

South Bank Corporation Procedure

Marketing

SUBJECT: Lost and Found Property
DATE CREATED: March 2006
REVIEW DATE: March 2010

Policy

To ensure that all lost/found property is processed in an efficient and effective manner, and where possible property is returned to its rightful owner.

Procedure

LOST DEFINITION: A "LOST" item is one which has been reported "lost" by it's owner.

FOUND DEFINITION: A "FOUND" item is one which has been found and brought to the Visitor Information Centre.

Lost:

- As an item is reported lost, check in the "Found Book" of the Lost Property Database (hereafter known as LPD) to see if it has already been handed in. If not, offer to enter all details into the "Lost Book" of the LPD. Refer to Procedure VIC1804 for details on using the LPD.
- Lost items - the entry must contain a thorough description of missing item – including:
 - name and contact number of owner
 - colour, shape, brand etc of item
 - action required
 - an entry number will automatically be generated
- If an item is reported stolen, take details and contact security and advise the guest to report the theft to the Police. Ensure "stolen" is ticked in the LPD.
- For property lost or stolen out of hours, Security will advise the patron to contact us the following day to record their details.

Found:

- On receiving an item found in the Parklands; check in "Lost Book" of the LPD to see if the item has been reported missing and if so, contact owner for collection.
- Items which have been reported missing, must now be entered into the "Found Book" of the LPD.
- For property found out of hours, Security will hold it and hand it to us the following morning for processing.

- Items which have NOT been reported missing:
 - Items of value:
 - Must be entered into the LPD (see below for further instructions)
 - Establish whether or not the finder wishes to claim the item (if not claimed by owner within three months) and ensure that finder's correct details are entered
 - Items which must always be entered in the LPD include: wallets/purses with any form of ID and/or cash; prescription eyewear; name brand sunglasses; cameras; mobile phones; passports; travel documents; backpacks; jewellery items of value plus any large items
 - Items of little or no value:
 - Items of little or no value are not logged, but are held in our 'holding bins' marked "A" and "B"
 - Items which may be kept in the 'holding bin' include: wallets/purses – vinyl or plastic with no cash and no ID; sunglasses (not name brands); disposable cameras; clothing; jewellery – cheap market quality earrings and bracelets etc
 - Use your discretion
 - Keys:
 - Sets of keys which have no identifiable owner are not logged. Store in the small holding box at the Lost Property counter, by placing in the most recent plastic bag
 - Sets of keys with a known owner are to be logged in the LPD with the owner's details
- The information entered into the LPD should contain all details of the found item including:
 - total amount of cash
 - colour, shape, brand of item
 - model/serial numbers of other items if applicable
- Items of value such as video cameras and large sums of cash should be reported to the police.
- Small items are placed into plastic bags and sealed ensuring that the LPD report is clearly displayed. For medium items, cut a strip of mesh and place found item and report inside. Tie both ends and store in cupboard 65/66 in All Gas foyer. C65/66 cupboard keys are kept in right hand drawer of central desk.
- Store larger items (eg towels, bags, backpacks, boogie boards) in the Back Room. Key for this room is the main office key (pink).
- Store items such as bikes, scooters etc in the downstairs room. Use the main office key (pink).
- Items of value are to be stored in the Secure Cabinet inside the Back Room. The key to this cabinet is on the same key ring as the main office key. A sample of the items to be stored in the secure cabinet include:
 - Cash;
 - Wallets with any cash inside;
 - Jewellery of value;

- Watches of value;
 - Cameras (not disposable);
 - Video cameras;
 - Passports; and
 - Mobile phones.
- Ensure you've noted in the Found Book of the LPD where the item is stored – ie C66, Secure Cabinet, Back Room or Downstairs Room.
- Ensure all items are stored in strict numerical order in all areas.
- EXTREME care must be taken when inspecting bags. Use a ruler or empty contents onto the floor or desk to inspect in order to avoid sharp objects which may injure (such as syringes).
- Action on found Mobile Phones – search the phone's address book for a 'home', 'mum' or 'dad' number and contact where possible.
- 15. Action on found wallets – endeavour to contact the owner if you have an ID/ phone number etc.
- Use the ACTION section of the Found Book LPD to record what you've done to contact the owner, what they said, when they'll be in etc. If this item needs any further follow-up – record this on the report and note it in the Log book.
- When speaking to the owner of an item – give them the Found Report number. i.e. F100.
- Unclaimed individual ATM/Credit cards should be cut up at the end of the day. Cards within wallets etc can be kept with their respective wallets.
- Perishable items must **never** be stored. They must be destroyed at the end of the shift.

Collection

- Any person wishing to claim an item – Must be able to give an accurate and detailed description of the lost item. This must match our description of the item.
- Ask to sight I.D. Owner must sign the report sheet to signify they have received the item and then make sure you mark "Collected" in the LPD.

Daily

- Each evening before closing, ensure all lost property has been processed and locked away where required.

Weekly checks

- Items in Holding bin "A" are moved to Holding bin "B" every Monday afternoon.
- Items in Holding bin "B" are moved to the Back Room to await collection by our nominated charity.

Holding items

- Items awaiting collection by either the owner or finder are to remain in their allocated storage area in numerical order of their Found number.
- Items of value which have passed the 3 month deadline, and have been removed from the LPD are stored in the secure cabinet and forwarded to auction. Refer to SOP VIC1803.
- Other items (ie non valuable) which have passed the three month deadline and have been removed from the LPD are stored in the Back Room to await collection by the nominated charity. Refer to SOP VIC1803.