

'Whole of Community' Graffiti Management POLICY

Purpose

To outline the Council's position on graffiti management for the municipality using a 'whole of community' approach.

Scope

The 'whole of community' approach includes a set of options for graffiti management encompassing graffiti removal, place management, community education and information, planning and law enforcement and monitoring and review.

This approach encourages partnerships between Council and owner/occupiers, business owners, law enforcement agencies, statutory authorities, utility owners and graffiti artists.

This policy applies to all officers and councillors of the City of Yarra.

The *Yarra City Council and Local Policing Priority Committee* has provided strategic advice to Council on the direction and development of the Strategy. The Committee is a collaborative network of key stakeholders that includes local businesses, residents, schools, Victoria Police and Council Officers.

Definitions

Graffiti refers to the illegal painting or spraying of paint onto a surface without the permission of the owner. Graffiti takes various forms including traditional spray-art, stencilling and tagging. Graffiti differs from legal public art forms (including forms of spray art, mural art, stencilling) as the artist has permission from the owner of the infrastructure to undertake the work. Even when this permission exists, planning approval is required for graffiti on property where it is located in a heritage area.

Graffiti Hotspots are strategic or highly visible areas within the municipality (such as gateways and retail precincts) with extreme levels of graffiti determined through audit and monitoring processes.

Place Management involves the participation of all relevant parties/stakeholders in the development of specific responses to address local issues. This includes urban design elements, heritage overlays, activity centre review, physical infrastructure (e.g. planting, and lighting access to the particular site).

Council Policy

Preamble

Yarra City Council recognises the aspirations of property owners to have their properties free from defacement and broader community desires for well-maintained local streets and neighbourhoods. At the same time Council supports the right to and importance of freedom of political and artistic expression, including the rights of street artists to undertake legal artwork. Yarra City Council

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respects both of these sets of values, and seeks to balance them in the context of a corporate philosophy valuing inclusion and diversity.

Graffiti on private property without consent is illegal. Council currently does not have the right to enter private property or do anything to clean graffiti from property it does not own. Council does have a responsibility to the community to compel property owners to maintain their assets to appropriate standards.

Graffiti is a problem for the some sectors of our community because it has an impact on people's perception of safety. Some people feel that an area with graffiti is unsafe and therefore they may avoid areas where graffiti is present. It can increase feelings of fear and disorder in the local community and distort perceptions around the actual level of crime and safety. Graffiti can have a negative impact on the amenity and general sense of safety in our community.

Effective management of graffiti is important to create and maintain quality open and public spaces and to engender civic pride.

Policy

1. Graffiti Removal

- *Council Property*
 - a) Council will remove offensive (racist slogans, swear words, defamatory statements) graffiti from Council property within 24 hours of notification;
 - b) Council will remove inoffensive graffiti from Council property within 5 days of notification;
 - c) Council commits to more effective management of graffiti on its assets through effective environmental design Crime Prevention through Environmental Design (CPTED) and the application of 'place management' principles.
- *Private Property*
 - d) Council commits to working with local businesses to undertake programmed clean-ups from retail precincts and municipal gateways;
 - e) Council will provide graffiti removal kits at cost-price to residents;
 - f) Council will support local initiatives which provide graffiti removal services to residents and property owners; and
 - g) the Home and Community Care (HACC) program's low cost home maintenance service will be used to remove graffiti from the homes of frail older residents and people living with a disability.

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2. Place Management

- (a) Council will take a place management approach to graffiti hotspots. This approach can include the following elements:
- (i) consultation with business owners, statutory authorities, artists and residents in developing short and long-term responses;
 - (ii) application of CPTED principles in new developments or to Council assets;
 - (iii) programmed graffiti removal in retail precincts in partnership with business and property owners;
 - (iv) community clean-up events;
 - (v) development of management plans for the co-ordination and implementation of Public Art projects as both a key diversionary measure and for precinct amenity improvement.

3. Community Education and Information

- a) Council will provide community information and education material on graffiti including steps that residents, businesses and property owners can take to remove graffiti from private property.
- b) Council will provide details of its approach to stakeholders through a Communications Strategy.

4. Planning and Enforcement

- a) Council will vigorously pursue the owners of statutory authorities to compel them to maintain their assets appropriately.
- b) As part of the review of related strategic and statutory planning policy, Council will consider the incorporation of graffiti management measures, particularly through amendments to the Yarra Planning Scheme.
- c) Council will advocate to the State Government for legislative changes in relation to the asset management of public utilities and the direction and initiatives of CPV in relation to graffiti management.
- d) Council will work with developers to ensure that CPTED principles are included in their building designs.
- e) Council will review its enforcement response following evaluation of the Strategy following Year 1.

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5. Monitoring and Evaluation

- a) Council will actively promote graffiti reporting and monitor graffiti in the City through a series of interactive tools designed to document the extent of reported graffiti, coordinated centrally through Yarra Access.
- b) Council field officers will undertake regular graffiti audits as part of their routine inspections.
- c) Council will undertake evaluation of its overall approach to graffiti management and associated place management strategies annually.

Consultation

The Strategy has been developed following extensive engagement and consultation with key stakeholders. This engagement process has included:

- *Whole of Community Graffiti Management. Possibilities for Yarra* Discussion Paper (August 2003)
- *Graffiti and Private Property in Yarra*. Community Consultation Paper (November 2003)
- Web-based survey of residents and Community Forums.
- Information from the Annual Community Survey.
- *Yarra City Council and Local Policing Priority Committee*.
- Crime Prevention Victoria.
- Cultural Vitality and Public Space Symposium.

Related documents and attachments

The "Whole of Community' Graffiti Management Strategy" is attached to this policy and establishes a framework for Council to respond to its own property, and to working with private and public property owners, community organisations and graffers, taggers and stencillers in the public domain.

Associated documents:

- *Whole of Community Graffiti Management. Possibilities for Yarra* Discussion Paper
- *Graffiti and Private Property in Yarra*. Community Consultation Paper (November 2003)
- Feedback - Consultations on Graffiti.

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Attachment 2: Whole of Community Graffiti Management Strategy (2004/06)

1 Graffiti Removal

<i>Description</i>	<i>Action</i>	<i>Responsible Unit</i>	<i>Timelines</i>	<i>2004/05 Financial Considerations</i>
Graffiti Removal from Council Assets	1) Continue removal of graffiti from Council buildings.	Assets	Ongoing	\$40,000 (OB) included within the Building Maintenance Budget. \$5,000 (NI + OB) included in Road Maintenance Budget Included in lump sum portion of Open Space and Street Cleaning Contract. \$10,000 (NI) for Community Correctional Services Program
	2) Continue removal of graffiti from road signs by Yarra Road Services.	Infrastructure	Ongoing	
	3) Continue removal of graffiti from street litterbins and Park Assets including playgrounds, furniture and signs.	Environment and Recreation Services	Ongoing	
	4) Removal of graffiti from Street furniture.	Environment and Recreation Services	Ongoing	
Graffiti Removal Service for Property Owners	5) Support a local agency to develop a business enterprise that provides a fee for service graffiti removal function property owners within the City.	Community Partnerships Asset Management	July 2005	For consideration in the 2005/06 Budget.
	6) Use HACC low cost home maintenance service for removal of graffiti from the homes of the frail older residents and people living with a disability.	Aged and Disability Service	Ongoing	Within existing resources.
Graffiti removal from commercial precincts	6) Employ a handyperson to identify, audit and carry-out further clean-up work throughout retail precincts across the municipality.	Asset Management	September - December 2004	\$35,400 (NI) Transfer of 1.0 EFT Graffiti Management from Culture and Community Planning to Asset Management (\$22,600 NI for employment of Special Projects Officer until December 2004)

Notes to Financial column:

OB – Operating Budget
NI – New initiative

Attachment 2: Whole of Community Graffiti Management Strategy (2004/06)

<i>Description</i>	<i>Action</i>	<i>Responsible Unit</i>	<i>Timelines</i>	<i>2004/05 Financial Considerations</i>
Graffiti Reporting	7) Promote the interactive reporting tool on the Council website for graffiti notification.	Culture and Community Planning	Ongoing	Within existing resources.
	8) Log incoming graffiti notifications through the call centre onto MERIT and staff report card.	All Yarra Yarra Access	Ongoing	\$1,000 for printing of staff report card.
	9) Provide monthly reports to Executive and quarterly reports to Council on graffiti notifications and response rates.	Culture and Community Planning	Ongoing	Within existing resources.
Graffiti Removal Kit	10) Provide cost-price graffiti removal kits to local residents to be made available at Customer Service centres. The kits will be available from Council Customer Service centres at a cost of \$12 per kit (\$9 for concession card holders).	Community Partnerships	July 2004	Proposed budget \$2,000 (NI) for 2004/05 financial year.
Community Grants	11) Initiate pilot Graffiti Grants program to fund small, one-off projects that directly address the issue of graffiti.	Community Partnerships	May 2004	\$20,000 was allocated within Community Grants Program in 2003/04 Budget year.
	12) Work with grant recipients where possible to ensure project outcomes inform, support and add value to the City of Yarra graffiti management response.	Community Partnerships	August 2004	
	13) Evaluate the outcome of the projects under this program.	Culture and Community Planning	May 2005	
	14) As part of Council's Community Grants program provide funding to community based initiatives that seek to reduce the impact of graffiti.	Community Partnerships	September 2004	

Notes to Financial column:

OB – Operating Budget
NI – New initiative



Attachment 3 COMMUNICATIONS PLAN - GRAFFITI

Background

Graffiti is an issue of high importance to the Yarra community. Yarra's 2003 Customer Satisfaction Survey (2003) cites only 54% of respondents as being satisfied with Council's performance with respect to the amount of graffiti present in the municipality.

A draft Graffiti Management Report and Strategy has been prepared by the Culture and Community Planning Branch and is scheduled for adoption by Council in July. Extensive community consultation was undertaken during the preparation of the Report.

In the past Council's approach to the management of graffiti has focussed around community based art projects. As documented in the Graffiti Management Report and Strategy, Council will now focus on the clean up and removal of graffiti across the municipality.

It is necessary to clarify that whilst Council will play an active advocacy role in the removal of graffiti across the municipality it is only responsible for Council owned assets.

Goals and Objectives

The objectives of the campaign are to:

- raise awareness in the community that Council has adopted a multi-pronged approach to the management of graffiti in the municipality that incorporates tangible clean up efforts (focus), public education and public art
- communicate with clarity that the Graffiti Management Report and Strategy is not just another strategy – the strategy is firmly supported by an action plan that outlines practical initiatives and projects that will take place over the next year. In order to achieve this objective, individual projects will be profiled via our existing communications mediums throughout the year
- highlight Council's commitment to working collaboratively with all stakeholders including the Victoria Police, small business owners, property owner occupiers, schools and statutory authorities such as Vic Track, Vic Roads, Connex, Telstra, City Power, City West Water, Yarra Valley Water and Australia Post to ensure the removal of graffiti from assets not owned by Council.

Target Audience

All residents, business owners and stakeholders of the City of Yarra.

Key Messages

Council has adopted a multi-pronged approach to the management of graffiti in the municipality that combines tangible clean up efforts (removal) with public education and public art.

Council is working in partnership with the Victoria Police, small business owners, property owner occupiers, schools and statutory authorities such as Vic Track, Connex, City West Water, Yarra Valley Water and Australia Post to ensure the removal of graffiti across the municipality

Council will implement a range of practical initiatives over the coming year. These initiatives are to be highlighted via our existing communication mediums (refer to the action plan for timing). Key projects are outlined below:

Clean up (focus)

In relation to the clean up of graffiti Council will:

- coordinate the removal of graffiti from *Council owned assets* such as buildings, street signage and parks, in consultation with Community Corrections
- implement a pilot project for the clean up of the *commercial strip* precinct of Swan Street, Richmond. Upon completion this project will be replicated in Yarra's other major commercial strips
- play a key advocacy role – working with statutory authorities such as Vic Track, Vic Roads, Connex, Telstra, City Power, City West Water, Yarra Valley Water and Australia Post to ensure the clean up of *bridges, poles, fire hydrants, letterboxes, traffic signal and electrical boxes*
- support a local agency to develop a business enterprise that provides a fee for service graffiti removal function for *owner occupiers (private property)*
- provide graffiti removal kits at cost price and paint vouchers to *owner occupiers*
- provide assistance to frail older residents and people living with a disability in cleaning up graffiti on their properties via Council's Home and Community Care (HACC) Program. HACC is a home maintenance program aimed at enabling residents to remain living independently within the community
- provide a graffiti reporting and tracking system so that residents can contact Council (Access Yarra) and report graffiti (refer to P11 of the *Yarra News* Vol 10, No: 1, Feb 04)
- develop feedback cards so that key Council staff from units such as Public Health, Planning, Building, Local Laws, Parking and Road Maintenance are can report graffiti

- initiate a pilot grants program to fund small one off projects that directly address the issue of graffiti

Public Education

In relation to public education Council will:

- develop and maintain graffiti related information on its web site
- provide an information package to owner occupiers on removal, prevention and public art projects.

Public Art

In relation to public art Council will:

- implement public art projects in hot spot precincts

Actions and Timelines

Communication Medium	Action	Responsibility	Date published	Sign off	Budget/cost
Advertorial	- a series of articles to appear in the YL highlighting specific graffiti initiatives	- Manager Culture and Community Planning to provide updated information -Communications Officer to draft	Weekly	CB, SI	No cost
Yarra News	- feature to appear in the <i>Yarra News</i> followed by a series of articles highlighting specific graffiti initiatives	- Manager Culture and Community Planning to provide updated information -Communications Officer to draft	Bi-monthly August October December February	CB, SI, LW, KM	No cost
CEO Note	- article profiling staff involvement in the graffiti project ie staff reporting on graffiti in the municipality	- Manager Culture and Community Planning to provide updated information -Communications Officer to draft	Fortnightly	CB, SI, LW	No cost
Advertising	- tbc	- Manager Culture and Community Planning to provide final text	tbc	CB, SI	POA
Web site	- information relating to the status of the Graffiti Management Report and Strategy. It should include information for private property owners	- Manager Culture and Community Planning to provide final text (in consultation with communications to ensure messaging is consistent) - Electronic Communications and Design Officers to	- to be updated regularly	CB, SI	No cost

		upload			
Brief Media	- initial full briefing of journalists	- Manager Culture and Community Planning to provide updated information - Public Relations Officer to arrange	- to arrange asap	LW, KM, LC to attend	No cost
Media releases	- initial media release to inform the community of the adoption of the Policy and Strategy - further media releases to be drafted on an ongoing basis highlighting specific graffiti initiatives as they occur	- Manager Culture and Community Planning to provide updated information - Public Relations Officer to draft	- ongoing	CB, SI, LW, KM	No cost
Media launch	- Mayor to launch the Swan Street Pilot Project	Pam Ford to provide updated information - Public Relations Officer to coordinate	- early July (tbc)	LW, KM	No cost

Evaluation

The communications campaign will be evaluated via the Merit CRM Reporting System, community feedback and future Customer Satisfaction Survey results.

Responsible Officer:

Catherine Buck
Acting Coordinator Communications
and Customer Service

Attachment 2: Whole of Community Graffiti Management Strategy (2004/06)

2. Place Management

Description	Action	Responsible Unit	Timelines	Financial Consideration
Graffiti Hotspots	<p>14) Develop place management strategies for graffiti hotspots and places with emerging graffiti issues to provide a coordinated and responsive approach to the removal of graffiti, particularly in high visibility areas. Hotspots to be identified through graffiti reporting and internal municipal audits.</p> <p>15) Undertake consultations with the community to develop particular short and long-term responses to managing graffiti in that location.</p> <p>16) Implement Crime Prevention through Environmental Design (CPTED) principles in the development of place management strategies. Issues to be addressed include community information, social, physical, political, artistic, community and cultural development and design responses.</p> <p>17) Develop a management plan for the co-ordination and implementation of Public Art projects as both a key diversionary measure and amenity improvement in hotspot precincts which includes:</p> <p>Public Art Sites.</p> <ul style="list-style-type: none"> • Identification of Council owned sites available for wide ranging and diverse public art initiatives (eg. murals, light sculptures and lighting features, multi-media installations etc). • Working with private property owners to identify their sites for public art projects. 	<p>Community Partnerships</p> <p>Recreation and Open Space</p> <p>Infrastructure</p> <p>Assets</p> <p>Urban Planning</p> <p>Arts and Cultural Services</p>	As identified by Executive and Council reporting processes.	\$11,250 for allocation across municipality.

Notes to Financial column:

OB – Operating Budget
NI – New initiative

Attachment 2: Whole of Community Graffiti Management Strategy (2004/06)

Description	Action	Responsible Unit	Timelines	Financial Consideration
Graffiti Hotspots (continued)	Public Art Projects. <ul style="list-style-type: none"> • public art funding through Community Grants Program- Graffiti Grants category. • Development of a fact sheet to assist applicants develop public artworks requiring planning permits . • Offer Council owned sites for public art as part of this funding program. 			
Pilot Project - Swan Street Hotspot	<p>18) Initiate pilot project for the retail precinct of Swan Street Richmond (between Punt Road and Church Streets).</p> <p>19) Comprehensive graffiti cleaning and removal program;</p> <p>20) Develop on-going anti-graffiti programs such as:</p> <ul style="list-style-type: none"> ▪ full-fee paying by owner/occupier for graffiti removal; ▪ one-off, part contributions by Council within set budget parameters, per premises. <p>21) Evaluate pilot project, based on the following criteria:</p> <ul style="list-style-type: none"> (a) the reduced incidence of graffiti on the street; (b) the level of satisfaction of residents, shoppers, business and property owners in Swan; (c) the level of cooperation from business and property owners; (d) the cost of undertaking the project. 	<p>Asset Management Economic Development</p> <p>Asset Management Economic Development</p>	As identified by Executive and Council reporting processes.	Swan Street Pilot Project - \$10,976 funding through reallocation of savings made on cleaning Council Assets through the Community Corrections Program.

Notes to Financial column:

OB – Operating Budget
NI – New initiative

Attachment 2: Whole of Community Graffiti Management Strategy (2004/06)

Description	Action	Responsible Unit	Timelines	Financial Consideration
	22) Support and identify community partners for public art in the precinct including: 23) Stewart Street Mural Stage1: completion; 24) Stewart Street Mural Stage 2: evaluation of graffiti levels; 25) Stewart Street Mural Stage 3: initiate artworks in surrounds of Richmond Station and Vic Track properties in the area.	Arts and Cultural Services Youth and Family Support Services Community Partnerships	2004 (Stage 1) 2005 (Stage 2) 2005-06 (Stage 3)	Stage 1: \$6000 has been allocated to Stage 1 project in 2003/04 financial year. Stage 2: New initiative. Stage 3: New Initiative.
Place-base projects	22) Implement and evaluate funded Crime Prevention Victoria projects: <ul style="list-style-type: none"> • Public Art Outcome Project • Stewart Street mural Project • Fitzroy Precinct Project. 	Community Partnerships Family Services Arts and Cultural Services Environment and Recreation Services	December 2004	\$40,000 Grant received from Crime Prevention Victoria. No additional cost to Council in-kind support and operational costs within resources.

Notes to Financial column:

OB – Operating Budget
 NI – New initiative

Attachment 2: **Whole of Community Graffiti Management Strategy (2004/06)**

3. **Community Education and Information**

Description	Action	Responsible Unit	Timelines	Financial Consideration
Communications Strategy	23) Develop a communications strategy for the overall Policy and Strategy.	Yarra Access	July 2004	Within existing resources.
	24) Develop a communications strategy with particular focus on the rollout of the pilot projects initiated under the place management strategy.	Yarra Access Economic Development	July 2004	
Information to Residents	25) Develop and maintain Graffiti related information on Council's website. 26) Provide an information package on opportunities for residential response, including: <ul style="list-style-type: none"> • graffiti removal options including business enterprise; • advice about prevention through design techniques; and • public art projects. 27) Provide advice to property owners on graffiti removal and prevention in heritage areas. 28) Showcase and highlight key projects including information from CPV and pilot projects.	Community Partnerships Communications	Ongoing	Within existing resources.

Notes to Financial column:

OB – Operating Budget
NI – New initiative

Attachment 2: Whole of Community Graffiti Management Strategy (2004/06)

4. Planning and Enforcement

Description	Action	Responsible Unit	Timelines	Financial Consideration
Advocacy on asset management	<p>29) Escalate advocacy approach to statutory authorities, such as VicTrack, Connex, City West Water and Australia Post.</p> <p>30) In conjunction with VicTrack and the railway operator develop a range of responses addressing the railway corridor, railway land, station entrance and exits.</p>	<p>Chief Executive Officer</p> <p>Director Asset Management</p> <p>Director Community Development</p>	July 2004	Existing staff resources.
Working with State Government	31) Advocate to the State Government for legislative changes in relation to the asset management of public utilities and the direction and initiatives of CPV in relation to graffiti management.	Chief Executive Officer	April – October 2004	Within existing resources.
Strategic Planning	32) Ensure links to the Policy and Strategy in any relevant Council policy and/or strategy, particularly through amendment to the Yarra Planning Scheme.	Urban Planning Culture and Community Planning	December 2004	Within existing resources.
Crime Prevention through Environmental Design (CPTED)	33) Implement Crime Prevention through Environmental Design (CPTED) principles in the development of place management strategies.	Community Partnerships Urban Planning	Ongoing	Within existing resources.
Review of Local Law	34) Following annual review of strategy (see S37) consider review Local Law provisions.	Community Partnerships Building and Regulatory Services Urban Planning	December 2006	For consideration in the 2005/6 budget and following review of Local Law.

Notes to Financial column:

OB – Operating Budget
NI – New initiative

Attachment 2: **Whole of Community Graffiti Management Strategy (2004/06)**

5. **Monitoring and Evaluation**

Description	Action	Responsible Unit	Timelines	Financial Consideration
Monitoring	35) As part of routine inspections Council field officers to photograph and report graffiti through the MERIT request system.	Asset Management Building and Regulatory Services	Ongoing	Existing staff resources.
	36) Audit information to be used in the identification of graffiti hotspots and generation of work programs for contractors, Community Corrections participants and internal personnel.	Culture and Community Planning	Ongoing	
Evaluation	37) Undertake annual review of the Strategy and make recommendations for change.	Community Partnerships	April 2005	Existing staff resources.

Notes to Financial column:

OB – Operating Budget
NI – New initiative

Attachment 4

Whole of Community Graffiti Management Policy Community Consultations Register of Interest

Attendees at Community Forum

Mrs	Winderfred	Cheston	Resident
Mrs	Melissa	Koniuszko	City of Melbourne
Mr	George	Greenberg	Ratepayer
Mrs	Hani	Greenberg	Ratepayer
Mr	Mike	Moore	Resident
Mr	Richard	Butto	Fitzroy Resident's Association (FRA)
Ms	Helen	Foster	Resident
Ms	Caroline	Miller	Resident

Written Submissions

Mrs	Hani	Greenberg	Ratepayer
Mr	Richard	Butto	FRA
Mr	James	Height	Business Owner

Attachment 5

Summary of Issues Raised in Community Consultations and Public Submissions

Comment		Council Response	Proposed Action
	Scope of Policy and Strategy		
01	47% of properties are “non-owner occupiers” how will they be engaged in the process?	<p>Scope of the Strategy includes the owners and occupiers of private and public property and public utilities.</p> <p>When a property has been reported as having graffiti, the owner of the property is notified by letter and requested to remove the graffiti. Preliminary results from the graffiti reporting tool indicates that in most instances where a rental property is managed by real estate agent graffiti is removed promptly.</p>	<p>Covered within the scope of the Policy and Strategy.</p> <p>No further action required.</p>
02.	Definition of stakeholders needs to be broadened to include traders/local businesses, insurers and the legal system.	<p>The Policy and Strategy includes residents, local businesses and owner/operators of public utilities.</p> <p>The role of legal system will be considered as part of strategy to work with State Government to enhance graffiti management strategies.</p>	Included within the Strategy.
03.	A number of suggestions were made about the structure and layout of the documents including removal of sub-headings within the Strategy, simplification of language	Useful feedback obtained about the structure of both of the documents to ensure greater clarity.	Changes have been made to the structure of both documents.
04.	Principles outlined in the consultations underpinning the policy need to be included in the document.	Useful feedback.	Principles have been incorporated into the Policy document.

Comment		Council Response	Proposed Action
05.	Definition of graffiti. Comments were received that the definition of graffiti needed strengthening with the inclusion of the word "vandalism".	<p>The definition is consistent with CPV definition.</p> <p>Council's policy differentiates between graffiti that is illegal and public art as a legitimate activity.</p>	No further action required.
06.	Integration with Victorian Government Strategy of 'zero tolerance' to graffiti.	Council's position has been that graffiti is a complex issue that requires a multi- faceted approach. As such Council has adopted the five directions within the Policy and Strategy rather than a 'zero tolerance' approach.	No further action required.
07.	Who undertakes graffiti and why?	Research about who does graffiti and why was used in the development the discussion papers and strategy. The discussion paper is one of the key documents attached to the Policy for reference.	Information will be included in Community Education strategy.
08.	Policy places an emphasis on the rights of graffiti artists.	The Policy acknowledges that there are competing interests and suggests strategies to ensure that the rights and responsibilities of all stakeholders are addressed as part of managing graffiti.	No further action required

Comment		Council Response	Proposed Action
	Enforcement		
09.	<p>Needs to be stronger focus on enforcement.</p> <p>The policy does not empower Council to compel property owners to maintain their properties.</p>	<p>Policy acknowledges that enforcement is the final component in a staged approach to graffiti removal.</p> <p>Council does have scope under Local Law 3 to persuade building owners to clean graffiti.</p> <p>Work has commenced on the development of a community education strategy to clarify the current process and to encourage graffiti cleaning on private property.</p> <p>Strategy recommends that Council work with the State Government for legislative change to improve graffiti removal from public utilities.</p>	<p>Evaluation of the proposed Policy and Strategy after Year 1 will determine the need for a review of the local law and other actions in a staged enforcement response.</p>
10.	Council should consider restrictions to sale of Aerosol Paint	Experience from other municipalities suggests that restricting the sale of aerosol paints only has a minimal impact on the amount of graffiti undertaken.	Will be considered as part of the review of Local Laws in Year 2.
	Community Education		
11.	All information should be available by means other than website.	In addition to information that is available about graffiti removal and related topics from Council's website, hard copy written information is also from Council's customer service areas and is sent to property owners following notification.	Continue to provide information in different media.
12.	Graffiti reporting tool is difficult to locate on Council's website.	Changes will be made to ensure that the reporting tool is accessible on website. Residents also have the option of contacting Council	Issue has been addressed.

Comment		Council Response	Proposed Action
		directly to report graffiti.	
13.	Request that the results of the December 2003 consultations and resident survey are made publicly available.	Analysis of results has been completed.	Information will be made available on Council's website.
14.	Perception of community safety and links to graffiti.	The Policy acknowledges that there is a link between graffiti and people's perception of safety. This is articulated in the Policy. These concerns are addressed through place management and community education strategies.	No further action required
15.	Need for stronger emphasis on the development of civic pride.	Place management involves the participation and engagement of all relevant stakeholders in developing local responses.	The importance of civic pride as part of this issue has been included in the Policy.
16.	More involvement of local schools.	A number of activities identified in the Strategy involve local schools i.e. CPV projects and some of the projects funded through the Graffiti grants scheme.	Addressed within Strategy.
	Removal		
17.	<p>Council should consider sharing the cost of graffiti removal from private property.</p> <p>One participant expressed the view that Council should not extend its role in the removal of graffiti property.</p> <p>Council has a role in removing racist, sexist and</p>	<p>Strategies to assist property owners with graffiti removal include provision of removal kits and paint vouchers.</p> <p>Council is working with a local agency to provide graffiti removal service that will be available to the residents and local businesses.</p> <p>Offensive graffiti is removed from Council property within 48 hours.</p>	Addressed within Strategy.

Comment		Council Response	Proposed Action
	homophobic slogan.		
18.	Council to facilitate community clean up days.	This was useful feedback and could be addressed through place management strategies, which may identify opportunities for clean up days.	Addressed within the Strategy.
	Arts in Public Places		
19.	Public Arts in public places should be included as a component of Place management.	Public art initiatives incorporated in strategies relating to Place Management.	Changes incorporated in Strategy
20.	Revise strategy to develop Council asset database for public art sites.	New proposal includes an approach where Council targets hotspot areas and an inventory of potential sites within this area is then identified.	Changes incorporated in Strategy.
21.	Provision of public mural space for a few people for the production of static mural not considered a useful response.	Research shows that art based development projects are successful in engaging young people in diversionary activities.	Addressed within the Strategy