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# Cessnock City Council

## Abandoned or Unattended Shopping Trolley Policy

Date Adopted: 17/11/2020 Revision: 2

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### 1. POLICY OBJECTIVES

- 1.1. To set out the process for the management of shopping trolleys abandoned or unattended in the Cessnock Local Government Area (LGA), providing a guide for Council staff, retailers, and the community on how to manage shopping trolleys so as to reduce trolley abandonment.

### 2. POLICY SCOPE

- 2.1. This policy applies in relation to all abandoned or unattended shopping trolleys in the Cessnock LGA.

### 3. POLICY STATEMENT

- 3.1. By effectively handling the management of abandoned or unattended shopping trolleys in the Cessnock Local Government Area, Council is working towards:
  - 3.1.1. Preserving the visual amenity of the Cessnock LGA by reducing and preventing the abandonment or unattended shopping trolleys;
  - 3.1.2. Recognising and responding to community expectations in minimising the problem of abandoned or unattended shopping trolleys;
  - 3.1.3. Minimising the potential danger to residents and property posed by abandoned or unattended shopping trolleys in the Cessnock LGA; and
  - 3.1.4. To clarify Council's obligations in dealing with abandoned or unattended shopping trolleys.

### 4. DEALING WITH ABANDONED OR UNATTENDED SHOPPING TROLLEES IN THE CESSNOCK LGA

- 4.1. Council will work with retailers and actively advertise on Council's website shopping trolley collection companies (e.g. [Trolley Tracker](#) and [Coles Trolley Collect](#)) for residents and staff to report abandoned or unattended shopping trolleys.
  - 4.1.1. Council will liaise with retailers and trolley collection agents in developing and/or implementing education campaigns which may include:
  - 4.1.2. signage within stores and carparks;

4.1.3. signage on shopping trolleys;

4.1.4. pamphlets in stores; and/or

4.1.5. media releases.

**4.2.** Members of the community can report lost, stolen or abandoned shopping trolleys directly to the following collector services:

4.2.1. Woolworths and Big W, report to [trolleytracker.com.au](http://trolleytracker.com.au) or 1800 641 497;

4.2.2. Coles, and Target, report to [coles.com.au](http://coles.com.au) or call 1800 876 553;

4.2.3. Aldi, report [online](#) or call 13 25 34;

4.2.4. Bunnings report [online](#) or call 1300 554 777; or

4.2.5. IGA report [online](#) or call Cessnock 4990 7708, Kurri Kurri 4937 2588.

## 5. POLICY ADMINISTRATION

<b>Business Group</b>	Planning and Environment
<b>Responsible Officer</b>	Health and Building Manger
<b>Associated Procedure</b>	Nil
<b>Policy Review Date</b>	Three years from date of adoption unless legislated otherwise
<b>File Number / Document Number</b>	DOC2020/129233
<b>Relevant Legislation</b>	<i>Impounding Act 1993 (NSW)</i>
<b>Relevant desired outcome or objectives as per Council's Delivery Program</b>	<p>A connected, safe and creative community</p> <ul style="list-style-type: none"> <li>• Objective 1.3: Promoting safe communities</li> </ul> <p>A Sustainable &amp; Healthy Environment</p> <ul style="list-style-type: none"> <li>• Protecting &amp; enhancing the natural environment &amp; the rural character of the area</li> </ul>
<b>Related Policies / Protocols / Procedures / Documents</b>	<ul style="list-style-type: none"> <li>• Records Management Policy (DOC2019/038769)</li> <li>• Compliance and Enforcement Policy (DOC2017/083408)</li> </ul>

## 6. POLICY AUTHORISATIONS

No.	Authorised Function	Authorised Business Unit / Role(s)
	<ul style="list-style-type: none"> <li>• Impounding of Abandon Shopping Trolleys (Articles)</li> <li>• Disposal of Abandon Shopping Trolleys (Articles)</li> </ul>	Health and Building <ul style="list-style-type: none"> <li>• Manager</li> <li>• Principal Ranger</li> <li>• Rangers</li> </ul>

## 7. POLICY HISTORY

Revision	Date Approved / Authority	Description Of Changes
1	01/11/2017 (PE58/2017)	New policy adopted
2	17/11/2020 (PE34/2020)	Periodic review - Update Format