

Wyndham Cultural Centre FAQs

This document provides answers to Frequently Asked Questions (FAQs) for the Wyndham Cultural Centre.

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1. Venue Details

Where is Wyndham Cultural Centre?

177 Watton Street, Werribee VIC 3030.

What are your contact details?

Phone: 03 8734 6000

Email: culturalcentreadmin@wyndham.vic.gov.au

What are your business hours?

Monday to Friday: 10am – 4pm

Saturday and Sunday: 10am – 3pm

What is the Wyndham Cultural Centre?

Wyndham Cultural Centre is a dynamic arts venue home to a gallery and a 492-seat proscenium arch theatre. The venue hosts a variety of cultural, artistic and community events, including drama, dance, calisthenics, music, school productions, awards ceremonies and professional performances. The theatre is equipped with technical facilities to support a broad range of productions, while the gallery showcases visual art exhibitions and community projects.

Do you have parking?

Yes. There are approximately 70 car parking spaces available, including two accessible spaces, with entry from Watton Street and Synnot Street. Additional free parking is available at the West End Car Park at the corner of Werribee Street North and Watton Street. Please check applicable street signage and time restrictions.

Is there public transport nearby?

We're a 10 minute (800m) walk from Werribee Train Station and Taxi Rank.

Is the venue accessible?

Yes. The venue offers accessible seating, restrooms and parking. Please advise us of any specific accessibility requirements when booking or planning your event.

2. Venue Hire

What are the costs to hire the venue?

Venue hire fees and charges are detailed in the Wyndham Cultural Centre Venue Hire Fees & Charges and are subject to change. Our team can discuss your requirements and provide a tailored quote. Discounted rates may be available to eligible groups, including not-for-profit organisations and schools, in accordance with applicable discount guidelines.

How is venue hire assessed?

Venue hire applications are evaluated against the criteria outlined in our Venue Hire Framework. The assessment considers factors including the type of event and its suitability for the venue, supporting a fair, transparent and equitable allocation process.

Is there a bar at the venue?

Yes. Wyndham Cultural Centre has a bar/kiosk offering light refreshments, snacks and a selection of non-alcoholic and alcoholic beverages.

Can we utilise the foyer?

Of course, banners and media walls can be put up for display. Furniture can be moved to suit your event needs. We can also provide tables and chairs if your event requires.

Can we provide our own catering?

No outside catering or hot food is permitted in the theatre.

Can we sell merchandise at the venue?

Yes. A fee of 10% of gross merchandise sales applies.

Is marketing provided as part of venue hire?

Basic promotion, including listing on the Wyndham Cultural Centre website and newsletter, is included. Additional marketing services may be available following discussion and may incur additional costs.

Are the digital screens available as part of the venue hire?

Utilising the screens are available upon request and subject to approval for the day of your event.

Can I tour the venue before booking?

Venue tours and production meetings are available by appointment.

3. Before Your Event

When should we start planning our event with the venue?

We recommend providing your event and production information as early as possible. Early planning allows our team to review your schedule, staffing, technical requirements, accessibility requirements and any safety considerations before your event.

Can I arrange a rehearsal before my event?

Yes. Rehearsals can be scheduled subject to venue availability. Additional venue and technical charges may apply depending on the rehearsal requirements and staffing required.

Do we need to provide an event schedule?

Yes. Please provide a detailed schedule covering the activities relevant to your event, including:

- venue access and bump-in;
- technical setup;
- lighting plotting;
- soundcheck;
- rehearsals;
- cast and crew calls;
- doors open;
- performance start and finish times;
- intervals;

- bump-out; and
- expected departure time.

What information should we provide before our event?

Depending on your event, we may request:

- production schedule;
- technical rider;
- stage plan;
- lighting plan and cue sheet;
- audio requirements and input list;
- microphone requirements;
- audio-visual and playback requirements;
- QLab files and associated media;
- presentation and video content;
- scenic and staging information;
- equipment requirements;
- cast, crew and contractor numbers;
- risk assessment;
- Safety Data Sheets;
- Working at Heights information; and
- relevant licences, qualifications or competency documentation.

Your venue contact will advise which information is required for your event.

Do we need to provide a risk assessment?

A risk assessment may be required depending on the nature of your event and the activities being undertaken. Where required, the risk assessment should identify relevant hazards, appropriate controls and the person or position responsible for implementing each control. The venue may request additional information or amendments where hazards or controls have not been adequately addressed.

Do we need to advise how many cast and crew are attending?

Yes. Please advise the total number of cast, crew, contractors and support personnel attending your event. The maximum backstage capacity is 150 people.

Do contractors and external crew need to be included in our planning?

Yes. Please advise us of any external technicians, contractors, suppliers or other personnel who will be working onsite. Relevant personnel may be required to complete a venue induction and provide licences, qualifications or other documentation appropriate to the work they are undertaking.

Can we arrive before our confirmed access time?

Access outside your confirmed booking period must be approved in advance. Additional venue and staffing charges may apply.

What happens if we need additional venue time?

Please advise your venue contact as soon as possible. Additional access is subject to venue and staff availability and may incur additional charges.

What happens if our schedule changes?

Please notify the venue as early as possible. Changes to access times, rehearsals, performance times, staffing or bump-out may affect venue operations and costs and are subject to availability.

What happens if our production requirements change?

Please notify the venue as early as possible. Late changes may affect equipment, staffing, programming, safety requirements and costs and may not always be achievable within your confirmed schedule.

Can we make changes on the day?

Minor changes may be possible where time and resources permit. Significant changes to the agreed schedule, technical setup, lighting, audio, presentations, playback or staging on the day may not be achievable. Final requirements and content should be provided in advance wherever possible.

Can we have a site visit?

We can definitely have a site visit to run through your event and talk about your event in detail. Please note that a maximum of 5 people are allowed to join this walk through. We will do a walk through of the venue from the foyer, theatre to the back of house, this will normally run for an hour.

4. Ticketing

Who is your ticketing provider?

Wyndham Cultural Centre uses Ferve Tickets, providing real-time sales management, interactive seating charts, integrated payments and sales reporting.

How can patrons purchase tickets?

Tickets can be purchased:

Online: <https://tickets.wyndham.vic.gov.au/Events/>

Phone: 03 8734 6000

In person: at the Wyndham Cultural Centre or Encore Events Centre Box Office.

What payment methods are accepted?

Wyndham Cultural Centre is a cashless venue.

Payments can be made via EFTPOS, Visa, Mastercard or American Express.

What ticket delivery options are available?

Tickets can be printed at home, displayed on a mobile device or collected from the Box Office.

Do you provide exchanges or refunds?

All sales are final, with refunds provided only in accordance with applicable terms and conditions and the Live Performance Australia Ticketing Code of Practice.

5. Technical & Production

5.1. General Technical Information

What technical equipment is available at the venue?

The theatre is equipped with a standard lighting rig, house audio system, audio-visual equipment, staging facilities and a counterweight fly system. Our technical team will discuss your production requirements and determine what equipment and staffing are required. A detailed equipment inventory and venue information is available in the Wyndham Cultural Centre Technical Specifications.

When should we provide our technical requirements?

As early as possible. Providing your technical requirements in advance allows the venue to identify equipment, staffing, scheduling and safety considerations before your event.

Does requesting technical equipment mean it is confirmed?

No. All technical requests are subject to venue confirmation. Equipment availability, staffing, venue infrastructure, safety requirements and your confirmed event schedule may affect what can be provided.

Can we bring our own technical equipment?

Yes, subject to prior approval. Please provide details of externally supplied equipment in advance, particularly where it needs to connect to venue infrastructure. All electrical equipment brought into the venue must meet applicable electrical safety and test and tag requirements.

Who has final authority over technical and safety matters?

Venue staff retain authority over venue infrastructure, technical systems, restricted areas and venue safety requirements. Where an activity cannot be undertaken safely or within the operational limitations of the venue, the venue may require the activity to be modified or discontinued.

5.2. Technical Staffing

Are venue technicians included with the hire?

Technical staffing requirements depend on the nature and complexity of your event. Your venue representative will confirm the staffing included with your booking and advise where additional technicians are required.

Can we bring our own technicians?

Yes. External technicians may undertake approved production roles subject to venue induction, competency and operational requirements. Some venue systems and technical areas may only be operated or accessed by authorised venue technicians.

Can our technicians operate all venue equipment?

No. Certain venue systems and high-risk equipment are restricted to authorised venue personnel. The venue technical team will confirm which equipment external technicians may operate.

Will additional technical staff cost extra?

Where your production requires technical staffing beyond that included in your venue hire, additional labour charges will apply. This may include productions requiring multiple technical areas to operate simultaneously or additional staffing for complex production requirements.

5.3. Audio

What audio equipment is available?

The theatre has an installed house PA system with associated mixing, microphone and playback equipment. Please refer to the Technical Specifications for the current equipment inventory.

Can we bring our own audio equipment?

Yes, subject to prior approval. Any externally supplied audio equipment that needs to connect to venue infrastructure should be discussed with the technical team in advance.

What wireless microphones are available?

The venue has wireless handheld and wireless headset microphones. The venue does not hold wireless lapel microphones. Microphone availability should be confirmed in advance.

Can we bring our own wireless microphones?

Yes. Please provide the frequencies being used in advance so they can be coordinated with venue equipment. All radio frequency equipment must comply with Australian requirements and operate within legal frequency ranges.

Are there sound limits?

Yes. Events must comply with the venue's approved operating noise limits. Venue technical staff may monitor sound levels and require adjustments during an event where necessary.

5.4. Audio Visual & QLab

Does the venue have QLab?

Yes. The venue uses QLab for show playback.

What QLab licences does the venue hold?

The venue holds Audio and Video licences for QLab. Productions requiring additional QLab functionality should discuss their requirements with the technical team in advance.

Can the venue program our QLab show?

This may be possible depending on the complexity of the production and the time allocated for programming. QLab files and all associated media should be supplied in advance wherever possible. Complex programming should not be assumed to be included within standard event setup time.

Can we use OSC control?

Yes, where appropriate. OSC control can require additional configuration, programming and testing. Please advise us in advance if OSC is required and ensure sufficient time is included within your production schedule.

Can we use our own computer for playback?

Generally, yes. Please advise the venue of your device and required connections in advance, particularly where adaptors or specialised connections are required.

Can we make changes to presentations or media on the day?

Minor changes may be possible where time permits. Significant changes to presentations, QLab programming, video content or show files on the day may not be achievable within the scheduled event times. Final content should be provided in advance wherever possible.

5.5. Lighting

Does the venue have a standard lighting rig?

Yes. The theatre operates with a standard house lighting rig. The current lighting plan and equipment information can be provided to assist with production planning.

Can we change the standard lighting rig?

Changes may be possible depending on equipment availability, staffing, time and venue approval. Where your production requires changes to the standard rig, pre-rig and/or venue reset charges may apply.

What lighting information should we provide?

Please provide your lighting requirements as early as possible, including your lighting plan, equipment requirements, colour requirements and show file where applicable.

Do we need to provide a lighting cue sheet?

For productions requiring programmed lighting, please provide a lighting cue sheet where available.

The cue sheet should include:

- cue numbers;
- cue descriptions;
- approximate timing;
- trigger or standby information; and
- relevant operator notes..

Providing this information in advance assists with programming and plotting your production.

Can lighting be programmed or plotted before our hire time?

This may be arranged subject to venue and technician availability. Programming, pre-rigging or plotting undertaken outside your contracted venue access period will incur additional technical labour charges.

Can we provide our lighting show file?

Yes. Please discuss show file compatibility with the technical team before your event. Where possible, programming should be based on the venue's current lighting plan and patch.

5.6. Fly System & Rigging

Who can operate the fly system?

Only authorised in-house venue technicians are permitted to operate the fly system. External technicians, contractors and hirers are not permitted to operate the fly system.

Can performers be flown?

No. The venue does not permit the flying of persons.

Can we fly interactive objects?

No. The venue cannot accommodate flying objects that performers or other persons interact with while suspended.

Does the venue have rigging equipment?

The venue has limited rigging stock available. Please provide your rigging requirements in advance so the technical team can assess whether they can be accommodated.

Does the venue have certified rigging points?

The venue is unable to accommodate productions requiring additional certified roof rigging points. Lighting bars, fly-system components, the EWP and other venue infrastructure must not be assumed to be suitable rigging or anchorage points.

Can we bring our own rigger?

The involvement of an external rigger does not automatically permit additional rigging within the venue. Any proposed rigging must be discussed with and approved by the venue before your event.

5.7. Working at Heights & EWP

Can our crew use the venue's Elevated Work Platform (EWP)?

Use of the venue's EWP is subject to prior approval, appropriate competency or licensing requirements, venue induction and applicable venue safety procedures.

Can the EWP be used as a rigging or anchor point?

No. The EWP must not be used as a rigging or anchorage point.

Do we need Working at Heights training?

Where work requires Working at Heights competency, appropriate training and documentation must be provided before the activity commences.

Is a Working at Heights permit required?

Where required under venue procedures, a Working at Heights permit must be completed and approved before work commences.

5.8. Staging, Scenery & Special Effects

Can we bring scenery and set pieces?

Yes, subject to prior approval. Please provide information about significant scenery, structures, staging and unusual scenic elements before bump-in.

Are there fire requirements for scenery?

Scenic materials, drapes and similar production elements may be required to have appropriate flame-retardant or fire-performance certification. Supporting documentation may be requested before materials can be installed.

Can we use haze?

Water-based haze may be permitted with prior approval.

Please provide the product information, Safety Data Sheet and relevant risk assessment before your event.

Can we use oil-based haze?

No. Oil-based haze is not permitted.

Can we use confetti?

Paper confetti may be considered subject to prior approval. Glitter is not permitted. Additional cleaning charges may apply.

Can we use balloons?

Balloons are generally not permitted. Reusable beach-ball-style props may be considered by prior arrangement.

Can we use pyrotechnics, flame, smoke or other special effects?

Special effects must be discussed with and approved by the venue well in advance. Additional risk assessments, documentation, permits or controls may be required.

5.9. Photography, Filming & Recording

Can we have a photographer during the performance?

Yes, subject to prior approval and the requirements of the event.

Can photographers move around during the performance?

Once the house lights have been lowered, photographers are not permitted to move around the auditorium without prior approval from the Technical Supervisor. This assists with patron safety and minimises disruption to the performance.

Can photographers stand in the aisles?

No. Aisles exits and access paths must always remain clear. Photography locations should be agreed with the venue before the performance.

Can we film or record our performance?

Recording may be possible provided the hirer holds all required rights and permissions. Please advise us in advance where cameras, tripods, additional cabling, audio feeds or dedicated camera positions are required.

Can cameras or tripods be positioned in the auditorium?

Potentially, subject to approval. Equipment must not obstruct aisles, exits, accessible seating positions, patron access or audience sightlines.

5.10. Safety & Technical Access

Can our crew access all technical areas?

No. Access to technical and high-risk areas is restricted. Access may require approval, appropriate induction and supervision by venue staff.

Does everyone need a venue induction?

Yes. All cast, crew, contractors, suppliers and support personnel working or participating in activities at the venue must complete a venue induction before commencing activities onsite.

The induction provides important information about venue safety requirements, emergency and evacuation procedures, restricted areas, backstage access, amenities, incident reporting and expected conduct while onsite.

Additional or task-specific inductions may also be required for personnel accessing technical or high-risk areas or undertaking activities such as working at heights, operating equipment or working within restricted areas.

All external personnel must follow the directions of venue staff and comply with venue safety procedures while onsite.

What happens if an activity is considered unsafe?

Venue staff may stop or modify an activity where there is a safety concern or where the activity does not comply with venue procedures or approved event arrangements.

The activity may resume once appropriate controls have been agreed and implemented.