

MEDIA STATEMENT

Dr Mike Nahan MLA
Member for Riverton



24 November 2009

TELSTRA'S CHANGE OF HEART OVER TELEPHONE EXCHANGE GRAFFITI

Dr Mike Nahan, the Member for Riverton welcomed news that Telstra had finally cleaned off the unsightly graffiti on the Riverton Telephone Exchange that has plagued the local community for more than a year.

"I am extremely pleased to see that the graffiti has been removed from the Riverton Telephone Exchange," said Dr Nahan.

"I have been working with the community for more than a year to get Telstra to accept its corporate responsibility to remove the graffiti. It has been an extremely frustrating time but it has been worthwhile because we have now seen a complete change of heart by Telstra in regard to the maintenance and upkeep of its telephone exchanges."

"This is a huge win for the local community. They have quite rightly been outraged by the unsightly graffiti problem that they have been facing for so long."

Dr Nahan met with Tony Hancox, Telstra's State Manager of Corporate Affairs to personally outline the community's concerns.

"I believe that meeting highlighted the problems that residents were facing and may have contributed to the revamp of Telstra's internal procedures," said Dr Nahan.

"Telstra has now acknowledged that its telephone exchanges are important network assets and that each site is a constant visual presence within the community."

"Telstra is working hard to change its attitude to its customers and that can only be a positive move."

Dr Nahan said it is helpful that Mr Hancox is the Telstra representative on the State Government's Graffiti Taskforce.

"The Taskforce is working hard to address the many graffiti issues facing the community. It knows full well that graffiti impacts seriously on the quality of life of ordinary members of the public and that quick removal diminishes recognition for the offender," said Dr Nahan.

"I'm very pleased to see Telstra's new commitment to its customers and to see a resolution to this long standing graffiti problem that finally meets the community's expectations."

Dr Nahan recommended the community call the Graffiti Hotline on 1800 442 255 if they see anyone doing graffiti. The Hotline operates 24 hours a day, seven days a week and enables quicker response times resulting in faster clean-up and removal. Rewards of up to \$1,000 are available to people providing information leading to the arrest of a graffiti offender.

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