

Community Safety

Graffiti Reporting and Removal

What graffiti can the City remove?

The City of Joondalup removes reported graffiti from City buildings, bus shelters, footpaths, pedestrian underpasses and other assets that it controls. The City can also arrange the removal of graffiti from private residential or commercial properties with the owner's permission.

Are there locations from which the City cannot remove graffiti?

The City cannot remove graffiti from property controlled by other government-linked agencies. Graffiti on items under the control of organisations such as the Water Corporation, Main Roads WA and Transperth is reported by the City directly to these agencies for removal.

Graffiti cannot be removed by the City from private property where:

- the graffiti is not clearly visible from public areas
- the property owner's permission cannot be obtained
- there is not safe access to the site to allow graffiti removal.

Will the City charge me a fee as the property owner when removing graffiti?

The City does not charge a fee for the removal of graffiti from private property.

How do I report graffiti to the City of Joondalup?

You can report graffiti to the City in the following ways:

- by phone on **9400 4000**
- by fax on **9300 1383**
- by using the online graffiti 'Report It' form at joondalup.wa.gov.au
- by email to info@joondalup.wa.gov.au
- in person at one of the City's Customer Service Centres at:
 - 90 Boas Ave, Joondalup (Administration)
 - Whitford City Shopping Centre, Hillarys
 - Customer Service Desk City of Joondalup Leisure Centre (Craigie), Whitfords Ave, Craigie.

What information does the City require in a graffiti report?

The following information will assist the City to locate and remove reported graffiti:

- your name *
- your phone number *
- your street address *
- the street address or a detailed description of the graffiti location *
- the name of a nearby cross-street *
- the orientation of the graffiti (e.g. north-west corner, east side of the street)
- a description of the graffiti (e.g. green spraycan graffiti)
- the type of surface on which the graffiti has been found (e.g. red brick wall).

* *Required information*

Should I also report graffiti to the WA Police?

Yes, you should report graffiti incidents to the WA Police to help them target their patrolling and response in local areas. Call **131 444** to report graffiti and suspicious activity as it occurs.

What else is the City doing to address graffiti in local areas?

The following strategies are used by the City in local areas to assist in the management of graffiti:

- supporting the enforcement efforts of the WA Police through the use of photo's, CCTV images and other information relating to graffiti incidents
- City Watch community patrolling to deter and report suspicious and criminal activity
- the use of community art murals in suitable locations to reduce the occurrence of graffiti
- supporting education programs with graffiti deterrent aims, such as Constable Care
- the use of video surveillance where suitable to identify and deter graffiti offenders

- offering a range of leisure and sporting activities and facilities to encourage positive community participation
- Youth Outreach Teams interact with young people to limit opportunities for them to become involved in inappropriate behaviour
- supporting the Department of Corrective Services' Juvenile Justice Team in deterring young people from engaging in graffiti activity
- supporting the activities of graffiti removal volunteers in local areas.

Need more information?

Contact City Administration on **9400 4000** or at **info@joondalup.wa.gov.au** with any enquiries about graffiti control in local areas.