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**GRAFFITI  
MANAGEMENT  
PLAN  
2022-2026**



At Sutherland Shire Council we do more than serve our community - we are our community.

We understand that our natural landscapes - the bays, beaches and bush - and our love of outdoor living gives us a unique energy that sets us apart from anywhere else.

This translates into an active community - and a living energy - that propels us forward.

To align our culture to our community we collaborate, respect, evolve and achieve - this energy can be seen in everything we do. From having a can-do attitude, to embracing opportunity and change, being people-centred and working together as one.

That's why Sutherland Shire is a place for life - its vibrancy brings people to life and makes it a place they want to stay forever.

It's our role to enhance the spirit of our area and its people.

Cover

Walk the Walls 2019  
Artist | Phibs

Prepared by Sutherland Shire Council

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## Acknowledgement of Country

Sutherland Shire Council acknowledges the Dharawal people as the Traditional Custodians of the land within Sutherland Shire. We value and celebrate Dharawal culture and language, and acknowledge Dharawal people's continuing connection to the land, the sea and community. We pay respect to the Elders and their families, past, present and emerging and through them, to all Aboriginal and Torres Strait Islander peoples.

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# 1. PURPOSE

The Graffiti Management Plan has been created to underpin, enhance and expand on Council's Graffiti Management Policy and to support the community's aspirations of a liveable place with a high quality of life and enhanced safety.

The Plan represents Council's management and treatment of graffiti vandalism including property owned by Council, private property and property owned by other government departments and agencies within the Sutherland Shire.

It expands on the Policy's outcomes and principles and highlights Council's commitment to partnering with the community, other key stakeholders and NSW Police to reduce the social, environmental and economic impact of graffiti vandalism.

It also provides situational analysis and details initiatives and outlines the proactive approach and plan of action that will be employed to combat this issue in the coming years.

The intended outcomes of the plan are:

- **PREVENT** and minimise incidents of graffiti vandalism within the Shire.
- **REDUCE** the social, environmental and economic impact of graffiti vandalism.
- **PROVIDE** Council, the community and other key stakeholders with an effective framework to respond.
- **ENHANCE** community confidence and perception of safety.

The key actions that will be employed are:

1. **Graffiti Prevention** – Via engagement and education, partnerships with key stakeholders and application of Crime Prevention through Environmental Design (CPTED) principles.
2. **Graffiti Reporting** – To Council, other Agencies and NSW Police.
3. **Graffiti Removal** – Via undertaking rapid removal of graffiti vandalism.
4. **Prosecution** – Support the apprehension and prosecution of graffiti vandals.

## 2. INTRODUCTION

### 2.1 GRAFFITI VANDALISM

Graffiti vandalism is the damaging or defacing of property, by means of chalk, scratching, paint, felt tip markers or other materials, including the unauthorised placement of billboards, posters, notices and stickers. It is illegal and an offence under the Graffiti Control Act (2008).

It is a widespread issue that has proven hard for Councils' to prevent and minimise. In public places it tends to lend itself to a perception of poor safety and has financial impact, with Council on average spending over \$300,000 per year on preventative initiatives and ongoing maintenance programs to manage and remove graffiti vandalism. It is widely recognised (NSW Police, other NSW Councils) that a multi-faceted and collaborative approach needs to be employed to effectively combat this issue.

Graffiti vandalism comes in many different styles and forms, examples of these are:

- **Tag** – generally 1 colour and features an identifier.



- **Throw-up** – a more complicated tag featuring 2 colours and bubble style lettering.



- **Blockbuster** – used to cover a large area in a small amount of time.



- **Wild-style** – an elaborate version of a throw-up and is particularly hard to read.



- **Heaven** – a tag or artwork in a difficult and dangerous place. Due to the risk, an illegal piece will gain the vandal respect from other vandals.



- **Stencil** – a fast and easy way to put up detailed and repeatable pieces.



- ◎ **Poster (Paste-up)** – a quick and easy way to put up prefabricated temporary pieces.



- ◎ **Sticker (Slap)** - Like a downsized poster, and just as easy to execute. Many stickers are the same as tagging.



- ◎ **Piece** –short for masterpiece, these contain at least 3 colours and are painted free hand. An illegal piece will gain the vandal respect from other vandals.



## 2.2 WHO UNDERTAKES GRAFFITI?

Research undertaken by the NSW Government (Department of Justice) indicates that graffiti vandalism and tagging is most frequently done by teenagers. However, there is evidence that people into their 20s and 30s can still have an appetite to undertake the application of illegal graffiti. This generally comes in the form of tagging, stencilling, throw-ups and un-commissioned murals.

## 2.3 WHY IS GRAFFITI A PROBLEM?

Graffiti vandalism impacts negatively on Council and the community. In public places it lends itself to a perception of poor safety, and impacts negatively on social, environmental and financial outcomes.

## Graffiti in Sutherland Shire

All graffiti vandalism reported to Council is recorded in the Australian Graffiti Register (AUSGR).

Data from AUSGR indicates that the graffiti culture within the Sutherland Shire is predominantly word-based tagging. Generally, tagging offenders are motivated by peer recognition within the graffiti subculture. Research (NSW Department of Justice) indicates that the level of notoriety is often measured against the number of highly visible tags and the risks taken to undertake the graffiti.

On average, Council annually processes and removes around 1100 graffiti incidents within the Sutherland Shire.

Over the past 4 years (2018 to 2021) Council has seen a significant drop in the number of reported and removed graffiti incidents (down 53%) and the total volume/square metres removed (down 55%) from its assets within the Sutherland Shire Local Government Area (LGA). Council's removal response has also improved (up 16%) across this period.

## Community Satisfaction

The Community Satisfaction Survey was conducted during the August and September 2021, to help us understand which council services, facilities and functions are important to our residents and how satisfied they are with our performance. Surveys highlighted that the community are satisfied (with a score of 82%) with Graffiti removal in public places (LGA benchmark is 79%).

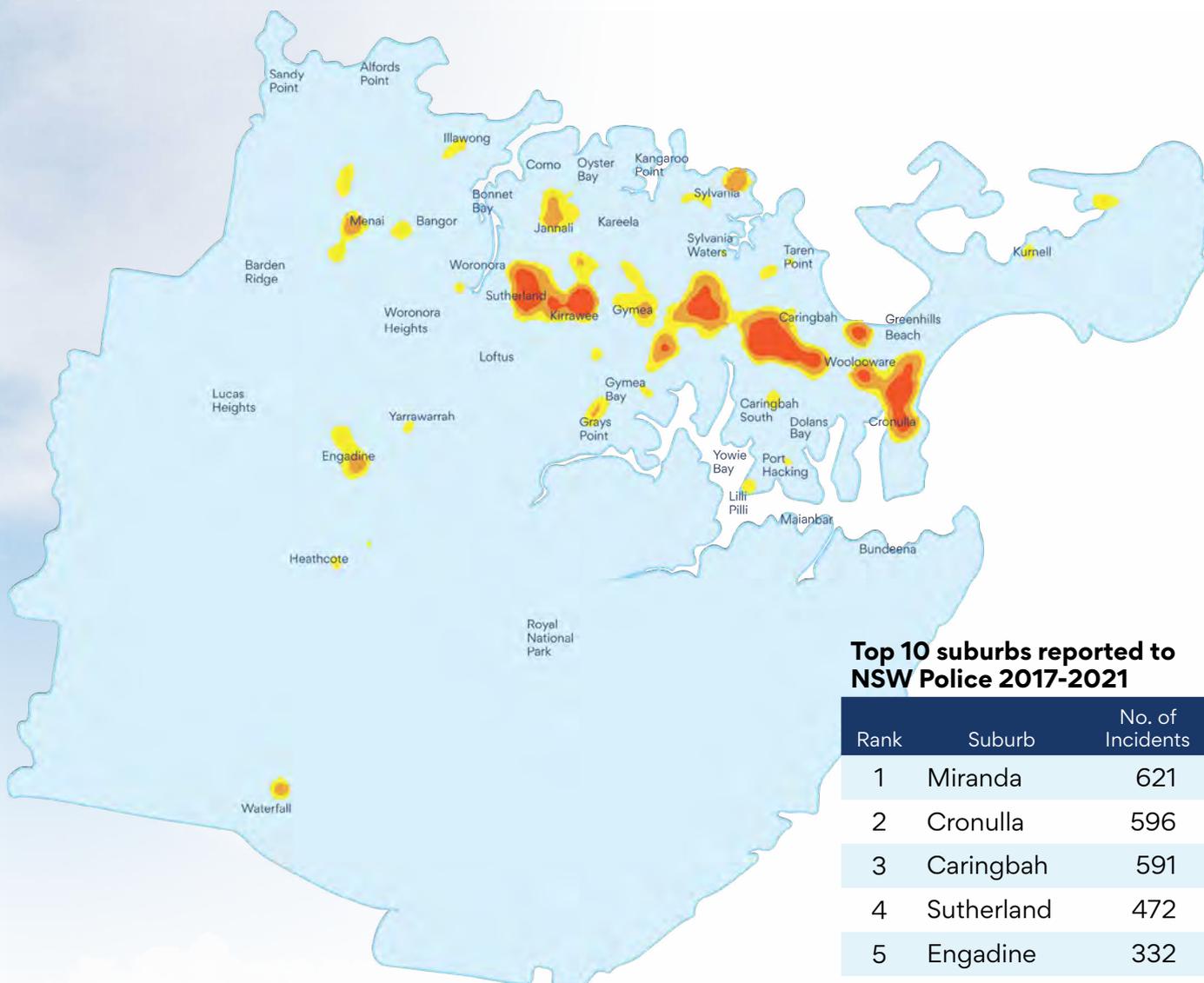
## Graffiti Hot-spots

Graffiti hotspots are those Local Government Area's (LGAs) with the highest number of recorded incidences of graffiti.

It represents a localised area that has a large share of the total volume of graffiti vandalism incidents for the whole region. A hot-spot may be a geographically bounded suburb, or an area within a suburb (park, street, sporting field etc.) where graffiti vandalism is observed at higher proportions than other areas in the Sutherland Shire.

NSW Bureau of Crime Statistics and Research (BOCSAR) is used to research and gather statistics on graffiti vandalism hot-spots. An example of this can be seen below map, highlighting, that during a 12 month period (2021), hot-spots in the Shire have included **Cronulla, Caringbah, Miranda, and Sutherland** – whilst the top 10 suburbs with the highest number of graffiti incidents reported to NSW Police (2017 to 2021) can be seen in *Table 1* below.

### Hot-spots 2021



**Top 10 suburbs reported to NSW Police 2017-2021**

Rank	Suburb	No. of Incidents
1	Miranda	621
2	Cronulla	596
3	Caringbah	591
4	Sutherland	472
5	Engadine	332
6	Kirrawee	322
7	Menai	231
8	Sylvania	223
9	Woollooware	210
10	Gymea	197

Source: NSW Bureau of Crime Statistics and Research (BOCSAR), 2017-2021

Source: NSW BOCSAR, 2022

The Australian Graffiti Register (AUSGR) is also used to gather data to analyse graffiti vandalism trends and to profile and respond to suburbs and sites that are affected by graffiti vandalism. AUSGR data highlights that between 2014 and 2021, **Cronulla** has ranked as the suburb most affected by graffiti vandalism. Other suburbs that feature prominently during this period can be seen in *Table 2*.

**Table 2 - Suburbs Impacted by Graffiti Vandalism:**

SUBURB	Total No. of Incidents 2014-17	Total m2 Removed 2014-17	Total No. of Incidents 2018-21	Total m2 Removed 2018-21
<b>CRONULLA</b>	1713	8848	956	4776
<b>MIRANDA</b>	352	3743	363	2912
<b>MENAI</b>	431	6644	353	3569
<b>ENGADINE</b>	286	2851	272	2891
<b>CARINGBAH</b>	572	3048	261	1746

Data Source: AUSGR



## 2.5 RISK MANAGEMENT

Below outlines Council's Risk Appetite for risks associated to Community/Public Health and Safety.

Risk Category	Risk Appetite Statement	Risk Appetite Level	Project Risk Level	Level Accepted
Community/ Public Health	We will do all that is reasonably practical to provide services & levels, and where necessary prioritise those services that maintain the health & safety of our community.	Low	Low	✓

Not managing graffiti effectively presents various risks to Council. These include:

- Compliance - Not meeting our obligations within the Graffiti Control Act (2008).
- Environmental - impact on the environment through pollution; including, chemical and litter runoff into waterways, damage to items of environmental heritage and atmospheric impacts caused by aerosol sprays
- Financial Sustainability - Increased expenditure to remove graffiti may impact on other services.
- Reputational - Failure to meet community needs and expectations.

Uncontrolled, these have been assessed ([Risk Ranking Tool - Appendix A](#)) as possible and a medium (11) risk.

It is envisaged that the Graffiti Management Policy and supporting Graffiti Management Plan will assist in mitigating these risks, by providing Council and the community with an effective framework for preventing, managing and treating graffiti vandalism with the Sutherland Shire. In turn, the revised residual risk ranking has been assessed as unlikely and a low (5) risk.

## 2.6 STRATEGIC ALIGNMENT

### Community Strategic Plan (2022-32)

STRATEGY 5.3: Provide welcoming and accessible places and spaces

### Delivery Program (2022-26)

PRINCIPAL ACTIVITY (5I): Provide welcoming, safe and accessible places and spaces.

### Operational Plan (2022-23)

ACTIONS (5I.23.10): Mitigate graffiti vandalism.

### Safer Communities Strategy (2022-32)

ACTIONS (1.13): Create a register of local muralists and campaign for businesses and clubs affected by graffiti and malicious damage to collaborate with these artists to prevent future incidences of vandalism; (1.14) Work in conjunction with NSW Police and local businesses to identify sites repeatedly targeted by vandals and implement creative, sustainable and engaging solutions to deter such behaviours.

## MEASUREMENT

- % of graffiti incidents removed within 7 days (Target >80%)
- % of graffiti incidents proactively reported by SSC (Target >60%)
- Actions delivered – as per Graffiti Management Plan.

## 3. RELEVANT LEGISLATION, REGULATIONS AND GUIDELINES

The Graffiti Control Act (2008) is the legislative framework that underpins Council's Graffiti Management Plan. For more information please visit:

[austlii.edu.au/cgi-bin/viewdb/au/legis/nsw/consol\\_act/gca2008179/](http://austlii.edu.au/cgi-bin/viewdb/au/legis/nsw/consol_act/gca2008179/)

Other Relevant Legislation:

- Local Government Act 1993 (NSW)
- Crimes Act 1900.
- State Records Act 1998 (NSW)
- Privacy and Personal Information Protection Act 1998 (NSW)
- Protection of the Environment Operations Act 1997.

## 4. GRAFFITI PREVENTION AND MANAGEMENT

Preventing graffiti vandalism is key to combating this issue, as prevention is better than cure.

With the support of the NSW Police, other Government Agencies and the local community, Council has used various strategies, initiatives and projects to prevent and heavily reduce instances of graffiti vandalism in the Sutherland Shire.

Data from AUSGR highlights that these have contributed positively to a significant reduction in the volume of graffiti vandalism within the Sutherland Shire over the past 4-years.

In July 2018, Council adopted a new Graffiti Management Policy. The Policy represents Council's management and treatment of graffiti including property owned by Council, private property and property owned by other government departments and agencies within the Sutherland Shire. To support, enhance and expand on the Policy, Council implemented a Graffiti Management Plan.

Since the adoption of the Graffiti Management Policy and implementation of the Graffiti Management Plan (2018), Council has continued to see a significant drop in the number of reported and removed graffiti incidents (down 53%) and the total volume/square metres removed (down 55%) when compared to the 2018 period prior. Council's removal response has also increased (up 16%) during this period.

Council's rate of response has also increased (up 16%) from the previous year. This is further highlighted in the table below:

### Graffiti Statistics - 2018-2021

Description/Year:	2018	2019	2020	2021	
<b>No. of Reported and Removed - Graffiti Incidents</b>	1631	1190	844	742	↓
<b>Square Metres/ Volume of Graffiti Removed</b>	12495	9527	6434	5647	↓
<b>% of Graffiti Removed in Less than 7 days (Target &gt;80%)</b>	71%	79%	86%	87%	↑

Data Source: AUSGR

### Actions and Initiatives

The Graffiti Management Plan outlines various actions and initiatives that have or will be employed to mitigate the impact of graffiti vandalism throughout the Shire. These include, but are not limited to; proactive inspections and reporting; rapid removal and the use of public art/murals. The above statistics help to highlight that these are having a positive impact on reducing the number of incidents and the volume of graffiti within the Shire.

## Industry Recognition

The Institute of Public Works Engineering Australasia (IPWEA) State awards (NSW and ACT) were held at Parliament House in Canberra on 10 March 2022. The Engineering Excellence Awards are highly regarded across the infrastructure sector and endorse excellence of Local Government and Public Works projects and programs.

All Councils throughout NSW and ACT are encouraged to nominate projects and programs that highlight and share best industry practice.

At the awards, Council received a Highly Commended award for its Graffiti Management Policy and Graffiti Management Plan. This industry award is great recognition for Council and the cross-divisional team who have helped develop and deliver ongoing initiatives to reduce graffiti and vandalism in Sutherland Shire.



## 4.1 EDUCATION

### 4.1.1 Youth Programs

Council will continue to proactively engage and collaborate with various community groups and agencies to run education programs and projects that are aimed at preventing anti-social behaviour and graffiti vandalism.

#### Groups and Agencies include:

- Engadine District Youth Services
- Project Youth
- Indigenous Leadership Groups
- Church Youth Groups
- TAFE NSW
- NSW Department of Education and various local High Schools.

### 4.1.2 Pilot Programs

“Sutho Skate” was an event held (2022) on the roof top of the Sutherland Commuter Carpark in partnership with Transport for New South Wales. This event invited young skaters and artists along to enjoy a host of exciting activities and demos. There were over 200 young people in attendance participating in skate activities and street art demos by a local artist.

### 4.1.3 Youth Workshops, Initiatives and Opportunities

- Workshops run with groups of young people and street artist (Mistry)
- Group youth mural installed as part of Walk the Walls Cronulla
- Undertake multicultural harmony youth mural in collaboration with community aid group, local high schools and indigenous artist.
- Obtain community grants programs to enable local services to install murals on their graffiti targeted premises or in the wider community.

### 4.1.4 Young Offenders

Council supports the NSW Police program (Get-a-GRIP) for young offenders.

The program is jointly run by NSW Police from Miranda Local Area Command (LAC), Police Citizens Youth Club (PCYC) in conjunction with Council.

Offenders can be referred to the program as an outcome of their community service orders or with parental consent through a caution (this is voluntary in nature). The project involves an eight hour workshop, the first two hours focusses on educating the offenders about the cost and potential dangers of doing graffiti. The remaining six hours is devoted to the offender/s removing graffiti from commercial premises such as Central Business Districts (CBDs).

The aim of the program is to divert people from potentially re-offending.



#### 4.1.5 Crime Prevention Through Environmental Design (CPTED)

Identified graffiti hot-spot locations are targeted to implement strategies and initiatives to prevent and reduce opportunities for graffiti vandalism. This process involves identifying all key stakeholders in and around impacted locations and undertaking extensive consultation (collaborative workshops) with these stakeholders. Fit-for-purpose anti-graffiti initiatives are identified and implemented as part of this process.

##### Strategies and Initiatives include:

- Green-screening of fences and walls
- Access controls
- Anti-loitering devices
- Surveillance cameras
- Increased/improved lighting
- Security/sensor lighting
- Re-activation and beautification of spaces
- Increasing passive surveillance
- Inclusion (and application) of permanent anti-graffiti coatings ([Appendix B](#)) to capital project and maintenance specifications
- Implementation of public art projects, including commissioned murals.

Some examples of **CPTED principles** in practice can be seen in the following pages.

##### Green-screening

Green screening of the overpass wall at Sutherland and the commuter carpark in Kirrawee have been undertaken to mitigate the opportunities for graffiti vandalism.

Over the past **48 months** this has proven to be an effective solution for these locations (nil incidents of graffiti vandalism reported). These will continue to be monitored for its ongoing effectiveness.

##### Before & After Photos:



## Menai Skate Park

Works at this facility included; additional and improved lighting, re-designed bins and the application of commissioned murals by Project Youth and established artists to the inside of the skate bowl.

**Image 1: Before the commissioned mural**



**Image 2: After the commissioned mural was applied**



## Outcomes and Observations

- Since the application of the initial mural (2016), **graffiti incidents** in and around the skate bowl has been **reduced by around 78%** (2021) when compared to years prior.
- The **volume of graffiti** has been **reduced by over 94%**
- **Graffiti removal costs** have been **reduced by over 96%**.



## 5. KEY PARTNERSHIPS

Council has and will continue to engage, collaborate and partner with other key stakeholders in an effort to reduce the rate of graffiti vandalism within the Sutherland Shire.

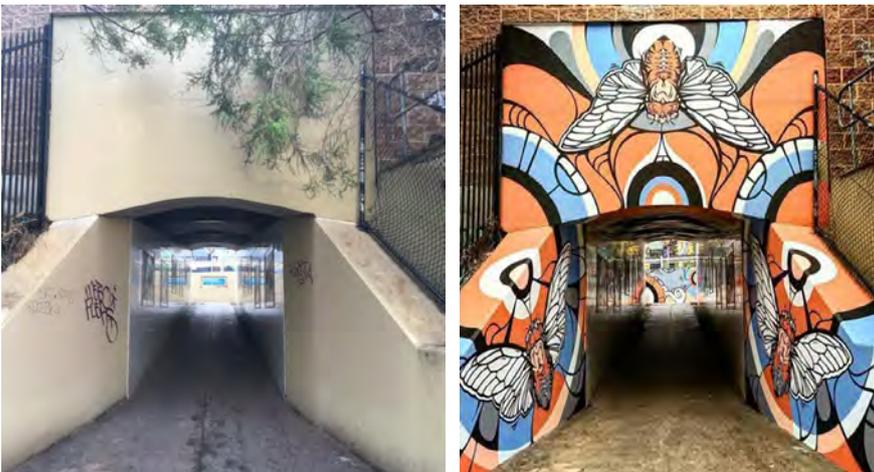
### Cronulla Tunnel Gallery - Tonkin Street, Cronulla



### Cronulla Tunnel Gallery - Interchangeable Wall Art (Example):



### Cronulla Tunnel Gallery - Commissioned Mural (Before and After Photos):



### 5.1 VOLUNTEERS, COMMUNITY GROUPS, NSW DEPARTMENT OF EDUCATION AND TAFE NSW:

Council has and will continue to proactively identify opportunities to collaborate on initiatives and programs with the likes of Engadine District Youth, Project Youth, Leadership Groups, Rotary, TAFE NSW and the NSW Department of Education.

#### Projects include (but are not limited to):

- Commissioned mural at Menai skate bowl (Menai - Project Youth & Established Artists).
- Tonkin Street Tunnel upgrade at Cronulla, this collaborative project (TAFE NSW, Department of Education and Council) has seen local students create interchangeable art (as below) to beautify and enhance this space which was prone to frequent attacks of graffiti vandalism. Commissioned murals were also installed at both entrances in an effort to prevent or minimise graffiti in and around this space and hot-spot.
- The Annual Graffiti Removal Day (GRD): [facebook.com/GraffitiRemovalDay/](https://www.facebook.com/GraffitiRemovalDay/)

## 5.2 NSW POLICE FORCE

The NSW Police Force has primary responsibility for reducing crime in the local area by identifying and apprehending offenders, deterring opportunities for offending and monitoring crime trends to highlight emerging issues and hot-spot locations.

The Community Safety Precinct committee, chaired by the NSW Police, Sutherland Shire Local Area Commands Superintendent, provides an opportunity for Council to work collaboratively with the NSW Police, local community organisations and other government departments on existing and emerging local crime trends, including hot-spot locations.

## 5.3 OTHER AGENCIES

It is well known that untreated graffiti on assets encourages other incidents of graffiti on, in and around these assets. Therefore, Council will continue to explore opportunities to partner and collaborate with agencies to reduce graffiti on their fixed assets (light poles, kiosks and the like).

Agencies include (but are not limited to):

- Rail Corp
- AUSGRID
- Telstra
- Roads and Maritime Services (RMS)
- Sydney Water (SW).

An example of one of these projects can be seen below, where Council partnered with SW to have commissioned murals applied to their heavily targeted kiosks at Burraneer and Cronulla.

### Burraneer & Cronulla (Pilot Project):



### Water Tanks at The Ridge Sporting Complex:



## 5.4 PRIVATE PROPERTY OWNERS

Council actively seeks to collaborate with property owners and implement anti-graffiti initiatives that reduce graffiti vandalism on privately owned commercial assets that adjoin Council assets.

To date, a range of successful projects have proven to assist in reducing graffiti vandalism on Council's assets, and Council has and will continue to pursue opportunities to obtain grant funding from agencies such as the Attorney General's Office (NSW Government) to deliver anti-graffiti initiatives.

### Park Place, Caringbah - Pilot Project

An example of a successful project is the pilot project in Park Place Caringbah (as below). Since the implementation of security fencing, street furniture upgrades and wall murals, there have been no cases of graffiti vandalism (>6 yrs.) in the below specific hot-spot. This has in turn helped reactivate the area.

#### Before and After Photos:



### Walk the Walls Festival, Caringbah - Stage 1

This is the original Walk the Walls street art trail, done back in 2018, where visitors can walk the street art trail and view the large-scale murals that have brought colour to the streets of Caringbah. This trail is one of the largest street art projects ever delivered in Sydney.

The project saw artist's paint around 1,500 square metres of walls as part of a large crime prevention program to stop graffiti vandalism and to revitalise some spaces in the Sutherland Shire. Walk the Walls was a joint project between the NSW Department of Justice and Sutherland Shire Council.

The festival was held over 3 days saw some 23 recognised artists (mix of local and other) paint large commissioned murals over areas that have been frequently targeted with graffiti vandalism and are also predominantly privately owned (not Council property).

Over the 3 days the festival ran, the project received great community and media response with more than 5000 people viewing the murals.



The Facebook event page also reached over 61,000 people, with the live video reaching 14,200 people with over 500 comments and shares which were overwhelmingly positive. In addition, the event was also promoted by [Channel 7](#).

Since the application of the initial murals (2018), graffiti incidents in and around the area have been reduced by around 88% and volume removed by 98%.

## Walk the Walls - Before and After



Walk the Walls, Cronulla - Stage 2



Proudly supported by:



Walk the Walls (Stage 2) was held at Cronulla in November 2019, with Sutherland Shire Council hosting this hugely successful street art project for the second time following a \$75,000 investment from the NSW Government.

The project had some 35 street artists transform this heavily vandalised and popular area into a gigantic outdoor art gallery, with over 40 street and laneway walls revived.

Walk the Walls showcased an array of street artists beautifying the streets of Cronulla, while the masses watched on and enjoyed live music and food stalls.

The event was a drawcard for thousands of visitors and residents as local, Indigenous and national artists paint large scale murals in the suburb's CBD and rail corridors. Artworks will be protected by anti-graffiti coatings.

Since the application of the initial murals, graffiti incidents in and around the area has been reduced by 93% and volume removed (m2) by some 97%.





Walk the Walls, Cronulla - Before and After



## 6. GRAFFITI REPORTING

The best thing people can do to help reduce graffiti is report it when they see it.

If someone is witnessed applying graffiti on Council and/or Non-Council property, contact the local Police or the Police Assistance Line on 131 444 immediately or call Crime-stoppers on **1800 333 000**.



### 6.1 COUNCIL PROPERTY

All graffiti that is reported directly to Council is logged in AUSGR and reported to the Miranda Police (LAC).

Graffiti vandalism to Council property can be reported via:  
[sutherlandshire.nsw.gov.au/Home/Report-It/Report-It-Graffiti](https://sutherlandshire.nsw.gov.au/Home/Report-It/Report-It-Graffiti)

Additionally, the Snap Send Solve app can also be used to report all incidents of graffiti vandalism. The app takes a photo of the graffiti, and notifies Council so they can coordinate removal.

For more information please visit:  
[sutherlandshire.nsw.gov.au/Home/Snap-Send-Solve](https://sutherlandshire.nsw.gov.au/Home/Snap-Send-Solve)

### 6.2 NON-COUNCIL PROPERTY

Graffiti vandalism to public assets or private property can be reported to the NSW Graffiti Hotline (Services NSW) on **1800 707 125** (free call) between 9:00am and 5:00pm Monday to Friday.

NSW Graffiti  
Hotline  
**1800 707 125**

### 6.3 COUNCIL STAFF (Pro-active Reporting)

Council employees are actively encouraged to report graffiti (and recognised for doing so) whilst undertaking their daily duties in parks, site visits and around the work place.

Pro-active statistics are gathered and reported as part of ongoing performance reporting.



# 7. GRAFFITI REMOVAL

## 7.1 COUNCIL PROPERTY

All graffiti vandalism to Council property that is reported will be removed.

## 7.2 NON-COUNCIL PROPERTY

Offensive graffiti vandalism that is reported will be removed from non-Council property in circumstances where the graffiti:

- (i) Is visible from a public place
- (ii) Is able to be accessed safely and removed from the surface to which it is applied without the need to enter private property.

Non-offensive graffiti vandalism that is reported will be offered to be removed by Council at the asset owner's/ occupier's consent and cost.

## 7.3 REMOVAL APPROACH

Removing graffiti vandalism in timely manner (rapid removal) is generally viewed as best practice, as it diminishes the level of recognition and reward achieved (fame) by graffiti vandals. Council supports this approach and looks to return all of its property back to its intended condition as soon as possible.

### Service Standard:

Graffiti Type	Removal Response
<b>OFFENSIVE GRAFFITI</b> (rude/offensive words, symbols) on Council and non-Council property.	Where possible, will be removed within <b>2 days</b> of it being reported to Council.
<b>NON-OFFENSIVE GRAFFITI</b> (tags, stencils, uncommissioned murals) on Council property.	Where possible, will be removed within <b>7 days</b> of it being reported to Council.

## 7.4 GRAFFITI REMOVAL PROGRAM

Council uses AUSGR data to highlight emerging graffiti hot-spots to undertake rapid removal. This includes but is not limited to identifying the top suburbs, and the assets within these suburbs that have had the highest rate of graffiti vandalism during the previous quarter. These stats are also compared against the previous 12 months to see if there are any specific trends.

Additionally, Council has identified sites ([Appendix C](#)) that have a high profile and community expectation, that have been frequently hit (hot-spots) with graffiti vandalism during the last 3 year period. To prevent and reduce incidents at these sites, Council's graffiti removal team undertake pro-active weekly inspections, timely reporting and rapid removal of any graffiti incidents.

Reported graffiti incidents that sit outside of the identified hot-spots will be actioned in and around the proactive inspections, in accordance with the specified response times.

## 7.5 GRAFFITI REMOVAL METHOD

Graffiti removal is undertaken on a case by case basis, and depends on the medium that has been used, and the surface that it's been applied to.

Removal methods include:

- Like-for-like paint outs
- High pressure water cleaning
- Chemical removal
- Extra precaution is taken in removing graffiti from areas that are environmentally sensitive or of heritage significance.

### 7.1.5 Graffiti Removal Volunteers

Council encourages the community to volunteer and participate in undertaking graffiti removal within the Sutherland Shire. Council will continue to promote, recruit and oversee volunteers who participate in undertaking graffiti removal.

Currently, there are graffiti removal squads operating out of Menai and Engadine regions.

For further information on these removal squads or how to become a volunteer please contact:

**Menai, Community Resource Centre**  
PH: 9543 5115

**Rotary, Engadine**  
PH: 9520 8100

Council's website:  
[sutherlandshire.nsw.gov.au/Community/Volunteering/Graffiti-Removal-Volunteers](https://sutherlandshire.nsw.gov.au/Community/Volunteering/Graffiti-Removal-Volunteers)



### 7.1.6 Graffiti Removal Day

The NSW Government holds an annual Graffiti Removal Day within the Sutherland Shire.

Council will continue to participate in and assist in promoting this day by encouraging the community to nominate sites for graffiti removal and/or to volunteer their time to undertake graffiti removal.

For more information please visit:  
[graffitiremovalday.org.au](https://graffitiremovalday.org.au)  
[facebook.com/GraffitiRemovalDay](https://facebook.com/GraffitiRemovalDay)

### 7.1.7 Graffiti Removal Kits

The longer graffiti is exposed to the public eye, the more gratification an offender will receive for their offences. Research recommends that graffiti be removed as soon as possible as this has shown a property is less likely to be targeted again, the graffiti is easier to remove and a quick response sends a positive message to the community.

To support this approach, Council offers free graffiti removal kits to the community to undertake graffiti removal from their property. The removal kit consists of cleaning solution, latex gloves, safety goggles, a scrubbing brush, a paint brush and instruction and safety sheets.

Applications for graffiti removal kits can be made via:  
[sutherlandshire.nsw.gov.au/Outdoors/Graffiti-Removal/Graffiti-Removal-Kit-Application](https://sutherlandshire.nsw.gov.au/Outdoors/Graffiti-Removal/Graffiti-Removal-Kit-Application)



## 8. GRAFFITI REMOVAL REGISTER

The Graffiti Control Act (2008) requires all Councils to keep a register of all graffiti removal work that is undertaken. Council uses the Australian Graffiti Register (AUSGR) to do this.

The register provides the opportunity for before and after photos to be added. It additionally enables details to be added on the type, volume and the time taken and cost to remove the graffiti vandalism.

For more information please refer to the below:  
[ausgr.com.au](https://ausgr.com.au)

## 9. PROSECUTION

The Act (2008) requires all Councils to keep a register of all graffiti removal work that is undertaken. Council uses the Australian Graffiti Register (AUSGR) to do this.

## 10. PLAN OF ACTION

Council has identified the key actions (collaborative opportunities) to prevent and minimise the incidents of graffiti vandalism over the coming years. These are outlined below:

No.	Action	Outcomes	Measure	Timeframe
1.	Increase educational programs	Rate of participation increased	% greater than previous year	Annual
2.	Look for opportunities to obtain grant funding	Grant funding obtained	No less than 1 grant obtained	Biennial Basis
3.	Identify hot-spots to implement CPTED principles	Hot-spot sites treated via CPTED principles	No less than 2 sites	Annual
4.	Maintain and/or increase volunteer graffiti removal squads	Graffiti removal squads maintained/ increased	Squad numbers maintained and/or increased from the previous year	Annual
5.	Promote & facilitate NSW GOVs annual graffiti removal day	Rate of participation increased	% greater than previous year	Annual
6.	Promote graffiti removal kits	Graffiti removal kits issued upon request	% supplied greater than previous year	Annual
7.	Collaborate with key agencies to identify emerging trends and initiatives	Meet with lead agencies (Rail Corp, SW, AUSGRID, NSW Police etc.)	No less than 2 meetings to be held per year	Ongoing
8.	Provide quarterly reports of volumes removed and response time	Quarterly reports submitted	80% of reported graffiti removed within 7 days	Quarterly
9.	Increase pro-active reporting of graffiti incidents	Council employees actively report incidents of graffiti	60% of graffiti incidents reported by staff	Annual
10.	Review Graffiti Management Policy & Graffiti Management Plan	Policy & Plan reviewed and updated as/when required	Policy & Plan are current	Ongoing

## 11. RELATED COUNCIL DOCUMENTS

- Community Strategic Plan (10 year)
- Graffiti Management Policy
- Safer Communities Strategy
- Public Art Policy

## 12. DEFINITION OF TERMS

Term	Meaning
<b>Graffiti</b>	Any unlawful inscription, word, figure or word design that is marked, scratched, drawn, sprayed, painted, pasted, applied or otherwise affixed to a surface of an asset, including posters, notices, stickers and bill posters
<b>Street Art</b>	Art that is painted, marked or otherwise affixed to the outside of a building and that is visible from a public place, which has the approval of the owner of the building on which the street art is located or any statutory authorities. Street Art cannot project from a wall or other surface, cannot be a sign or advertising and must not contain material that discriminates against or vilifies any person or group, or is offensive
<b>Graffiti Hot-Spot</b>	A hot-spot represents a localised area that has a large share of the total volume of graffiti vandalism incidents for the whole region. A hotspot may be a geographically bounded suburb, or an area within a suburb (a park, streets, a sporting field etc.)
<b>Non-Council Property</b>	Includes (but is not limited to); Office buildings, medical centres, retail shops, industrial & commercial areas, houses, blocks of units and villas and any property or asset that is owned by the State (Electricity poles & kiosks, water treatment plant & meters, traffic lights)
<b>Council Property</b>	Includes (but is not limited to); Bath & Ethel Road Works Depots, Council's Administration Building, SES & RFS buildings, Hazelhurst Regional Art Gallery, Leisure Centres, Croydon Street Car-park, Sutherland Entertainment Centre, Libraries, Community Halls, Public Toilets, Clubhouses, Council Child Care Centres, Public Playgrounds, Tennis & Picnic Shelters

## 13. REFERENCES

Sutherland Shire Council  
[sutherlandshire.nsw.gov.au/Home/Site-Search#?search=graffiti](https://sutherlandshire.nsw.gov.au/Home/Site-Search#?search=graffiti)

Australian Graffiti Register (AUSGR):  
[ausgr.com.au](https://ausgr.com.au)

Graffiti Vandalism |  
The motivations and modus operandi of persons who do graffiti | NSW Department of Justice and Attorney General October 2009  
[catalogue.nla.gov.au/Record/4928655](https://catalogue.nla.gov.au/Record/4928655)

Access control, CPTED and education projects to prevent malicious damage handbook for Local Government - Commissioned by the NSW Department of Justice and prepared by the Australian Institute of Criminology  
[crimeprevention.nsw.gov.au/Documents/Councils-Handbooks/malicious\\_damage\\_handbook.pdf](https://crimeprevention.nsw.gov.au/Documents/Councils-Handbooks/malicious_damage_handbook.pdf)

NSW Police Service  
[police.nsw.gov.au](https://police.nsw.gov.au)

International CPTED Association  
[cpted.net](https://cpted.net)

National Crime Prevention Council  
[ncpc.org](https://ncpc.org)

NSW Graffiti Information  
[graffiti.nsw.gov.au](https://graffiti.nsw.gov.au)

# 14. APPENDIX A RISK RANKING TOOL

Enterprise Risk Management		SUTHERLANDSHIRE TOWN COUNCIL																																			
CONSEQUENCE										LIKELIHOOD																											
Legal / Liability	Safety	Community	Financial / Property	Environment	Reputation	IM&T	Business Activity	Insignificant	Minor	Moderate	Major	Catastrophic	Low (1)	Low (2)	Medium (3)	Medium (4)	Medium (5)	High (6)	High (7)	Medium (8)	High (9)	High (10)	High (11)	High (12)	High (13)	High (14)	High (15)	High (16)	High (17)	High (18)	High (19)	High (20)	High (21)	High (22)	High (23)	High (24)	High (25)
Extensive litigation or indictable offence	Extensive multiple casualties or multiple fatalities	Extensive disruption to facility or services >12 months	Extensive financial or asset loss of > 1M or > 50% of value	Extensive irreparable damage	Extensive public outcry. Potential national media attention.	Extensive or total loss of functions/data across the organisation	Extensive loss of business or viability of service	Insignificant	Minor	Moderate <td>Major</td> <td>Catastrophic</td> <td>Low (1)</td> <td>Low (2)</td> <td>Medium (3)</td> <td>Medium (4)</td> <td>Medium (5)</td> <td>High (6)</td> <td>High (7)</td> <td>Medium (8)</td> <td>High (9)</td> <td>High (10)</td> <td>High (11)</td> <td>High (12)</td> <td>High (13)</td> <td>High (14)</td> <td>High (15)</td> <td>High (16)</td> <td>High (17)</td> <td>High (18)</td> <td>High (19)</td> <td>High (20)</td> <td>High (21)</td> <td>High (22)</td> <td>High (23)</td> <td>High (24)</td> <td>High (25)</td>	Major	Catastrophic	Low (1)	Low (2)	Medium (3)	Medium (4)	Medium (5)	High (6)	High (7)	Medium (8)	High (9)	High (10)	High (11)	High (12)	High (13)	High (14)	High (15)	High (16)	High (17)	High (18)	High (19)	High (20)	High (21)	High (22)	High (23)	High (24)	High (25)
Major litigation claim or fine	Major casualty or single fatality	Major disruption to facility or services up to 6 months	Major financial or asset loss of 500k to 1M or up to 50% of value	Major damage requiring remediation	Serious public outcry. State media attention	Loss of critical functions/data across multiple areas of the organisation	Major loss of business with long term significance.	Insignificant	Minor	Moderate <td>Major</td> <td>Catastrophic</td> <td>Low (1)</td> <td>Low (2)</td> <td>Medium (3)</td> <td>Medium (4)</td> <td>Medium (5)</td> <td>High (6)</td> <td>High (7)</td> <td>Medium (8)</td> <td>High (9)</td> <td>High (10)</td> <td>High (11)</td> <td>High (12)</td> <td>High (13)</td> <td>High (14)</td> <td>High (15)</td> <td>High (16)</td> <td>High (17)</td> <td>High (18)</td> <td>High (19)</td> <td>High (20)</td> <td>High (21)</td> <td>High (22)</td> <td>High (23)</td> <td>High (24)</td> <td>High (25)</td>	Major	Catastrophic	Low (1)	Low (2)	Medium (3)	Medium (4)	Medium (5)	High (6)	High (7)	Medium (8)	High (9)	High (10)	High (11)	High (12)	High (13)	High (14)	High (15)	High (16)	High (17)	High (18)	High (19)	High (20)	High (21)	High (22)	High (23)	High (24)	High (25)
Moderate claim, fine or possible prosecution	Moderate injury requiring hospitalisation	Considerable disruption to facility or services up to 3 months	Significant financial or asset loss of 50k to 500k or up to 25% of value	Moderate adverse effect requiring clean up	Significant community concern with local media attention.	Significant downtime or outage in multiple areas of the organisation.	Moderate loss of business with long term significance.	Insignificant	Minor	Moderate <td>Major</td> <td>Catastrophic</td> <td>Low (1)</td> <td>Low (2)</td> <td>Medium (3)</td> <td>Medium (4)</td> <td>Medium (5)</td> <td>High (6)</td> <td>High (7)</td> <td>Medium (8)</td> <td>High (9)</td> <td>High (10)</td> <td>High (11)</td> <td>High (12)</td> <td>High (13)</td> <td>High (14)</td> <td>High (15)</td> <td>High (16)</td> <td>High (17)</td> <td>High (18)</td> <td>High (19)</td> <td>High (20)</td> <td>High (21)</td> <td>High (22)</td> <td>High (23)</td> <td>High (24)</td> <td>High (25)</td>	Major	Catastrophic	Low (1)	Low (2)	Medium (3)	Medium (4)	Medium (5)	High (6)	High (7)	Medium (8)	High (9)	High (10)	High (11)	High (12)	High (13)	High (14)	High (15)	High (16)	High (17)	High (18)	High (19)	High (20)	High (21)	High (22)	High (23)	High (24)	High (25)
Minor claim, fine or action with short term significance	Minor injury requiring treatment by doctor	Some disruption to facility or services up to 2 weeks	Minor financial or asset loss of 25k to 50k or up to 10% of value	Minor adverse effect with limited clean up	Heightened local community concerns and criticism	Minor downtime or outage in single area of organisation.	Minor contained impact on business activities of a short term.	Insignificant	Minor	Moderate <td>Major</td> <td>Catastrophic</td> <td>Low (1)</td> <td>Low (2)</td> <td>Medium (3)</td> <td>Medium (4)</td> <td>Medium (5)</td> <td>High (6)</td> <td>High (7)</td> <td>Medium (8)</td> <td>High (9)</td> <td>High (10)</td> <td>High (11)</td> <td>High (12)</td> <td>High (13)</td> <td>High (14)</td> <td>High (15)</td> <td>High (16)</td> <td>High (17)</td> <td>High (18)</td> <td>High (19)</td> <td>High (20)</td> <td>High (21)</td> <td>High (22)</td> <td>High (23)</td> <td>High (24)</td> <td>High (25)</td>	Major	Catastrophic	Low (1)	Low (2)	Medium (3)	Medium (4)	Medium (5)	High (6)	High (7)	Medium (8)	High (9)	High (10)	High (11)	High (12)	High (13)	High (14)	High (15)	High (16)	High (17)	High (18)	High (19)	High (20)	High (21)	High (22)	High (23)	High (24)	High (25)
Insignificant, internal or minimal complaint.	Insignificant injury requiring first aid treatment	Minimal or no disruption to facility or services less than a week.	Negligible financial or asset loss of <10k or <10% of value	Slight adverse effect no action required	One-off complaints or isolated attention.	No measurable operational impact to Council.	Isolated, or minimal impact on business activities.	Insignificant	Minor	Moderate <td>Major</td> <td>Catastrophic</td> <td>Low (1)</td> <td>Low (2)</td> <td>Medium (3)</td> <td>Medium (4)</td> <td>Medium (5)</td> <td>High (6)</td> <td>High (7)</td> <td>Medium (8)</td> <td>High (9)</td> <td>High (10)</td> <td>High (11)</td> <td>High (12)</td> <td>High (13)</td> <td>High (14)</td> <td>High (15)</td> <td>High (16)</td> <td>High (17)</td> <td>High (18)</td> <td>High (19)</td> <td>High (20)</td> <td>High (21)</td> <td>High (22)</td> <td>High (23)</td> <td>High (24)</td> <td>High (25)</td>	Major	Catastrophic	Low (1)	Low (2)	Medium (3)	Medium (4)	Medium (5)	High (6)	High (7)	Medium (8)	High (9)	High (10)	High (11)	High (12)	High (13)	High (14)	High (15)	High (16)	High (17)	High (18)	High (19)	High (20)	High (21)	High (22)	High (23)	High (24)	High (25)



Risk Assessment Matrix

## 15. APPENDIX B

# ANTI - GRAFFITI COATED BUILDINGS

	Facility Name	Facility Address	Suburb
1.	Akuna Road Oval Clubhouse	100R Menai Road Bangor	Bangor
2.	Barden Ridge Oval Clubhouse	112-130 Old Illawarra Road Barden Ridge	Barden Ridge
3.	Billa Road Oval Clubhouse	50R Billa Rd Bangor	Bangor
4.	Blaxland Drive Oval Clubhouse	1R Blaxland Drive Menai	Menai
5.	Bonna Point Reserve Toilets	312 Prince Charles Parade	Kurnell
6.	Captain Cook JRLFC Clubhouse	2R Gannons Rd Woolooware	Woolooware
7.	Caringbah Early Childhood centre	376-378 Port Hacking Road Caringbah	Caringbah
8.	Caringbah Library	Caringbah Community Centre Complex	Caringbah
9.	Caringbah Senior Citizens & Neighbourhood Aid Centre	Caringbah Community Centre Complex	Caringbah
10.	Caringbah Women's Rest Centre	Caringbah Women's Rest Ctr & Toilet	Caringbah
11.	Casuarina Road Oval Clubhouse	71 Casuarina Road Alfords Point	Alfords Point
12.	Centenary Park Toilets	66-74 Karimbla Road Miranda	Miranda
13.	Coachwood Oval Clubhouse	48R Coachwood Crescent Alfords Point	Alfords Point
14.	Cooper Street Reserve Toilets	1148 Old Princes Hwy Engadine	Engadine
15.	Darook Park Toilets	Darook Park Road Cronulla	Cronulla
16.	Dolans Bay Boat Ramp & Wally's Wharf Toilet	Dolans Bay Boat Ramp Res/Wally's Wharf	Dolans Bay
17.	Gymea Community Centre Complex Toilet Block	Gymea Community Centre Complex	Gymea
18.	Hawkesbury Park Toilet	1R Moruya Avenue Sylvania waters	Sylvania Waters
19.	Jannali Community Centre	15 Jannali Avenue Jannali	Jannali
20.	Kareela Oval Clubhouse	Princes Highway Kirrawee	Kirrawee
21.	Kirrawee Oval Clubhouse (Forest Road Oval)	2R Helena Street Kirrawee	Kirrawee
22.	Kurranulla Aboriginal Corporation	15 Jannali Avenue Jannali	Jannali
23.	Lilli Pilli Oval Clubhouse	597R Port Hacking Road South Lilli Pilli	Lilli Pilli
24.	Marton Park toilets	Marton Park Kurnell	Kurnell
25.	Mina Road Columns	Mina Road Menai near duck pond	Menai
26.	Parc Menai Toilet Block	162-168 Menai Road Menai	Menai
27.	Prince Edward Park Toilet and Change Rooms	Prince Edward Park (West)	Woronora
28.	Pyree Street Scout Hall	Pyree Street Bangor	Bangor
29.	Solander Oval Clubhouse	1R Captain Cook Dr Woolooware	Woolooware
30.	Sutherland Oval No. 2 Clubhouse	60-110 The Grand Parade Sutherland	Sutherland
31.	Sutherland Oval No. 2 Gardeners Store	60-110 The Grand Parade Sutherland	Sutherland
32.	Swallow Rock Reserve Toilet	20R Swallow Rock Drive Grays Point	Grays Point
33.	Sylvania Waters Baseball Field Amenities	225R Belgrave Esplanade Sylvania Waters	Sylvania Waters
34.	Sylvania Community Hall		Sylvania
35.	The Mills Room	132 Old Illawarra Rd Barden Ridge	Barden Ridge
36.	Tom Uglys Bridge Boat Ramp Toilet	Tom Uglys Bridge Boat Ramp Car Park	Sylvania
37.	Tonkin Oval Parks Operations Store	Tonkin Park	Cronulla
38.	Toy Restoration Centre	19-21 Jannali Avenue Jannali	Jannali
39.	Veno Street Reserve Toilet	Veno Street Reserve	Heathcote
40.	Waratah Park Athletics Field Toilet Block	89OR Rawson Avenue Sutherland	Sutherland
41.	Woolooware Oval Clubhouse	55R Caronia Avenue Woolooware	Woolooware
42.	Woronora Bus Terminus Toilet	189R Prince Edward Park Road Woronora	Woronora

## 16. APPENDIX C

# GRAFFITI HOT-SPOTS

Graffiti Removal Team No. 1		
Suburb	Site and Address	Community Expectation Profile
		(CX 1,2,3,4)
<b>CRONULLA</b>	GUNNAMATTA PARK, 39-41 NICHOLSON PARADE CRONULLA (includes TOILETS, SHELTERS, YOUTH CENTRE)	CX1
	CRONULLA PARK, GERRALE STREET CRONULLA (includes PUBLIC TOILET, SLSC, SPORTS COMPLEX)	CX1
	SHELLY PARK, 70-110R EWOS PARADE CRONULLA	CX1
	OAK PARK, 156-164R EWOS PARADE CRONULLA	CX1
	DUNNINGHAM PARK, 1R KINGSWAY CRONULLA (includes PUBLIC TOILETS, SLSC, PRINCE ST SEAWALL)	CX1
	TONKIN PARK, 1R TONKIN STREET CRONULLA (includes TOILETS)	CX1
	TONKIN OVAL, 1R TONKIN STREET CRONULLA (includes TOILETS, CLUBHOUSE, GARDENERS SHED)	CX1
	TONKIN ST - CROYDON ST PEDESTRIAN TUN, 59R TONKIN STREET CRONULLA	CX1
	CROYDON STREET MULTI-STOREY CA, 38-60 CROYDON STREET CRONULLA	CX1
	DON LUCAS RESERVE, SANDERSON STREET CRONULLA	CX1
MONRO PARK, CRONULLA STREET CRONULLA	CX1	
<b>GREENHILLS BEACH</b>	GREEN HILLS SKATE PARK, CAPTAIN COOK DRIVE GREENHILLS BEACH	CX1
<b>WOOLOOWARE</b>	WOOLOOWARE OVAL 55R CARONIA AVENUE WOOLOOWARE (includes TOILETS, CLUBHOUSE)	CX1
	JENOLA FIELD, 214R KINGSWAY WOOLOOWARE (includes TOILETS, CLUBHOUSE)	CX2

Suburb	Site and Address	Community Expectation Profile
		(CX 1,2,3,4)
<b>BARDEN RIDGE</b>	BARDEN RIDGE OVAL, 112-130 OLD ILLAWARRA ROAD BARDEN RIDGE	CX2
	THE RIDGE PLAYING FIELDS, RECREATION DRIVE (PRIVATE) BARDEN RIDGE	CX1
<b>MENAI</b>	PARC MENAI, ALLISON CRESCENT MENAI (includes TOILETS, SKATE PARK)	CX1
<b>JANNALI</b>	JANNALI SHOP CENTRE CARPARK TOILET, 42A RAILWAY CRESCENT JANNALI	CX2
<b>COMO</b>	COMO PLEASURE GROUNDS, CREMONA ROAD COMO (includes TOILETS, POOL, JETTY)	CX1
<b>SUTHERLAND</b>	PEACE PARK (INC CHUO GARDENS), ETON STREET SUTHERLAND (includes ADMIN BLD, SEC)	CX1
<b>ENGADINE</b>	COOPER STREET RESERVE, 1148 OLD PRINCES HIGHWAY ENGADINE (includes TOILETS, SKATE PARK)	CX1
	LANTANA ROAD RESERVE, 183R KINGSWOOD ROAD ENGADINE (includes TOILETS)	CX2
<b>BUNDEENA</b>	BUNDEENA OVAL, 3-17 LIVERPOOL STREET BUNDEENA (includes COMMUNITY CENTRE, RFS, TOILETS, SKATE PARK)	CX2
<b>KIRRAWEE</b>	KIRRAWEE CARPARK PUBLIC TOILET, 171R OAK ROAD KIRRAWEE	CX2
	KIRRAWEE OVAL, 2R HELENA STREET KIRRAWEE	CX2
<b>GYMEA</b>	GYMEA SHOPPING CENTRE 39 GYMEA BAY ROAD GYMEA (includes TOILET, COMMUNITY CENTRE)	CX1
<b>MIRANDA</b>	SEYMOUR SHAW PARK, 244R THE BOULEVARDE MIRANDA (includes TOILETS, TENNIS CTS, NETBALL, YOUTH CENTRE)	CX2
	CENTENARY PARK, 66-74 KARIMBLA ROAD MIRANDA (includes TOILETS)	CX1
<b>LILLI PILLI</b>	LILLI PILLI OVAL, 597R PORT HACKING ROAD SOUTH LILLI PILLI	CX2



Flora Street Mural, Kirrawee



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