

Shopping Trolley Collection and Car Park Safety

Business Name:		ABN:	
Business Address:			
Contact Person:	Phone:	Email:	

THIS RISK ASSESSMENT IS APPROVED BY THE PCBU ON THIS PROJECT

Under the Work Health and Safety Regulation (WHS Regulation), a person conducting a business or undertaking (PCBU) is required to ensure that a RISK ASSESSMENT is prepared before the proposed work starts.

Full Name:		
Signature:	Title:	Date:

CLIENT OR PRINCIPAL CONTRACTOR DETAILS

Client:	SCOPE OF WORKS
Project Name:	
Project Address:	
Project Manager:	
Contact Phone:	
Date Risk Assessment supplied to Project Manager:	



RISK MATRIX									
LIKELIHOOD	INSIGNIFICANT	MINOR	MODERATE	MAJOR	CATASTROPHIC	SCORE	ACTION	HIERARCHY OF CONTROLS	
ALMOST CERTAIN	3 HIGH	3 HIGH	4 ACUTE	4 ACUTE	4 ACUTE			Elimination Remove the hazard.	
LIKELY	2 MODERATE	3 HIGH	3 HIGH	4 ACUTE	4 ACUTE	4A ACUTE	DO NOT PROCEED	Substitution Replace the hazard.	
POSSIBLE	1 LOW	2 MODERATE	3 HIGH	4 ACUTE	4 ACUTE	3H HIGH	Review before work starts.	Isolation Isolate People from the hazard	
UNLIKELY	1 LOW	1 LOW	2 MODERATE	3 HIGH	4 ACUTE	2M MODERATE	Ensure control measures in place.	Engineering Isolate the hazard	
RARE	1 LOW	1 LOW	2 MODERATE	3 HIGH	3 HIGH	1L LOW	Monitor and keep records.	Administrative Change	
								PPE	

Risk Rating & Required Action:	
4A	Stop work. The risk is intolerable. Eliminate the hazard or redesign the activity before proceeding. A Safe Work Method Statement (SWMS) or higher-level authorisation is required.
3H	Review and approve additional controls before task starts. Senior supervisor sign-off needed.
2M	Ensure all nominated controls are in place and effective. Proceed with caution; monitor conditions.
1L	Proceed, following standard operating procedures. Monitor and keep records.

Consequence Scale:			
Consequence	People (injury/illness)	Project / Assets	Compliance / Reputation
Catastrophic	Fatality or permanent total disability	project shutdown	Significant regulator intervention; criminal prosecution
Major	Serious injury/illness (hospital > 5 days)	critical delay	Improvement notice; major media coverage
Moderate	Medical-treatment injury; lost-time > 1 day	moderate delay	Minor breach; adverse client comment
Minor	First-aid only, no lost time	negligible delay	Isolated non-conformance
Insignificant	No injury	no schedule impact	Deviation caught and corrected on site

Notes on Hierarchy of Controls:
Remember to apply controls in the preferred order shown by the coloured pyramid:

1. **Eliminate**
2. **Substitute**
3. **Isolate**
4. **Engineering**
5. **Administrative**
6. **PPE**

Always document **why** a lower-order control is accepted if elimination or substitution is not reasonably practicable.

aligned with Safe Work Australia's Managing the risk of fatigue at work (2023) and ISO 45001:2018 clauses 6–8.

JOB STEP	POTENTIAL HAZARDS	IR	CONTROL MEASURES	RR
SPECIFIC WORK STEPS	HAZARDS THAT MAY ARISE	INITIAL RISK	SPECIFIC MEASURES TO BE PUT IN PLACE TO ELIMINATE OR CONTROL THE RISKS	RESIDUAL RISK
1. WHS Governance, Roles and Accountability	<ul style="list-style-type: none"> Lack of clear WHS responsibilities for trolley collection and car park safety across management, supervisors and contractors Inadequate consultation mechanisms with workers regarding trolley collection risks and controls Failure to integrate WHS Act 2011 duties into contracts, position descriptions and KPIs Insufficient oversight of third-party trolley collection service providers and their WHS systems Poor incident learning culture leading to repeated trolley-related near misses and injuries 	4A	<ul style="list-style-type: none"> Define and document WHS governance structure specific to shopping trolley collection and car park operations, including PCBU, officers, workers and contractor duties in line with WHS Act 2011 Include trolley collection and car park safety responsibilities and authority in position descriptions, contracts and performance reviews for managers and supervisors Establish a formal WHS committee or consultation forum that includes trolley collectors, cleaners, security, traffic management and centre management representatives Require all trolley collection contractors to provide evidence of a compliant WHS management system, including risk assessment, training and incident management processes, as part of procurement and ongoing performance review Implement a documented process for regular WHS leadership walks and observations in car parks focusing on trolley collection and traffic interactions Ensure the diligence obligations of officers are addressed through periodic reporting on trolley-related risks, incidents, and WHS performance indicators 	3H
2. WHS Risk Management Framework for Trolley Collection	<ul style="list-style-type: none"> No systematic risk assessment of trolley collection tasks and car park traffic interfaces Inconsistent identification of hazards such as reversing vehicles, steep gradients, weather, and congestion Failure to review risk assessments following incidents, near misses or site changes Over-reliance on generic risk assessments that do not reflect site-specific conditions or multi-storey car parks 	4A	<ul style="list-style-type: none"> Develop site-specific WHS risk management procedure for trolley collection and car park safety consistent with WHS Regulations and Safe Work Australia codes of practice Undertake formal, documented risk assessments for trolley collection activities covering different times of day, seasonal peaks, weather conditions and car park layouts Require involvement of trolley collectors, supervisors and HSRs in hazard identification and risk assessment activities Implement a scheduled review cycle (at least annually, or following incidents or significant changes) for all trolley-related risk assessments Maintain a central, version-controlled register of trolley collection risks, controls and review dates accessible to relevant workers and contractors Ensure that separate Safe Work Method Statements (SWMS) for high-risk construction work are coordinated with this higher-level risk assessment where relevant (e.g. car park works) 	2M
3. Procurement and Design of Trolleys and Collection Equipment	<ul style="list-style-type: none"> Procurement of trolleys that are difficult to steer or control, increasing collision and musculoskeletal risks Use of non-standard trolley types that do not nest or lock properly, leading to runaways and trip hazards Lack of mechanical aids (e.g. powered trolley movers) for long distances, slopes or large trolley trains 	4A	<ul style="list-style-type: none"> Implement a procurement standard that specifies ergonomic, safety and Australian Standard compliance requirements for all trolleys and collection equipment Require suppliers to demonstrate stability, braking performance and manoeuvrability of trolleys, especially on slopes and wet surfaces, prior to purchase Standardise trolley models across the site where practicable to ensure predictable handling and maintenance requirements Specify maximum trolley train lengths and compatibility with powered trolley movers, and include this in procurement documentation 	2M

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	<ul style="list-style-type: none"> Inadequate specification of braking systems or wheel quality for gradients and wet surfaces Failure to consider noise, weight, ergonomics and visibility when purchasing new trolley fleets 		<ul style="list-style-type: none"> Conduct trials and worker consultation before full rollout of new trolley or mover types, capturing feedback on control, effort, and visibility Include noise, weight, and handle design criteria in procurement to minimise pushing force and impact noise in car parks 	
4. Car Park and Site Layout Design for Trolley and Vehicle Interaction	<ul style="list-style-type: none"> Poor separation between pedestrian trolley routes and vehicle traffic flows Inadequate or confusing signage and line marking for trolley bays, pedestrian paths and vehicle movements Steep ramps, uneven surfaces or kerbs that increase trolley runaway risk and manual handling forces Blind corners, tight turning areas and insufficient lighting leading to collisions between trolleys, pedestrians and vehicles Trolley bays located in unsafe positions (e.g. near intersections, on slopes, or obstructing accessible pedestrian spaces) 	4A	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	2M
5. Traffic Management and Vehicle Interface Systems	<ul style="list-style-type: none"> Uncontrolled vehicle movements in shared zones with trolley collectors and customers Lack of speed management measures in the vicinity of trolley routes and collection points No formalised traffic management plan addressing delivery vehicles, rideshare, buses and customer vehicles Poor management of congestion during peak trading periods and special events Inadequate controls for reversing vehicles near trolley bays and pedestrian walkways 	4A	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	2M

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			[REDACTED]	
6. Trolley Bay Location, Design and Capacity Management	<ul style="list-style-type: none"> • Insufficient number or capacity of trolley bays leading to abandoned trolleys across the car park and surrounding streets • Trolley bays without physical restraints (e.g. wheel stops, rails) increasing runaway trolley risk • Poorly positioned bays that force collectors to cross busy traffic lanes repeatedly • Lack of protection for trolley bays from vehicle impact • Inadequate management of trolleys migrating off-site into public areas, roads and neighbouring properties 	3H	[REDACTED]	2M
7. Worker Competency, Induction and Training Systems	<ul style="list-style-type: none"> • Workers performing trolley collection without adequate training in hazard recognition and risk controls • Lack of competency assessment for use of powered trolley movement or mechanical aids • Inconsistent inductions for new workers, labour-hire staff or contractors on site-specific car park risks • Limited understanding of emergency procedures, vehicle interaction protocols and fatigue management • Insufficient training for supervisors to monitor and enforce safe systems of work 	4A	[REDACTED]	2M
8. Supervision, Monitoring and Enforcement of Safe Systems	<ul style="list-style-type: none"> • Insufficient on-the-ground supervision during high-risk times (e.g. evenings, weekends, peak trading days) • Unsafe shortcuts or informal practices becoming normalised (e.g. pushing 	3H	[REDACTED]	2M

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	<ul style="list-style-type: none"> excessive trolley numbers, crossing between moving vehicles) • Failure to detect and correct non-compliance with traffic management or PPE requirements where specified by policy • Lack of real-time oversight of lone workers or after-hours trolley collection activities • Inconsistent response to reported hazards and near misses, reducing worker trust in the system 		[REDACTED]	
9. Manual Handling and Ergonomic Risk Management Systems	<ul style="list-style-type: none"> • Lack of organisational controls on trolley train length and load, leading to excessive pushing forces • Inadequate assessment of slopes, surfaces and distances for manual trolley movement • No systematic approach to providing powered aids where manual handling risk is high • Failure to manage or prevent strain and musculoskeletal disorders among trolley collectors • Insufficient consultation with workers regarding discomfort, near misses and ergonomic issues 		[REDACTED]	2M
10. Fatigue, Workload and Shift Scheduling Management	<ul style="list-style-type: none"> • Extended shifts or insufficient breaks increasing fatigue for trolley collectors working outdoors and on foot • High peak-period workloads without corresponding staffing levels, leading to rushed and unsafe behaviours • Inadequate consideration of heat, cold and wet weather impacts on fatigue and decision-making • Roster patterns that do not allow adequate recovery between shifts, particularly for night or early-morning work 	3H	[REDACTED]	2M

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	<ul style="list-style-type: none"> Lack of a documented system for workers to raise fatigue concerns without reprisal 		[REDACTED]	
11. Weather, Environmental and Lighting Risk Controls	<ul style="list-style-type: none"> Slips, trips and falls due to wet, oily or leaf-covered surfaces in car parks during rain or storms Reduced visibility for drivers, pedestrians and trolley collectors during night or poor weather conditions Heat stress or cold stress for workers exposed to the elements for prolonged periods Wind gusts affecting control of trolley trains, especially on ramps or open upper levels Standing water, potholes or ice (in some regions) not addressed through maintenance systems 	3H	[REDACTED]	2M
12. Contractor, Labour-Hire and Third-Party Management	<ul style="list-style-type: none"> Assumption that trolley collection contractors fully manage WHS risks without adequate verification by the PCBU controlling the site Inconsistent WHS standards between in-house staff and external trolley collection providers Lack of clarity regarding who controls specific areas of the car park and who must implement particular controls Poor induction and communication for labour-hire workers or short-term contractors Inadequate processes for contractor performance monitoring and rectification of safety issues 	4A	[REDACTED]	2M
13. Plant, Equipment and Maintenance Systems	<ul style="list-style-type: none"> No planned maintenance program for powered trolley movers, leading to brake or control failures 	3H	[REDACTED]	2M

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	<ul style="list-style-type: none"> Poorly maintained trolleys with damaged wheels, sharp edges or unstable frames Lack of pre-use inspection systems for trolley movers and ancillary equipment Failure to tag-out or remove defective equipment from service promptly Inadequate documentation of maintenance, repairs and defect trends 		[REDACTED]	
14. Communication, Incident Reporting and Emergency Response	<ul style="list-style-type: none"> Delayed or ineffective response to collisions, medical events or aggressive behaviours in car parks Under-reporting of near misses involving trolleys and vehicles, limiting learning opportunities Inadequate communication systems for workers spread across large multi-level car parks Lack of integration between security, centre management and trolley contractors in emergency procedure Confusion among workers about how to escalate serious WHS concerns or imminent risks 	3H	[REDACTED]	2M
15. Public, Customer and Community Safety Interfaces	<ul style="list-style-type: none"> Uncontrolled trolleys causing injury or property damage to customers, pedestrians and vehicles Children playing with trolleys or riding in them in car parks without adequate controls Trolleys obstructing accessible parking bays, ramps or paths of travel for people with disability 	3H	[REDACTED]	2M

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	<ul style="list-style-type: none"> Trolleys being taken off-site onto public roads, creating hazards for road users and the community Lack of customer awareness regarding safe trolley use, return and storage 		<p>[REDACTED]</p> <p>[REDACTED]</p>	
16. Consultation, Worker Engagement and Continuous Improvement	<ul style="list-style-type: none"> Limited worker input into design of trolley collection systems, resulting in impractical or unsafe procedures Fear of reprisal discouraging workers from raising WHS concerns or improvement ideas Failure to use incident data and worker feedback to drive system improvements Lack of formal mechanisms for regular discussion of trolley-related risks and controls Complacency over time leading to erosion of safety standards and normalisation of deviance 	3H	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	1L

SAMPLE

EMERGENCY RESPONSE – CALL 000 FOR EMERGENCIES

Ensure to have an Emergency Management Plan in place as well as adequate numbers of trained first aid staff with easy access to fully stocked first aid kits, rescue equipment, material safety data sheets, adequate access to emergency communication equipment and fire-fighting equipment suitable for all classes of fire and ignition sources.

LEGISLATIVE REFERENCES

RELEVANT LEGISLATION AND CODES OF PRACTICE. DELETE THE LEGISLATIVE REFERENCES FOR ANY STATE THAT ARE NOT APPLICABLE

Queensland & Australian Capital Territory

Work Health and Safety Act 2011
 Work Health and Safety Regulations 2011
 Legislation QLD: <https://www.worksafe.qld.gov.au/laws-and-compliance/work-health-and-safety-laws>
 Codes of Practice QLD: <https://www.worksafe.qld.gov.au/laws-and-compliance/codes-of-practice>
 Legislation ACT: <https://www.worksafe.act.gov.au/laws-and-compliance/acts-and-regulations>
 Codes of Practice ACT: <https://www.worksafe.act.gov.au/laws-and-compliance/codes-of-practice>

Victoria

Occupational Health and Safety Act 2004
 Occupational Health and Safety Regulations 2017
 Legislation VIC: <https://www.worksafe.vic.gov.au/occupational-health-and-safety-act-and-regulations>
 Codes of Practice VIC: <https://www.worksafe.vic.gov.au/compliance-codes-and-codes-practice>

New South Wales

Work Health and Safety Act 2011
 Work Health and Safety Regulations 2025
 Legislation NSW: <https://www.safework.nsw.gov.au/legal-obligations/legislation>
 Codes of Practice NSW: <https://www.safework.nsw.gov.au/resource-library/list-codes-of-practice>

Western Australia

Work Health and Safety Act 2020
 Work Health and Safety Regulations 2022
 Legislation Western Australia: <https://www.commerce.wa.gov.au/worksafe/legislation>
 Codes of Practice WA: <https://www.commerce.wa.gov.au/worksafe/codes-practice>

Northern Territory

Work Health and Safety (National Uniform Legislation) Act 2011
 Work Health and Safety (National Uniform Legislation) Regulation 2011
 Legislation NT: <https://worksafe.nt.gov.au/laws-and-compliance/workplace-safety-laws>
 Codes of Practice NT: <https://worksafe.nt.gov.au/laws-and-compliance/codes-of-practice>

Safe Work Australia Links

Law and Regulation (All States): <https://www.safeworkaustralia.gov.au/law-and-regulation>
 Model Codes of Practice: <https://www.safeworkaustralia.gov.au/resources-publications/model-codes-of-practice>

South Australia

Work Health and Safety Act 2012 (SA)
 Work Health and Safety Regulations 2012 (SA)
 Legislation for SA: <https://www.safework.sa.gov.au/resources/legislation>
 Codes of Practice for SA: <https://www.safework.sa.gov.au/workplaces/codes-of-practice#COPs>

Model Codes of Practice

- Managing noise and preventing hearing loss at work
- Confined spaces
- Labelling of workplace hazardous chemicals
- Managing risks of hazardous chemicals in the workplace
- Welding processes
- First aid in the workplace
- Managing the risk of falls at workplaces
- Hazardous manual tasks
- Managing the risk of falls in housing construction
- Managing electrical risks in the workplace
- Demolition work
- Excavation work
- Work health and safety consultation, cooperation and coordination
- Managing the work environment and facilities
- How to manage work health and safety risks
- Managing risks of plant in the workplace
- Construction work

Tasmania

Work Health and Safety Act 2012
 Work Health and Safety (Transitional and Consequential Provisions) Act 2012
 Work Health and Safety Regulations 2012
 Work Health and Safety (Transitional) Regulations 2012
 Legislation for TAS: <https://worksafe.tas.gov.au/topics/laws-and-compliance/acts-and-regulations>
 Codes of Practice for TAS: <https://worksafe.tas.gov.au/topics/laws-and-compliance/codes-of-practice>

Details of permits, licenses or access required by regulatory bodies (add or delete as required):

- Permits from local council
- Authorisation to commence work
- Any required documents.