



FACT SHEET – IMPROVING RESOURCE RECOVERY FACILITIES

Resale shops

Resale shops are facilities that intercept and divert reusable and saleable materials that are otherwise destined for landfill. Resale shops can also provide an additional source of income for local community groups and/or employment services to the community.

Overview

The term resale shop can refer to a variety of facilities, including shops, sheds and shipping containers, which generally operate at resource recovery facilities or landfills. Various management models are operated at these facilities, which include community managed, council managed, privately managed and a combination of models. They are usually operated by employed staff or volunteers, who collect, separate and sort reusable items and sell these back to the community or pass them on to second-hand shops and scrap dealers.

These facilities generally aim to:

- › Intercept, repair and sell items that would otherwise end up in landfill
- › Provide an additional and ongoing source of income for council and/or local community groups, as well as providing potential training and employment opportunities
- › Provide customers with goods at affordable prices
- › Educate and strengthen the concept of sustainability within the community.

The main types of materials recovered and sold by resale shops include:

- › furniture, toys and bicycles
- › electrical and white goods
- › building materials
- › garden equipment.

Examples of Victorian resale shops and their management model (if known) include:

- › Anglesea Transfer Station (community managed)
- › Bairnsdale Tip Shop (community managed)
- › Creswick Recycle Shop (not-for-profit managed)
- › Darebin Resource Recovery Centre's (RRC) Outlook Market (privately managed)
- › Daylesford tip shop (council managed)
- › Drysdale RRC (council managed)
- › Eaglehawk Recycle Shop (community managed)
- › Geelong Recycling Shop (privately managed)
- › Goornong RRC (council managed)
- › Hamilton Recycle Shop (not-for-profit managed)

- › Horsham Transfer Station (council managed)
- › Knox Transfer Station Recycled Goods Shop (privately managed)
- › Lakes Entrance Landfill (council managed)
- › Mildura Landfill (not-for-profit managed)
- › Mount Scobie Transfer Station (council managed)
- › Mornington Outlook Environmental Recycled Goods Shop (privately managed)
- › Shepparton RRC (council managed)
- › Stawell (council managed)
- › Strathfieldsaye RRC (council managed)
- › Sunbury Tip Shop (council managed)
- › Swan Hill – The Big Green Shed (council managed)
- › Trentham (council managed)
- › Wallan Landfill (council managed)
- › Wangaratta (privately managed)
- › Wodonga (not-for-profit managed)

How a resale shop works



Benefits of operating a resale shop

Resale shops have many benefits including:

› **Alternative to landfill/resource recovery operations**

The sale of building materials, furniture and bulky goods assists in extending a landfill's operating life, reducing disposal costs and providing additional income for councils.

› **Alternative funding sources for community groups**

Funds generated from resale shops can be distributed between the various community groups involved in the shop's management and operation, providing them with an alternative source of funding that can supplement other fundraising activities.

› **Opportunities for training and employment**

Resale shops can provide employment and training opportunities for members of the community, allowing them to gain valuable skills.

› **Affordable items for community members in need**

The items sold by the shed are generally purchased by community members for well below the original retail prices, being invaluable to community members in need.

› **Reduced environmental impact**

Resale shops have numerous environmental benefits associated with reductions in carbon dioxide emissions from landfill and savings in energy and water usage related to manufacturing new materials.

Establishing or improving operations

A feasibility study and business plan should be developed when establishing a resale shop and should be revisited and revised on a regular basis. Key steps in establishing or improving resale shop operations are:

› **Visit existing resale shops**

There are many successful resale shops operating in Victoria. Conducting site visits is a practical way to understand how these facilities work and the challenges and opportunities of particular operating models, which can be capitalised on when developing a business plan. Staff and volunteers are generally passionate about their facilities and willing to meet with interested parties.

› **Engage with a network**

The Community Recycling Network Australia is currently working to build a network of re-use and recycling organisations, which includes a number of resale shops. The network can provide key resources on establishing, managing and marketing a resale shop, as well as exploring joint-procurement options for the resale of goods.

› **Identify a management model**

The chosen management model should meet the needs and objectives of the council and stakeholders and be based on potential partnerships, community need, demographics and facilities available. Factors to consider include the community need for this type of facility, community response and enthusiasm, available infrastructure (e.g. proximity to a landfill or transfer station) and the local population and demographics (e.g. metropolitan/regional).

Identifying partnerships and a "champion" to drive the development and operation of the resale shop is key to establishing a feasibility study and a sustainable business plan. In doing so, it is potentially beneficial to issue an Expression of Interest for the resale shop operation as a method of gauging local resources and exploring potential models.

The most common models used for managing a resale shop are:

- managed by council
- managed by volunteers from community organisations
- managed privately or by a specialist organisation, which provides employment for disabled/disadvantaged people
- a combination of the above.

Selecting a site

The selection criteria for the site of a resale shop determines the capacity and types of goods that can be collected, stored and sold. Criteria for selecting a site includes:

- › The site can be secured (i.e. fenced) to prevent illegal access, dumping and theft.
- › There is an accessible and obvious drop-off location for materials. This should be large enough to cater for the delivery of bulky items and be able to be easily monitored by a gatehouse operator. The operator can then inform customers about the resale shop and the option to donate their materials.
- › There is an all-weather accessible workshop to repair items and a sales area. The structure does not need to have completely rainproof sides, however, it is beneficial to have a solid wall on the side most exposed to weather and surfaces sealed both externally and internally to allow for items to be moved on trolleys.
- › There are appropriate utilities and amenities. Access to toilet facilities is important, as well as reticulated power and water (this is beneficial, however, not always required).

House-keeping and management

The procedure for managing and operating a resale shop will depend of the type of facility, the various stakeholders involved and the types of materials accepted and sold at the site. Keeping to the following key principles will assist in ensuring successful outcomes for the development of a resale shed:

› **Implement housekeeping as a key procedure**

Good housekeeping allows easy access for potential customers and clear presentation of items for sale. Items that are not sold within a reasonable timeframe (e.g. approximately four weeks) should be recycled or disposed of.

› **Keep stakeholders informed**

Engaging and briefing all stakeholders (i.e. council, community groups and facility staff) in the operation of the resale shop, including holding regular meetings and developing and implementing management plan, is important to ensuring ongoing operations are successful.

› **Hold regular meetings with staff/volunteers**

Holding regular meetings to discuss the shop's management, operations, finances, record keeping, roster and general successes and challenges, is key to maintaining staff/volunteer engagement in the shop and will contribute to its success.

› **Conduct appropriate record keeping activities**

Keeping accurate records will assist in the successful operation of the facility, as well as ensure all stakeholders are informed and rewarded for their inputs. This requires taking meeting minutes, documenting important decisions, giving and recording sales receipt and keeping track of quantities, volumes and types of goods sold at the facility.

› **Market the resale shop**

Marketing to the local community may involve a range of methods and media, such as advertising items on Gumtree, will improve sales and educate the community.

› **Hold site inductions**

Site inductions should outline the rules and responsibilities (e.g. access, safety equipment and clothing, manual handling, speed limits, emergency and evacuation procedures, conducting sales transactions and money handling) that apply to volunteers, visitors and customers staffing or visiting the resale shop or the larger facility.



Further information

For further information and resources, please contact Sustainability Victoria on 03 8626 8700.