

About the Friends of the Theatre

Friends of the Theatre is a group of people who have come together to support the Pilbeam Theatre to foster the use of the complex by more local groups and to encourage more people to attend Theatre productions. Along the way of course they are ensuring that theatre going is more enjoyable to all concerned and are making many new friends.



Support groups have been part of the theatre scene for many years - when the Pilbeam Theatre first opened it was staffed almost wholly by volunteers from the local Queensland Arts Council branch - and a number of other cities and towns around Queensland, such as Mackay, also have Friends of the Theatre. Mackay has had Friends of the Theatre providing Front of House staff for the Mackay Entertainment Centre since it opened in 1989. The new Friends of the Theatre Inc recommenced in October 1991 and has been operating at the Pilbeam Theatre since January 1992.

After receiving training, Friends of the Theatre staff the theatre as ushers, bar attendants, coffee attendants, candy bar attendants and program and merchandise sellers.

It is easy to recognise a Friend of the Theatre by the logo on their uniform.

THE WHOLE COMMUNITY BENEFITS from the work of the Friends of the Theatre. It is now more affordable for local groups to use the Pilbeam Theatre, there are more shows coming to Rockhampton and local business benefits from this increased activity. Best of all YOU will benefit from the fellowship and the learning of new skills, as well as receiving a Friends of the Theatre voucher each time that you work. These vouchers can be used to redeem tickets for most performances held at the theatre eg a ticket costing \$15.00 or less can be redeemed with 2 vouchers, a ticket costing \$25 or less can be redeemed with 3 vouchers etc. Any performance that is presented by the Rockhampton Regional Council requires only 3 vouchers regardless of the cost of tickets.

HOW TO BECOME A FRIEND OF THE THEATRE

You can easily become a member of the Friends organisation simply by asking at the Pilbeam Theatre Box Office for a membership form or phoning the theatre on 4927 4111 and the staff will be happy to mail or email a membership form to you. As a Friend of the Theatre you are required to volunteer for a *minimum of four shifts per year* and will receive discounts on tickets to most shows presented in the Pilbeam Theatre and as an active member you will become involved in the Front of House operations.

Remember, members receive discounts on tickets for a number of performances, invites to special Friends functions during the course of the year, advance information on all forthcoming shows and receive the bi-monthly 'Spotlight'. You will also receive a **Discount (10%) on purchases at the Bar and Candy Bar on presentation of your current membership card.**

AIMS OF FRIENDS OF THE THEATRE

- ❖ *To increase theatre and show patronage in Rockhampton*
- ❖ *To make Rockhampton Regional Council venues more accessible to local organisations*

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❖ *To make theatre and show-going more enjoyable for all concerned*

INFORMATION FOR OUR VOLUNTEERING FRIENDS

THE FRIENDS ROOM – The office next to the ladies rest room opposite the Theatre Bar has been set aside just for the Friends of the Theatre. Here you will find the Sign On Book - Rosters for up-coming performances - Lockers for each working Friend for personal belongings - Spare copies of Training Manuals etc.

ROSTERING – Friends of the Theatre Volunteers are required to volunteer for a *minimum of four shifts per year*. It is much preferred if our Friends volunteers come in to the Theatre and put their names on the performance rosters themselves or alternatively you can call Beth Tootell on 49284441 (Bar, Wine Bar and Coffee) or Penny Moraitis on 0403 497 950 or 0423 852 598 (Ushers, Candy Bar and Merchandise) or the Box Office on 4927 4111 and check if there are spaces available. The Friends do have a member who takes care of the overall rostering but we only tend to phone people if we urgently need staff to fill various positions. Remember if the roster looks full and you would like to work please put your name on the reserve list as there are nearly always cancellations due to illness etc. If cancelling on the day of your shift, please try to give at least two hours' notice to allow ample time for a replacement to be found.

TRAINING - The Friends try to run training sessions for all of the work areas once or twice a year (we would do this more often but it is very difficult to schedule as the theatre is always very busy). It is really important to attend these sessions either as a new volunteer or just as a refresher. We know as a new volunteer it is usually not always possible to attend these training sessions before you are rostered on, but if you are a trainee you would almost always be rostered on with an experienced worker. Training manuals are always available in your Friends area. Also, it is important when working for the first time to read the fire evacuation procedures and sign the register to acknowledge that you have read this.

WHEN YOU ARRIVE FOR WORK - It is important that you sign on (don't forget to sign off before you leave). This is for insurance purposes and also in the event of an emergency such as fire.

DID YOU KNOW - That when you, as a Friend of the Theatre volunteer your time to work at the Pilbeam Theatre and other venues as may be required, you receive a performance voucher.

VOUCHER REDEMPTION - On most performances solely presented by Rockhampton Regional Council there are unlimited tickets available to Friends of the Theatre for performance voucher conversion. When you receive your Spotlight Brochure in the mail these shows are marked with the Friends Logo. On all other performances there is a limit of six tickets available. These six seats have kindly been made available by the promoters of these events (the hirer of the venue) for this purpose. Sometimes local hirers in appreciation of the Friends of the Theatre's work will make more than the six seats available. Check at the Box office.

For the shows when only six seats are available - when these have been issued and there are still Friends who would like to use their performance vouchers you are now able to put your name on a wait list in the event that if one or two days prior to the event, management is sure that not all of the Theatre House seats will be required, the Box Office will ring the first names on that wait list.

HOUSE SEATS - Quite often when you come to a performance at the theatre you may notice that there are often empty seats in Row L. These are the House Seats which are always kept on hold for unexpected guests, sponsors or for use by the Mayor and Councillors. These seats are also kept on hold in case of emergencies, such as people who come to see the show on Friday night but have tickets for Saturday night. This always happens when there is a full house, so rather than send them away or cause a disturbance in the auditorium the Ushers after consultation with the House Manager can usually relocate these patrons in the house seats. (As all ushers know if there is going to be a problem it is always on a full house and it is always comforting to know that if a problem arises there is a solution).

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Note: These House Seats are not usually released for sale until the performance starts and the staff know that all patrons are comfortably seated. If it is a full house late ticket buyers will sometimes wait at the Box Office for the release of these seats. Likewise Friends of the Theatre who want to convert their vouchers for any of the shows where they have missed out on the limit of six Friends tickets might also like to wait at the Box Office on the chance that the House Seats are released and if there is nobody waiting to purchase tickets you will be most welcome to use your vouchers.

You might like to ring the Box Office on the night of the performance to see if there is any likelihood of these seats becoming available at the start of the performance. The Box Office opens one hour and a half before each performance.

HAVE YOU EVER THOUGHT - How do the Friends of the Theatre earn the capital to do all the good work that they do in the local community by way of Bursaries, purchase of special lighting and sound equipment for the Theatre and sponsorships for Rockhampton Regional Council produced Musicals. Your memberships obviously contribute to this but did you know that the Friends of the Theatre Rockhampton Inc. is in fact contracted to the Rockhampton Regional Council to provide staff principally to the Pilbeam Theatre and for this work the organisation is paid. You will probably be staggered to know that the Friends in the past twenty-four years have earned in excess of \$470,852 for their efforts. Likewise you will be equally surprised when you read the list below of the items this money has been used for.

1992	New Hot Water Urn and associated plumbing for Green Room	\$877
	Chaser Lights for the Balcony	\$2,000
1993	Monitors for Sound Locks & Bar	\$1,342
	2 Tracspots (moving lights)	\$4,045
	6 Radio Lapel Mic Systems	\$7,348
1994	Dance Flooring (Tarquet)	\$5,400
	Music Stands and Chairs (for orchestras)	\$7,800
	Speakers for Sound System	\$5,600
1995	Refurbish Foyer Chairs	\$3,134
	6 Radio lapel Mic Systems	\$6,700
	Pro Mix Desk (Sound)	\$2,800
1996	2 Usher Chairs for Sound Locks	\$236
	Choir Stands	\$11,500
1997	Hot water urn for Morning Melodies	\$190
	Sound Mixing Desk	\$2,135
	Baby Change Table	\$590
1998	Outdoor furniture (Bar area)	\$1,983
	Colour Scrollers	\$5,200
	Update Radio Mics	\$9,024
	Electric Hoist (to replace manual system)	\$8,850
1999	Computer	\$1,961
	2 Martin Pro Lights	\$2,089
	Portable Bar and 2 Function tables	\$1,122
2000	New Glasswasher for the Bar	\$1,731
	Rear Projector & Screen	\$7,250
	New Bar Stools for the Bar	\$1,007
	Replace Table Tops in the Bar	\$768

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2001	Hazer Unit (New type of Smoke Machine used for special effects)	\$1,628
2002	2 Sub woofers to complement the existing sound equipment	\$2,880
	Television, Video and DVD Player and Stand for the Foyer	\$1,200
2003	Assist with the purchase of a Scissor Lift	\$4,000
	New monitors for dressing rooms and upstairs foyer and upgrade of existing monitors. New in-house camera.	\$10,000
2004	Upgrade the Chaser Lights on the Theatre Balcony	\$1,000
	Soft Furnishings for Dressing Room 1 & 2	\$3,000
	Payment towards the cost of 6 new MACENTOUR moving lights	\$11,000
	Payment towards the cost of two new Lead Light panels in the Bar	\$1,000
	Auditorium pre-show announcement system	\$1,200
2005	3 Additional Stage Fly Lines	\$10,500
	Upgrade of the Theatre Bar to incorporate new queueing system	\$4,189
	Inductive Hearing Loop System for the auditorium	\$970
2006	Sony Network Player and LCD Screen (for in house advertising)	\$6,000
2007	Paging System for Front of House and Bar Staff	\$3,600
2008	Purchase of New Furniture for the Green Room	\$3,660
	Purchase of Hazer (Latest Model Smoke Machine)	\$6,415
	Supplement the Purchase of New Furniture for the Theatre Bar	\$5,401
	Purchase of 2 nd Large LCD Screen for Theatre Bar	\$3,000
2009	Purchase of New Bar Runners for Theatre Bar	\$400
	Donation towards the cost of Ticket Scanners & Airport Network Extension	\$5,000
2009	Purchase of Dry Ice Fog Machine	\$1,840
2009	Purchase of four 2-Way X-Array Fill Loudspeakers	\$6,036
2010	Purchase of Strobe Special Effects Lighting	\$3,000
2011	Cover cost to upgrade Wardrobe Racks	\$2,000
2011	Replace Monitors in the Auditorium & Locks	\$2,500
2012	Purchase of new Pager System	\$4,600
2012	Purchase of Nespresso Machine for the Bar	\$2,995
2013	Purchase of new Bar Tables and Chairs and Chair Rack	\$4,384
2013	Bar Runners and Cloths for Bar & Foyer	\$650
2013	Purchase of Two Door Fridge for the Wine Bar	\$6,000
2014	Purchase of Fog Machine	\$4,500
2015	Purchase of Bar and Upper Balcony Lighting	\$1,850

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2016	New Vending Machine for Foyer	\$10,000
	LED Screen for above the Loading Dock	\$30,000

Purchases as at 30th June 2016 Total approx \$269,080

Training - Responsible Service of Alcohol for Bar Staff 2008	\$2,297
Training - Responsible Service of Alcohol for Bar Staff 2011	\$900
Training - Responsible Service of Alcohol for Bar Staff 2012	\$600
Training - Responsible Service of Alcohol for Bar Staff 2015	\$150
Sponsorships to Date: 30/06/2016	\$177,225
Bursaries to Date: 30/06/2016	\$17,700
Friends of the Theatre Assets	\$2,900
 Total	 <u>\$201,772</u>
 Grand Total	 <u>\$470,852</u>

You will have read earlier that one of the aims of the Friends is to make Rockhampton Regional Council venues more accessible to local organisations.

This has been done by the Friends of the Theatre by way of purchasing state of the art equipment, and all of this equipment is made available to, and used consistently by local hirers at no extra cost. If this equipment was not permanently available and being constantly upgraded, our local schools for instance would have to hire in this equipment at quite considerable cost to themselves.

The Pilbeam Theatre is now recognised as one of the most up to date Theatres in Australia and this has been made possible in part by the extraordinary efforts of your organisation.

Keep up the good work, the volunteering of your time is greatly appreciated by the many people who regularly use all of Council's venues as performers, and just as importantly by our Theatregoers who come to the Theatre for an enjoyable evening of entertainment.