



# Thirroul Village Committee

P.O. Box 123 Thirroul NSW 2515 [tvc@internode.on.net](mailto:tvc@internode.on.net) [ThirroulVillage.com](http://ThirroulVillage.com)

## Graffiti Free Thirroul SCOPE

Revision 00: 28Jun18 **Initial Draft**

Revision 01: 30Jun18 **First Revision**

Revision 02: 31Jan19 **Second Revision**



### AIM

The aim of the Thirroul Village Committee (TVC) Graffiti Committee is to develop strategies to control graffiti in the Thirroul area by working with the community, stakeholders and Wollongong City Council (WCC) to maintain the beautiful village.

**BENEFITS**

Reducing graffiti enhances the village.  
 Enhances community ownership and pride.  
 Reduces crime.  
 Maintains and improves community standards.

**BACKGROUND**

Illegal graffiti is vandalism.  
 There is a long history of graffiti attacks in the Thirroul area.  
 Meetings have been held with Wollongong City Council 25Aug14 (Roberta Costa) and Thirroul residents.  
 Previous meeting with Wollongong police at the Thirroul Community Centre discussed problems of disaffected youth in Wollongong, in particular car stealing and burning of vehicles at Bellambi Point, drug and alcohol problems, domestic violence and family breakdown. Police said graffiti in Thirroul is the least of their concerns as it is almost impossible to apprehend and arrest minors. In their own words 'Thirroul doesn't even come onto the radar'.  
 Residents removing graffiti attacks without permission from the property owner could be charged with vandalism by the police.

**ACTS OF PARLIAMENT RELATING TO ILLIGAL GRAFFITI**

Graffiti Control Act 2008 No 100 Current version dated 14 January 2018.

<https://www.legislation.nsw.gov.au/#/view/act/2008/100>

Electricity Supply Act

<https://www.legislation.nsw.gov.au/#/view/act/1995/94>

**STAKEHOLDERS**

Wollongong City Council [customerservice@wollongong.nsw.gov.au](mailto:customerservice@wollongong.nsw.gov.au)

Sydney Trains [https://www.sydneytrains.info/contact\\_us/feedback](https://www.sydneytrains.info/contact_us/feedback)

Endeavor Energy <http://www.endeavourenergy.com.au>

Roads and Maritime (RMS)

Telstra and NBN

Australia Post

Thirroul Community

**IN SCOPE**

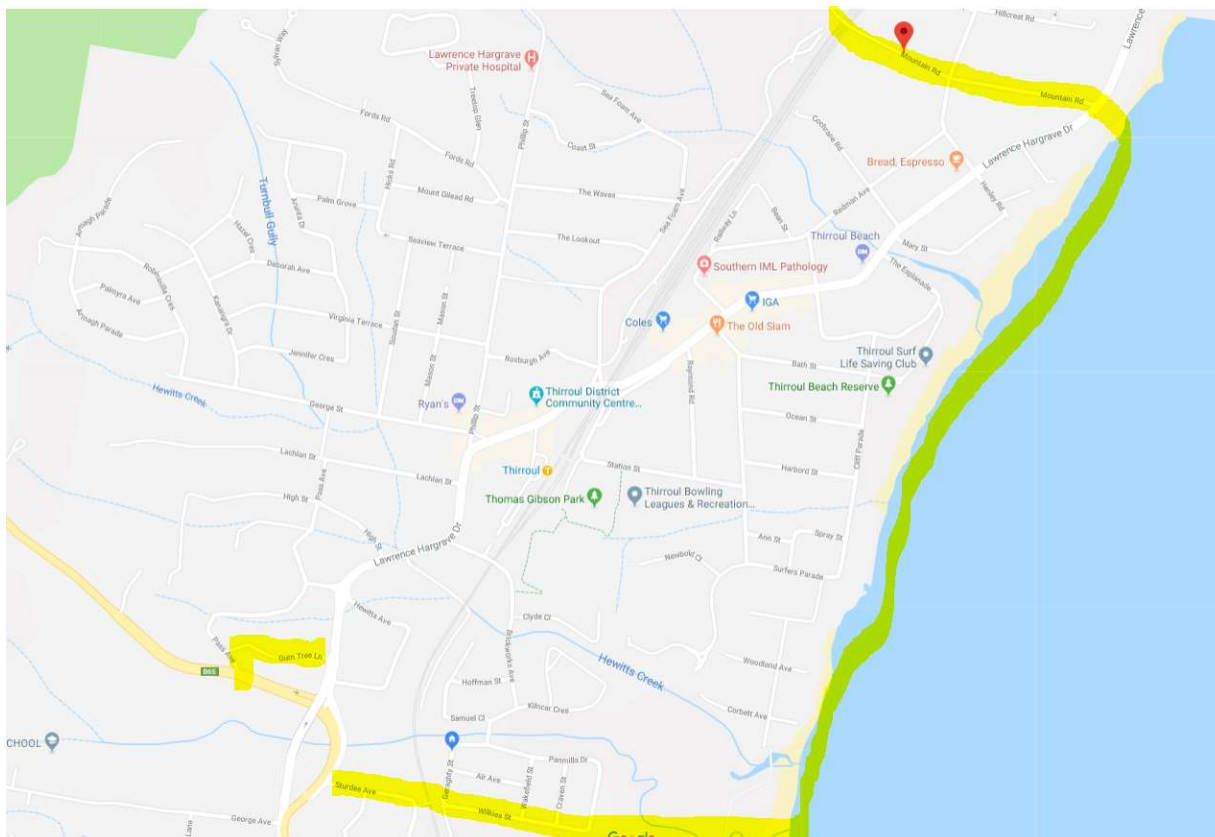
Thirroul area bounded:

North: Mountain Road

South: Wilkies St Bulli

East: Thirroul Beach

West: Gum Tree Lane



### IN SCOPE - Continued

Reporting and Authorised Self Removal of illegal graffiti on the following:

- a) WCC property
- b) State Rail property
- c) Endeavour Energy property
- d) RMS property
- e) Telstra
- f) NBN

All types of graffiti including small squiggle and bill posters.

### OUT OF SCOPE

Areas outside Thirroul Area

Approved street art.

We do not enforce the law.

### ASSUMPTIONS

1. Property owners will arrange restoration of graffiti attacks.
2. Police will enforce the law.
3. WCC will meet the obligation in the WCC Graffiti Policy

### RISK ASSESSMENT

TBA

## COMMUNICATION PLAN

1. The TVC Graffiti Committee shall meet at a mutually agreed location on a date and time agreed by the members.
2. Email and phone numbers are shared between members to encourage open communications about graffiti attacks and restoration.

## BUDGET

The TVC has a small budget funded by businesses in the community to remove graffiti.

## STRATEGY

The overall strategy of the TVC Graffiti Committee is to:

1. Report illegal graffiti attacks to the property owner and monitor restoration.
2. Work with stakeholders to reduce the frequency of attacks.
3. Assist police enforce the law and hold people responsible to account.

## PROCEDURES

Find graffiti control measures at Wollongong City Council Graffiti webpage:

<http://www.wollongong.nsw.gov.au/services/community/Pages/GraffitiManagement.aspx#gref>

Report graffiti attacks at Railways Stations and rolling stock at:

<https://transportnsw.info/contact-us/feedback/train-feedback>

Report graffiti attacks on Endeavour Energy property (poles, transformer cabinets, etc) at:

<http://www.endeavourenergy.com.au>

## WCC GRAFFITI REMOVAL PRIORITY

WCC Graffiti Policy, adopted by WCC Exec Mgt Committee 25Jun18.

Para 2 Prioritisation of Graffiti Removal on Council Assets (page 2)

Type 1 Racist, defamatory, offensive graffiti on Council assets and/or prominent sites or sites of significance.

Within 1 working day

Type 2 All non-offensive or other types of graffiti. Within 1 to 20 working days in accordance with Council's asset routine maintenance schedule.

NOTE: The priority removal time is relevant to the current level (number) of staff removing graffiti.

## REPEAT OFFENDERS

'ZEEK'

'SCOPE'

'FREE SCOPE'

'HOOPS'

'SILOeI''

"Tosma"

"DOPE"

## WCC ON-LINE REPORTING OF GRAFFITI

- Phone WCC on (02) 4227 7111
- Email [council@wollongong.nsw.gov.au](mailto:council@wollongong.nsw.gov.au)
- Send them a message via their Facebook page [www.facebook.com/askwcc](http://www.facebook.com/askwcc)
- Submit graffiti reports via Council's website

<http://www.wollongong.nsw.gov.au/customerserviceonline/reportit/Pages/default.aspx#gref>

- If you have a smartphone, you can also download the Report It app to report that way. Search for 'Wollongong Report It' on the Apple App Store or Google Play.

### 1. Register with WCC and report graffiti using their online webpage:



The screenshot shows the Wollongong City Council website. At the top, there is a navigation bar with links for Library, Tourist Parks, Leisure Centres, Botanic Garden, Golf Course, Memorial Gardens, Gallery, Community Centres, and Emergency. Below this is a banner for 'WOLLONGONG CITY COUNCIL' with the council's logo. A secondary navigation bar includes 'Our City', 'Council', 'Services & Projects', 'Planning & Development', and 'Community Facilities', along with a search bar. The main content area features a large orange banner for 'Halls for hire for all occasions' and 'WOLLONGONG COMMUNITY FACILITIES'. On the right side, there is a 'Customer Service Online' menu with options: 'Pay it', 'Report it' (highlighted in yellow and pointed to by a red arrow), 'Apply for it', 'Customer feedback', 'Contact', and 'Webchat'.

### 2. Report Graffiti attacks using the following email template:

[council@wollongong.nsw.gov.au](mailto:council@wollongong.nsw.gov.au)

Graffiti Report to Wollongong Council

The following is a report on a graffiti attack on council property. Appreciate if the council could arrange removal please.

Date Observed: [            ]

Repeat attack: Yes/No?

Date of last attack (if known): [            ]

Location: [            ]

Approx Size: [            ]

Surface used for the graffiti : [            ]

Material used to apply the graffiti: [            ]

Colour of graffiti: [            ]

Suggested Removal Process: [            ]

Offensive: Yes/No?

Photo attached: Yes/No?

Google Map Attached: Yes/No?

Your Name, address and contact number: [            ]

## STANDARD EMAIL TEMPLATE TO ENDEAVOUR ENERGY

[customer@endeavourenergy.com.au](mailto:customer@endeavourenergy.com.au)

Graffiti Report to Endeavour Energy,

Dear Sir/Madam,

The following is a report on a graffiti attack on Endeavour Energy property. Appreciate if you could arrange removal please. Let me know if you need more info or if I can help in any way.

Date Observed: [            ]

Repeat attack: Yes/No?

Date of last attack (if known): [            ]

Location: [            ]

Approx Size: [            ]

Surface used for the graffiti : [            ]

Material used to apply the graffiti: [            ]

Colour of graffiti: [            ]

Suggested Removal Process: [            ]

Offensive: Yes/No?

Photo attached: Yes/No?

Google Map Attached: Yes/No?

Your Name, address and contact number: [            ]

### NBN Boxes

Below is a webpage to report graffiti on NBN boxes.

<https://www2.nbnco.com.au/corporate-information/contact-us-form.html>

**Your nbn™ equipment has been damaged.**

If nbn™ equipment has been damaged at your premises, please submit your details in the [form below](#).

 [Complete the form below](#)

**Australia Post** recommend the following options to report graffiti attacks on Australia Post boxes. These can be the traditional red ones or the green transfer boxes.

There are 2 methods to report graffiti:

1. Use Facebook Messenger (private message) from a smart phone or computer to report as much detail as possible, exact location, date and time observed, your contact details, etc. You can attached a photo as well.
2. Use the Australia Post webpage. Following the link below and complete the on-line form. Unfortunately you can't attach a photo on the webpage, so provide as much detail as you can.

[https://auspost.com.au/help/#/contact\\_us/product\\_enquiry#category=Post\\_office\\_&\\_business\\_hub\\_services&subcategory=Post\\_office\\_boxes\\_&\\_bags](https://auspost.com.au/help/#/contact_us/product_enquiry#category=Post_office_&_business_hub_services&subcategory=Post_office_boxes_&_bags)

**POLICE ASSISTANCE LINE**

Police Assistance Line (PAL) - 131 444

<https://portal.police.nsw.gov.au/>

**LINKS**

WCC: <http://www.wollongong.nsw.gov.au/services/community/Pages/GraffitiManagement.aspx#gref>

Sydney Trains Feedback Webpage [https://www.sydneytrains.info/contact\\_us/feedback](https://www.sydneytrains.info/contact_us/feedback)

Endeavor Energy Website <http://www.endeavourenergy.com.au>

**CONTACT LIST**

Murray Jones [murrayjones@internode.on.net](mailto:murrayjones@internode.on.net) or [tvc@internode.on.net](mailto:tvc@internode.on.net) 0410 424 242

'John DALLA POZZA' [jandldp@bigpond.com](mailto:jandldp@bigpond.com)

'Ray Smith' [raysmith@aapt.net.au](mailto:raysmith@aapt.net.au)

'Catherine Philps' [rcmp72@bigpond.com](mailto:rcmp72@bigpond.com)

'Linda Cortie' [cortie.family@gmail.com](mailto:cortie.family@gmail.com)

Tony Horneman, [anthonyhorneman@bigpond.com](mailto:anthonyhorneman@bigpond.com) 0411 213 715

'Lynne Parker' [parkerlittleboat@bigpond.com](mailto:parkerlittleboat@bigpond.com) or [littleboat@bigpond.com](mailto:littleboat@bigpond.com)

'Paul Tuckerman' [paul@tuckerman.id.au](mailto:paul@tuckerman.id.au)

'John Mebberson' [mebberson@ozemail.com.au](mailto:mebberson@ozemail.com.au)

Barbara Mebberson [mebbersonb@bigpond.com](mailto:mebbersonb@bigpond.com)

Peter Spencer (Thirroul Guru) [thirroulguru@gmail.com](mailto:thirroulguru@gmail.com)

'Heath Rhind' [rhin1hea@police.nsw.gov.au](mailto:rhin1hea@police.nsw.gov.au)