

**> BE COVID SAFE.  
HELP NSW STAY IN BUSINESS.**



<b>COVID-19 Safety Plan Entertainment facilities</b>	<b>VERSION 10.2 15/12/2021</b>	<b>DO NOT REMOVE</b>
<b>BUSINESS DETAILS</b>		
<b>Business name</b>	Riverside Theatres	
<b>Business location (town, suburb or postcode)</b>	Parramatta, NSW 2150	
<b>Primary business type</b>	Cinemas, theatres & concert halls	
<b>Secondary business types</b>	Food & drink premises – Indoor recreation facilities (dance & drama studios)	
<b>Completed by</b>	Mike Brew – Riverside Operations Manager – 02 8839 3361	
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<b>Effective Date</b>	15 <sup>th</sup> December 2021	
<b>Version control (date completed / updated)</b>	Version 10.2 – 16 <sup>th</sup> December 2021	

**> BUSINESS RULES IN NSW**

Reduced COVID-19 restrictions are in place in NSW from 15 December 2021.

Some rules have changed, including

- density limits no longer apply
- most premises are open to all people, regardless of vaccination status
- proof of vaccination is not required at many venues
- QR check-in is now only needed for certain high-contact premises
- face masks no longer need to be worn in many indoor areas.

Check the rules at <https://www.nsw.gov.au/covid-19/rules> that apply to everyone in NSW.

**Although the public health orders now permit entry to businesses for people who are not fully vaccinated, some businesses may make it a condition of entry that you are fully vaccinated, need to sign in or wear a face mask.**

NSW Health strongly advises people get fully vaccinated and wear a face mask where they cannot socially distance.

**> KEEPING ALL OUR VISITORS AND STAFF SAFE**

Riverside Theatres is a registered COVID Safe venue. We have enhanced health and hygiene measures in place to put the health and safety of all visitors and staff at the forefront of all our operations. Vaccination is critical in helping to protect our community from COVID-19 and is an important part of our COVID-safe plan. For this reason, we are extending the requirement for vaccination as a condition of entry to the venue for all patrons aged 16 years and over unless lawfully exempt.

**This policy shall remain in place until 31st January 2022 and will be reviewed again at that time.**

This COVID-19 Safety Plan incorporates CoP policies, restrictions, and requirements across all areas of our business including Entertainment facilities for performance theatre, Hospitality for the bar and function events and Gyms and indoor recreation facilities for rehearsal studio use.

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Condition of the PHO	Policy of CoP & the Venue	1. Wellbeing of Staff and Customers
	◆	<p><b>Exclude staff, volunteers, visitors, and customers who are unwell from the premises.</b></p> <p>How will we do this?</p> <p>1.1 Conditions of Entry include instructions for staff &amp; visitors to stay away from venue if unwell</p> <p>1.2 Terms and conditions for ticket holders include key messaging that patrons should stay away from the venue if unwell and include refund/exchange options</p>
	◆	<p><b>Provide staff with information and training on COVID-19, including COVID-19 vaccination, when to get tested, physical distancing, wearing masks and cleaning. Train staff in the process of how to collect and store contact details of all visitors.</b></p> <p>How will we do this?</p> <p>2.1. Regular COVIDSafe news and updates are sent to all staff from the City of Parramatta People &amp; Culture / WHS team.</p> <p>2.2. Staff can use the online resource to check symptoms: <a href="https://www.health.gov.au/resources/apps-and-tools/healthdirect-coronavirus-covid-19-symptom-checker">https://www.health.gov.au/resources/apps-and-tools/healthdirect-coronavirus-covid-19-symptom-checker</a></p> <p>2.3. Staff are encouraged to participate in Learning &amp; Development training modules aimed at assisting staff to be COVIDSafe.</p> <p>2.4. Staff are notified and made aware that the current requirements for the wearing of face masks strongly recommended.</p> <p>2.5. Staff are aware of the correct fitting of facemasks, covering mouth and nose must be always observed while onsite, and it could be their duty to communicate this to visitors / patrons if required.</p> <p>2.6. Physical distancing, mask wearing signage placed in public and staff areas of the venue for reference.</p> <p>2.7. Face mask announcement messaging is available to be played in foyers and the courtyard when busy.</p> <p>2.8. Staff have been trained in the additional COVIDSafe cleaning requirements and are aware of the increased COVIDSafe cleaning requirements and cleaning checklists within the venue.</p> <p>2.9. Staff have been trained in the process of collecting and storing contact details of all visitors electronically and appropriate resource materials have been provided from Service NSW.</p>
	◆	<p><b>Display conditions of entry including requirements to stay away if unwell, COVID-19 vaccination and record keeping.</b></p> <p>How will we do this?</p> <p>3.1. Up to date Patron Safety &amp; Entry Guidelines (Conditions of Entry) are displayed at venue entrances and on the Riverside website. Included in this are the requirements to stay away if unwell, the mandatory check-in process and the requirement to display COVID-19 vaccination status prior to entry.</p> <p>3.2. Pre-attendance communications are provided to all visitors to Riverside via email including the requirement to stay away if unwell and the options for refunds and exchanges. Also included is a reminder that it is a condition of entry to sign in via Services NSW and to display their vaccination status.</p>
	◆	<p><b>Take reasonable steps to ensure all people aged 16 and over on the premises are fully vaccinated or have a medical exemption (including staff, customers and contractors).</b></p> <p>How will we do this?</p> <p>4.1. CoP have a COVID Vaccination Policy that staff must abide by as a condition of their employment.</p> <p>4.2. Staff and associates acting on behalf of Riverside will be trained on ways to check proof of COVID-19 vaccination status (or a valid exemption) and what to do if someone refused to be checked or is not vaccinated.</p> <p>4.3. Riverside staff and any associate acting on behalf of Riverside must check the vaccination status of all visitors prior to granting entry to the venue in line with the CoP COVID Vaccination Policy.</p> <p>4.4. Posters outlining vaccination requirements and Service NSW QR codes will be clearly visible at entrances to the venue and rehearsal studios.</p> <p>4.5. Posters on how to check vaccination requirements will be posted at venue entrances for staff and visitor reference.</p> <p>4.6. Customers will be notified of the vaccination requirement at the time of purchasing a ticket; in a reminder email prior to attending the venue for the event; and within the Patron Safety &amp; Entry Guidelines as posted on the website and at venue entrances.</p>

Condition of the PHO	Policy of CoP & the Venue	<h1 style="text-align: center; color: white;">1. Wellbeing of Staff and Customers</h1>
	<p>◆</p>	<p><b>People aged under 16 who are not fully vaccinated must be accompanied by a fully vaccinated member of their household</b></p> <p>How will we do this?</p> <p><b>5.1. Young person identified as a <u>patron</u> to watch a performance:</b>            People under 16 who are not fully vaccinated will not be admitted into the premises under any circumstance without being accompanied by a fully vaccinated member of their household of 16 years and older who can both sign in using Services NSW and provide their own vaccination status. The young person will be required to remain with the household member for the duration of their visit to Riverside and vice versa.</p> <p><b>5.2. Young person identified as a <u>performer</u> to participate in a performance:</b>            To maximise the safety of our performing companies and patrons visiting and seated in the venues in close proximity, the following exceptions will apply for the Riverside Theatres business unit until further notice:</p> <p>5.2.1. <u>Fully Vaccinated</u> young persons between the ages of 12 and 16 can be permitted to perform in groups of greater 20+ if they are accompanied by fully vaccinated 'performers chaperone' on the basis of a 1:10 ratio.</p> <p>5.2.2. <u>Unvaccinated</u> young persons from 12 – 15 years of age performing in a non-professional capacity will be prevented from being able to perform or congregate as larger performance groups of greater than 20+ in the Back of House areas of the venue <u>unless</u> they are accompanied by fully vaccinated 'performers chaperone' on the basis of a 1:10 ratio and;</p> <p>5.2.2.1. Provide evidence that they have received at least one dose of an approved COVID-19 vaccine administered by an authorised provider; or</p> <p>5.2.2.2. Provide official evidence via text message or email notification from NSW Health of a negative COVID PCR Test result obtained not more than 36 hours prior to the entry time at the venue, or</p> <p>5.2.2.3. Pass a negative test result for a commercially available Rapid Antigen COVID test carried out on arrival at, but prior to admission into, the venue on each day of performance, <u>with such tests to be administered by the hirer, production company or contracted provider</u>, at the hirer or production companies cost.</p> <p>5.2.3. <u>Unvaccinated</u> young persons from 3 – 12 years of age performing in a non-professional capacity will be prevented from being able to perform or congregate as larger performance groups of greater than 20+ in the Back of House areas of the venue <u>unless</u> they are accompanied by fully vaccinated 'performers chaperone' on the basis of a 1:10 ration and:</p> <p>5.2.3.1. Provide official evidence via text message or email notification from NSW Health of a negative COVID PCR Test result obtained not more than 36 hours prior to the entry time at the venue, or</p> <p>5.2.3.2. Pass a negative test result for a commercially available Rapid Antigen COVID test carried out on arrival at, but prior to admission into, the venue on each day of performance, <u>with such tests to be administered by the hirer, production company or contracted provider</u>, at the hirer or production companies cost.</p> <p><b>5.3. Young person with a valid medical exemption:</b>            Any patron, contractor or performer wishing to access the venue in any capacity, who has been granted a valid medical exemption in the form as published and approved by NSW Health, shall be exempted from the above requirements.</p>
<p>◆</p>	<p>◆</p>	<p><b>As per CoP &amp; Venue Policy, face masks must be worn by all staff and customers in indoor areas including the courtyard, unless exempt.</b></p> <p><b>As per the PHO, face masks must be worn by all front facing non-fully vaccinated staff in an indoor area.</b></p> <p>How will we do this?</p> <p><b>6.1.</b> As per the CoP COVID Vaccination Policy, no staff will be engaged in front facing staff unless they are fully vaccinated.</p> <p><b>6.2.</b> Mandatory face mask wearing is listed as a condition of entry on both the website and at venue entry points. This will be enforced by security check points upon entering the venue and by front facing staff in the venue.</p> <p><b>6.3.</b> Disposable masks are available to visitors and staff at venue entry points</p> <p><b>6.4.</b> Patrons may remove their masks to eat and drink and may be required to remove their masks to confirm their identify such as ID checks at the bar.</p> <p><b>6.5.</b> Performers are not required to wear masks on stage</p>

Condition of the PHO	Policy of Cop & the Venue	<h1 style="margin: 0;">2. Physical Distancing</h1>
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- ◆ **Ensure 1.5m physical distancing where possible and avoid congestion of people in specific areas where possible, including:**
  - **At points of mixing or queuing**
  - **Between seated groups**
  - **Between staff**

How will we do this?

7.1. Capacity guidelines for functions including all preshow, interval and post-show functions, meetings etc are considered during planning of these events. The following table outlines these guideline capacity numbers:

Space	Capacity Guideline (based on 1 per 2)
Courtyard (considered indoor)	200 (fire regulation limit)
Foyer	205
Riverside stage for functions	142
Lennox for functions & meetings	115
Raffertys for functions & meetings	51
Riverside Rehearsal Studio	77
Northmead Rehearsal Studio	57

- 7.2. Tension tape queueing systems with 1.5m labelling on the tape, used to assist in queueing and supporting 1.5m physical distancing in entry areas, foyer bar areas and courtyard (when required).
- 7.3. Smaller rooms like bathrooms, offices, storerooms etc have capacity signage guidelines displayed at the entries and within the rooms aligning with 1 per 2 square meter calculations for guidance.
- 7.4. Traffic management plans are designed to assist in the flow of people preshow, interval and post show with considerations around multi-theatre start, interval and finish times to ease congestion on the foyer.
- 7.5. Seating plans have been adjusted as reasonably practical to spread audience evenly throughout all available seating positions in all venues. Includes utilising the 3 levels in Riverside when applicable.
- 7.6. Foyer and courtyard tables, chairs, bench seats and couches are positioned to support 1.5m physical distancing. This furniture placement is also monitored regularly to ensure it is reset following use.
- 7.7. Office spaces, dressing rooms, storerooms, green rooms etc have up to date capacity signage guidelines on key entrances and/or within the spaces.
- 7.8. Staff, venue hirer and production performers and crew should observe physical distancing where possible in all non-public areas of the venue including offices, corridors, green room, dressing rooms, laundry, storage rooms, meeting rooms etc.
- 7.9. Floor stickers and floor arrows have been placed as a visual aid for patrons to follow paths of travel and as a reminder of physical distancing
- 7.10. Lollypop signage and AV screen signage is used to promote 1.5m physical distancing in areas of congestion such as front entry, bathroom, changeroom, kitchen and bar queues.
- 7.11. All internal doors to theatres must be fully opened to allow maximum movement and spacing of patrons.
- 7.12. Heating to be used in the courtyard to encourage patrons to use the courtyard area in winter months reducing congestion in the foyers where possible.

## 3. Ventilation

Condition of the PHO	Policy of Cop & the Venue	
	◆	<p><b>Use outdoor settings wherever possible.</b></p> <p>How will we do this?</p> <p>8.1. Utilisation of the courtyard for waiting patrons pre-show and interval.</p> <p>8.2. Use of voice messaging encouraging patrons to use the courtyard or loggia while waiting prior to a production and/or at interval</p> <p>8.3. Use of visual signage encouraging patrons to use the outside.</p> <p>8.4. Staff, performers, crew etc encouraged to use outside of the space for breaks etc.</p>
	◆	<p><b>In indoor areas, increase natural ventilation by opening windows and doors where possible.</b></p> <p>How will we do this?</p> <p>9.1. Foyer main auto-doors set to open override while manned by minimum of 2 staff</p> <p>9.2. Courtyard auto-doors set to open override while open to the public and in favourable weather conditions.</p> <p>9.3. Lower dressing rooms have windows that can open. Add signage to windows encouraging performers and crew to open windows for ventilation but also be mindful of privacy and security.</p> <p>9.4. Upper dressing rooms do not have opening windows. Strict considerations of room capacity should be adhered to.</p> <p>9.5. Dressing room doors should be open as much as possible to allow maximum ventilation.</p> <p>9.6. Sub-stage is not to be used as a holding room due to the non-ventilation of that space. As an orchestra room where doors will be open and allowing for cross-ventilation will be allowed.</p> <p>9.7. Office doors to be open as much as possible unless the security of the venue could be compromised during public hours.</p> <p>9.8. Office windows opened if possible during business hours.</p> <p>9.9. Studio doors should be open where applicable without compromising security.</p> <p>9.10. Studio windows (Northmead) should be opened if possible during studio usage.</p>
	◆	<p><b>In indoor areas, increase mechanical ventilation where possible by optimising air conditioning or other system settings (such as by maximising the intake of outside air and reducing or avoiding recirculation of air).</b></p> <p>How will we do this?</p> <p>10.1. All exhaust fan systems verified and checked they are working and scheduled accordingly to venue use.</p> <p>10.2. Riverside rehearsal studio HVAC system to be checked and modified if required to supply percentage of outside air without compromising its ability to heat or cool.</p> <p>10.3. Riverside, Lennox and Raffertys HVAC systems to be checked and modified if required to supply a percentage of outside air without compromising the ability to heat or cool as well as ability to manage CO2 levels and automatic handling changeovers to use favourable outdoor weather temperatures.</p> <p>10.4. Foyer HVAC systems to be adjusted to allow manual setting override for outside air intake and hot air exhaust.</p> <p>10.5. Office HVAC system to be checked and modified if possible, to supply a percentage of outside air without compromising its ability to heat or cool.</p>
	◆	<p><b>Ensure mechanical ventilation systems are regularly maintained to optimise performance (for example through regular filter cleaning or filter changes).</b></p> <p>How will we do this?</p> <p>11.1. The venue main HVAC systems are regularly maintained, and filters checked, cleaned, or replaced when required. This is organised as part of the SLA carried by City of Parramatta Operations and carried out by A.G.Coombs.</p>

Condition of the PHO	Policy of Cop & the Venue	3. Hygiene and Cleaning
	◆	<p><b>Adopt good hand hygiene practices. Have hand sanitiser at key points around the venue.</b></p> <p>How will we do this?</p> <p><b>12.1.</b> Signage of correct method of handwashing located at all handwashing facilities</p> <p><b>12.2.</b> Touchless and pump action hand sanitisation stations are installed in key areas across all sites and nearby to bathroom facilities.</p> <p><b>12.3.</b> Toilet seat sanitiser sprays are located in all front of house bathroom stalls</p>
	◆	<p><b>Ensure bathrooms are well stocked with hand soap and paper towels or hand dryers.</b></p> <p>How will we do this?</p> <p><b>13.1.</b> Pre-interval and post-performance OR daily for non-performance days; stock check and cleaning of front of house and administration bathrooms.</p> <p><b>13.2.</b> Post-performance / event stock check and cleaning of back of house bathrooms providing production company / venue hirer grant Riverside access.</p> <p><b>13.3.</b> Storage areas well stocked to ensure there is no shortage of supplies.</p> <p><b>13.4.</b> Regular check of hand dryers for correct function and working condition.</p>
	◆	<p><b>Clean frequently used indoor hard surface areas at least daily with detergent/disinfectant.</b></p> <p>How will we do this?</p> <p><b>14.1.</b> Cleaning Standard Operation Procedure upgraded to include COVIDSafe cleaning.</p> <p><b>14.2.</b> Checklists for the daily cleaning of bathrooms, offices and meeting rooms installed, maintained and audited.</p> <p><b>14.3.</b> Frequency of cleaning increased during the hours public are onsite.</p> <p><b>14.4.</b> Disinfectant wipes available for staff to wipe down shared equipment.</p>

Condition of the PHO	Policy of CoP & the Venue	4. Record Keeping
◆		<p><b>Use the NSW Government QR code system to collect an electronic record of the name, contact number and entry time for all staff, customers and contractors.</b></p> <p>How will we do this?</p> <p><b>15.1.</b> It is a mandatory requirement for our venue type that all staff are to sign in using the Services NSW app when attending the main venue, for work or leisure. This will be the responsibility of department managers and coordinators to ensure staff are compliant.</p> <p><b>15.2.</b> It is a mandatory requirement for our venue type that all patrons are to sign in using the Services NSW app at the time of entry into the foyer and is part of our Conditions of Entry. It is the responsibility of the Front of House department that this is compliant.</p> <p><b>15.3.</b> It is a mandatory requirement for our venue type that all production company staff including performers and crew are to sign in at stage door or studio entries using the Services NSW app at the time of entry. It is the responsibility of the technical department that this is compliant.</p> <p><b>15.4.</b> It is a mandatory requirement for our venue type that all other visitors (contactors, family members of staff, CoP staff, box office enquiry visitors, public using the bathroom facilities etc) are to sign in using the Services NSW app at the time of entry. It is the responsibility of the staff member allowing visitors in that this is compliant.</p>
◆		<p><b>Processes must be in place to ensure that people provide the required contact information, such as by checking phones for the green tick to confirm they have checked in (keeping 1.5m physical distance between staff and patrons). QR codes should be clearly visible and accessible including at entrances to the premises.</b></p> <p>How will we do this?</p> <p><b>16.1.</b> It is the responsibility of department managers and coordinators of casual staff to ensure staff are compliant and checking in when attending site.</p> <p><b>16.2.</b> Front of House staff will request patrons to display the green Services NSW tick that they have successfully signed in prior to admittance.</p> <p><b>16.3.</b> Stage door or technical staff will request production company and venue hirer staff including performers and crew to display the green Services NSW tick that they have successfully signed in prior to admittance.</p> <p><b>16.4.</b> Riverside staff allowing access by all other visitors are to check for the green Services NSW tick that the visitor has successfully signed in prior to admittance.</p> <p><b>16.5.</b> Multiple electronic check-in QR posters are setup on the front loggia when open to the public for productions / events.</p> <p><b>16.6.</b> Multiple QR posters are on display at stage door</p> <p><b>16.7.</b> Multiple QR posters are on display in the main entry when open for general box office hours.</p>
◆		<p><b>If a person is unable to provide contact details, for example due to age or language barriers, another person may provide contact details on their behalf. If it is not possible for check-in to occur, keep a record of the name, contact number and entry time for all staff, customers and contractors for a period of at least 28 days. These records must be provided in an electronic format such as a spreadsheet as soon as possible, but within 4 hours, upon request from an authorised officer.</b></p> <p>How will we do this?</p> <p><b>17.1. Staff Sign in Procedure</b></p> <ol style="list-style-type: none"> <li>1. Use the Services NSW QR code to sign in at the front door or stage door.</li> <li>2. Failing the ability to sign in electronically using Services NSW QR code the staff member should then be directed by their line supervisor/manager to fill in a paper contact form which would then be placed into the lock box at the main entry or at stage door. The form will be electronically entered and shredded by the facilities coordinator each day.</li> </ol> <p><b>17.2. General Patron/Visitor Sign in Procedure</b></p> <ol style="list-style-type: none"> <li>1. Use the Services NSW QR code to sign in and display successful sign in to Riverside staff member prior to entry into the venue.</li> <li>2. Failing the ability to sign in electronically using the Services NSW system (app doesn't work, don't have the app, can't install the app, can't log into the app, etc) the front of house staff member should use the concierge check in form on the FOH iPads.</li> <li>3. If the concierge check in form is down then a paper contact sheet should be used to sign in patrons and visitors and kept to be electronically entered and later shredded by the facilities coordinator each day.</li> </ol>

Condition of the PHO	Policy of Cop & the Venue	4. Record Keeping
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- 17.3. Assisting patrons/visitors with language barriers and/or disabilities Procedure**
1. Riverside staff member to try their best at communicating with patron to ascertain if there is a member of their party that can translate for them and use the Services NSW system to sign them in either directly or as a dependent.
  2. Failing the ability to sign in electronically using the Services NSW system (app doesn't work, don't have the app, can't install the app, can't log into the app, etc) the front of house staff member should use the concierge check in form on the FOH iPads with the translator patron/visitor to assist in checking the patron in.
  3. If the concierge check in form is down then a paper contact sheet should be used to sign in patrons and visitors and kept to be electronically entered and later shredded by the facilities coordinator each day.
- 17.4. Children or patron/visitor with a disability with no mobile phone access and accompanied by a parent/guardian/carer Procedure**
1. Parent/guardian/carer of the child and/or patron/visitor with a disability can use the Services NSW QR code to sign in themselves and include any dependents during their sign in. The parent/guardian/carer would then display a successful sign in to Riverside staff member prior to entry into the venue.
  2. Failing the ability to sign in electronically using the Services NSW system (app doesn't work, don't have the app, can't install the app, can't log into the app, etc) the front of house staff member should use the concierge check in form on the FOH iPads to sign in all patrons within the party.
  3. If the concierge check in form is down then a paper contact sheet should be used to sign in patrons and visitors and kept to be electronically entered and later shredded by the facilities coordinator each day.
- 17.5. School, Child Care, Aged Care and Disability Groups contact gathering Procedure**
1. The organiser of the group visiting Riverside Theatres has collected the name and phone of the person, and parent of any child, keeps those details in electronic format.
  2. The name and phone number of at least two persons who can be contacted at any time, including at night must be provided to Riverside Theatres, to be held for at least 28 days after the visit. They will be required to provide the information regarding record keeping of all individuals that were in their care as referred to in relevant public health orders.
  3. Riverside Theatres must, on request, provide the above record from clause to the Chief Health Officer, or an authorised officer within the meaning of the Public Health Act 2010, as soon as practicable, but not later than 4 hours, after the request is made.
- 17.6. In all other circumstances the person must sign in using the general patron / visitor electronic sign in procedure at the top of this page.**
- 17.7. Should access to the Riverside contact records database be required by an official contact tracer then the following contact tree should be observed:**

Title	Name	Phone	Email
Operations Manager	Mike Brew	(02) 8839 3361 Auto fwd to private mobile	<a href="mailto:mbrew_riverside@cityofparramatta.nsw.gov.au">mbrew_riverside@cityofparramatta.nsw.gov.au</a>
Technical Coordinator	Sean Clarke	(02) 8839 3390 Auto fwd to private mobile	<a href="mailto:sclarke_riverside@cityofparramatta.nsw.gov.au">sclarke_riverside@cityofparramatta.nsw.gov.au</a>
Director	Craig McMaster	(02) 9806 5055 0419 010 988 – private mobile	<a href="mailto:cmcmaster_riverside@cityofparramatta.nsw.gov.au">cmcmaster_riverside@cityofparramatta.nsw.gov.au</a>