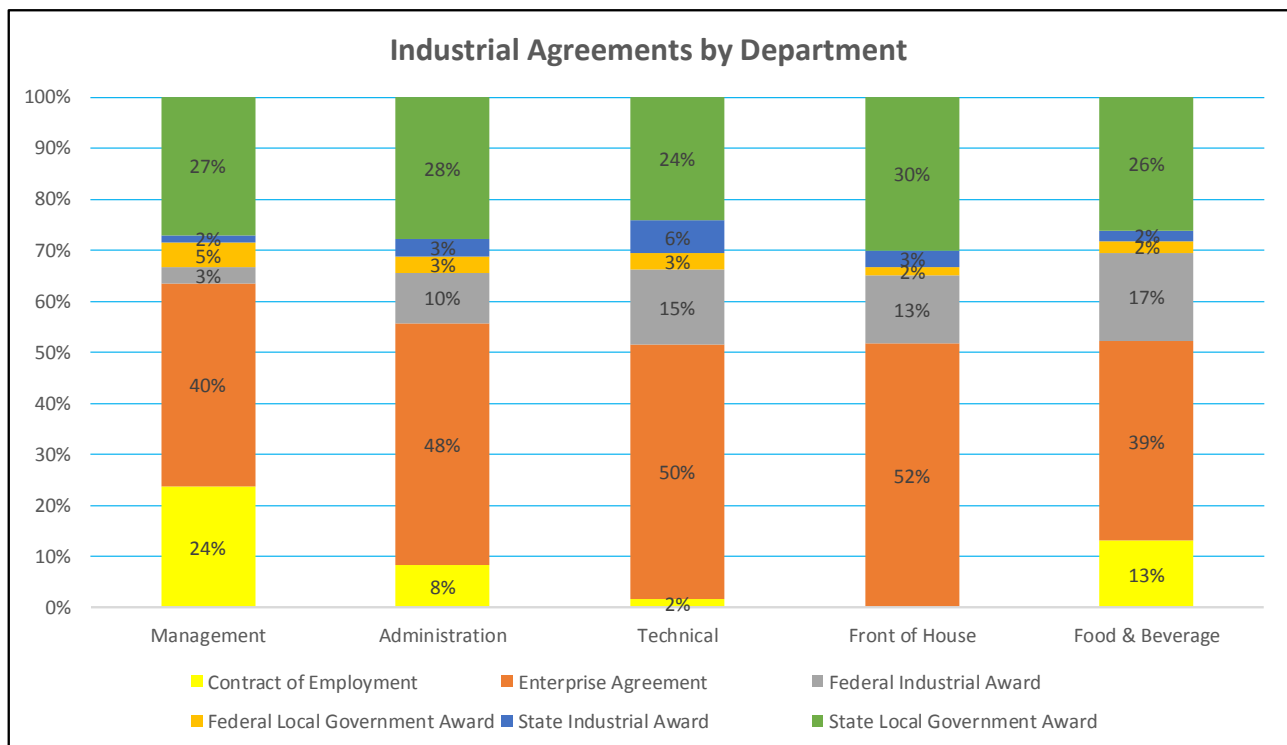


Figure 20: Venue Staff Salaries - Turnover >\$10M

The following charts show different aspects of conditions of employment.



**Figure 21: Staff Overtime**



**Figure 22: 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 \$5M was insufficient to be significant and has been omitted, as has total FTEs across departments.

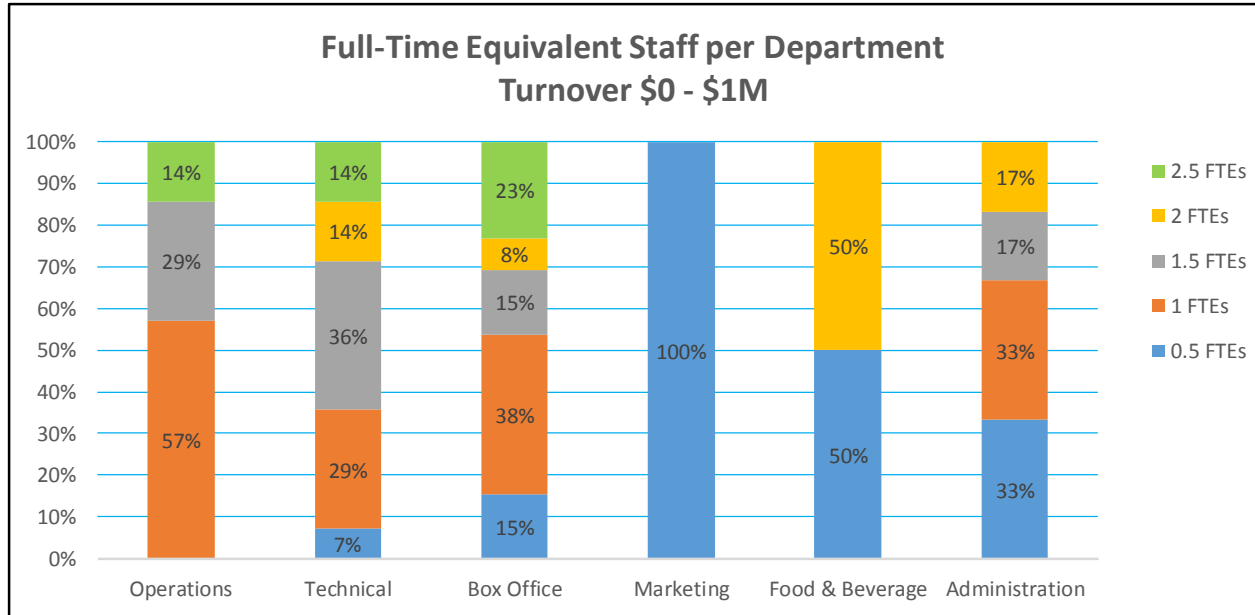


Figure 23: FTEs - Turnover \$0 - \$1M

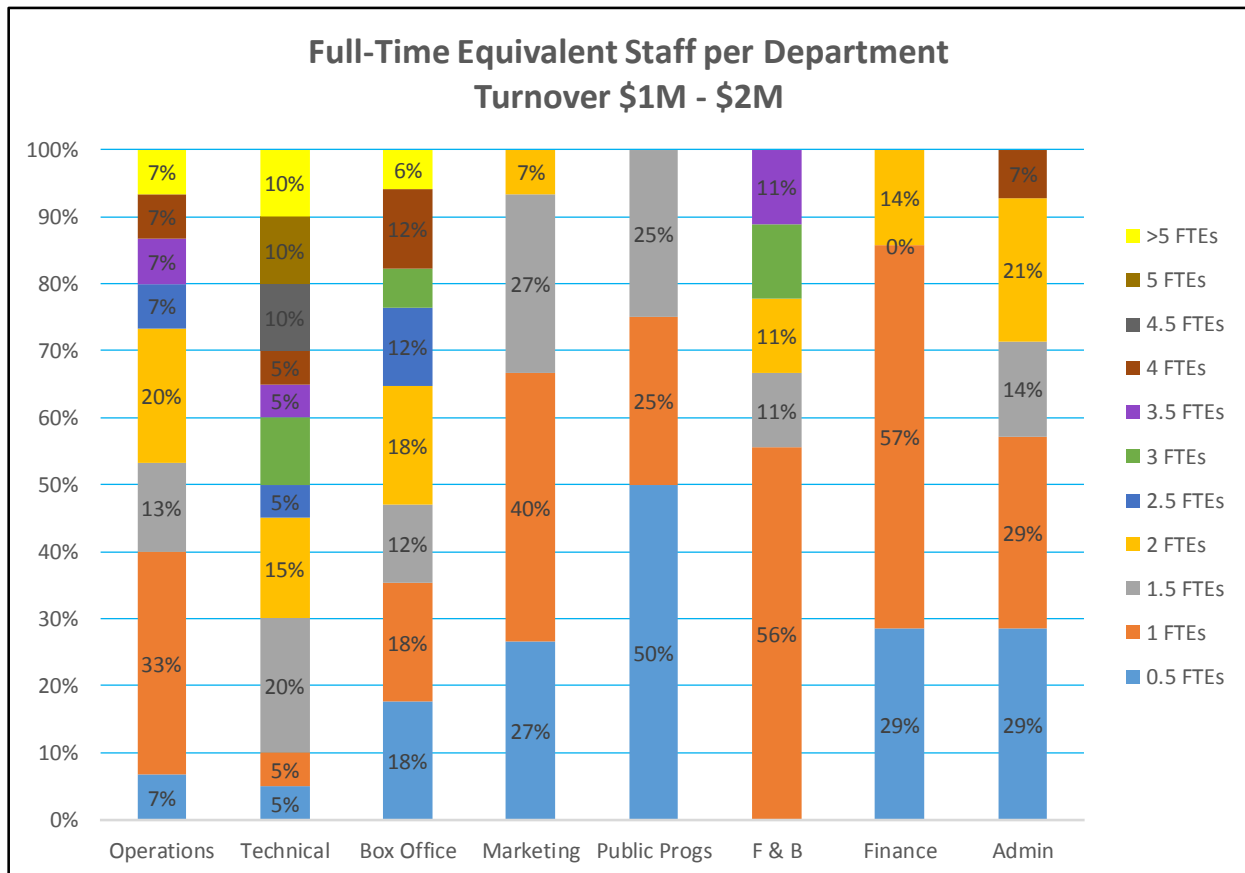
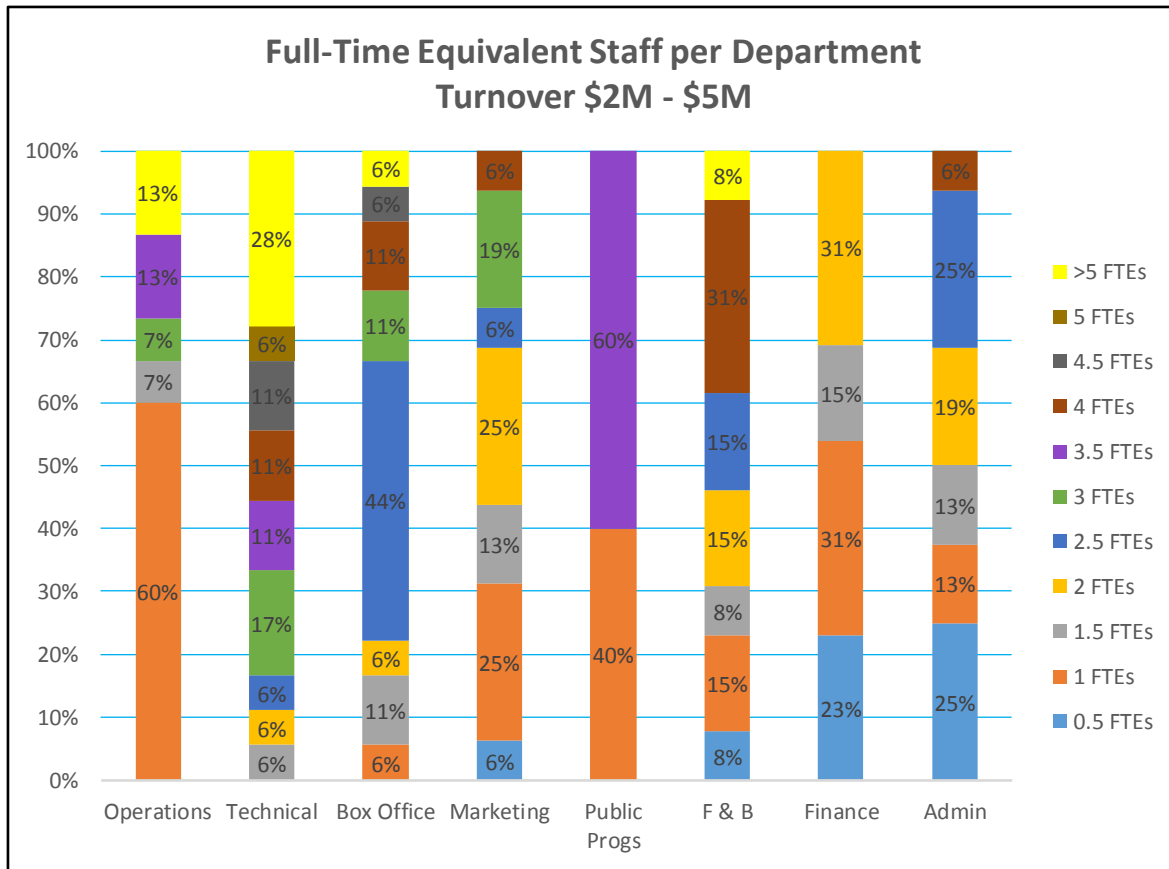


Figure 24: FTEs - Turnover \$1M - \$2M



**Figure 25: FTEs - Turnover \$2M - \$5M**



# Venue Operations

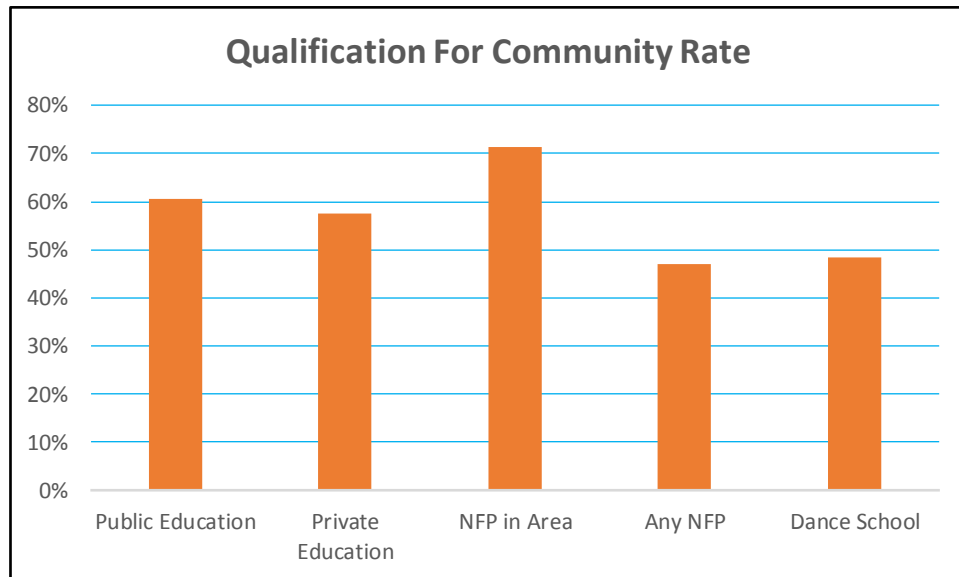
## Commercial Hire Rates

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	Coffs Harbour Jetty Memorial Theatre	NSW	3,170	790				77	260
	Zenith Theatre & Convention Centre	NSW			1,100	4		138	
	Queanbeyan Performing Arts Centre	NSW	N/A	N/A	N/A	N/A		N/A	1,365
	Araluen Arts Centre	NT		1,150	345	5	10.0		600
	Judith Wright Centre of Contemporary Arts	QLD	6,580	1,150	N/A	15	N/A	N/A	210
	Murray Bridge Town Hall	SA		810				45	
	The Hopgood Theatre	SA			1,080	8	12.5		
	Chaffey Theatre	SA			1,080	8	12.5	\$170/4hrs; \$210/4hrs	
	Middleback Theatre	SA			1,080	8	12.5	53	
	Marion Cultural Centre	SA	13,350	1,905	955	5	N/A	165	N/A
	Devonport Entertain. and Convention Centre	TAS						150	300
	Theatre North at the Princess	TAS	N/A	760	393		10.5	na	760
	The Cube Wodonga	VIC	9,450	1,350	785	5	NA	NA	250
	Wyndham Cultural Centre	VIC			1,516			220	
	Hamilton Performing Arts Centre	VIC		930			10.0		200
	Mildura Arts Centre	VIC		940					940
	Darebin Arts and Entertainment Centre	VIC				155			
	The Capital - Bendigo's Performing Arts Centre	VIC			1,160	5		80	
	Whitehorse Performing Arts Centre	VIC				266		133	
	Malthouse Theatre	VIC	20,363	4,075	N/A	N/A	N/A	N/A	N/A
	Don Russell Performing Arts Centre	WA			455	7		39	
	Koorliny Arts Centre	WA						85	
	Shire of Broome	WA	3,300	1,100	660	4			1,100
	Matt Dann Cultural Centre	WA		800	400	4	10.0	100	800
500 to 999	Griffith Regional Theatre	NSW		750			11.5	75	
	Manning Entertainment Centre	NSW			1,000		10.0	100	800
	NORPA, Northern Rivers Performing Arts	NSW		1,123	748	5	10.0	134	607
	Sutherland Entertainment Centre	NSW		3,170	2,420	4		355	3,170
	Albury Entertainment Centre	NSW		1,696			12.0	121	
	Orange Civic Theatre	NSW		1,206		4	12.5		
	Bathurst Memorial Entertainment Centre	NSW	Neg	1,426	713	4 (mat)	10.0	122	712.50/6hrs
	The Glasshouse Arts Conference and Ent Centre	NSW			1,360	4		200	
	Illawarra Performing Arts Centre	NSW		1,350				145	
	Seymour Centre	NSW	35,000	7,600					3,600
	Riverside Theatres Parramatta	NSW	28,326	5,297	4,535	8	30.0	Staff costs	
	Pilbeam Theatre	QLD			1,050		10.0	70	
	Gladstone Entertainment Centre	QLD		605			11.0	28	
	Cairns Civic Theatre	QLD		1,190			10.0		1,190
	The Events Centre	QLD		3,014					1,045
	Brisbane Powerhouse	QLD	14,190	2,560					2,560
	Barossa Arts & Convention Centre	SA							1,270
	Sir Robert Helpmann Theatre	SA			1,080		12.5	\$170/4hrs; \$210/4hrs	
	Playford Civic Centre	SA			2,695	8		50	
	Theatre Royal	TAS		1,665				300	
	Lighthouse Theatre	VIC	N/A	1800 +5%	N/A	9	10.0	105	
	Clocktower Centre	VIC			1,980	4		260	
	Drum Theatre	VIC	14,000	2,040	N/A	N/A	N/A	N/A	2,040
	Eastbank Centre - Riverlinks Venues	VIC		1,900					490
	Her Majesty's Theatre	VIC		2,925		9	5.0	180	1,100
	Frankston Arts Centre	VIC			2,290	5		185	
	Geelong Performing Arts Centre	VIC	17,540	3,280	N/A	N/A		N/A	1,600
	Bunbury Regional Entertainment Centre	WA		3,146				157	
	Queens Park Theatre	WA	5,000	1,050	550	6	10.0	55	550
	University Theatres - University of WA	WA	4,800	800					400
	Mandurah Performing Arts Centre	WA		2,700		8		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
1,000 to 1,999	Canberra Theatre Centre	ACT	23,898				10.0		3,414
	City Recital Hall Angel Place	NSW		8,085	5,830	6	N/A		
	Civic Precinct Theatre, Newcastle	NSW							4,170
	Townsville Civic Theatre	QLD		900			10.0		900
	Empire Theatre	QLD		2,700			10.0		
	Kingston Arts Centre	VIC		3,850	3,257	8			
	Monash University Academy of Performing Arts	VIC		3,550					3,550
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	Griffith Regional Theatre	NSW		280				50	
	Barossa Arts & Convention Centre	SA							1,250
	Kingston Arts Centre	VIC			79	1		30	
	Civic Precinct Theatre, Newcastle	NSW	2,090	484					
	University Theatres - University of WA	WA	2,400	400					200
	Shire of Broome	WA	2,640	880	110	1		110	880
	Brisbane Powerhouse	QLD	4,458	805		12			805
	Malthouse Theatre	VIC	6,703	1,314	N/A	N/A	N/A	N/A	N/A
	Riverside Theatres Parramatta	NSW	7,253	1,543	1,217	8	30.0	staff costs	
	Geelong Performing Arts Centre	VIC	8,120	1,510	N/A	N/A		N/A	690
	The Capital - Bendigo's Performing Arts Centre	VIC			380	5		41	315
	Koorliny Arts Centre	WA						85	
	Lighthouse Theatre	VIC		850		9		80	
	Queanbeyan Performing Arts Centre	NSW	N/A	N/A	N/A	N/A		N/A	662
	Zenith Theatre & Convention Centre	NSW			550	4		138	
	Theatre North at the Princess	TAS		133	133				87
	Mildura Arts Centre	VIC		940					940
	Matt Dann Cultural Centre	WA		800	400	4	10.0	100	800
	NORPA, Northern Rivers Performing Arts	NSW		292	195	5	10.0	46	205
	Sutherland Entertainment Centre	NSW		550	440	4		72	550
	The Glasshouse Arts Conference and Ent Centre	NSW			360	4		20	
	Illawarra Performing Arts Centre	NSW		670				100	
	The Events Centre	QLD		2,741					1,008
	Playford Civic Centre	SA			2,145	5			1,018
	Eastbank Centre - Riverlinks Venues	VIC		1,290					490
	Frankston Arts Centre	VIC			1,280	5		102	
	Mandurah Performing Arts Centre	WA		990		8		150	
	Empire Theatre	QLD		720			10.0		
500 to 999	Canberra Theatre Centre	ACT	13,636				10.0		1,948
	Seymour Centre	NSW	28,000	6,150					3,000
	Monash University Academy of Performing Arts	VIC		1,075					1,075
1,000 +	Bathurst Memorial Entertainment Centre	NSW	Neg	1,183	592	4	10.0	122	591.50/6hrs
Capacity	Venue - Third 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	Kingston Arts Centre	VIC	3,700		815	5		90	
	Malthouse Theatre	VIC	4,994	988	N/A	N/A	N/A	N/A	N/A
	The Capital - Bendigo's Performing Arts Centre	VIC	1,120	195					195
	NORPA, Northern Rivers Performing Arts	NSW		292	195	5	10.0	55	246
	Empire Theatre	QLD		600					
	Seymour Centre	NSW	5,700	1,800					825
	Monash University Academy of Performing Arts	VIC			86	1		62	
500 to 999	Brisbane Powerhouse	QLD	5,580	1,045		12			1,045
1,000 +	University Theatres - University of WA	WA	7,200	1,200					600
	Geelong Performing Arts Centre	VIC	21,210	4,020	N/A	N/A		N/A	1,790

## Community Hire 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 respondents that apply those criteria.



**Figure 26: Qualification Criteria for Community Hire Rates**

Capacity	Venue - Primary Performance Space	State	Community Hire (Package Rate)					Community Hire (Rehearsal Rate)	
			Per week	Per day	Per session	Hours per session	Vs % of Net Box Office	Per hour	Per day
Under 500	Malthouse Theatre	VIC	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	The Capital - Bendigo's Performing Arts Centre	VIC			1,025	5		73	
	Shire of Broome	WA	1,650	500	300	4			1,650
	Koorliny Arts Centre	WA						75	
	Queanbeyan Performing Arts Centre	NSW	N/A	N/A	N/A	N/A		N/A	683
	Zenith Theatre & Convention Centre	NSW			825	4		104	
	Theatre North at the Princess	TAS		505	229				505
	Mildura Arts Centre	VIC		452				63	
	Matt Dann Cultural Centre	WA		400	200	4	10.0	50	400
	Coffs Harbour Jetty Memorial Theatre	NSW	1,850	410				33	260
	Araluen Arts Centre	NT		900	230	5	10.0	0	460
	Judith Wright Centre of Contemporary Arts	QLD	5,200	920	N/A	15	N/A	N/A	170
	Murray Bridge Town Hall	SA		404				45	
	The Hopgood Theatre	SA			845	6			
	Chaffey Theatre	SA			630	8	10.0	\$170/4hrs;	\$210/4hrs
	Middleback Theatre	SA			630	8		53	
	Marion Cultural Centre	SA	8,800	1,255	630	5	N/A	125	N/A
	Devonport Entertain. and Convention Centre	TAS						75	150
	The Cube Wodonga	VIC	5,740	820	460	5	N/A	N/A	150
	Wyndham Cultural Centre	VIC			1,114			180	
	Hamilton Performing Arts Centre	VIC		435			10.0		95
500 to 999	Darebin Arts and Entertainment Centre	VIC				105			
	Whitehorse Performing Arts Centre	VIC				211		133	
	NORPA, Northern Rivers Performing Arts	NSW		842	561	5	10.0	100	455
	Seymour Centre	NSW	23,000	4,000					
	Brisbane Powerhouse	QLD	14,190	2,560					2,560
	University Theatres - University of WA	WA	2,400	400					200
	Geelong Performing Arts Centre	VIC	14,240	2,645	N/A	N/A		N/A	755
	Griffith Regional Theatre	NSW		400			\$2.00 per s	65	
	Barossa Arts & Convention Centre	SA							635
	Riverside Theatres Parramatta	NSW	24,082	4,482	3,842	8	10-30	Staff costs	
	Lighthouse Theatre	VIC	N/A	750 +5%	N/A	9		75	-
	Sutherland Entertainment Centre	NSW		2,140	1,620	4		235	1,620
	The Glasshouse Arts Conference and Ent Centre	NSW			816	4		120	
	Illawarra Performing Arts Centre	NSW		850				105	
	The Events Centre	QLD		2,741					1,008
	Playford Civic Centre	SA			1,348	8		25	
	Eastbank Centre - Riverlinks Venues	VIC		1,390					415
	Frankston Arts Centre	VIC			1,470	5		185	
	Mandurah Performing Arts Centre	WA		2,100		8		150	
	Bathurst Memorial Entertainment Centre	NSW	Neg	999	500	4 (mat)	10.0	98	500/6 hrs
	Manning Entertainment Centre	NSW		500			10.0	100	800
	Albury Entertainment Centre	NSW		1,349				90	
	Orange Civic Theatre	NSW		840		4	10.0		
	Pilbeam Theatre	QLD	575				10.0	58	
	Gladstone Entertainment Centre	QLD		275			11.0	28	
	Cairns Civic Theatre	QLD		650			10.0		650
	Sir Robert Helpmann Theatre	SA			550		10.0	\$170/4hrs;	\$210/4hrs
	Clocktower Centre	VIC			1,840	4		180	
	Drum Theatre	VIC	N/A	N/A	790	5	N/A	150	790
	Her Majesty's Theatre	VIC		2,180		9		180	1,100
	Bunbury Regional Entertainment Centre	WA		2,359				85	
1,000 to 1,999	Kingston Arts Centre	VIC		771	651	8			
	Empire Theatre	QLD		1,650			10.0		
	Monash University Academy of Performing Arts	VIC		2,740					1,190
	Civic Precinct Theatre, Newcastle	NSW							3,820
	Townsville Civic Theatre	QLD		385			5.0		385

Capacity	Venue - Secondary Performance Space	State	Community Hire (Package Rate)					Community Hire (Rehearsal Rate)	
			Per week	Per day	Per session	Hours per session	Vs % of Net Box Office	Per hour	Per day
Under 500	University Theatres - University of WA	WA	1,200	200					100
	Geelong Performing Arts Centre	VIC	6,870	1,270	N/A	N/A		N/A	590
	Brisbane Powerhouse	QLD	4,458	805					805
	The Capital - Bendigo's Performing Arts Centre	VIC			555	5		51	208
	NORPA, Northern Rivers Performing Arts	NSW		219	146	5	10.0	35	154
	Kingston Arts Centre	VIC			49	1		20	
	Empire Theatre	QLD		600			10.0		
	Shire of Broome	WA	1,320	440	55	1		55	440
	Koorliny Arts Centre	WA						75	
	Queanbeyan Performing Arts Centre	NSW	N/A	N/A	N/A	N/A		N/A	331
	Zenith Theatre & Convention Centre	NSW			275	4		70	
	Theatre North at the Princess	TAS		101					87
	Mildura Arts Centre	VIC		452				63	
	Matt Dann Cultural Centre	WA		400	200	4	10.0	50	400
	Griffith Regional Theatre	NSW		100				50	
	Barossa Arts & Convention Centre	SA						13	700
	Riverside Theatres Parramatta	NSW	6,182	1,304	1,048	8	10-30	staff costs	
	Lighthouse Theatre	VIC		450		9	10.0	40	
	Sutherland Entertainment Centre	NSW		370	310	4		54	310
	The Glasshouse Arts Conference and Ent Centre	NSW			216	4		12	
	Illawarra Performing Arts Centre	NSW		480				75	
	The Events Centre	QLD		2,111					746
	Playford Civic Centre	SA			1,502	5			712
	Eastbank Centre - Riverlinks Venues	VIC		950					415
	Frankston Arts Centre	VIC			810	5		92	
	Mandurah Performing Arts Centre	WA		770		8		150	
	Civic Precinct Theatre, Newcastle	NSW	1,760	363					
500 to 999	Seymour Centre	NSW	20,000	3,800					
	Monash University Academy of Performing Arts	VIC		855					800
1,000 +	Bathurst Memorial Entertainment Centre	NSW	Neg	612	307	4	10	98	307/6 hrs
Capacity	Venue - Third Performance Space	State	Community Hire (Package Rate)					Community Hire (Rehearsal Rate)	
			Per week	Per day	Per session	Hours per session	Vs % of Net Box Office	Per hour	Per day
Under 500	The Capital - Bendigo's Performing Arts Centre	VIC	600	105					105
	NORPA, Northern Rivers Performing Arts	NSW		219	146	5	10.0	41	184
	Kingston Arts Centre	VIC	2,600	0	582	5		70	
	Empire Theatre	QLD		500					
	Seymour Centre	NSW	3,800	700					
	Monash University Academy of Performing Arts	VIC			86	1		62	
500 to 999	Brisbane Powerhouse	QLD	5,580	1,045					1,045
1,000 +	University Theatres - University of WA	WA	3,600	600					300
	Geelong Performing Arts Centre	VIC	18,170	3,435	N/A	N/A		N/A	1,555

## Hire Package Inclusions

There is very little difference between commercial and community hire package Inclusions. Only 3% of centres have a different packages for community hirers. The following chart shows the percentage of respondents that include each specific charge within their overall hire fee.

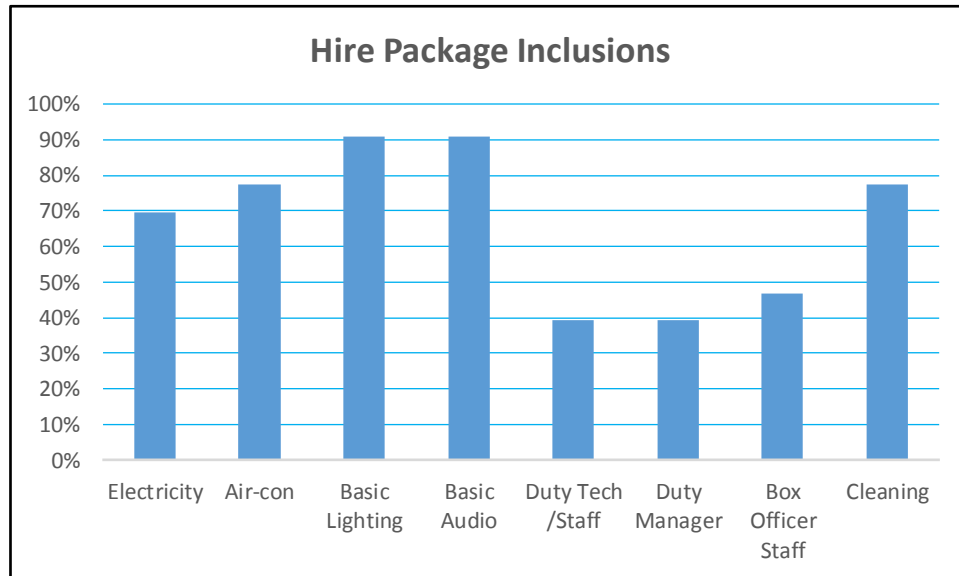


Figure 27: Hire Package Inclusions

Over half of respondents (54%) include marketing support within the hire package as well.

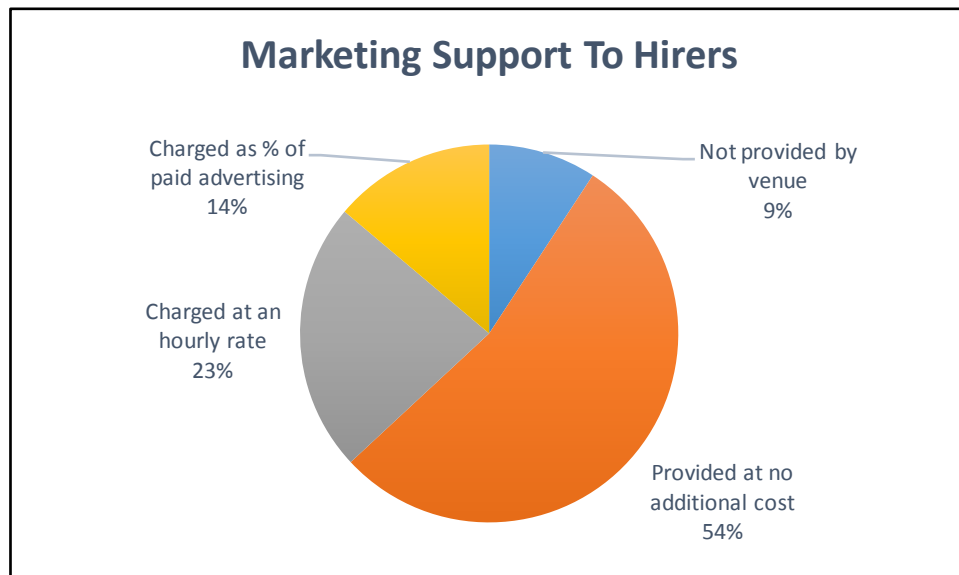
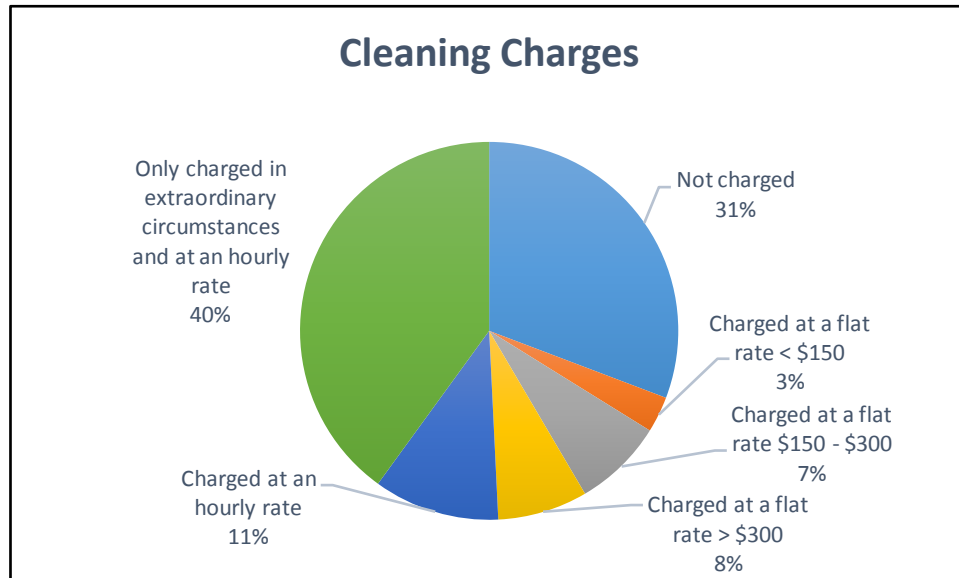


Figure 28: Marketing Support



**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.

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	\$25-\$29.90	4 hrs	\$20-\$24.90	4 hrs	\$20-\$24.90	4 hrs	\$25-\$29.90	4 hrs	\$25-\$29.90	4 hrs
Casula Powerhouse	NSW			\$35-\$39.90	4 hrs			\$35-\$39.90	4 hrs		
Illawarra Performing Arts Centre	NSW	\$45-\$49.90	4 hrs	\$35-\$39.90	3 hrs	\$35-\$39.90	3 hrs	\$40-\$44.90	3 hrs		
Queanbeyan Performing Arts Centre	NSW	\$40-\$44.90	3 hrs			\$35-\$39.90	2 hrs	\$35-\$39.90	2 hrs		
NORPA, Northern Rivers Performing Arts	NSW	\$40-\$44.90	3 hrs			\$25-\$29.90	3 hrs	\$35-\$39.90	3 hrs		
Seymour Centre	NSW	\$35-\$39.90	4 hrs	\$25-\$29.90	4 hrs	\$25-\$29.90	4 hrs	\$30-\$34.90	4 hrs	\$25-\$29.90	4 hrs
Manning Entertainment Centre	NSW	\$40-\$44.90	4 hrs			\$40-\$44.90	4 hrs	\$40-\$44.90	4 hrs		
Albury Entertainment Centre	NSW	<\$20	3 hrs	\$30-\$34.90	3 hrs	\$30-\$34.90	3 hrs	\$30-\$34.90	3 hrs	<\$20	3 hrs
Orange Civic Theatre	NSW					\$25-\$29.90	2 hrs				
Griffith Regional Theatre	NSW	\$40-\$44.90	3 hrs	\$35-\$39.90	2 hrs	\$50-\$54.90	2 hrs	\$35-\$39.90	2 hrs	\$35-\$39.90	2 hrs
City Recital Hall Angel Place	NSW	\$50-\$54.90	3 hrs	\$35-\$39.90	3 hrs	\$35-\$39.90	3 hrs	\$45-\$49.90	3 hrs	\$40-\$44.90	4 hrs
Zenith Theatre & Convention Centre	NSW	\$50-\$54.90	4 hrs	\$30-\$34.90	4 hrs	\$30-\$34.90	4 hrs	\$30-\$34.90	4 hrs	\$30-\$34.90	4 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
Civic Precinct Theatre	NSW	\$45-\$49.90	4 hrs	\$40-\$44.90	4 hrs	\$40-\$44.90	4 hrs	\$40-\$44.90	4 hrs	\$40-\$44.90	4 hrs
Bathurst Memorial Entertainment Centre	NSW	\$40-\$44.90	2 hrs			\$40-\$44.90	2 hrs	\$40-\$44.90	2 hrs		
Coffs Harbour Jetty Memorial Theatre	NSW	\$45-\$49.90	1 hr	<\$20	1 hr	\$40-\$44.90	1 hr	\$45-\$49.90	1 hr	<\$20	1 hr
Sutherland Entertainment Centre	NSW	\$60-\$64.90	4 hrs	\$25-\$29.90	4 hrs	\$25-\$29.90	4 hrs	\$25-\$29.90	4 hrs	\$25-\$29.90	4 hrs
The Glasshouse Arts Conference and Ent Centre	NSW	\$50-\$54.90	3 hrs	\$45-\$49.90	3 hrs	\$45-\$49.90	3 hrs	\$45-\$49.90	3 hrs	\$45-\$49.90	3 hrs
Araluen Arts Centre	NT	\$25-\$29.90	4 hrs	\$25-\$29.90	4 hrs	\$25-\$29.90	4 hrs	\$25-\$29.90	4 hrs	\$25-\$29.90	4 hrs
Gladstone Entertainment Centre	QLD	\$55-\$59.90	3 hrs			\$55-\$59.90	3 hrs				
The Events Centre	QLD	\$45-\$49.90	2 hrs	\$45-\$49.90	2 hrs	\$45-\$49.90	1 hr	\$45-\$49.90	2 hrs	\$45-\$49.90	2 hrs
Empire Theatre	QLD	\$35-\$39.90	3 hrs	\$30-\$34.90	3 hrs	\$30-\$34.90	3 hrs			\$30-\$34.90	3 hrs
Judith Wright Centre of Contemporary Arts	QLD	\$45-\$49.90	4 hrs	\$40-\$44.90	3 hrs	\$40-\$44.90	3 hrs	\$40-\$44.90	3 hrs		
Pilbeam Theatre	QLD	\$55-\$59.90	3 hrs	\$35-\$39.90	3 hrs						
Townsville Civic Theatre	QLD	\$40-\$44.90	3 hrs	\$35-\$39.90	3 hrs	\$35-\$39.90	3 hrs	\$35-\$39.90	3 hrs	\$40-\$44.90	3 hrs
Queensland Performing Arts Centre	QLD	\$40-\$44.90	3 hrs	\$25-\$29.90	3 hrs	\$30-\$34.90	3 hrs	\$25-\$29.90	3 hrs	\$35-\$39.90	3 hrs
Brisbane Powerhouse	QLD	\$20-\$24.90	4 hrs	\$20-\$24.90	4 hrs	\$20-\$24.90	4 hrs	\$20-\$24.90	4 hrs		
Cairns Civic Theatre	QLD	\$45-\$49.90	3 hrs	\$40-\$44.90	3 hrs	\$40-\$44.90	3 hrs	\$45-\$49.90	3 hrs	\$50-\$54.90	3 hrs
Adelaide Festival Centre	SA	\$45-\$49.90	4 hrs	\$40-\$44.90	4 hrs	\$40-\$44.90	4 hrs	\$40-\$44.90	4 hrs	\$40-\$44.90	4 hrs
Sir Robert Helpmann Theatre	SA		4 hrs		4 hrs	\$30-\$34.90	3 hrs		3 hrs		
Chaffey Theatre	SA					\$20-\$24.90	3 hrs			\$20-\$24.90	3 hrs
Barossa Arts & Convention Centre	SA	\$40-\$44.90	3 hrs	<\$20	3 hrs	\$40-\$44.90	3 hrs	<\$20	2 hrs	<\$20	3 hrs
The Hopgood Theatre	SA	\$25-\$29.90	3 hrs	\$20-\$24.90	3 hrs	\$20-\$24.90	3 hrs	\$20-\$24.90	3 hrs	\$20-\$24.90	3 hrs
Playford Civic Centre	SA	\$50-\$54.90	4 hrs	\$25-\$29.90	4 hrs	\$25-\$29.90	4 hrs	\$25-\$29.90	4 hrs		
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
Middleback Theatre	SA	\$25-\$29.90	3 hrs	\$20-\$24.90	3 hrs	\$20-\$24.90	3 hrs	\$20-\$24.90	3 hrs		
Devonport Entertainment and Convention Centre	TAS	\$35-\$39.90	2 hrs	\$30-\$34.90	2 hrs	\$30-\$34.90	2 hrs	\$30-\$34.90	2 hrs	\$30-\$34.90	2 hrs
Theatre Royal	TAS	\$35-\$39.90	3 hrs	\$35-\$39.90	3 hrs	\$35-\$39.90	3 hrs				
Theatre North at the Princess	TAS	\$35-\$39.90	3 hrs	\$30-\$34.90	3 hrs	\$30-\$34.90	1 hr				
Frankston Arts Centre	VIC	\$45-\$49.90	3 hrs	\$40-\$44.90		\$40-\$44.90				\$45-\$49.90	
Her Majesty's Theatre	VIC	\$40-\$44.90	2 hrs	\$35-\$39.90	2 hrs	\$40-\$44.90	2 hrs	\$40-\$44.90	2 hrs		
Mildura Arts Centre	VIC	\$50-\$54.90	3 hrs	\$40-\$44.90	3 hrs	\$40-\$44.90	3 hrs	\$40-\$44.90	3 hrs	\$40-\$44.90	3 hrs
Kingston Arts Centre	VIC			\$30-\$34.90	3 hrs	\$30-\$34.90	3 hrs	\$30-\$34.90	3 hrs		
Monash University Academy of Performing Arts	VIC	\$40-\$44.90	2 hrs	\$30-\$34.90	2 hrs	\$30-\$34.90	2 hrs				
Hamilton Performing Arts Centre	VIC	\$35-\$39.90	2 hrs	\$25-\$29.90	1 hr	\$25-\$29.90	1 hr	\$30-\$34.90	1 hr		
Clocktower Centre	VIC	\$50-\$54.90	4 hrs	\$45-\$49.90	4 hrs	\$45-\$49.90	4 hrs	\$45-\$49.90	4 hrs		
Drum Theatre	VIC	\$50-\$54.90	3 hrs	\$45-\$49.90	3 hrs	\$45-\$49.90	3 hrs				
Malthouse Theatre	VIC	\$40-\$44.90	4 hrs	\$30-\$34.90	4 hrs	\$30-\$34.90	4 hrs	\$35-\$39.90	4 hrs		
Geelong Performing Arts Centre	VIC	\$35-\$39.90	3 hrs	\$35-\$39.90	3 hrs	\$35-\$39.90	3 hrs			\$30-\$34.90	3 hrs
The Cube Wodonga	VIC	\$35-\$39.90	1 hr	\$40-\$44.90	1 hr	\$35-\$39.90	1 hr	\$35-\$39.90	1 hr	\$35-\$39.90	1 hr
Darebin Arts and Entertainment Centre	VIC	\$55-\$59.90	3 hrs	\$50-\$54.90	3 hrs	\$50-\$54.90	3 hrs	\$50-\$54.90	3 hrs	\$50-\$54.90	3 hrs
Whitehorse Performing Arts Centre	VIC	\$35-\$39.90	4 hrs	\$25-\$29.90	4 hrs	\$25-\$29.90	4 hrs	\$30-\$34.90	4 hrs		
Eastbank Centre - Riverlinks Venues	VIC	\$45-\$49.90	4 hrs	\$40-\$44.90	3 hrs	\$40-\$44.90	3 hrs	\$40-\$44.90	2 hrs		
The Capital - Bendigo's Performing Arts Centre	VIC	\$40-\$44.90	3 hrs			\$40-\$44.90	3 hrs	\$40-\$44.90	3 hrs	\$40-\$44.90	3 hrs
Lighthouse Theatre	VIC	\$35-\$39.90	3 hrs	<\$20	3 hrs	\$35-\$39.90	2 hrs	\$35-\$39.90	2 hrs		
University Theatres - University of WA	WA	\$40-\$44.90	4 hrs	\$30-\$34.90	4 hrs	\$30-\$34.90	4 hrs	\$30-\$34.90	4 hrs		
Shire of Broome	WA	\$35-\$39.90		\$35-\$39.90		\$35-\$39.90		\$35-\$39.90		\$35-\$39.90	
Matt Dann Cultural Centre	WA	\$50-\$54.90	2 hrs	\$50-\$54.90	2 hrs	\$50-\$54.90	2 hrs	\$50-\$54.90	2 hrs		
Queens Park Theatre	WA	\$45-\$49.90	4 hrs	\$35-\$39.90	4 hrs	\$35-\$39.90	4 hrs	\$40-\$44.90	4 hrs	\$35-\$39.90	4 hrs
Don Russell Performing Arts Centre	WA	\$35-\$39.90	3 hrs					\$30-\$34.90	3 hrs		
Koorliny Arts Centre	WA	\$30-\$34.90	3 hrs	\$20-\$24.90	3 hrs			\$30-\$34.90	3 hrs		
Mandurah Performing Arts Centre	WA	\$45-\$49.90	4 hrs	\$35-\$39.90	3 hrs	\$35-\$39.90	3 hrs				
Bunbury Regional Entertainment Centre	WA	<\$20		<\$20		\$50-\$54.90	Note: Extensive use of FOH Volunteers across all areas				



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	4	2	1	1	4		1
Casula Powerhouse	NSW	1	2	1		1	2		
Illawarra Performing Arts Centre	NSW	1	2	1		1	2		
Queanbeyan Performing Arts Centre	NSW	1	3	2		1	3	2	
NORPA, Northern Rivers Performing Arts	NSW	1	6	2		1	4		
Seymour Centre	NSW	1	4		1	1	4		1
Manning Entertainment Centre	NSW	1	8			1	4		
Albury Entertainment Centre	NSW	1	4	1	>1	1	4		>1
Griffith Regional Theatre	NSW	1	2	1	1	1	2	1	1
City Recital Hall Angel Place	NSW	1	4	1	1	1	4		
Zenith Theatre & Convention Centre	NSW	1	2			1	2		
Riverside Theatres Parramatta	NSW	1	4		1	1	4		1
Civic Precinct Theatre	NSW	1	3	1	1	1	3		
Bathurst Memorial Entertainment Centre	NSW	1	3	1		1	2		
Coffs Harbour Jetty Memorial Theatre	NSW			1					
Sutherland Entertainment Centre	NSW	1	2	1		1	2		
The Glasshouse Arts Conference and Ent Centre	NSW	1	4			1	4		
Araluen Arts Centre	NT	1	2	1	1				
Gladstone Entertainment Centre	QLD	1				1			
The Events Centre	QLD	1	3	1		1	3		
Empire Theatre	QLD	1	>8	1	1	1	>8		1
Judith Wright Centre of Contemporary Arts	QLD	1	2			1	1		
Pilbeam Theatre	QLD	1	4	1		1	2		
Townsville Civic Theatre	QLD	1	2	1		1	2	1	
Queensland Performing Arts Centre	QLD	1	>8	>3	>1				
Brisbane Powerhouse	QLD	1	3			1	2		
Cairns Civic Theatre	QLD	1	2	1		1	2		
Adelaide Festival Centre	SA	1	4	2	1	1	2		1
Murray Bridge Town Hall	SA	1	3	1		1			
Barossa Arts & Convention Centre	SA	1				1			
The Hopgood Theatre	SA	1	2	1		1	2		
Playford Civic Centre	SA	1	6	1		1	2	1	
Marion Cultural Centre	SA	1				1			
Middleback Theatre	SA	1	2	1		1	2		
Devonport Entertainment and Convention Centre	TAS	1	4	1	1	1	4		1
Theatre Royal	TAS	1	2			1	2		
Theatre North at the Princess	TAS	>1	4	1	1	>1	4	1	
Frankston Arts Centre	VIC	1	2						
Her Majesty's Theatre	VIC	1	3			1	3		
Mildura Arts Centre	VIC	1	4	1		1			
Kingston Arts Centre	VIC	1				1			
Monash University Academy of Performing Arts	VIC	1	6			1	6		
Wyndham Cultural Centre	VIC	1	2			1	2		
Hamilton Performing Arts Centre	VIC	1	2	1		1	2		
Clocktower Centre	VIC	1	4	1		1	4		
Drum Theatre	VIC	>1	3	3		>1	3	3	
Malthouse Theatre	VIC	1	4	2					
Geelong Performing Arts Centre	VIC	1	6		1	1	6		1
The Cube Wodonga	VIC	1	1	1		1			
Darebin Arts and Entertainment Centre	VIC	1	3			1	3		
Whitehorse Performing Arts Centre	VIC	1	3			1	3		
Eastbank Centre - Riverlinks Venues	VIC	1	4			1	1		
The Capital - Bendigo's Performing Arts Centre	VIC	1		1		1			
O3065-Lighthouse Theatre	VIC	1	2	1		1	2		
University Theatres - University of WA	WA	1	4	1		1	4		
Matt Dann Cultural Centre	WA	1	1	1		1	1	1	
Queens Park Theatre	WA	1	2	1	1	1	2		
Don Russell Performing Arts Centre	WA	1		1		1		1	
Koorliny Arts Centre	WA	1	2	1		1	1		
Mandurah Performing Arts Centre	WA	1	4	1		1	4		
Bunbury Regional Entertainment Centre	WA	>1	8	1		>1	8		

Venue	State	Technical Manager		Duty Tech.		Senior Tech.		Technician	
		Rate \$/hr	Min. Call	Rate \$/hr	Min. Call	Rate \$/hr	Min. Call	Rate \$/hr	Min. Call
Canberra Theatre Centre	ACT	\$25-\$29.90	4 hrs	\$25-\$29.90	4 hrs	\$25-\$29.90	4 hrs	\$25-\$29.90	4 hrs
Casula Powerhouse	NSW	\$55-\$59.90	4 hrs	\$55-\$59.90	4 hrs	\$55-\$59.90	4 hrs	\$55-\$59.90	4 hrs
Illawarra Performing Arts Centre	NSW			\$45-\$49.90	4 hrs			\$40-\$44.90	4 hrs
Queanbeyan Performing Arts Centre	NSW	\$40-\$44.90	3 hrs	\$40-\$44.90	3 hrs	\$40-\$44.90	3 hrs	\$40-\$44.90	3 hrs
NORPA, Northern Rivers Performing Arts	NSW	\$40-\$44.90	3 hrs	\$40-\$44.90	3 hrs	\$35-\$39.90	3 hrs	\$35-\$39.90	3 hrs
Seymour Centre	NSW			\$35-\$39.90	4 hrs	\$40-\$44.90	4 hrs	\$30-\$34.90	4 hrs
Manning Entertainment Centre	NSW	\$40-\$44.90	4 hrs	\$40-\$44.90	4 hrs	\$40-\$44.90	4 hrs	\$40-\$44.90	4 hrs
Albury Entertainment Centre	NSW	\$55-\$59.90	1 hr	\$50-\$54.90	1 hr	\$50-\$54.90	1 hr	\$50-\$54.90	1 hr
Orange Civic Theatre	NSW			\$45-\$49.90	2 hrs			\$45-\$49.90	2 hrs
Griffith Regional Theatre	NSW	\$35-\$39.90	3 hrs	\$45-\$49.90	3 hrs	\$35-\$39.90	3 hrs	\$35-\$39.90	3 hrs
City Recital Hall Angel Place	NSW	\$50-\$54.90	4 hrs	\$50-\$54.90	4 hrs	\$50-\$54.90	4 hrs	\$45-\$49.90	4 hrs
Zenith Theatre & Convention Centre	NSW	\$60-\$64.90	4 hrs	\$50-\$54.90	4 hrs	\$40-\$44.90	4 hrs	\$30-\$34.90	4 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
Civic Precinct Theatre	NSW	\$45-\$49.90	4 hrs	\$40-\$44.90	4 hrs	\$45-\$49.90	4 hrs	\$45-\$49.90	4 hrs
Bathurst Memorial Entertainment Centre	NSW	\$40-\$44.90	3 hrs	\$40-\$44.90	3 hrs	\$40-\$44.90	3 hrs	\$40-\$44.90	3 hrs
Coffs Harbour Jetty Memorial Theatre	NSW			\$40-\$44.90	3 hrs				
Sutherland Entertainment Centre	NSW	\$55-\$59.90	4 hrs	\$55-\$59.90	4 hrs			\$55-\$59.90	4 hrs
The Glasshouse Arts Conference and Ent Centre	NSW	\$50-\$54.90	3 hrs	\$50-\$54.90	3 hrs	\$50-\$54.90	3 hrs	\$50-\$54.90	3 hrs
Araluen Arts Centre	NT	\$55-\$59.90	1 hr	\$45-\$49.90	1 hr	\$45-\$49.90	1 hr	\$45-\$49.90	1 hr
Gladstone Entertainment Centre	QLD							\$55-\$59.90	3 hrs
The Events Centre	QLD	\$45-\$49.90	2 hrs	\$45-\$49.90	2 hrs	\$45-\$49.90	2 hrs	\$45-\$49.90	2 hrs
Empire Theatre	QLD	\$45-\$49.90				\$45-\$49.90		\$45-\$49.90	
Judith Wright Centre of Contemporary Arts	QLD			\$45-\$49.90	4 hrs				
Pilbeam Theatre	QLD			\$55-\$59.90	3 hrs				
Townsville Civic Theatre	QLD	\$40-\$44.90	3 hrs	\$40-\$44.90	3 hrs	\$40-\$44.90	3 hrs	\$40-\$44.90	3 hrs
Queensland Performing Arts Centre	QLD			\$35-\$39.90	3 hrs				
Brisbane Powerhouse	QLD	\$40-\$44.90	4 hrs	\$40-\$44.90	4 hrs	\$40-\$44.90	4 hrs	\$40-\$44.90	4 hrs
Cairns Civic Theatre	QLD	\$50-\$54.90	3 hrs	\$50-\$54.90	3 hrs	\$50-\$54.90	3 hrs	\$50-\$54.90	3 hrs
Adelaide Festival Centre	SA			\$40-\$44.90	3 hrs	\$40-\$44.90	3 hrs	\$40-\$44.90	3 hrs
Murray Bridge Town Hall	SA	\$35-\$39.90	2 hrs						
Sir Robert Helpmann Theatre	SA			\$30-\$34.90	3 hrs	\$35-\$39.90	3 hrs	\$30-\$34.90	3 hrs
Barossa Arts & Convention Centre	SA			\$60-\$64.90	3 hrs				
The Hoppgood Theatre	SA	\$30-\$34.90	3 hrs	\$25-\$29.90	3 hrs	\$30-\$34.90	3 hrs	\$20-\$24.90	3 hrs
Playford Civic Centre	SA	\$35-\$39.90	4 hrs	\$25-\$29.90	4 hrs	\$30-\$34.90	4 hrs	\$25-\$29.90	4 hrs
Marion Cultural Centre	SA	\$50-\$54.90	3 hrs	\$50-\$54.90	3 hrs	\$50-\$54.90	3 hrs	\$50-\$54.90	3 hrs
Middleback Theatre	SA	\$25-\$29.90	3 hrs					\$25-\$29.90	3 hrs
Devonport Entertainment and Convention Centre	TAS			\$35-\$39.90	2 hrs			\$35-\$39.90	2 hrs
Theatre Royal	TAS	\$35-\$39.90	3 hrs	\$35-\$39.90	3 hrs	\$35-\$39.90	3 hrs	\$35-\$39.90	3 hrs
Theatre North at the Princess	TAS	\$50-\$54.90	3 hrs	\$35-\$39.90	3 hrs			\$35-\$39.90	3 hrs
Frankston Arts Centre	VIC			\$45-\$49.90	3 hrs	\$45-\$49.90	3 hrs	\$45-\$49.90	3 hrs
Her Majesty's Theatre	VIC			\$40-\$44.90	3 hrs	\$40-\$44.90	3 hrs	\$40-\$44.90	3 hrs
Mildura Arts Centre	VIC	\$40-\$44.90	3 hrs	\$40-\$44.90	3 hrs	\$40-\$44.90	3 hrs	\$40-\$44.90	3 hrs
Kingston Arts Centre	VIC			\$45-\$49.90	3 hrs				
Monash University Academy of Performing Arts	VIC			\$40-\$44.90	3 hrs				
Wyndham Cultural Centre	VIC			\$40-\$44.90		\$40-\$44.90		\$40-\$44.90	
Hamilton Performing Arts Centre	VIC	\$35-\$39.90	2 hrs	\$25-\$29.90	1 hr				
Clocktower Centre	VIC	\$50-\$54.90	4 hrs	\$45-\$49.90	4 hrs	\$45-\$49.90	4 hrs	\$45-\$49.90	4 hrs
Drum Theatre	VIC	\$50-\$54.90	3 hrs	\$45-\$49.90	3 hrs	\$45-\$49.90	3 hrs	\$45-\$49.90	3 hrs
Malthouse Theatre	VIC	\$40-\$44.90	4 hrs	\$40-\$44.90	4 hrs	\$40-\$44.90	4 hrs	\$35-\$39.90	4 hrs
Geelong Performing Arts Centre	VIC	\$25-\$29.90		\$40-\$44.90	3 hrs	\$40-\$44.90	3 hrs	\$40-\$44.90	3 hrs
The Cube Wodonga	VIC			\$40-\$44.90	1 hr			\$40-\$44.90	1 hr
Darebin Arts and Entertainment Centre	VIC	\$55-\$59.90	3 hrs	\$55-\$59.90	3 hrs	\$55-\$59.90	3 hrs	\$50-\$54.90	3 hrs
Whitehorse Performing Arts Centre	VIC			\$40-\$44.90	4 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
The Capital - Bendigo's Performing Arts Centre	VIC			\$40-\$44.90	3 hrs				
Lighthouse Theatre	VIC	\$45-\$49.90	3 hrs	\$45-\$49.90	3 hrs	\$35-\$39.90	3 hrs	\$35-\$39.90	3 hrs
University Theatres - University of WA	WA	\$50-\$54.90	1 hr	\$50-\$54.90	4 hrs	\$40-\$44.90	4 hrs	\$40-\$44.90	4 hrs
Shire of Broome	WA	\$60-\$64.90	3 hrs						
Matt Dann Cultural Centre	WA	> \$65	2 hrs	> \$65	2 hrs	> \$65	2 hrs	\$50-\$54.90	2 hrs
Queens Park Theatre	WA	\$45-\$49.90	2 hrs	\$40-\$44.90	4 hrs	\$35-\$39.90	4 hrs	\$35-\$39.90	4 hrs
Don Russell Performing Arts Centre	WA	\$35-\$39.90	3 hrs	\$35-\$39.90	3 hrs				
Koorliny Arts Centre	WA			\$30-\$34.90	3 hrs				
Mandurah Performing Arts Centre	WA	\$45-\$49.90	4 hrs	\$45-\$49.90	4 hrs	\$45-\$49.90	4 hrs	\$45-\$49.90	4 hrs
Bunbury Regional Entertainment Centre	WA	\$50-\$54.90	3 hrs					\$50-\$54.90	3 hrs

Venue	State	Min. Production Staff for Events Per Performance		Overtime Penalties	
		Theatre performances	Unticketed events	Included	Extra
Canberra Theatre Centre	ACT	2	2		✓
Casula Powerhouse	NSW	2	2		✓
Illawarra Performing Arts Centre	NSW	1 per department	1 per department		✓
Queanbeyan Performing Arts Centre	NSW	1	1	✓	
NORPA, Northern Rivers Performing Arts	NSW	1	1		✓
Seymour Centre	NSW	1 per department	1 per department		✓
Manning Entertainment Centre	NSW	2	2		✓
Albury Entertainment Centre	NSW	3	3	✓	
Orange Civic Theatre	NSW	1 but included in base hire	1 but included in base hire	✓	
Griffith Regional Theatre	NSW	1 per department	1 per department	✓	
City Recital Hall Angel Place	NSW	2	2		✓
Zenith Theatre & Convention Centre	NSW	1 per department	1 per department		✓
Riverside Theatres Parramatta	NSW	1 per department	1 per department		✓
Civic Precinct Theatre	NSW	1	1		✓
Bathurst Memorial Entertainment Centre	NSW	1	1		✓
Coffs Harbour Jetty Memorial Theatre	NSW	1	1		✓
Sutherland Entertainment Centre	NSW	1	1	✓	
The Glasshouse Arts Conference and Ent Centre	NSW	2	2		✓
Araluen Arts Centre	NT	2	-	✓	
Gladstone Entertainment Centre	QLD	1 but included in base hire	1 but included in base hire	✓	
The Events Centre	QLD	1 but included in base hire	1 but included in base hire		✓
Empire Theatre	QLD	1 per department	1 per department		✓
Judith Wright Centre of Contemporary Arts	QLD	2	2		✓
Pilbeam Theatre	QLD	1 per department	1 per department	✓	
Townsville Civic Theatre	QLD	2	1 per department		✓
Queensland Performing Arts Centre	QLD	1 per department	1 per department		✓
Brisbane Powerhouse	QLD	1 per department	1 per department		✓
Cairns Civic Theatre	QLD	1	1	✓	
Adelaide Festival Centre	SA	3	3		✓
Murray Bridge Town Hall	SA	1 but included in base hire			✓
Sir Robert Helpmann Theatre	SA	1 but included in base hire	1 but included in base hire		✓
Barossa Arts & Convention Centre	SA	1 per department	1 per department	✓	
The Hopgood Theatre	SA	1 but included in base hire	1 but included in base hire		✓
Playford Civic Centre	SA	1 but included in base hire	1 but included in base hire		✓
Marion Cultural Centre	SA	1 but included in base hire	1 but included in base hire		✓
Middleback Theatre	SA	1 per department	1 per department		✓
Devonport Entertainment and Convention Centre	TAS	2	2		✓
Theatre Royal	TAS	1	1		✓
Theatre North at the Princess	TAS	1	1		✓
Frankston Arts Centre	VIC	1 but included in base hire			✓
Her Majesty's Theatre	VIC	1 but included in base hire	1 but included in base hire		✓
Mildura Arts Centre	VIC	1	1		✓
Kingston Arts Centre	VIC	1	1		✓
Monash University Academy of Performing Arts	VIC	3	3		✓
Wyndham Cultural Centre	VIC	2	2		✓
Hamilton Performing Arts Centre	VIC	1	1		✓
Clocktower Centre	VIC	1 but included in base hire	1 but included in base hire		✓
Drum Theatre	VIC	2	2		✓
Malthouse Theatre	VIC	2			✓
Geelong Performing Arts Centre	VIC	2	2		✓
The Cube Wodonga	VIC	1 but included in base hire	1	✓	
Darebin Arts and Entertainment Centre	VIC	1 but included in base hire	1 but included in base hire	✓	
Whitehorse Performing Arts Centre	VIC	1			✓
Eastbank Centre - Riverlinks Venues	VIC	1 but included in base hire	1 but included in base hire	✓	
The Capital - Bendigo's Performing Arts Centre	VIC	1 per department	1 per department		✓
Lighthouse Theatre	VIC	1 but included in base hire	1 but included in base hire		✓
University Theatres - University of WA	WA	1 per department	1 per department		✓
Shire of Broome	WA	1	1	✓	
Matt Dann Cultural Centre	WA	1 per department	1 per department		✓
Queens Park Theatre	WA	1 per department	2		✓
Don Russell Performing Arts Centre	WA	1	1	✓	
Koorliny Arts Centre	WA	1 per department	1 per department	✓	
Mandurah Performing Arts Centre	WA	2	2		✓
Bunbury Regional Entertainment Centre	WA	2	1		✓

## Ticketing Operations

The most popular systems for respondents' primary ticketing function are ProVenue/Tickets.com (35%) and SABO/Seat Advisor (36%). Almost one fifth of respondents (18%) also used external agencies.

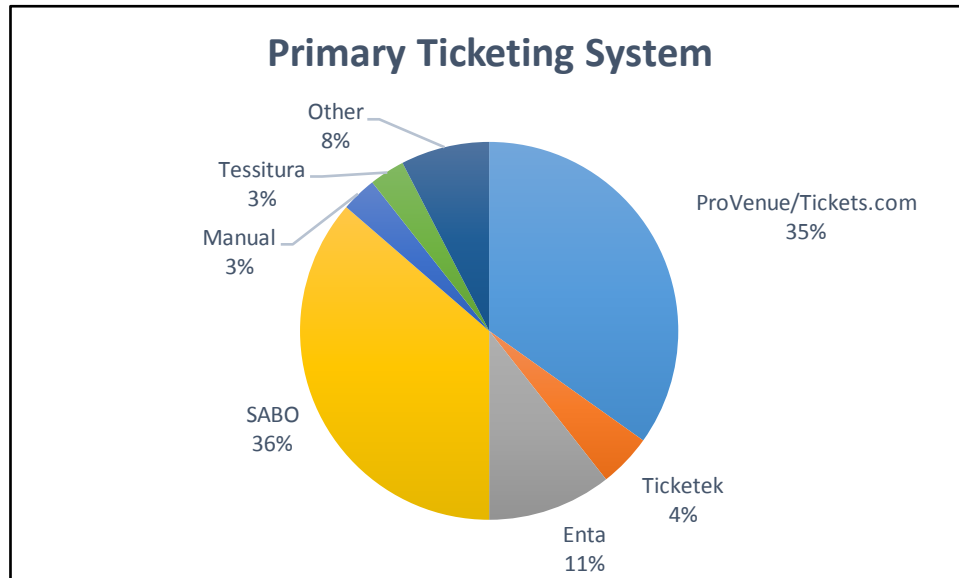


Figure 30: Primary Ticketing System

Most respondents (77%) have two or more points of sale in their box office.

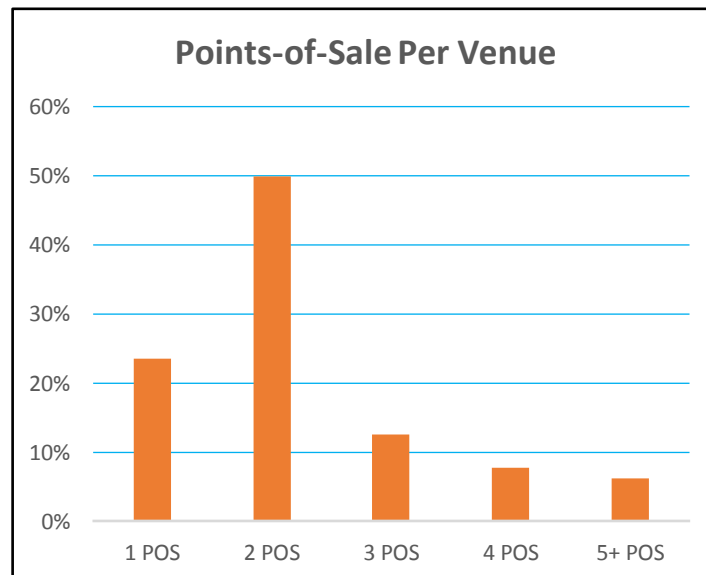
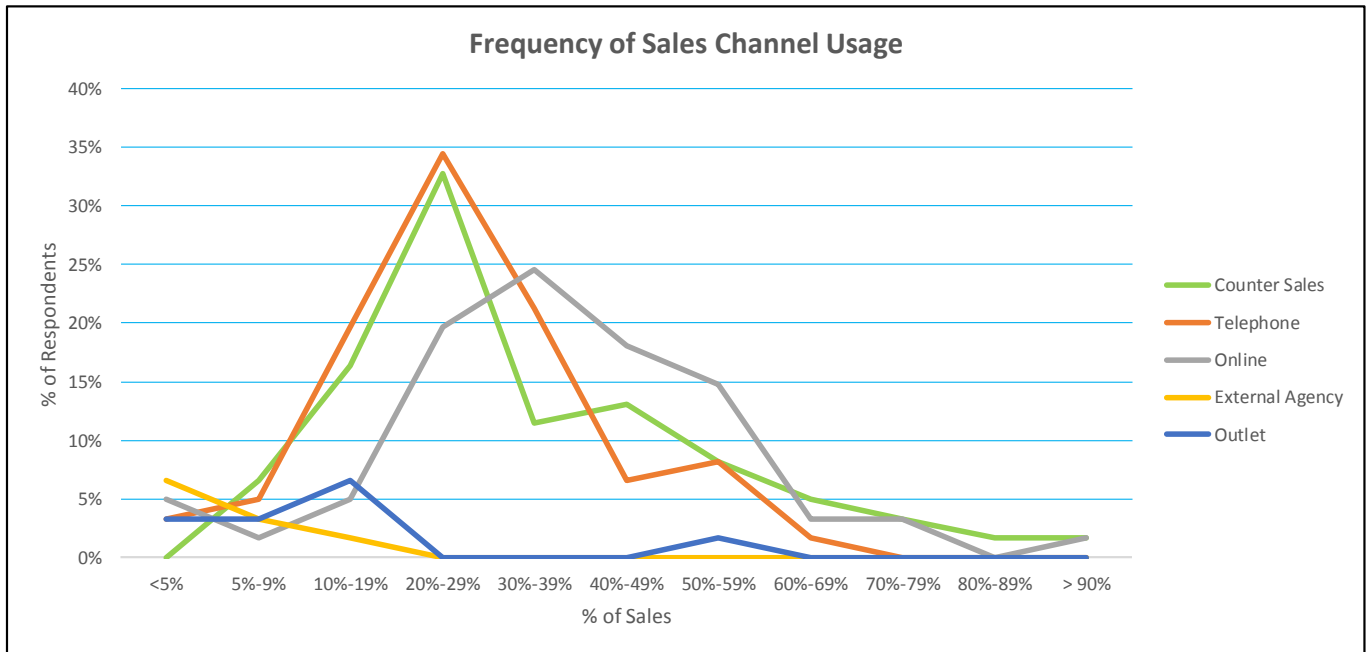


Figure 31: Points Of Sale

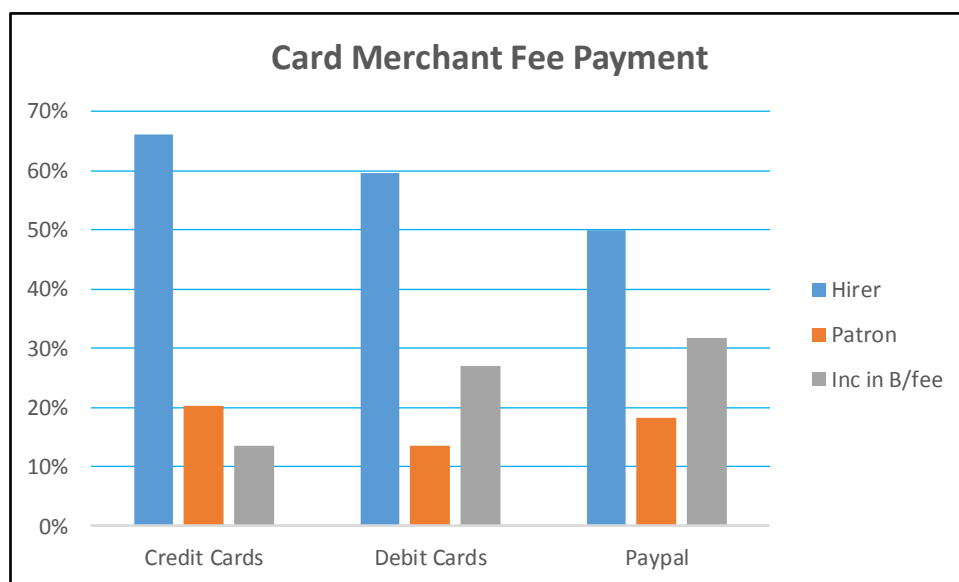
The following chart will allow centres to benchmark their sales channels usage. “External Agency” refers to sales through a third party in another location, while “Outlet” refers to a box office run by the venue at another location. The chart shows the percentage of respondents on the y axis and the level of usage for each sales channel on the x axis.



**Figure 32: Frequency vs Sales Channels Usage**

## Ticketing Charges

Centres deal with ticketing fees in a range of ways as the following charts and tables demonstrate. In terms of event builds, 45% charge a fee to build a new event and 32% charge to edit an event already on sale. Figure 33 shows how respondents charge for card merchant fees.



**Figure 33: Card Merchant Fee Payment**

		Inside Charges Per Ticket											
Ticket Face Value:		Comps		\$15.00		\$25.00		\$50.00		\$75.00		\$100.00+	
Venue	State	Commercial	Community	Commercial	Community	Commercial	Community	Commercial	Community	Commercial	Community	Commercial	Community
Canberra Theatre Centre	ACT	\$0.40	\$0.40	\$1.50	\$1.50	\$1.50	\$1.50	\$2.50	\$2.50	\$3.50	\$3.50	\$3.50	\$3.50
Illawarra Performing Arts Centre	NSW			\$3.20	\$3.20	\$4.00	\$4.00	\$5.00	\$5.00	\$6.00	\$6.00	\$6.00	\$6.00
NORPA, Northern Rivers Performing Arts	NSW	\$0.40		\$2.20		\$2.20		\$2.20		\$2.20		\$2.20	
Seymour Centre	NSW	\$0.40	\$0.40	\$2.20	\$2.20	\$2.80	\$2.80	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00
Manning Entertainment Centre	NSW			\$1.20	\$1.20	\$1.20	\$1.20	\$1.20	\$1.20	\$1.20	\$1.20	\$1.20	\$1.20
Albury Entertainment Centre	NSW	\$1.50	\$1.20	\$3.60	\$2.60	\$3.60	\$2.60	\$3.60	\$2.60	\$3.60	\$2.60	\$3.60	\$2.60
Griffith Regional Theatre	NSW	\$2.50	\$2.00	\$2.50	\$2.00	\$2.50	\$2.00	\$2.50	\$2.00	\$2.50	\$2.00	\$2.50	\$2.00
City Recital Hall Angel Place	NSW	\$0.40		\$3.80		\$3.80		\$4.50		\$4.50		\$4.50	
Zenith Theatre & Convention Centre	NSW	\$0.20	\$0.20	\$2.00	\$2.00	\$2.00	\$2.00	\$3.50	\$3.50	\$3.50	\$3.50	\$3.50	\$3.50
Riverside Theatres Parramatta	NSW	\$1.00	\$1.00	\$2.80	\$2.80	\$2.80	\$2.80	\$4.50	\$4.50	\$6.00	\$6.00	\$6.00	\$6.00
Civic Precinct Theatre	NSW	\$1.00	\$1.00	\$2.00	\$1.00	\$3.60	\$2.00	\$3.60	\$3.60	\$3.60	\$3.60	\$3.60	\$3.60
Bathurst Memorial Entertainment Centre	NSW	\$0.40	\$0.40	\$1.50	\$1.50	\$1.50	\$1.50	\$4.00	\$4.00	\$4.00	\$4.00	\$4.00	\$4.00
Coffs Harbour Jetty Memorial Theatre	NSW	\$1.00	\$0.40	\$2.50	\$1.00	\$2.50	\$1.00	\$2.50	\$1.00	\$2.50	\$1.00	\$2.50	\$1.00
Sutherland Entertainment Centre	NSW			\$3.50	\$2.80	\$3.50	\$2.80	\$3.50	\$2.80	\$3.50	\$2.80	\$3.50	\$2.80
The Glasshouse Arts Conference and Ent Centre	NSW	\$0.40	\$0.40	\$1.50	\$1.50	\$1.50	\$1.50	\$2.50	\$2.50	\$3.50	\$3.50	\$4.50	\$4.50
Araluen Arts Centre	NT			\$3.00	\$3.00	\$5.00	\$3.00	\$6.00	\$6.00	\$6.00	\$6.00	\$6.00	\$6.00
Gladstone Entertainment Centre	QLD			\$3.40	\$3.40	\$3.40	\$3.40	\$3.40	\$3.40	\$3.40	\$3.40	\$3.40	\$3.40
The Events Centre	QLD	\$1.50	\$1.20	\$3.50	\$3.00	\$3.50	\$3.00	\$3.50	\$3.00	\$3.50	\$3.00	\$3.50	\$3.00
Empire Theatre	QLD	\$1.00	\$1.00	\$2.00	\$2.00	\$3.00	\$3.00	\$3.00	\$3.00	\$4.00	\$4.00	\$4.00	\$4.00
Judith Wright Centre of Contemporary Arts	QLD	\$1.00	\$1.00	\$2.00	\$2.00	\$3.60	\$3.60	\$3.60	\$3.60	\$3.60	\$3.60	\$3.60	\$3.60
Pilbeam Theatre	QLD	\$2.80	\$2.20	\$2.80	\$2.20	\$2.80	\$2.20	\$3.40	\$2.50	\$4.00	\$2.80	\$6.00	\$3.50
Townsville Civic Theatre	QLD	\$2.00	\$1.00	\$2.00	\$1.00	\$2.00	\$1.00	\$2.00	\$1.00	\$2.00	\$1.00	\$2.00	\$1.00
Queensland Performing Arts Centre	QLD			\$2.20		\$2.20		\$4.00		\$4.00		\$4.00	
Brisbane Powerhouse	QLD			\$2.20	\$2.20	\$2.20	\$2.20	\$2.20	\$2.20	\$2.20	\$2.20	\$2.20	\$2.20
Cairns Civic Theatre	QLD	\$2.00	\$2.00	\$2.20	\$2.20	\$3.40	\$3.40	\$4.50	\$4.50	\$5.00	\$5.00	\$5.00	\$5.00
Adelaide Festival Centre	SA	\$3.20	\$3.20	\$3.20	\$3.20	\$3.20	\$3.20	\$3.20	\$3.20	\$3.20	\$3.20	\$3.20	\$3.20
Murray Bridge Town Hall	SA	\$2.00	\$2.00	\$3.00	\$3.00	\$3.00	\$3.00	\$4.00	\$4.00	\$4.00	\$4.00	\$4.00	\$4.00
Sir Robert Helpmann Theatre	SA	\$2.20	\$2.20	\$3.40	\$3.40	\$4.50	\$4.50	\$5.00	\$5.00	\$5.50	\$5.50	\$5.50	\$5.50
Chaffey 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
Barossa Arts & Convention Centre	SA	\$0.40	\$2.60	\$2.20	\$2.60	\$2.80	\$2.60	\$3.50	\$2.60	\$4.00	\$2.60	\$5.50	\$2.60
The Hopgood Theatre	SA	\$2.00	\$2.00	\$3.00	\$3.00	\$4.00	\$4.00	\$5.00	\$5.00	\$5.00	\$5.00	\$5.00	\$5.00
Playford Civic Centre	SA	\$1.00	\$0.40	\$1.50	\$1.00	\$1.50	\$1.00	\$2.50	\$2.00	\$3.50	\$3.00	\$5.00	\$4.00
Marion Cultural Centre	SA	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00
Middleback 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
Devonport Entertainment and Convention Centre	TAS			\$3.50	\$2.20	\$3.50	\$2.20	\$3.50	\$2.20	\$3.50	\$2.20	\$3.50	\$2.20
Theatre Royal	TAS			\$3.20		\$3.80		\$4.50		\$5.00		\$5.00	
Theatre North at the Princess	TAS	\$2.50	\$2.00	\$3.50	\$2.00	\$3.50	\$2.00	\$3.50	\$2.00	\$3.40	\$2.00	\$3.50	\$2.00
Frankston Arts Centre	VIC	\$3.60	\$2.00	\$3.60	\$2.00	\$3.60	\$2.00	\$3.60	\$2.00	\$3.60	\$2.00	\$3.60	\$2.00
Her Majesty's Theatre	VIC	\$0.40	\$0.40	\$4.50	\$1.20	\$4.50	\$3.00	\$4.50	\$3.00	\$4.50	\$3.00	\$4.50	\$3.00
Mildura Arts Centre	VIC	\$0.20	\$0.20	\$3.20	\$1.50	\$3.20	\$1.50	\$3.20	\$1.50	\$3.20	\$1.50	\$3.20	\$1.50
Kingston Arts Centre	VIC	\$2.50	\$1.50	\$2.50	\$1.50	\$2.50	\$1.50	\$2.50	\$1.50	\$2.50	\$1.50	\$2.50	\$1.50
Monash University Academy of Performing Arts	VIC	\$3.50	\$2.00	\$3.50	\$2.00	\$3.50	\$2.00	\$3.50	\$2.00	\$3.50	\$2.00	\$3.50	\$2.00
Wyndham Cultural Centre	VIC							\$3.00	\$2.20				
Hamilton Performing Arts Centre	VIC			\$2.20	\$1.00	\$2.40	\$1.20	\$2.80	\$1.50	\$3.00			
Clocktower Centre	VIC	\$1.00	\$1.00	\$3.20	\$2.40	\$3.20	\$2.40	\$3.20	\$2.40	\$3.20	\$2.40	\$3.20	\$2.40
Drum Theatre	VIC	\$1.50	\$1.00	\$3.40		\$3.40		\$3.40		\$3.40		\$3.40	
Malthouse Theatre	VIC	\$1.00		\$3.00		\$3.00		\$3.00		\$3.00		\$3.00	
Geelong Performing Arts Centre	VIC	\$2.40	\$2.40	\$3.00	\$3.00	\$3.60	\$3.00	\$3.60	\$3.00	\$3.60	\$3.00	\$3.60	\$3.00
The Cube Wodonga	VIC	\$2.00	\$1.00	\$4.00	\$1.50	\$4.00	\$1.50	\$4.00	\$1.50	\$4.00	\$1.50	\$4.00	\$1.50
Darebin Arts and Entertainment Centre	VIC			\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00
Whitehorse Performing Arts Centre	VIC	\$1.00	\$1.00	\$2.50	\$1.50	\$2.50	\$1.50	\$2.50	\$1.50	\$2.50	\$1.50	\$2.50	\$1.50
Eastbank Centre - Riverlinks Venues	VIC			\$5.00	\$2.50	\$5.00	\$2.50	\$5.00	\$2.50	\$5.00	\$2.50	\$5.00	\$2.50
The Capital - Bendigo's Performing Arts Centre	VIC	\$2.00	\$1.00	\$3.00	\$2.00	\$3.00	\$2.00	\$3.00	\$2.00	\$3.00	\$2.00	\$3.00	\$2.00
Lighthouse Theatre	VIC	\$0.40	\$0.40	\$1.50	\$1.20	\$3.60	\$2.40	\$4.50	\$2.40	\$5.00	\$2.40	\$6.00	\$2.40
Shire of Broome	WA			\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50
Queens Park Theatre	WA			\$3.00	\$3.00	\$3.00	\$2.80	\$3.00	\$3.00	\$3.00	\$3.00	\$2.80	\$3.00
Don Russell Performing Arts Centre	WA			\$1.20	\$1.20	\$1.20	\$1.20	\$1.20	\$1.20	\$1.20	\$1.20	\$1.20	\$1.20
Mandurah Performing Arts Centre	WA	\$4.50	\$4.50	\$3.50	\$3.50	\$3.50	\$3.50	\$6.00	\$6.00	\$6.00	\$6.00	\$6.00	\$6.00
Bunbury Regional Entertainment Centre	WA	\$2.40	\$2.40	\$3.60	\$3.60	\$3.60	\$3.60	\$5.50	\$5.50	\$6.00	\$6.00	\$6.00	\$6.00

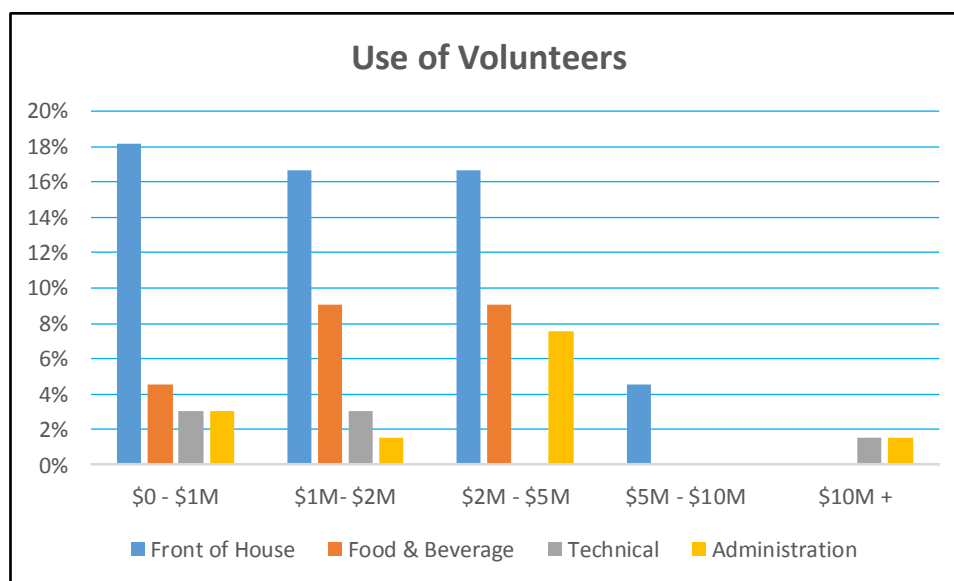
Venue	State	Transaction Charges																							
		Telephone Sales				Online Sales				Counter Sales (Primary BO)				Counter Sales (External Agency)				Refund at Patron's Request				Refund due to Cancellation			
		Fee	Per	to Max.	Paid by	Fee	Per	to Max.	Paid by	Fee	Per	to Max.	Paid by	Fee	Per	to Max.	Paid by	Fee	Per	to Max.	Paid by	Fee	Per	to Max.	Paid by
Canberra Theatre Centre	ACT	\$3.00	trans	\$4.00	Patron	\$3.00	trans	\$4.00	Patron	\$3.00	trans	\$4.00	Patron	N/C	ticket	no max.		N/C		no max.		N/C		no max.	
Illawarra Performing Arts Centre	NSW	\$6.00	trans	no max.	Hirer	\$6.00	trans	no max.	Hirer	N/C												2 x B/Fee	ticket	no max.	Hirer
NORPA, Northern Rivers Performing Arts	NSW	\$2.00	trans	no max.	Patron					\$2.00	trans	no max.	Patron					\$1.50	ticket	no max.	Hirer	Original B/F	ticket	no max.	Hirer
Seymour Centre	NSW	\$6.00	trans	\$6.00	Patron	\$4.00	trans	\$5.00	Patron	N/C				N/C				\$5.00	ticket	no max.	Patron	N/C			
Manning Entertainment Centre	NSW	Original B/F	ticket		Patron	Original B/F	ticket		Patron		ticket		Patron	Original B/F	ticket		Patron	N/C	ticket		Patron	N/C	ticket		Patron
Albury Entertainment Centre	NSW	\$3.00	trans	no max.	Patron	\$1.00	ticket	no max.	Patron	\$3.00	trans	no max.	Patron	N/C				\$1.50	ticket	no max.	Patron	N/C			
Griffith Regional Theatre	NSW	N/C				\$1.50	ticket	no max.	Patron	N/C								N/C	ticket			2 x B/Fee	ticket		
City Recital Hall Angel Place	NSW	\$8.00	trans	no max.	Patron	\$8.00	trans	no max.	Patron	N/C	trans	no max.	Patron		ticket	no max.	Patron		ticket	no max.	Patron	N/C	ticket	no max.	Patron
Zenith Theatre & Convention Centre	NSW	\$6.00	trans		Patron	\$6.00	trans		Patron					\$6.00	trans		Patron	Original B/F	ticket		Patron	N/C			
Riverside Theatres Parramatta	NSW	\$5.00	trans	no max.	Patron	\$4.00	trans	no max.	Patron	\$3.00	trans	no max.	Patron												
Civic Precinct Theatre	NSW	\$6.00	trans	\$6.00	Patron	\$6.00	trans	\$6.00	Patron	N/C	ticket							N/C				N/C			
Bathurst Memorial Entertainment Centre	NSW	N/C	trans	no max.		N/C	trans	no max.		N/C	trans	no max.		N/C	trans	no max.		N/C	trans	no max.		N/C	trans	no max.	
Coffs Harbour Jetty Memorial Theatre	NSW	\$1.00	ticket	no max.	Patron	N/C	ticket	no max.	Patron	\$1.00	ticket	no max.	Patron												
Sutherland Entertainment Centre	NSW	Original B/F	ticket	no max.	Hirer	Original B/F	ticket	no max.	Hirer	Original B/F	ticket	no max.	Hirer									N/C	ticket	no max.	Hirer
The Glasshouse Arts Conference and Ent Centre	NSW	\$3.00	trans	no max.	Patron	\$1.00	trans	no max.	Patron	\$2.00	trans	no max.	Patron					N/C	trans	no max.	Patron	2 x B/Fee	ticket	no max.	Hirer
Gladstone Entertainment Centre	QLD	Original B/F	ticket			Original B/F	ticket			Original B/F	ticket			Original B/F	ticket			N/C				N/C			
The Events Centre	QLD	\$6.00	trans	no max.	Patron	N/C				N/C				N/C				N/C				\$3.00	ticket	no max.	Hirer
Empire Theatre	QLD	N/C				\$5.00	trans			N/C				N/C				N/C				N/C			
Judith Wright Centre of Contemporary Arts	QLD	N/C	ticket			N/C	ticket			N/C	ticket					ticket					Patron	2 x B/Fee	ticket		Hirer
Pilbeam Theatre	QLD	\$3.00	trans	no max.	Patron	\$1.00	ticket	no max.	Patron	N/C								\$3.00	ticket		Patron	2 x B/Fee	ticket		Hirer
Townsville Civic Theatre	QLD	\$4.00	trans	\$4.00	Patron	\$6.00	trans	\$6.00	Patron	N/C	trans		Patron	N/C				\$5.00	ticket	no max.	Patron	\$5.00	ticket	no max.	Hirer
Queensland Performing Arts Centre	QLD	\$6.00	trans	\$6.00	Patron	\$6.00	trans	\$6.00	Patron	\$6.00	trans	\$6.00	Patron	\$6.00	trans	6	Patron					2 x B/Fee	ticket	no max.	Hirer
Brisbane Powerhouse	QLD	\$6.00	trans	\$6.00	Patron	\$6.00	trans	\$6.00	Patron	\$6.00	trans	\$6.00	Patron	\$6.00	trans	6	Patron					N/C			Hirer
Cairns Civic Theatre	QLD	\$5.00	trans	\$5.00	Patron	\$5.00	trans	\$5.00	Patron	\$5.00	trans	\$5.00	Patron	\$5.00	trans	5	Patron	\$2.00	ticket	no max.	Patron	N/C			
Adelaide Festival Centre	SA	\$3.00	ticket	no max.	Hirer	\$3.00	ticket	no max.	Hirer	\$3.00	ticket	no max.	Hirer	\$3.00	ticket	no max.	Hirer	Original B/F	ticket	no max.	Patron	2 x B/Fee	ticket	no max.	Hirer
Sir Robert Helpmann Theatre	SA	\$3.00	trans	no max.	Patron	\$2.00	trans	no max.	Patron	N/C								\$1.50				N/C			
Chaffey Theatre	SA	\$3.00	trans		Patron	\$2.00	trans		Patron	N/C				N/C				\$1.50	ticket		Patron	2 x B/Fee	ticket		Hirer
Barossa Arts & Convention Centre	SA	\$3.00	ticket	no max.	Patron	\$1.00	ticket	no max.	Patron	\$3.00	trans	no max.	Patron					-				\$3.00	ticket	no max.	Patron
The Hopgood Theatre	SA	\$3.00	trans	no max.	Patron	\$2.00	trans	no max.	Patron	N/C	trans	\$10.00	Patron	N/C	trans	no max.	Patron	\$1.50	trans	no max.	Patron	2 x B/Fee	ticket	no max.	Hirer
Playford Civic Centre	SA	Original B/F	ticket	no max.	Patron	Original B/F	ticket	no max.	Patron	Original B/F	ticket	no max.	Patron					Original B/F	trans	no max.	Patron	\$2.00	ticket	no max.	Hirer
Marion Cultural Centre	SA	Original B/F	ticket	no max.	Hirer					Original B/F	ticket	no max.	Hirer					-				N/C			
Middleback Theatre	SA	\$3.00	trans	no max.	Patron	\$2.00	trans	no max.	Patron	N/C	ticket		Patron	N/C	ticket		Patron	\$1.00	ticket	no max.	Patron	N/C	ticket	no max.	Patron
Devonport Entertainment and Convention Centre	TAS	N/C	ticket	no max.	Hirer	\$2.00	ticket	no max.	Patron	N/C	ticket	no max.	Hirer		ticket	no max.		N/C	ticket	no max.	Hirer	N/C	ticket	no max.	Hirer
Theatre Royal	TAS	N/C	trans	no max.		\$2.00	trans	no max.	Patron	N/C								N/C				N/C			
Theatre North at the Princess	TAS	\$4.00	ticket	no max.	Patron	\$6.00	trans	no max.	Patron	N/C			Patron	N/C			Patron	\$4.00	ticket	no max.	Patron	\$4.00	ticket	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 B/Fee	ticket	no max.	Hirer
Her Majesty's Theatre	VIC	N/C				N/C				N/C								Original B/F	ticket	no max.	Patron	-			
Mildura Arts Centre	VIC	N/C				N/C				N/C				N/C				N/C				N/C			
Kingston Arts Centre	VIC	\$2.00	trans	no max.	Patron	\$1.50	ticket	no max.	Patron	N/C								N/C				N/C			
Wyndham Cultural Centre	VIC					\$2.00	trans	no max.	Hirer																
Hamilton Performing Arts Centre	VIC	Original B/F	ticket		Hirer	\$1.00	ticket		Patron	Original B/F	ticket		Hirer					Original B/F				N/C			
Clocktower Centre	VIC					\$4.00	trans		Patron																
Drum Theatre	VIC	N/C				N/C				N/C				N/C				N/C				N/C			
Malthouse Theatre	VIC	\$3.00	ticket	no max.	Hirer	\$3.00	ticket	no max.	Hirer	\$3.00	ticket	no max.	Hirer	\$1.00	ticket	no max.	Hirer	Original B/F	ticket	no max.		Original B/F	ticket	no max.	
Geelong Performing Arts Centre	VIC	\$5.00	trans	no max.	Patron	\$5.00	trans	no max.	Patron	N/C								-				2 x B/Fee	ticket	no max.	Hirer
The Cube Wodonga	VIC	N/C	trans	no max.	Patron	N/C	trans	no max.	Patron	N/C	trans	no max.	Patron	N/C	trans	no max.	Patron	N/C	trans	no max.	Patron	\$2.00	trans	no max.	Hirer
Darebin Arts and Entertainment Centre	VIC	\$3.00	trans	no max.	Patron	\$2.00	trans	no max.	Patron	N/C	trans	no max.	Patron	N/C	trans	no max.	Patron	N/C	trans	no max.	Patron	N/C	trans	no max.	Patron
Whitehorse Performing Arts Centre	VIC	\$3.00	trans		Patron	\$3.00	trans		Patron	N/C								\$3.00	trans		Patron	\$3.00	trans		Patron
Eastbank Centre - Riverlinks Venues	VIC	N/C	ticket		Patron	N/C	ticket		Patron	N/C	ticket		Patron	N/C	ticket		Patron	N/C	ticket		Patron	\$5.00	ticket		Patron
The Capital - Bendigo's Performing Arts Centre	VIC	N/C				\$1.00	ticket	\$10.00	Patron	N/C								N/C				2 x B/Fee	ticket	no max.	Hirer
Lighthouse Theatre	VIC	\$3.00	trans	no max.	Patron	\$3.00	ticket	no max.	Patron	N/C	ticket	no max.	Patron	N/C				Original B/F	ticket	no max.	Patron	2 x B/Fee	ticket	no max.	Hirer
University Theatres - University of WA	WA	\$5.00	trans	\$5.00	Patron	N/C				N/C								\$5.00	trans	\$5.00	Patron	\$5.00	trans	\$5.00	Hirer
Shire of Broome	WA	\$1.50	ticket	no max.	Patron	\$1.50	ticket	no max.	Patron	\$1.50	ticket	no max.	Patron	N/C				N/C				N/C			
Matt Dann Cultural Centre	WA	\$4.00	ticket	no max.	Patron	\$2.00	ticket	no max.	Patron	\$4.00	ticket	no max.	Patron	\$4.00	ticket	no max.	Patron					N/C	ticket	no max.	
Queens Park Theatre	WA	\$3.00	ticket	no max.		\$3.00	ticket	no max.		\$3.00	ticket	no max.		\$3.00	ticket	no max.		N/C				N/C			
Koorliny Arts Centre	WA	\$2.00	ticket	no max.	Hirer	\$2.00	ticket	no max.	Hirer	\$2.00	ticket	no max.	Hirer												
Mandurah Performing Arts Centre	WA	N/C				\$3.00	ticket	no max.	Patron	N/C				N/C				-				N/C			
Bunbury Regional Entertainment Centre	WA	N/C				Original B/F	ticket	no max.	Patron	Original B/F	ticket	no max.	Patron					Original B/F	ticket	no max.	Patron	\$8.00	trans	no max.	Hirer

## Subscription and Membership

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				
Illawarra Performing Arts Centre	NSW	500	> 10				
NORPA, Northern Rivers Performing Arts	NSW	150-200	10				
Seymour Centre	NSW		N/A				
Manning Entertainment Centre	NSW	<50	10	✓			25-50
Albury Entertainment Centre	NSW	150-200	8		✓		
Orange Civic Theatre	NSW	500	> 10				
Griffith Regional Theatre	NSW		N/A		✓		100-200
City Recital Hall Angel Place	NSW				✓		200
Zenith Theatre & Convention Centre	NSW		N/A				
Riverside Theatres Parramatta	NSW	400-500	> 10		✓		50-100
Civic Precinct Theatre	NSW	400-500	> 10				
Bathurst Memorial Entertainment Centre	NSW	400-500	> 10	✓			25-50
Coffs Harbour Jetty Memorial Theatre	NSW						
Sutherland Entertainment Centre	NSW	300-400	4				
The Glasshouse Arts Conference and Ent Centre	NSW	500	> 10		✓		200
Araluen Arts Centre	NT			✓			100-200
Gladstone Entertainment Centre	QLD		N/A	✓			50-100
The Events Centre	QLD				✓		200
Empire Theatre	QLD	100-150	> 10	✓			200
Judith Wright Centre of Contemporary Arts	QLD		N/A				
Pilbeam Theatre	QLD	50-100	8			✓	100-200
Townsville Civic Theatre	QLD	200-300	9				
Queensland Performing Arts Centre	QLD		N/A				
Brisbane Powerhouse	QLD		N/A				
Cairns Civic Theatre	QLD		N/A				
Adelaide Festival Centre	SA	500	4			✓	200
Murray Bridge Town Hall	SA	<50	6				
Sir Robert Helpmann Theatre	SA		N/A		✓		
Chaffey Theatre	SA				✓		100-200
Barossa Arts & Convention Centre	SA		N/A				
The Hopgood Theatre	SA				✓		100-200
Playford Civic Centre	SA	<50	6				
Marion Cultural Centre	SA	<50	6				
Middleback Theatre	SA	50-100	5		✓		100-200
Devonport Entertainment and Convention Centre	TAS				✓		25-50
Theatre Royal	TAS	400-500	> 10			✓	<25
Theatre North at the Princess	TAS	200-300	8	✓			100-200
Frankston Arts Centre	VIC	200-300	> 10		✓		
Her Majesty's Theatre	VIC				✓		200
Mildura Arts Centre	VIC		N/A				
Kingston Arts Centre	VIC		N/A				
Monash University Academy of Performing Arts	VIC		N/A				
Wyndham Cultural Centre	VIC	100-150	10				
Hamilton Performing Arts Centre	VIC	100-150	> 10				
Clocktower Centre	VIC	150-200	8				
Drum Theatre	VIC		N/A		ü		200
Malthouse Theatre	VIC	500	> 10				
Geelong Performing Arts Centre	VIC	500	9				
The Cube Wodonga	VIC		N/A		✓		50-100
Darebin Arts and Entertainment Centre	VIC	100-150	8				
Whitehorse Performing Arts Centre	VIC	500	> 10				
Eastbank Centre - Riverlinks Venues	VIC		N/A		✓		200
The Capital - Bendigo's Performing Arts Centre	VIC	300-400	> 10				
Lighthouse Theatre	VIC	150-200	> 10				
University Theatres - University of WA	WA		N/A				
Shire of Broome	WA						
Matt Dann Cultural Centre	WA	<50	8			✓	50-100
Queens Park Theatre	WA					✓	25-50
Don Russell Performing Arts Centre	WA		N/A				
Koorliny Arts Centre	WA		N/A	✓			100-200
Mandurah Performing Arts Centre	WA	<50	> 10			✓	200
Bunbury Regional Entertainment Centre	WA	50-100	> 10	✓			200



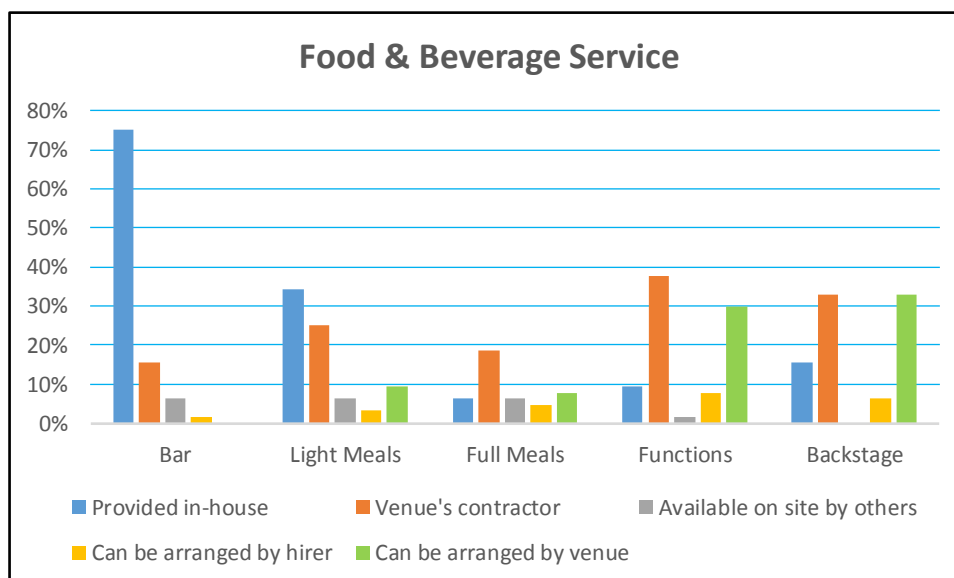
The roles of volunteers in centres is shown below in Figure 34.



**Figure 34: Use of Volunteers**

## Other Venue Services and Charges

Figure 35 shows a variety of arrangements are in place for the provision of food and beverage services. Most venues (75%) manage their on bars. The provision of food is more complicated with many venues seeing that as non-core business and instituting a range of other mechanisms to provide that service.



**Figure 35: Food & Beverage Service**

Figure 36 shows the commission charged by respondents on programs, merchandise and equipment hire. The most frequently charged percentage commission on programs and merchandise was 10% and almost half of the respondents (45%) do not charge commission on equipment hire.

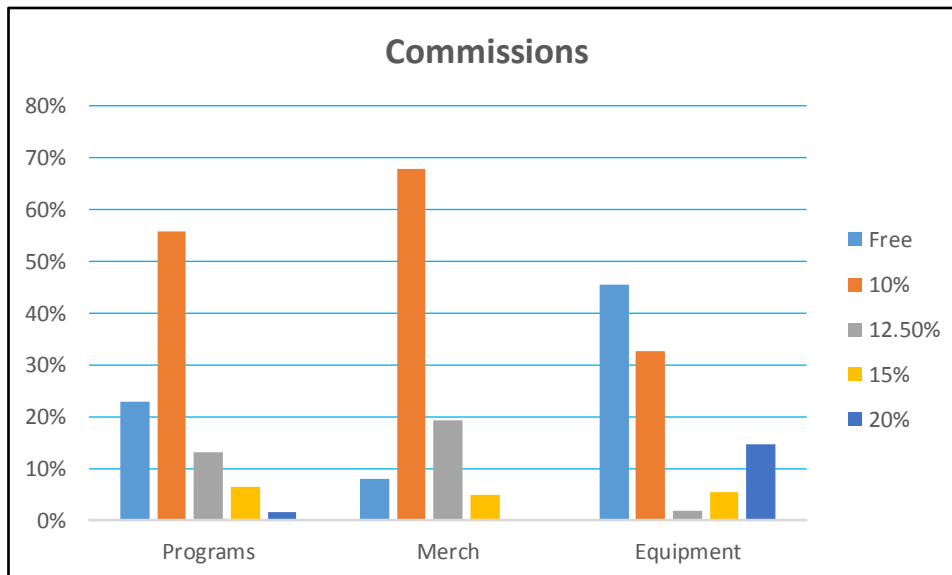


Figure 36: Commissions

Venue	State	Outsourced Services and Functions to Building Owner													
		Finance		Payroll		Human Resources		Marketing		Building Maintenance		Cleaning		Building Security	
		No Cost	Charge	No Cost	Charge	No Cost	Charge	No Cost	Charge	No Cost	Charge	No Cost	Charge	No Cost	Charge
Canberra Theatre Centre	ACT	✓		✓		✓			✓		✓		✓		✓
Casula Powerhouse	NSW	✓		✓		✓		✓		✓		✓			✓
Illawarra Performing Arts Centre	NSW														
Queanbeyan Performing Arts Centre	NSW														
NORPA, Northern Rivers Performing Arts	NSW									✓					
Seymour Centre	NSW		✓		✓	✓			✓		✓		✓	✓	
Manning Entertainment Centre	NSW	✓		✓		✓				✓		✓			✓
Albury Entertainment Centre	NSW		✓		✓		✓	✓		✓		✓			✓
Orange Civic Theatre	NSW	✓		✓		✓		✓		✓		✓		✓	
Griffith Regional Theatre	NSW	✓		✓		✓			✓		✓		✓		✓
City Recital Hall Angel Place	NSW														
Zenith Theatre & Convention Centre	NSW	✓			✓	✓			✓		✓		✓	✓	
Riverside Theatres Parramatta	NSW	✓		✓		✓									
Civic Precinct Theatre	NSW		✓		✓		✓		✓		✓				✓
Bathurst Memorial Entertainment Centre	NSW		✓		✓		✓					✓			✓
Coffs Harbour Jetty Memorial Theatre	NSW	✓		✓		✓			✓		✓		✓		✓
Sutherland Entertainment Centre	NSW		✓		✓		✓	✓	✓		✓		✓		✓
The Glasshouse Arts Conference and Ent Centre	NSW		✓		✓		✓		✓		✓		✓		✓
Araluen Arts Centre	NT	✓		✓		✓			✓	✓		✓			✓
Gladstone Entertainment Centre	QLD		✓		✓		✓		✓		✓		✓		✓
The Events Centre	QLD		✓		✓		✓				✓				✓
Empire Theatre	QLD									✓				✓	
Judith Wright Centre of Contemporary Arts	QLD	✓		✓		✓				✓		✓		✓	
Pilbeam Theatre	QLD			✓		✓				✓					✓
Townsville Civic Theatre	QLD		✓		✓		✓		✓		✓		✓		✓
Queensland Performing Arts Centre	QLD										✓		✓		✓
Brisbane Powerhouse	QLD		✓		✓		✓		✓	✓			✓		✓
Cairns Civic Theatre	QLD		✓		✓		✓				✓				✓
Burdekin Cultural Complex	QLD														
Adelaide Festival Centre	SA	✓			✓	✓			✓	✓		✓			✓
Murray Bridge Town Hall	SA	✓		✓		✓		✓		✓		✓		✓	
Sir Robert Helpmann Theatre	SA	✓		✓		✓									
Chaffey Theatre	SA	✓		✓		✓		✓		✓		✓		✓	
Barossa Arts & Convention Centre	SA	✓		✓						✓		✓		✓	
The Hopgood Theatre	SA	✓		✓		✓		✓		✓		✓			✓
Playford Civic Centre	SA	✓		✓		✓			✓		✓		✓		✓
Marion Cultural Centre	SA	✓		✓		✓			✓	✓		✓		✓	
Middleback Theatre	SA														
Devonport Entertainment and Convention Centre	TAS		✓		✓		✓		✓		✓		✓		✓
Theatre Royal	TAS														
Theatre North at the Princess	TAS	✓	✓												
Frankston Arts Centre	VIC		✓		✓		✓		✓		✓		✓		✓
Her Majesty's Theatre	VIC	✓		✓		✓		✓			✓				
Mildura Arts Centre	VIC	✓		✓		✓		✓			✓		✓		✓
Kingston Arts Centre	VIC	✓		✓		✓			✓		✓		✓		✓
Monash University Academy of Performing Arts	VIC		✓		✓		✓		✓		✓		✓		✓
Wyndham Cultural Centre	VIC	✓		✓		✓			✓	✓		✓		✓	
Hamilton Performing Arts Centre	VIC		✓		✓		✓								
Clocktower Centre	VIC	✓		✓		✓		✓		✓			✓	✓	
Drum Theatre	VIC	✓		✓		✓		✓	✓	✓			✓		✓
Malthouse Theatre	VIC		✓		✓		✓		✓	✓			✓		✓
Geelong Performing Arts Centre	VIC														
The Cube Wodonga	VIC		✓		✓	✓		✓	✓		✓		✓		✓
Darebin Arts and Entertainment Centre	VIC	✓		✓		✓		✓		✓			✓		✓
Whitehorse Performing Arts Centre	VIC		✓		✓		✓		✓		✓		✓		✓
Eastbank Centre - Riverlinks Venues	VIC	✓		✓		✓		✓							
The Capital - Bendigo's Performing Arts Centre	VIC		✓		✓		✓				✓				✓
Lighthouse Theatre	VIC	✓		✓		✓			✓		✓		✓		✓
University Theatres - University of WA	WA					✓				✓				✓	
Shire of Broome	WA	✓		✓		✓		✓	✓		✓		✓		✓
Matt Dann Cultural Centre	WA		✓		✓		✓		✓		✓		✓		✓
Queens Park Theatre	WA	✓		✓		✓			✓	✓			✓		✓
Don Russell Performing Arts Centre	WA		✓		✓		✓		✓		✓		✓		✓
Koorliny Arts Centre	WA														
Mandurah Performing Arts Centre	WA	✓		✓		✓		✓		✓		✓		✓	
Bunbury Regional Entertainment Centre	WA									✓	✓				

## Appendix A - Respondents

Canberra Theatre Centre	ACT	Frankston Arts Centre	VIC
Casula Powerhouse	NSW	Her Majesty's Theatre	VIC
Illawarra Performing Arts Centre	NSW	Mildura Arts Centre	VIC
Queanbeyan Performing Arts Centre	NSW	Kingston Arts Centre	VIC
NORPA, Northern Rivers Performing Arts	NSW	Monash University Academy of Perf. Arts	VIC
Seymour Centre	NSW	Wyndham Cultural Centre	VIC
Manning Entertainment Centre	NSW	Hamilton Performing Arts Centre	VIC
Albury Entertainment Centre	NSW	Clocktower Centre	VIC
Orange Civic Theatre	NSW	Drum Theatre	VIC
Griffith Regional Theatre	NSW	Malthouse Theatre	VIC
City Recital Hall Angel Place	NSW	Geelong Performing Arts Centre	VIC
Zenith Theatre & Convention Centre	NSW	The Cube Wodonga	VIC
Riverside Theatres Parramatta	NSW	Darebin Arts and Entertainment Centre	VIC
Civic Precinct Theatre	NSW	Whitehorse Performing Arts Centre	VIC
Bathurst Memorial Entertainment Centre	NSW	Eastbank Centre - Riverlinks Venues	VIC
Coffs Harbour Jetty Memorial Theatre	NSW	The Capital - Bendigo's Performing Arts Cre	VIC
Sutherland Entertainment Centre	NSW	Lighthouse Theatre	VIC
The Glasshouse Arts Conf. and Ent Centre	NSW	University Theatres - University of WA	WA
Araluen Arts Centre	NT	Shire of Broome	WA
Gladstone Entertainment Centre	QLD	Matt Dann Cultural Centre	WA
The Events Centre	QLD	Queens Park Theatre	WA
Empire Theatre	QLD	Don Russell Performing Arts Centre	WA
Judith Wright Centre of Contemporary Arts	QLD	Koorliny Arts Centre	WA
Pilbeam Theatre	QLD	Mandurah Performing Arts Centre	WA
Townsville Civic Theatre	QLD	Bunbury Regional Entertainment Centre	WA
Queensland Performing Arts Centre	QLD		
Brisbane Powerhouse	QLD		
Cairns Civic Theatre	QLD		
Burdekin Cultural Complex	QLD		
Adelaide Festival Centre	SA		
Murray Bridge Town Hall	SA		
Sir Robert Helpmann Theatre	SA		
Chaffey Theatre	SA		
Barossa Arts & Convention Centre	SA		
The Hopgood Theatre	SA		
Playford Civic Centre	SA		
Marion Cultural Centre	SA		
Middleback Theatre	SA		
Devonport Ent. and Convention Centre	TAS		
Theatre Royal	TAS		
Theatre North at the Princess	TAS		

## Appendix B - Questionnaire

# 2013 APACA Survey Part 3 [final] - Venue Charges and Staff Salaries

## 1. Introduction

This is the final part of the 2013 APACA Survey

We have combined 2011's part 3 and 4 but don't panic - this still shouldn't take you too long to complete.

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.

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 08 9298 8822 [please note WA time zone]

### 1. Your Name:

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

Other (please specify)

### 3. State:

☐ NT

☐ WA

☐ VIC

☐ SA

☐ QLD

☐ ACT

☐ NSW

☐ TAS

# 2013 APACA Survey Part 3 [final] - Venue Charges and Staff Salaries

## 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	<input type="text"/>
Per day	<input type="text"/>
Per session	<input type="text"/>
Hours per session	<input type="text"/>
Vs % of Net Box Office	<input type="text"/>

### 6. Commerical Hire Rehearsal Rate

Per hour	<input type="text"/>
Per day	<input type="text"/>

### 7. Community Subsidised Hire (Package Rate)

Per week	<input type="text"/>
Per day	<input type="text"/>
Per session	<input type="text"/>
Hours per session	<input type="text"/>
Vs % of Net Box Office	<input type="text"/>

### 8. Community Subsidised Hire Rehearsal Rate

Per hour	<input type="text"/>
Per day	<input type="text"/>

## 2013 APACA Survey Part 3 [final] - Venue Charges and Staff Salaries

### 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



# 2013 APACA Survey Part 3 [final] - Venue Charges and Staff Salaries

## 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	<input type="text"/>
Per day	<input type="text"/>
Per session	<input type="text"/>
Hours per session	<input type="text"/>
Vs % of Net Box Office	<input type="text"/>

### 13. Commerical Hire Rehearsal Rate

Per hour	<input type="text"/>
Per day	<input type="text"/>

### 14. Community Subsidised Hire (Package Rate)

Per week	<input type="text"/>
Per day	<input type="text"/>
Per session	<input type="text"/>
Hours per session	<input type="text"/>
Vs % of Net Box Office	<input type="text"/>

### 15. Community Subsidised Hire Rehearsal Rate

Per hour	<input type="text"/>
Per day	<input type="text"/>

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

# 2013 APACA Survey Part 3 [final] - Venue Charges and Staff Salaries

## 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	<input type="text"/>
Per day	<input type="text"/>
Per session	<input type="text"/>
Hours per session	<input type="text"/>
Vs % of Net Box Office	<input type="text"/>

### 19. Commerical Hire

#### Rehearsal Rate

Per hour	<input type="text"/>
Per day	<input type="text"/>

### 20. Community Subsidised Hire (Package Rate)

Per week	<input type="text"/>
Per day	<input type="text"/>
Per session	<input type="text"/>
Hours per session	<input type="text"/>
Vs % of Net Box Office	<input type="text"/>

### 21. Community Subsidised Hire Rehearsal Rate

Per hour	<input type="text"/>
Per day	<input type="text"/>

### \*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	<input type="text"/>
Per day	<input type="text"/>
Per session	<input type="text"/>
Hours per session	<input type="text"/>
Vs % of Net Box Office	<input type="text"/>

### 25. Commerical Hire Rehearsal Rate

Per hour	<input type="text"/>
Per day	<input type="text"/>

### 26. Community Subsidised Hire (Package Rate)

Per week	<input type="text"/>
Per day	<input type="text"/>
Per session	<input type="text"/>
Hours per session	<input type="text"/>
Vs % of Net Box Office	<input type="text"/>

### 27. Community Subsidised Hire Rehearsal Rate

Per hour	<input type="text"/>
Per day	<input type="text"/>

# 2013 APACA Survey Part 3 [final] - Venue Charges and Staff Salaries

## 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 Lightitng 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)

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

### \*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 Lightitng 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"/>

## 2013 APACA Survey Part 3 [final] - Venue Charges and Staff Salaries

**\*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

# 2013 APACA Survey Part 3 [final] - Venue Charges and Staff Salaries

## 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
- ☐ Enta
- ☐ SABO / Seat Advisor
- ☐ Manual hard tickets
- ☐ Tesatura

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"/>



# 2013 APACA Survey Part 3 [final] - Venue Charges and Staff Salaries

## 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 ?

## 2013 APACA Survey Part 3 [final] - Venue Charges and Staff Salaries

**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



Other merchandise



Equipment Hire



## 13. Administration Charges

**51. Are any of the following functions or services outsourced to the building owner or parent organisation ie 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)

## 2013 APACA Survey Part 3 [final] - Venue Charges and Staff Salaries

### 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 x 20=60 hours, which is 1.5 FTE's.**

	FTE
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).

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6-10
- ☐ 11-20
- ☐ 21-50
- ☐ more than 50

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

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

## 17. THANK YOU

Thank You for completing this section of the APACA Survey

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

**69. Any other comments**

**70. 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