

PORTLAND ARTS CENTRE

Fees and Charges Companion 2026-2027

THEATRE HIRE & EVENT SERVICES

Introduction

The Portland Arts Centre is an intimate proscenium arch theatre that seats 144 patrons, with extensive technical capabilities. It is the home base of the Glenelg Shire's Performing Arts team, who provide an annual program of professional touring shows supported by the Victorian State Government through Creative Victoria.

In addition, the team support community performing arts groups, school productions, and commercial hirers to present successful events in the Portland Arts Centre and other venues in the Glenelg Shire.

This companion guide clarifies:

- the terms of use for theatre hire & event services, and,
- the details of our Fees and Charges as set in the Glenelg Shire Council Budget 2026-2027.

Need more help?

General venue questions, ticketing services, availability enquiries and quote requests:

Virginia Winter

Performing Arts Program Coordinator

vwinter@glenelg.vic.gov.au | 03 5522 2155

Technical and equipment enquiries:

Shannon Ross

Venue & Production Technician

sross@glenelg.vic.gov.au | 03 5522 2270 | 0475 755 845

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Important Information for All Hirers

Standard and Discounted Rates

Many of our charges have a **Standard Rate** and a **Community Discount Rate**.

Standard Rates apply to:

- All private functions, including fundraisers **exclusively** for the benefit of the hiring organisation.
- Any commercial entity, including (but not limited to) artists, producers and promoters, conference organisers, and private dance, music or other performing arts schools.

To be eligible for the **Community Discount Rate**, the hirer must meet one of the following criteria:

Criteria 1. Where there is **no admission or participation charge** (excluding organisational annual memberships) **and** the hirer meets **one** of the following descriptions:

- a. The hirer is incorporated; **or**
- b. The hirer is classed as a charitable institution; **or**
- c. The hirer is classed as a public benevolent institution; **or**
- d. The hirer is endorsed as a Deductible Gift Recipient (DGR) by the Australian Tax Office, excluding deductibility for a specific purpose (eg. Building Fund) unless the venue use is directly related to the DGR; **or**
- e. The hirer is a School; **or**
- f. The hirer is a Government agency conducting an event for the benefit of Glenelg Shire youth (under 18 years of age).

or

Criteria 2. Where **admission is charged and** the hirer meets one descriptor from (a) to (f) above; **and**

- a. the profits are distributed to two (2) or more community groups based in the Glenelg Shire municipality (**excluding** the hirer).

Additional Hire Requirements

As a working theatre, the requirements for hiring the Portland Arts differ from the hire of a hall or meeting room. There are mandatory requirements (and associated charges) to ensure the safe and professional operation of the venue.

If you are looking to hire a hall or meeting room instead, visit [Council Venues | Glenelg Shire Council](#) for information on other venues in the shire.

All prices in this guide include GST.

Venue Hire

Auditorium (includes other spaces)

Hourly

Standard Rate	\$130
Discounted Rate	\$37.50

Other spaces only (Foyer, Kitchen and Meeting Room)

Hourly

Standard Rate	\$64.00
Discounted Rate	\$16.00

Venue Hire Deposit

Standard Rate	50% of total venue hire fees
Discounted Rate	25% of total venue hire fees

Grand Piano (for use in PAC auditorium only)

Yamaha Concerto Grand Piano

Standard Rate	\$110
Community Rate	waived
Grand piano tuning	\$275

The piano is tuned several times each year for PAC to provide our season program concerts. If you wish to know how close to a scheduled tuning your event will be, please contact us for advice.

Please note, if your event requires intentionally tuning the piano away from standard concert pitch, you will be charged for the initial tuning, and a second tuning to return the piano to A440. Custom tuning requests may be denied if our tuner advises against them for the wellbeing of the instrument.

Venue Staffing

Minimum Staffing

The Portland Arts Centre is a specialist theatrical venue, and as such, all hires have minimum staffing requirements to assure the safe and professional running of the venue.

Events Using Auditorium

Ticketed (whether paid or free entry)

- 1 x Duty Technician (15 mins prior to venue access, to 15 mins after venue closure)
- 1 x FoH Supervisor (60 mins prior to advertised start to 30 mins after foyer closure)
- 1 x Duty Officer (60 mins prior to advertised start for 2 hours)

Unticketed

- 1 x Duty Technician (15 mins prior to venue access, to 15 mins after venue closure)
- 1 x FoH Supervisor (15 mins prior to advertised start to 15 mins after foyer closure)

Events Using other spaces only

Ticketed (paid or free entry)

- 1 x FoH Supervisor (30 mins prior to advertised start to 30 mins after foyer closure)
- 1 x Duty Officer (60 mins prior to advertised start for 2 hours)

Unticketed

- 1x FOH Supervisor (15 mins prior to advertised start to 15 mins after foyer closure)

IMPORTANT:

- These requirements are a **minimum** only. More complex events will require additional staffing, and the Portland Arts Centre reserves the right to specify the required staffing levels to ensure the safety and operational needs of your specific event are fully met.
- If your event finishes later than planned, you will be required to cover the additional time of the required staff, including any applicable overtime.
- Minimum staffing requirements also apply to [External Technical Support & Equipment Hire](#).
- **Minimum staffing requirements are not negotiable.**

2026-27 Staff Rates

Duty Technician

First 9 hours – Business Hours*	\$57 Per Hour
First 9 hours – Outside Business Hours	\$72.50 Per Hour
Overtime after 9 hours	\$112.50 Per Hour

Duty Venue Officer – Non-technical

First 9 hours	\$51 Per Hour
Overtime after 9 hours	\$102 Per Hour
Merchandise Sales Commission†	10% gross takings

Minimum shift length for each staff member is two (2) hours. Overtime will apply in accordance with Glenelg Shire Council Enterprise Agreement conditions.

* **Business Hours** is defined as:

8:00am to 6:00pm, Monday to Friday, excluding gazetted public holidays in the state of Victoria.

† In recognition of the importance to artists' income, merchandise commission is waived for artists using their own payment methods and personnel.

Services

Box Office

Ticketing and Pre-Show Box Office Services

The Portland Arts Centre (PAC) box office offers ticketing services for events held in the following [Glenelg Shire Council operated venues](#):

- Portland Arts Centre
- Portland Civic Hall
- Casterton Town Hall
- Heywood Community Hall

Ticketing for all **performances** at the Portland Arts Centre **must** be managed through our Box Office. We strongly encourage hirers at all Council venues to make use of this service, as the PAC Box Office is the primary point of enquiry for performing arts events in the Shire. This ensures your patrons can easily find and book for your event.

Our ticketing services are a cost-effective solution for managing bookings for both paid and unpaid events. Your event will be available for sale at the Portland Arts Centre Box Office, over the telephone, and online. The fees and charges are all inclusive of all transaction fees, ticket printing, and customer service staff time during the PAC's regular operating hours.

The ticketing setup deposit must be paid before we put your event on sale. We will then credit your per ticket fees against this deposit in your final settlement. The deposit is non-refundable – if you cancel your event, or if you do not sell enough tickets to equal the deposit, the PAC will retain the full amount to cover our costs.

Ticketing setup deposit - non-refundable	\$135.00 per season*
Major change to ticketing setup after event is on-sale	\$135.00 per major change
Ticketing fees - Standard Rate	\$3.00 per ticket
Ticketing fees - Discounted Community Rate	\$1.50 per ticket
Ticketing fees - Complimentary tickets (all hirers)	\$1.50 per ticket

* A **season** is any number of sessions of the **same** event/performance, held either on a single day, or consecutive dates.

At-Event Box Office Services

If you have utilised our ticketing services, you have two options for managing the box office at your event.

Option One – Sales at the Door

We will provide an appropriate number of Box Office staff to manage sales and ushering at your event. Cash and card payments will be available at the event for walk ups. We will consult with you around the scale and venue of your event to best determine these numbers.

Option Two – Pre-Event Handover

We will cut-off presales online, on phone, and in person at 4:00pm on the business day of / immediately before your event, and provide you with a complete door list as of that time. Your own staff or volunteers will then be responsible for ushering, and any admittance of patrons after that time, including taking payment for any further ticket sales.

Marketing Services

If you require assistance with promotional material design, printing, distribution, or social media, we offer the following services to hirers of Council venues. Please book these services early, as they are offered subject to staff availability.

Graphic Design Services	\$55.00 per hour
Poster Printing & distribution Package (Portland & Heywood)	\$260.00
Social Media Boosted Content on PAC channels	At Cost
Electronic Mail to PAC subscribers – dedicated campaign	\$170.00
Electronic Mail to PAC subscribers - inclusion in regular newsletter	\$34.00

External Event Technical Support & Equipment Hire

As well as servicing events in the Portland Arts Centre, the PAC team supports production of external events through equipment and staff hire.

A PAC Duty Technician is **required at a minimum for the set up and pack down** of all equipment hires. Our staff can additionally operate sound and lighting equipment during your event if you do not have your own technician. Minimum call out for all staff is 2 hours at the appropriate rate.

Equipment

Basic Offsite Sound Suite

- 2 channel input
- 2 x FoH speakers on stands
- 1 x stage monitor / foldback
- 2 x Shure SM58 vocal mics on stands
- Active DI
- Auxiliary 3.5 jack input
- Cables and tape as required

Suits public speaking, music replay, or small live music acts. Volume capacity of around 150 people.

Standard Rate	\$225.00 per event plus staff hours
Discounted Community Rate	\$112.50 per event plus staff hours

Intermediate Offsite Sound Suite

- 16 channel input including iPad control
- 2 x FoH speakers on subwoofers
- 4 x Stage monitor / foldback
- Wireless mic package (4)
- 4 x Shure SM58 vocal mics on stands
- Instrument mic kits, including basic drum mic kit on stands
- Active DI
- Auxiliary 3.5 jack input
- Cables and tape as required

Suits public speaking to larger audiences, or small to medium live music acts. Volume capacity of around 500 people.

Standard Rate	\$370.00 per event plus staff hours
Discounted Community Rate	\$185.00 per event plus staff hours

Additional sound equipment or more advanced options may be available through consultation with our [Venue & Production Technician](#) – enquire for a quote.

Stage Lighting

We have a range conventional and LED lighting stock and accessories suitable for indoor and outdoor events. As lighting requirements vary significantly depending on the type of production, the performance space, and the equipment already in the venue, we do not offer standard packages. Contact our [Venue & Production Technician](#) to discuss your requirements and obtain a custom quote.

Livestreaming / Video Conferencing package

Our mobile livestreaming package allows you to share your event across the world as it happens[†], or record it for prosperity. It also provides video conferencing abilities for conferences and forums.

Standard Rate	\$300 per event plus staff hours
Discounted Community Rate	\$150 per event plus staff hours

Sundry Theatrical Equipment and Accessories

Contact our [Venue & Production Technician](#) to discuss your requirements and obtain a custom quote.

[†] Reliable WiFi or mobile data service must be available at the event venue to live stream or video conference. Archival recording can take place without an internet connection.

Statutory Fees

There are additional statutory fees that hirers may require to ensure their events are compliant with Glenelg Shire Council's hire terms and conditions, and with various legal acts including health and safety and copyright.

Test & Tag Hirer's Electrical Equipment [‡]	\$13.50 per item
Venue Hire - Public Liability Insurance cover	\$13.00 per event
Casual APRA Music Licence Fee	\$4.60 per 100 attendees
Cleaning Fee	\$65 per hour
Damage to venues or equipment	Repair cost + \$50 admin fee
Failure to lock doors	Costs will be passed on
Failure to turn off utilities / climate control	Costs will be passed on
Lost Keys	\$90.00 each
Waste Disposal	Tip fees plus \$48.00 p/h
Issue of Additional Access Fob	\$10 each

[‡] A current tag is required for **any** electrical equipment that you will plug into power at a council venue.