



# **2019 Venue Charges and Salaries Report**

## **Performing Arts Connections Australia**

© Performing Arts Connections Australia

[www.paca.org.au](http://www.paca.org.au)

[admin@paca.org.au](mailto:admin@paca.org.au)

*Prepared by Ruth Atkinson – Visual Focus*

# Table of Contents

Table of Figures .....	2
<b>1. EXECUTIVE SUMMARY .....</b>	<b>3</b>
1.1 Aim.....	3
1.2 Methodology .....	3
1.3 Response Rate.....	3
1.4 Respondent Profile.....	4
<b>2. Remuneration and Employment Conditions.....</b>	<b>7</b>
2.1 Centre Managers .....	7
2.2 Venue Staff.....	14
2.3 Staffing Levels .....	16
<b>3. Venue Hire Rates .....</b>	<b>19</b>
3.1 Commercial Hire Rates – Primary Space.....	19
3.2 Commercial Hire Rates – Secondary Space .....	22
3.3 Commercial Hire Rates – Tertiary Space.....	24
3.4 Commercial Hire Rates – Additional Space.....	25
3.5 Community Rates .....	26
3.6 Community Hire Rates - Primary Space .....	27
3.7 Community Hire Rates - Secondary Space .....	30
3.8 Community Hire Rates - Tertiary Space .....	32
3.9 Community Hire Rates - Additional Space .....	32
<b>4. Hire Packages.....</b>	<b>33</b>
4.1 Staff Charge Out Rates – Front of House.....	35
4.2 Minimum Staffing Levels – Front of House .....	40
4.3 Staff Charge Out Rates – Production/Technicians.....	42
4.4 Minimum Staff Levels – Production/Technicians.....	46
<b>5. Ticketing Operations.....</b>	<b>48</b>
5.1 Ticketing Charges.....	50
5.1 Booking Fees .....	53
5.2 Transaction Fees by Sales Channel.....	58
5.2 Agency Fees and Refunds .....	63
<b>6. Subscribers and Volunteers.....</b>	<b>68</b>
6.1 Subscribers, Members and Loyalty Programs.....	68
6.2 Volunteers .....	74
<b>7. Other Venue Services and Charges .....</b>	<b>75</b>
7.1 Food and Beverage .....	75
7.2 Commissions .....	76
7.3 Outsourced Services and Functions to Building Owner.....	77
<b>Appendix A – Respondents .....</b>	<b>83</b>
<b>Appendix B – Survey Questionnaire .....</b>	<b>85</b>

# Table of Figures

<i>Figure 1: Respondents by State</i> .....	4
<i>Figure 2: Survey Respondents as a Share of Total Ordinary Members by State</i> .....	4
<i>Figure 3: Venue Turnover of Respondents</i> .....	5
<i>Figure 4: Respondents by Audience Capacity of Primary Space</i> .....	6
<i>Figure 5: Comparative Performance Space Sizes</i> .....	6
<i>Figure 6: Centre Managers’ Value of Total Remuneration</i> .....	7
<i>Figure 7: Centre Managers’ Cash Salary by Venue Turnover</i> .....	8
<i>Figure 8: Centre Managers’ Vehicle within Salary Remuneration</i> .....	8
<i>Figure 9: Centre Managers’ Other Benefits</i> .....	9
<i>Figure 10: Additional Superannuation rates</i> .....	10
<i>Figure 11: Managers’ Salary Comparison 2011 to 2019</i> .....	10
<i>Figure 12: Employment Basis for Centre Managers</i> .....	11
<i>Figure 13: Additional Responsibilities taken by Centre Managers</i> .....	11
<i>Figure 14: Manager’s Average Hours Worked, n=62</i> .....	12
<i>Figure 15: Centre Managers’ Overtime Remuneration</i> .....	13
<i>Figure 16: Overtime Remuneration Comparison 2011 to 2019</i> .....	13
<i>Figure 17: Average Remuneration for Venue Staff</i> .....	14
<i>Figure 18: Staff Overtime</i> .....	15
<i>Figure 19: Venue Staff Industrial Agreements</i> .....	15
<i>Figure 20: Total Employment in Respondent Venues</i> .....	16
<i>Figure 22: FTE Staff per Department – Turnover \$0 to \$1M</i> .....	17
<i>Figure 23: FTE Staff per Department – Turnover \$1 to \$2M</i> .....	17
<i>Figure 24: FTE Staff per Department – Turnover \$2 to \$5M</i> .....	18
<i>Figure 25: Qualification Criteria for Community Hire Rates</i> .....	26
<i>Figure 26: Hire Package Inclusions – Commercial –v- Community</i> .....	33
<i>Figure 27: Marketing Services for Hirers</i> .....	34
<i>Figure 28: Cleaning Charges</i> .....	34
<i>Figure 29: Ticketing Systems used by Respondents</i> .....	48
<i>Figure 30: Points-of-Sale per Venue 2015 to 2019</i> .....	49
<i>Figure 31: Frequency of Sales Channel Usage (on-line, telephone &amp; counter sales)</i> .....	50
<i>Figure 32: Charges for Event Builds</i> .....	50
<i>Figure 33: Card Merchant Fee Payment</i> .....	51
<i>Figure 34: Frequency of use of Payment Methods</i> .....	51
<i>Figure 35: Allocation of House Seat Holds</i> .....	52
<i>Figure 36: Use of Volunteers</i> .....	74
<i>Figure 37: Food and Beverage Services</i> .....	75
<i>Figure 38: Commissions on Programs, Merchandise and Equipment Hire</i> .....	76