



<b>Code Number:</b>	<b>11.3</b>
<b>Code Name:</b>	<b>Code of Practice for Shopping Trolleys (Abandoned)</b>
<b>Classification:</b>	<b>Public – Council Code</b>
<b>Adopted:</b>	<b>24 May 2016</b>
<b>Frequency of Review:</b>	<b>Biennial</b>
<b>Last Review:</b>	<b>May 2016</b>
<b>Next Review Due:</b>	<b>May 2018</b>
<b>Responsible Officer(s):</b>	<b>General Inspector</b>
<b>Policy and Code of Practice Manual File Ref:</b>	<b>CC10/2601</b>
<b>Council File Reference:</b>	<b>CR16/1545</b>
<b>Legislation Authority:</b>	<b>N/A</b>
<b>Related Policies and Codes:</b>	<b>N/A</b>
<b>Related Procedures:</b>	<b>N/A</b>

## 1. INTRODUCTION

- 1.1 Abandoned shopping trolleys are a community concern. They are of concern to the supermarkets, the general community and the Council.
- 1.2 As with many other community facilities, shopping trolleys become a problem when used irresponsibly. Any attempt to deal with abandoned trolleys should not penalize or disadvantage the community. It is on this basis that this problem would be best dealt with as a combined effort of the stores, the general community and the Council.

## 2. PRINCIPLES

This Code of Practice has been developed to provide a practical guide for all parties in the effective control of abandoned shopping trolleys. The Code has been developed on the following principles:

- 2.1 Abandoned shopping trolleys shall be regarded as a community concern.
- 2.2 All parties will endeavour to maintain good co-operation and communications with each other.

- 2.3 All parties will endeavour to develop a best practice to suit the local environment.
- 2.4 Education, rather than regulation, will be the preferred method of dealing with irresponsible usage.
- 2.5 This Code of Practice will be endorsed by:
  - 2.5.1 The Council
  - 2.5.2 The retail stores to include Coles, Foodland, Woolworths, and Big W
- 2.6 This Code of Practice encompasses all abandoned shopping trolleys and is specific to the Gawler area only.
- 2.7 Supermarket Retailer's Commitment
  - 2.7.1 The supermarket retailer will act to minimise trolley litter. The retailer will ensure adequate trolley collection services. Devices such as trolley locks, minder systems, a toll free trolley hotline etc, will be used as appropriate to combat the incidence of trolley abuse.
  - 2.7.2 The retailer will regularly review measures implemented to ensure that such actions are applicable to the local area. This is part of an ongoing and continuing commitment by the retailers to address the issue of abandoned shopping trolleys.

### **3. IDENTIFICATION OF PROBLEM AREAS**

- 3.1 The stores and Council will liaise with each other to identify problem areas. Stores will act in a manner so as to reduce the incidence of abandoned shopping trolleys.
- 3.2 The stores shall assess the information provided by the Council on a regular basis in order that remedial action may be instituted as appropriate to the information received.
- 3.3 The Council and the retailers may review this Code of Practice twelve (12) months following the agreement of the code of practice being signed by all parties and as considered appropriate after proper written notification to all parties concerned. Parties may withdraw from the Agreement by providing a minimum of "60 days" written notice to all parties.

### **4. PROMOTION OF THE CODE**

The Council and the affected stores will agree to publish the existence of the Code through the Retailers Association to all member organizations and the public. Such publicity will be accompanied by a recommendation or endorsement by relevant signatories.

**5. CALCULATIONS OF FAIR AND REASONABLE CODE**

- 5.1 All parties concerned will reach an in principle agreement that all handling fee charges are based on a fair and reasonable cost recovery basis.
- 5.2 That recovery cost will include the following:
  - 5.2.1 Inspection to determine removal of shopping trolley from noted location;
  - 5.2.2 Shopping trolley removal by General Inspector (in accessible areas) and contractors with specialist lifting equipment (in inaccessible areas) due to Duty Manager of respective store or their agent failing to remove the shopping trolley.
  - 5.2.3 Collection of the shopping trolley, transportation by appropriate vehicle by General Inspector and return to the retail store concerned.
  - 5.2.4 Release of shopping trolleys to Duty Manager or their agent.
  - 5.2.5 Generation of tax invoice for impounded trolleys and complete administrative processes.
- 5.3 The current cost incurred by Council to collect and return an abandoned shopping trolley is approximately \$100 (increases to be factored when wage increases occur). Any costs incurred retrieving inaccessible shopping trolleys shall be an additional charge based on contractors price and requirement for hiring specialist lifting equipment.
- 5.4 Grievance Procedure
  - 5.4.1 Where a dispute or grievance arises from the interpretation and application of this Code of Practice that dispute or grievance shall be addressed pursuant to Council's Policy relating to Internal Review Procedures. The dispute/grievance needs to be put in writing and addressed to the Chief Executive Officer addressing full details about the review request.
  - 5.4.2 Requests for review of a Council decision will be formally acknowledged in writing with 5 working days of receipt, including advice regarding the expected time frame for dealing with the matter. In most cases the application for review will be considered within 20 working days.
  - 5.4.3 Where the review has not been satisfactorily resolved, applicants will be advised of other options for review, such as the State Ombudsman Office, legal advice, and / or the courts.

**6. Public Education Program**

- 6.1 Representatives of the Council, the Retail Duty Managers and Centre Managers if applicable will develop strategies on how to best inform the public of their obligations when using store trolleys, as per the list set out below.
- 6.2 Costs for the implementation of the Code of Practice or Public Education programs shall be shared among all parties and will include at least some of the following initiatives:
  - 6.2.1 Increased, better signage within stores
  - 6.2.2 Increased, better signage within car parks
  - 6.2.3 Increased, better signage at entry and exit points of car parks
  - 6.2.4 Educative signage on the trolleys regarding keeping them in the car park
  - 6.2.5 Pamphlets/brochures in stores (as per bag checks)
  - 6.2.6 Signage at centre entry and exit points
  - 6.2.7 Joint Local newspaper coverage via the local press and Council brochures/pamphlets as well as in the Information Directory produced by Council
  - 6.2.8 Press releases, combined party approach, i.e. Local newspapers, Local radio
  - 6.2.9 Council and Retail Managers will attempt to Publicise / educate residents regarding their responsibility to reduce the incidence of shopping trolleys being removed from designated car parking areas.
  - 6.2.10 Create and publicise an amnesty period for residents and local businesses to return shopping trolleys. Failure to return shopping trolleys to the appropriate retail owners by a nominated date may cause legal action to be taken (involve SA Police regarding theft of goods).
  - 6.2.11 Effective communications between stores and Council regarding trolley “hot spots”
  - 6.2.12 In-store PA announcements

**7. REVIEW AND EVALUATION**

The effectiveness of this Code will be reviewed on a biennial basis.

The Chief Executive Officer will report to Council on the outcome of the evaluation and if relevant make recommendations for amendments, alteration or substitution of a new Code.

The Code will not be altered or substituted so as to affect a process already commenced.

**8. FURTHER INFORMATION**

Further information about this Code can be obtained by:-

Telephone: 8522 9211  
Fax: 8522 9212  
Email: [council@gawler.sa.gov.au](mailto:council@gawler.sa.gov.au)  
Appointment: Town Hall, 89 – 91 Murray Street, Gawler  
Letter: PO Box 130, Gawler SA 5118

**9. AVAILABILITY OF CODE**

The Code is available for inspection during ordinary business hours at the Council principal office, Gawler Town Hall or Library Council Offices, 89 – 91 Murray Street, Gawler or is available on the Council website at [www.gawler.sa.gov.au](http://www.gawler.sa.gov.au).

A copy of this Code will be provided to interested parties upon request, for a fee as contained in the Register of Fees and Charges.