

Graffiti Removal Guidelines



REMOVAL GUIDELINES

Reference Number	731328
Responsible Business Unit	Community Services
Responsible Officer	General Manager Community Development
Legislation	Local Government Act 1999 Graffiti Control Act 2001 Environmental Protection Act 1993 Local Nuisance and Litter Control Act 2016
Relevant Delegations	CEO General Manager Community Development
Related Policies Management Guidelines Frameworks	RCMB Graffiti Management Policy RCMB Graffiti Removal Consent Form RCMB Graffiti Removal Consent Form – Ongoing Consent Graffiti Removal Approved Locations Safe Work Method Statement Traffic Guidance Scheme SA Standards for Workzone Traffic Management RCMB Volunteer Program Risk Assessment RCMB Volunteer Policy Graffiti Removal Volunteer Induction Manual
Link to Strategic Plan	Objective 2.2 – Care for the Community – A Safe, Healthy and Active Community
Date Adopted	12 October 2020, item 159.2
Review Date	within a Council term
Previous Revisions	10 March 2014, item 64.11

PURPOSE

To provide concise, clear instructions to Council volunteers trained in the removal of graffiti within the Rural City of Murray Bridge.

OBJECTIVES

Efficient, timely, effective and safe removal of graffiti within the Rural City of Murray Bridge.

Where possible, offensive or high level graffiti will be removed within 48 hours.

Medium or low grade graffiti will be removed as soon as practicable, depending on the particular circumstances, eg: volunteer availability or once the property owner's consent has been obtained.

SCOPE

Graffiti removal, from public spaces within the boundaries of the Rural City of Murray Bridge.

DEFINITIONS

Graffiti - any marks that change the appearance of a property without the owner's permission, including writing, drawing, marking, scratching, etching or posting something on the property.

The electronic version accessible on Council's website and Council's electronic record system is the controlled version. Printed copies are considered uncontrolled – before using a printed copy verify that is the current version.

Council property – means all buildings, land, reserves, and structures owned and maintained by the Rural City of Murray Bridge

Private Property – means any property which is not owned by the Rural City of Murray Bridge or an agency of the Crown

Graffiti Removal Volunteer - A Volunteer that is registered with the Rural City of Murray Bridge volunteer program and has undertaken all the required training to enable the safe removal of graffiti within the boundaries of the Rural City of Murray Bridge.

Community Safety Officer – Council's employed officer in charge of co-ordinating the registered Graffiti Removal Volunteers.

GRAFFITI REMOVAL PROCESS

1. Community members report graffiti via:
 - Phone: Customer Service 8539 1100
 - Council website: www.murraybridge.sa.gov.au – Customer Request
 - External Apps: Council accepts reports from applicable external service apps, including *My Local Services* and *Snap Send Solve*, available from both the Apple and Android App Stores.

Reports of graffiti should include:

- Location of graffiti (Street Address)
- Description of graffiti (eg: colour, text or spray paint)
- Name and contact details of person reporting graffiti

2. A Service Request will be generated for each report of graffiti, and the Service Request will then be tasked to the Community Safety Officer.

The Community Safety Officer will compile the reports into a list and provide to the Graffiti Removal Volunteers.

3. If the graffiti is on private property, then a '*Graffiti Removal Consent Form*' (refer Attachment 1) must be completed and signed by the property owner (or authorised person) in acceptance of Council's Terms and Conditions, prior to any graffiti removal.

The Graffiti Removal Volunteers will discuss with the property owner the options for removing the graffiti.

Properties that are frequently vandalised by graffiti can be placed on a list of *Approved Locations* (refer Attachment 2), which enables Council to remove graffiti from these locations without the need to obtain a new Consent Form for each incident. To be nominated as an Approved Location, the property owner (or authorised person) needs to submit a *Graffiti Removal Consent Form – Ongoing Consent* (refer Attachment 3).

4. Prior to the removal of graffiti, the Volunteers will undertake a Risk Assessment and adhere to all Council WHS procedures and Legislative requirements, including the following:
 - A *Safe Work Method Statement* (SWMS) (refer Attachment 4) shall be completed before commencing work at each graffiti removal site
 - Signs and work zones must be set up in accordance with the '*SA Standards for Workzone Traffic Management*'. A '*Traffic Guidance Scheme*' (TGS) (refer Attachment 5) must be completed if required

- Appropriate Personal Protective Clothing (PPE) must be worn, as identified in the Safety Data Sheets (SDS)

5. Graffiti is removed according to the *Graffiti Removal Volunteer Induction Manual* (Refer Attachment 6).

Graffiti Removal Volunteers must not undertake graffiti removal that could result in damage to property or at risk of injury to themselves or others.

In some instances where the Graffiti Removal Volunteers are not able to remove the graffiti, then the property owner will be responsible for the graffiti removal, and may need to engage the services of a private contractor at the property owner's own expense.

6. Once the graffiti has been removed (or if the graffiti is on private property and has been assessed as being the responsibility of the property owner to remove), the Graffiti Removal Volunteers will inform either the Community Safety Officer or Customer Service, who will then close the Service Request as complete.
7. If graffiti located on Council property is not able to be removed by the Graffiti Removal Volunteers, then the Service Request will be Work Flowed to Building Assets and Maintenance for completion.

ATTACHMENTS

- Attachment 1: Graffiti Removal Consent Form
- Attachment 2: Graffiti Removal Approved Locations
- Attachment 3: Graffiti Removal Consent Form – Ongoing Consent
- Attachment 4: SWMS
- Attachment 5: Traffic Guidance Scheme (TGS)
- Attachment 6: Graffiti Removal Volunteer Induction Manual