

Altona Theatre Venue Information Guide

Managed by Hobsons Bay Venues Unit
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1.0 Introduction

Welcome to the Altona Theatre site information guide. This guide is prepared for hirers of the facility and contains information relevant to external contractors. This guide forms your induction to the Altona Theatre.

Altona Theatre is one of Hobsons Bay City Council's four performing arts venues, where Council's annual performing arts program *Arts at Your Doorstep* is staged. The theatre is available for professional and community hire, including but not limited to the presentation of plays, musicals, concerts, ballet and other branches of the performing arts. The venue is also suited to graduation ceremonies, meetings and conferences.

The theatre is owned and managed by Hobsons Bay City Council. Technical services are provided by Altona City Theatre Incorporated (ACT), the resident theatre company, who operate and maintain the lighting and sound equipment in the theatre. Together, we aim to provide you with the best possible customer service with the resources and facilities available.

Please read through this guide thoroughly. To ensure you receive maximum benefit from your hire of the theatre, it is important you are familiar with the venue, how it is managed and what the expectations are of you, the hirer.

Due to the high demand for hire during the October to December concert season, hire is available through an expression of interest process. Expression of interest forms will be sent to interested hirers at the conclusion of each concert season.

2.0 Purpose

The purpose of this guide is to provide hirers and patrons with information about the facility's features and to communicate venue-specific work, health and safety information. It is an important component of Hobsons Bay City Council's occupational health and safety procedures. The hirer is required to read this document and relay this information to all staff or volunteers at their event.

At the completion of the Venue Booking Form, you will acknowledge that you have read the venue information guide prior to your booking and will comply with the relevant terms and conditions of hire and use. Any queries on any matter from this guide should be raised with the venues unit prior to your event.

3.0 What We Need From You

Once your booking has been confirmed, we will require the following:

Ticket Order Form

Council-printed tickets must be used for all performances at Altona Theatre. External ticketing outlets (e.g. *TryBooking*, *Ticketmaster*) may be used with prior advice to artsfacilities@hobsonsbay.vic.gov.au

To order your tickets please complete the online booking form at

www.hobsonsbaytickets.com.au/ticketorder

Tickets will be mailed out to you within 7 business days of receipt of your order.

Due date: at least **6 weeks** prior to first rehearsal/performance

Hire Agreement

Due date: **6 weeks** prior to first rehearsal/performance.

Please complete the on-line Hire Agreement form at

<https://form.jotform.co/71930134585861>

Altona City Theatre Technical Requirements Form

Due date: **6 weeks** prior to first rehearsal/performance.

Form can be completed online at www.altonacitytheatre.com.au/techform

(Please note: Altona City Theatre Inc (ACT) provides technical services and equipment to Altona Theatre. ACT is a separate entity from Altona Theatre. For all enquiries regarding technical services and equipment please contact James Holt on 0417 106 578 or jamesholt@altonacitytheatre.com.au) Altona City Theatre Technical Specifications and other useful information can be found at www.altonacitytheatre.com.au/techservices/

4.0 Definitions

Hirer: The individual or organisation who books the venue and is liable for all fees and charges.

Front of House Staff: The duty officers, who are present for show calls who also maintain the venue weekly and, where required, between hires.

Person in Charge: This may be the hirer, or a person designated by the hirer, who is responsible for the event and will remain on-site and contactable for the duration of the hire. The person in charge should also be the direct contact and main liaison during the event.

Venue Services Officer: The main point of contact through the booking process.

Venue Operations Officer: The primary contact for operational matters.

Technical Manager: The ACT technical manager in charge of audio and lighting.

5.0 General Information

A booking process guide can be found in the appendix. Please refer to this when planning your event timeline. The following are things we need from you.

5.1 Hire Agreement

You will be required to sign and submit the hire agreement 6 weeks prior to first rehearsal and/or performance. Please complete the online Hire Agreement form at

<https://form.jotform.co/71930134585861>.

Please note your venue hire does not include technical equipment services, as this will be separately managed and charged by the Altona City Theatre.

5.2 Ticketing

There are three options for ticketing at Altona Theatre:

- Council prints tickets for the hirer to collect for each performance. An additional fee applies for ticket printing, which has been provided for hirers at a discount rate. Please go to www.hobsonsbaytickets.com.au/ticketorder to order your tickets.
- The hirer uses an alternate ticketing provider such as Try Booking or Eventbrite and self-manage.
- Council manages ticketing needs through Hobsons Bay Tickets box office, providing pre-sales via the website or phone line and an additional staff member to provide box office services for performances.

For the first two options it is the hirer's responsibility to sell and manage their own tickets. This includes any pre-performance sales, providing a ticket seller in the foyer for door sales and ticket collections prior to the performance starting time.

Where Council provides box office services, all marketing and promotions are the hirer's responsibility and council hold no liability for ticket sale numbers.

5.3 Altona City Theatre Technical Requirements form

Technical services are separately provided by Altona City Theatre Incorporated (ACT) who operate and maintain the lighting and sound equipment in the theatre. As such, technical services fees will be charged and invoiced separately by ACT.

Your technical requirements form must be submitted at least 6 weeks prior to your first rehearsal. The form can be completed online at www.altonacitytheatre.com.au/techform.

More information on the available audio-visual equipment can be found in the appendix. You may also visit the ACT website for full specifications of the current concert lighting and audio rig, please visit www.altonacitytheatre.com.au/techservices/.

Additional equipment can also be hired from the ACT for an additional fee. Refer the appendix for ACT's Technical Charges and Additional Equipment in this pack for a list of equipment and fees.

For advice or assistance relating to technical equipment, contact the ACT Technical Manager James Holt directly on 0417 106 578 or jamesholt@altonacitytheatre.com.au.

Please note: ACT allocates duty technicians to coordinate access and supervision at all times that you are in the venue.

5.4 Altona Theatre Contact Details

Bookings	Arts Facilities Officers email: artsfacilities@hobsonsbay.vic.gov.au Phone: (03) 9932 4076
Technical Manager	James Holt email: jamesholt@altonacitytheatre.com.au Mobile: 0417 106 578
Website	www.hobsonsbay.vic.gov.au
Postal Address	Hobsons Bay City Council, PO Box 21, Altona, Victoria 3018
Theatre Address	115 Civic Parade, Altona, Victoria

6.0 Loading Access



Equipment and set pieces can be loaded into the Altona Theatre via loading dock from the car park at the rear of the theatre as shown on the diagram above with red star. Access is direct off the back of a truck or via stairs next to the dock. There is no loading from the front entrance. Under no circumstances is anything to be delivered or collected outside of hire times. Additional fees (up to, and including, a full day hire fee for each day any equipment remains) apply for unauthorised storage.

7.0 Ticketing, Programs and Merchandising

All performances at the Altona Theatre must use Council-printed tickets. An additional fee applies for ticket printing, which has been provided for hirers at a discount rate.

You should order your tickets at least 6 weeks prior to first rehearsal/performance. Tickets will be mailed out to you within 7 business days of receipt of your order.

To order your tickets, please go to: www.hobsonsbaytickets.com.au/ticketorder.

External ticketing outlets (e.g. TryBooking, Ticketmaster) may be used with prior advice to artsfacilities@hobsonsbay.vic.gov.au.

It is the hirer's responsibility to sell and manage their own tickets. This includes pre-performance sales and providing a staff to sell tickets and manage collections from the box office prior to the performance start time.

It is also the hirer's responsibility to manage the sale of any programs, souvenirs or merchandise in the theatre associated with the event and to secure any monies.

8.0 Venue Spaces

The Altona Theatre is a 244 seats proscenium-arched theatre. In addition to the theatre auditorium, it also offers a front foyer, a large green room, two dressing rooms and ample backstage parking. There is also a kiosk to purchase refreshments in the foyer.

8.1 Foyer



The foyer is the waiting area, near the entrance of the theatre. The box office ticket counter is on the left-hand side of the foyer and it is also where the kiosk is located. There are toilets on both sides of the kiosk, near the doorways leading into the theatre.

8.2 Theatre Auditorium



Altona Theatre is a 244-seat venue. In addition, there are two areas (D1, D2) and (D17, D18) for patrons in a wheelchair or with a movement impairment. Please contact the ACT technical manager

if these areas are required. Please note that if these areas are not required for this purpose, seats D1, D2, D17, D18 are available for general sale.

For safety reasons, patrons are not permitted to sit in the aisles. Council-appointed front of house staff reserve the right to remove any patron without a seat in the auditorium during performances.

8.3 Stage



The usable area of the stage for dance concerts is approximately 9 metres wide by 7 metres deep. This avoids dancing on the orchestra pit covers and the dark space directly in front of the cyclorama/ground area.

8.4 Green room

The green room is located close to stage on a mezzanine level that is accessible only by stairs, performers needing accessible stage access should utilise the dressing rooms on the stage level. Two bathrooms are provided in the green room along with ample mirrors, seating and hangers.

8.5 Backstage and Dressing Rooms

There are two dressing rooms located on the ground level that provide access to stage via the prompt or through backstage to off-prompt. Each dressing room features one mirrored wall with benches for makeup, limited seating and hanger space. The accessible areas of backstage are clearly marked out in yellow and marshals need to be provided by hirers where children are present.

8.6 Kiosk

The theatre kiosk is operated for performance bookings by a Council-contracted caterer. It is opened pre-show, usually 45 minutes prior to the performance start time. The kiosk can be opened for longer periods at the hirer's request. The caterer is also able to provide additional catering on request (for example, cast/crew catering, after show supper, etc.).

Please Note: hirers are not permitted to bring or sell foodstuffs (including alcohol) into the foyer at any time.

9.0 Personnel

Appropriate staffing is important in making your time at Altona Theatre both successful and an enjoyable experience. The following is a full listing of staff and job descriptions, both those provided by Council and a list of roles the hirer needs to fulfil.

9.1 Hobsons Bay City Council and Altona City Theatre (ACT) Personnel

For performances, Council will provide two front of house staff, and staff to run the kiosk for performances. For all types of hire (e.g. bump in, rehearsal, performance), at least one ACT duty technician must always be in the venue with the hirer.

Duty Technician

The duty technician is authorised to override decisions made by the stage manager or artistic/creative director in the interests of safety, punctuality and general smooth running of the show.

The ACT duty technician is responsible for:

- Handling lighting cues from stage manager
- Handling audience recall cues from stage manager
- Overseeing the technical production of the show
- Granting hirers access to the building
- Liaising with Council staff and hirer personnel
- Overall emergency management and liaison officer for emergency services personnel in the event of an emergency. Takes over from stage manager after equipment has been shut down and hirer's personnel have been evacuated from the stage and backstage areas

Council Front of House staff

Council front of house staff are responsible for all operations 'in front of the proscenium arch', that is, any area of the theatre that patrons have access to. Duties include:

- Liaising with the stage manager and duty technician as to when doors will be opened and give clearance for performances to start
- Handling queries from patrons on the theatre's house rules and assist with seating requirements for mobility-impaired patrons
- In the event of an emergency, being responsible for the safe evacuation of all patrons,
- Liaising with the hirer's ushers
- Directing patrons to their seats when the theatre doors open and enforcing house security at interval and after the show

Kiosk staff

The kiosk staff are external contractors who exclusively handle the running of the kiosk. Hirers are not permitted to bring in or sell foodstuffs (including alcohol) in the auditorium or foyer.

9.2 Personnel provided by Hirer

The hirer is required to provide basic staffing for a number of roles when hiring Altona Theatre. It is important for hirers to allocate a separate person for each of these roles before entering the venue. To ensure the smooth and safe running of hire, these roles should not be doubled up.

Some of the information below may be matter of course to your operations or familiar to you, but it will provide a refresher.

Stage Manager

The stage manager is the central authority in the theatre (although they can be overridden by the duty technician or front of house staff). They must be a person who is not involved in any other aspect of the show, i.e. they are not the artistic/creative director, head of school, leading performer etc.

The stage manager coordinates and is responsible for:

- The whole performance
- Lighting and sound cues
- Audience ring in times
- Stage crew on prompt side of stage
- Safety of all performers and crew in stage area
- Evacuation of stage and backstage in event of emergency
- Show punctuality and smooth running of the show
- Coordination of technical cues with events on stage

During a performance, the stage manager should remain in prompt corner (stage manager's desk) on the prompt side of stage. The stage manager must remain in constant contact with technicians and must remain in their seat unless in the event of an emergency. It is recommended that the stage manager has a runner if other personnel need to be contacted to resolve queries.

Assistant Stage Manager (optional)

Coordinates stage crew on opposite prompt side of stage, and safe evacuation of opposite prompt side of stage in the event of an emergency. They are located on opposite prompt side of stage.

This position is required to be filled if the hirer has stage crew on opposite prompt side (this includes manual operation of the black curtains) or a large number of cast members stationed in the opposite prompt wings for a fair amount of time.

Stage Door Person

Responsible for maintaining an active list of personnel in backstage area for security purposes and to use as a roll call by the stage manager and emergency services personnel in the event of an emergency.

They should be located at the stage door (rear foyer/entranceway of building) – a desk and chair is provided, and they must maintain a constant presence. All hirer's personnel are required to enter and exit the building only via the stage door and sign in on the door list.

First Aid Officer

The hirer is responsible for first aid administration backstage at all times, which includes hirer cast or crew, if required. Council staff manages first aid front of house during performances.

Sound Operator

Responsible for handling sound cues from the stage manager (cues from CD/laptop), turning on microphones, etc. They will require basic training from the ACT Duty Technician on the operation of the sound desk.

Located in the control room at the rear of the theatre. Must be in position five minutes prior to performance start/resume time and remain in position for the duration of the show.

Follow Spot Operator(s)

Responsible for handling follow spot cues from the stage manager. They will require basic training from the ACT duty technician as to the safe and effective operation of follow spots.

Located in the control room at the rear of the theatre. Must be in position five minutes prior to performance start/resume time and be able to handle cues at short notice.

Artistic/Creative Director

Responsible for the direction/choreography of performers on the stage. They may have a communication headset during rehearsals to assist the stage manager with cues or provide artistic direction, but not during performances. The artistic director never takes on another production role due to being preoccupied with the performers.

Traditionally in theatre, the artistic director hands over responsibility of the show to the stage manager at the first technical/dress rehearsal and only provides brief feedback to performers and crew after rehearsals. During performances it is common for the artistic/creative Team to sit in the theatre and watch the show with the audience.

Please Note: artistic directors should not sit in as stage manager, as it is not safe or practical, as the two roles have a different focus. The duty technician reserves the right to call in an ACT stage manager (at the hirer's cost) in extreme cases where an appropriate stage manager cannot be sourced.

Ticket seller(s)

Responsible for selling tickets and resolving all ticketing issues in the foyer. The theatre has a fixed capacity of 244 seats plus two designated areas for patrons with a mobility impairment, and this is not negotiable due to Occupational Health and Safety regulations. Extra seats cannot be placed in the theatre.

The ticket seller must be in the foyer one hour prior to performance start time and must remain in the foyer for the first act of a performance to serve latecomers.

Program/merchandise/raffle seller(s)

Responsible for selling programs, merchandise, etc. in the foyer. Usually at a separate desk to ticket sales. Must be in the foyer one hour prior to performance start time, but not required to stay in the foyer during the performance.

Ushers

Responsible for checking tickets at doors in foyer and general comfort of patrons. Council front of house staff will advise hirer staff when to open doors and provide advice before the show. Ushers must report to a Council front of house staff member no less than half an hour prior to the performance start time.

One usher, seated in the auditorium during the show, is responsible for the safe evacuation of the auditorium in the event of an emergency. There is one seat reserved in the rear corner of the theatre for this purpose. If hirers wish for additional users to be seated in the auditorium, this must be arranged using their own ticketing. It is required that at least one hirer usher be in the auditorium for the duration of the show.

10.0 Amenities

10.1 Accessibility Information

There are accessible parks available in the main carpark, 20m away from the foyer entrance. For passengers with mobility restrictions, drop off at the theatre entrance is also possible. Accessible cubicles are available in both the male and female bathrooms. Wheelchair accessible spaces are available in the theatre, where allocated seating is provided these must be allocated at time of booking tickets.

10.2 Toilets

There are male and female toilets in the foyer with accessible cubicles available in both. Toilets for performers and other event staff are available backstage, near the green room and the dressing rooms.

10.3 Cleaning & Cleaning Supplies

The hirer is required to keep the theatre clean and tidy during their use, and use the bins provided for general rubbish (e.g. food packaging). Larger items of rubbish, e.g. costumes, sets, must be taken away with the hirer.

The theatre will be cleaned by Council staff between each hire and after each performance. If the venue is not left in a tidy state, any additional cleaning charges will be the responsibility of the hirer.

Confetti, streamers, chewing gum, small polystyrene balls and other small projectiles, fireworks, and explosive devices are expressly prohibited. Glitter may be used on costumes, but hirers are responsible for ensuring glitter has been cleared from backstage areas, including carpets. Only drinks with a secure cap are allowed on the stage area, in the auditorium and in dressing rooms.

10.4 Internet Access

Publicly accessible Wi-Fi is available at Altona Theatre. Access issues cannot be fixed by duty technicians or front of house staff and we do recommend tethering to your own connection or using downloaded content for critical applications.

11.0 Emergency Management

The Altona Theatre provides front of house staff and technicians who have undertaken emergency warden training. The Altona Theatre is equipped with smoke and thermal detection systems and sprinklers in addition to fire extinguishers throughout the venue. Evacuation diagrams are provided in each hire space and are included with this pack. All hirers must be inducted by thoroughly reading this pack.

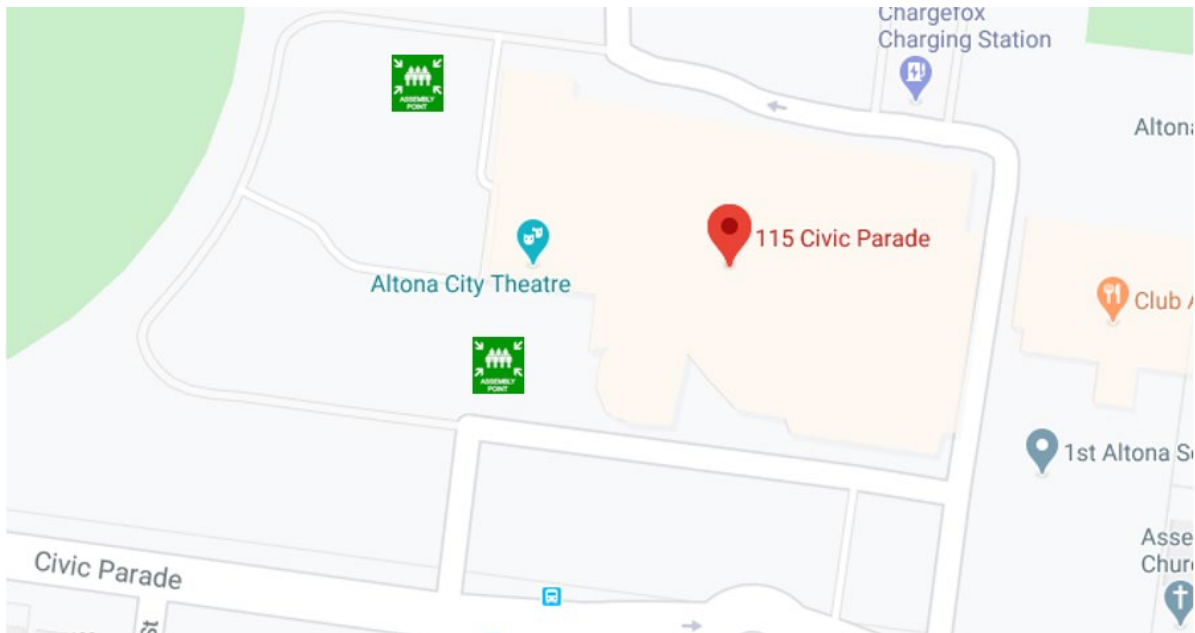
Any risk and emergency management plans requested by funding bodies or insurance companies are event specific and must be developed by the hirer. The hirer maintains responsibility and liability for their own risk management. Hobsons Bay City Council Venues will not provide, assume liability for or sign-off on risk management plans for hirers.

Once patrons have arrived, a public address may be made informing guests of the emergency exits, evacuation points and of the need to keep all walkways and exits clear. The following text or similar may be read by the host or MC through the PA system:

Could all patrons please take a moment to locate their nearest emergency exit? In the case of an emergency, please proceed to your nearest exit. Proceed to the front of the Altona Theatre, where Hobsons Bay staff will advise further action. During the event, make sure not to obstruct exits and walkways with your possessions. Larger objects, such as prams, may be stored out of the way in the main foyer or designate pram stowage areas while not blocking walkways.

11.1 Emergency Evacuation, Exit Points and Evacuation Assembly Points

In the event of an evacuation, duty front of house staff and technicians will oversee the evacuation of the building. All clients, external contractors and patrons are to follow directives of venue staff and remain outside of the building until the all clear is given by the front of house staff or duty technician acting as chief warden.



11.2 Obstructions

During bump in, your event and bump out, it is imperative that doorways are left clear, with minimum two meters egress around all doors. Patron belongings must not be placed in a way that obstructs access to doorways or walkways. In the first instance, duty hall keepers may direct contractors or patrons to move their belongings. If walkways, access doors or exits remain blocked, front of house staff and duty technicians may remove obstructions at their discretion or terminate your event.

11.3 Fire and Smoke Machines

No fires or open flames are to be used inside the venue or in the venue precinct. Use of candles and incense is not allowed in the venue.

Smoke, haze and fog machines may be used for theatrical events and film shoots. Use of atmospheric and visual effects machines is subject to approval from the technical manager. Additional costs will be incurred by the hirer for use of the equipment and additional staffing, non-venue supplied equipment cannot be used. Please discuss any questions with the venue operations officer.

Any callouts and fees from fire or emergency services relating to approved or unapproved use of fire, open flames or any visual effects are the sole responsibility of the hirer.

11.4 First Aid

First aid trained front of house staff are provided for show calls. There is an automated external defibrillator and first aid kit in the foyer.

Hirers are responsible for bring a first aid kit with them and provide assistance for cast and crew.

11.5 Emergency Contact Information

Emergency Services	000	
Altona North Police (24 hours)	9393 3111	<i>72 Cooper Ave, Altona North</i>
Civic Parade Medical Centre	9398 1400	Monday to Friday 8:30am – 9:00pm Saturday and Sunday 9:00am – 5:00pm (Closed on Public Holidays) <i>65 Millers Road, Altona</i>
Pier Street Medical Centre	9398 3711	Monday to Friday 8:30am – 6:00pm (Saturday 12:30pm) <i>125 Pier St, Altona</i> <i>After hours: National Home Doctor Service</i> <i>9429 5677</i>

Any urgent maintenance issues should be immediately directed to the front of house staff when on site. Hobsons Bay City Council After-Hours Emergency Service is **9947 4685**.

12.0 Code of Conduct

We expect all hirers, clients and contractors to cooperate and relate in a friendly and polite manner with all patrons and staff. Discrimination on any grounds, including but not limited to age, sex, race, sexuality and disability will not be tolerated. The hirer is responsible for the conduct and behaviour, including compliance with the Terms and Conditions, of all its employees, agents, contractors and patrons.

13.0 Local Laws and Policies

13.1 Smoking

No smoking, including electronic cigarettes, is prohibited inside the venue. Smoking is prohibited within five meters of entrances or ramps leading to the building. Smokers may not take drinks outside. Smokers should keep noise to a minimum and return inside promptly to minimise impacts on neighbours. A portion of your bond may be withheld if cigarette butts are discarded outside.

13.2 Alcohol and Other Drugs

Altona Theatre kiosk is licensed and can provide pre-show drinks for purchase.

Alcohol is not to be consumed outside, within the Altona Theatre precinct. Illicit drugs are not accepted at the venue, anyone found under the influence will be asked to leave the venue immediately and/or be reported to police.

13.3 Photography and CCTV

Council takes photographs on Council premises and in public spaces. These photographs may be used for publicity purposes. If you would prefer Council does not take photos at your event, please request this in writing when making your booking. If photos are to be taken by the hirer, we can provide signage to display at your event if requested. If Council is handling your ticketing needs, notice can also be included in the booking information.

Many public areas of the Altona Theatre precinct have CCTV coverage.

13.4 Sustainability and Waste Management

No confetti, stickers, throwing rice, polystyrene or straw bales are allowed in the venue. The use of any of these in the venue will not be approved and will incur a partial forfeiture of bond.

Under no circumstances will balloons be allowed in the venue or forecourt.

The venue is complying with the [Victorian Government's single use plastic ban](#) and avoiding single use plastics altogether where practical, including backstage and as decoration/props. Caterers are encouraged to use re-usable crockery, cutlery and drinkware.

13.5 Booking Suitability

Altona Theatre is a commercial building suited to events and bookings that support the social, community and cultural life of the city. Due to the nature and setting of the building, some types of bookings are not supported.

These include:

- Gambling, no games of chance at which money is passed either directly or indirectly as a prize. Raffles must have gained appropriate permits to be an approved activity in a Council venue.
- New Year's Eve bookings.
- Combat sports including, but not limited to, boxing, kickboxing, mixed martial arts (MMA) and Muay Thai.

14.0 Occupational Health and Safety

All users of Altona Theatre must ensure that their use and performance activities meet their Occupational Health and Safety obligations and do not put themselves or others at risk. For the duration of the hire period and use of the Altona Theatre, including rehearsals, performances, set up and packing up, the Altona Theatre is the hirer's workplace and the relevant sections of the Occupational Health and Safety Act and Regulations apply to the hirer.

15.0 Getting To Altona Theatre

The Altona Theatre is located at 115 Civic Parade, Altona, next to the Hobsons Bay City Council. While limited parking is available at the venue, we encourage patrons to consider using public transport, particularly for larger events.

15.1 Public Transport

By Train

Get off at Altona Station on the Werribee line. It is a 5-minute walk along Pier Street, north of the station to the venue.

By Bus

Catch the 415 Laverton - Altona – Williamstown. Runs via Civic Parade.

15.2 Driving and Parking

The Altona Theatre can be found in the Melways, page 54 Reference H10.

Public parking is available in the parking lot on the south-western side of the venue. The first car parks as you enter from Civic Parade are two-hour restricted during office hours, while those further along are unrestricted. Follow the parking restrictions signs as directed.

Accessible parking spaces are in the first section of parking as you enter from Civic Parade. For passengers with mobility restrictions, drop off at the theatre entrance is also possible.

Standing in the loading bay behind the theatre is restricted to vehicles directly involved in loading of props and sets and vehicles should be moved once unloaded. The loading bay is not to be used for performer or crew parking.

Reserved parking space is not available for staff and guests associated with your event. For safety reasons, parking is not permitted in the driveway outside the front of the theatre