



# Shopping Trolley Management Policy

AUTHORS: Lorna Bussell

DEPARTMENT: Events and Business Development

DATE CREATED: July 2007

DATE REVISED: July 2014

DATE APPROVED BY EXECUTIVE TEAM: n/a

DATE ADOPTED BY COUNCIL: July 2014

NEXT REVIEW DATE: July 2019



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## **INTRODUCTION**

Shopping trolley providers in Waverley are required to have a Shopping Trolley Management System in place.

There are a number of users who leave shopping trolleys unattended in streets and public places where the trolleys become a liability and risk injuring passers-by, damaging motor vehicles or property.

Abandoned shopping trolleys also have an environmental impact once they enter drains and waterways; provide an opportunity for vandals to create further damage, and generally cause visual pollution degrading Waverley's amenity.

The purpose of this Policy is to provide a guide for Council staff, retailers, developers and the community on how to manage shopping trolleys so as to reduce the problem of shopping trolleys being abandoned or left unattended in public places.

## **OBJECTIVE**

To work with shopping trolley providers to implement effective shopping trolley management systems.

1. To provide a procedure for Council staff in dealing with abandoned shopping trolleys.
2. To minimise the potential safety hazards posed by abandoned shopping trolleys.
3. To protect the visual amenity of Waverley LGA.
4. To maintain the balance between the convenience of the provision of shopping trolleys and the responsible use and return of trolleys by building relationships with local retail shopping trolley providers and shopping trolley users.

## **PRINCIPLES**

Where possible, shopping trolleys should remain on the premises which own them. Retail trolley providers should display appropriate signage and provide well sign posted trolley bays at exit points to shopping outlets.

- Retail trolley providers will implement shopping trolley management programs to minimize shopping trolleys leaving their premises and to ensure that abandoned shopping trolleys are collected promptly. Collection services are required to be sufficiently resourced to enable collection within agreed timeframes including after normal business hours.
- Retail trolley providers will provide Council with details of contracted shopping trolley collectors and an up-to-date map showing trolley collection routes and schedules every two years.
- Council will promote trolley collectors details on their website.
- Council will enforce penalties on people who abandon trolleys in public places as per the provisions of the Impounding Act, 1993 where terms of the agreement have not been met.



## POLICY STATEMENT

- Council requires all businesses providing the use of shopping trolleys for use by their customers to implement an approved shopping trolley management system.
- Council officers will notify the trolley provider of the location of abandoned trolleys and will require collection of identified trolleys within 24 hours of notification.
- Where trolleys are not removed within the time period stipulated in the Notice, they will be impounded under the provisions of Section 15 of the Impounding Act and transported to holding areas at Council's discretion.
- Providers of impounded trolleys will be notified of the impounding of the item and the arrangements to be made to release the item.
- Impounded trolleys will be released by Council in accordance with the provisions of the Impounding Act, and the payment of all impounding fees as set out in Council's schedule of fees and charges.
- Those trolleys that are not claimed within 28 days of notice will be sold or otherwise disposed of.

## RELATED POLICIES

DA Consent Condition to be attached to all Development Applications where provision of Shopping Trolleys is to be supplied:

*A plan is to be submitted to and approved by Council detailing Trolley Management prior to the commencement of use, indicating how trolleys will be confined to the site (including internal movements to any car park lifts and basement and trolley bay locations within any car park). Trolleys are not to access the public footway on any adjacent street frontage, or residential lobby areas unless approved as a wheel lock area.*

*(i) All trolleys owned by or associated with the operation of the premises are to be kept within the confines of the premises or approved wheel lock area and building car park in the trolley approved areas at all times.*

*(ii) A Trolley Management Plan be submitted to and approved by Council prior to the issue of any Occupation Certificate. A response will be co-ordinated by the Waverley Renewal Program following consultation with the sub program executive managers for Creating Waverley and Clean & Attractive Waverley.*

*(iii) The Trolley Management Plan is to outline proposed methods of ensuring that trolleys will be managed and maintained within the trolley approved areas, including internal movements to the car park, lifts, basement and trolley bay locations within the car park. The Plan also to outline proposed methods of ensuring that trolleys are not moved to or able to access the public footway on any adjacent street frontage, residential lobby areas, or any non-trolley approved areas, unless specifically approved as a wheel lock area.*

*(iv) The Trolley Management Plan may incorporate an electronic trolley locking system similar to the system recently installed in Bondi Junction.*



## **SOCIAL IMPLICATIONS**

Council recognises that the provision of shopping trolleys to customers is essential and that some customers may utilise trolleys to convey goods beyond the boundaries of the provider's premises to adjacent car parks, taxi ranks or designated pick up spots.

This policy does not aim to prohibit the use of shopping trolleys for this purpose. This policy aims to provide procedures for both Council and retail shopping trolley provider to deal with abandoned trolley, to promote the responsible use of shopping trolleys, and to encourage the use of reusable shopping bags or personal shopping trolleys ("grandma's shopping trolley") to the public.

## **ECONOMIC IMPLICATIONS**

Retail shopping trolley provider will be required to implement to a trolley management system to meet the requirements of Council's policy agreement. This may have cost implications to the shopping trolley provider if systems are not already in place.

Council enforcement resource implications are not expected to increase as a result of this policy.

## **ENVIRONMENTAL IMPLICATIONS**

- This policy is aimed at minimising potential environmental impacts of abandoned shopping trolleys by formalising the responsibilities of the retail shopping trolley provider and Council.
- This policy will reinforce the walkability of shopping centres and encourage the use of reusable bags and personal shopping trolleys.

## **RELEVANT LEGISLATIVE PROVISIONS**

- Abandoned shopping trolleys may be impounded by Council under Section 15 of the Impounding Act 1993.
- Council must follow the procedures of the Impounding Act relating to impounding, storage, notification to provider, release and the charging of impounding fees.
- A person who abandons a shopping trolley in a public place is guilty of an offence under Section 32 of the Impounding Act.

## **IMPLEMENTATION RESPONSIBILITY**

Public Works and Services  
Environmental Health and Compliance Services

