Lost and Found Property - Reporting and Disposal Procedures

INTRODUCTION

From time to time members of the University community may lose personal or University property or find someone else's property, either on the University premises or elsewhere.

When finding lost property, the University expects that members of the community's actions and conduct will be guided by the University's Code of Conduct which insists all members of the University community maintain the highest level of personal integrity and respect for the property and privacy of others.

INTENT

The intention of this document is to identify the procedures for:

- Reporting lost personal and University property;
- Members of the University community to follow if they find personal or University property (whether on University premises or not);
- Returning lost property to the owner;
- Security staff and/or senior staff members (where security are not present) when handling lost property and the procedures for recording details of any lost property handed in; and/or
- Disposing of unclaimed lost property.

RELEVANT DEFINITIONS

In the context of this document:

**IRIS** means Incident Reporting Information System that is managed by the Security Office at Casuarina campus;

**Property** means something of value, including personal possessions (e.g. wallet, mobile phone, keys) or University related items (e.g. corporate credit card, USB stick, iPad, smartphone, laptop, staff/student ID card etc.);

**Security Office** means the Security Office on Casuarina campus, the security officer at Palmerston and Alice Springs campuses and either the front desk, information centre or campus reception at all other training centres and campuses; and
University premises means all buildings, grounds and residences whether owned, leased, rented or otherwise under the control of the University.

PROCEDURES

Any found Items of high value, including large amounts of cash (over $100AUD), dangerous and/or illegal items or substances including firearms or weapons, must be handed into the nearest police station as soon as practicable by the Security Office.

Reporting of Lost Property

Persons reporting personal property lost on a University campus or training centre premises must do so at the Security Office and complete the Lost and Found Notification Form 3026.1, which includes the name and contact information of the person reporting the loss, as well as a description of the item. This information will then be logged by the Security Office in the Incident Reporting Information System (IRIS) lost property database. Every effort to identify and locate the owner of the item will be made.

Actions to be followed in the event of a loss of:

- **University Staff/Student Identification Card**, it is important to notify the Security Office immediately so card access can be disabled. Staff members who have lost their staff card should contact the Office of Human Resource Services to organise to have a new card generated. Students should contact the Office of Student Administration and Equity Services to organise to have a new card generated;

- **University-Supplied Corporate Credit Card**, as per the signed contract under the Corporate Credit Card Agreement, the card holder must immediately contact Westpac directly. For lost and stolen cards contact 1300 650 107 during business hours and 1300 651 089 after business hours. The Manager, Procurement must then be informed;

- **University-Owned Mobile Telephony Device**, it is important to notify the ITMS Service Desk immediately, to have the service suspended. To facilitate this, supply the IMEI number/Serial Number of the device if known. If calling after-hours, follow the instructions for calling the after-hours support number provided by the ITMS Service Desk, including leaving a full name and the mobile number; or

- **University-Owned Electronic Device** (iPad, Laptop etc.) the line manager and administration officer of the staff person’s faculty/division/area must be notified immediately. If the item is on the University Fixed Asset Register, the area would then notify the Asset Officer, Office of Financial Services.

Finding Property on the University Premises

All property found on the University premises should be handed to either:

- The Security Office at Casuarina campus or its equivalent at all other campuses/training centres; or

- The nearest local police station*;

*Items of high value found, including large amounts of cash (over $100AUD) or dangerous and/or illegal items or substances (including firearms or weapons), should be taken to the nearest police station as soon as practicable or the items handed in to the Security Office.

The Security Office, upon receipt of any found property will:

- Complete the Lost and Found Notification Form 3026.1;

- Give the item/s a registration number;
• Attach an identifying label to the item/s;
• Record the item/s in the IRIS database; and
• Store the item/s in the lost property store room/box or take the item/s to the nearest police station, as appropriate (indicated above).

Every effort will be made to locate and contact owners of lost property by means of any identification possible. To safeguard against accusations of theft or missing items from found property, two (2) staff members will be present to conduct a search of the property for possible identification and contact information.

Identifiable University Property Found Off-Campus

There are times when University related and/or associated items are found off-campus (e.g. an ID card or laptop with a University asset sticker attached). Any such property should be handed to the nearest Security Office to where the item was found.

In situations such as these, if the item is:

• Identifiable by name, then a Security Officer will notify the owner of the property to advise where he/she may collect his/her property; or
• Not identifiable by name but identifiable as University owned/affiliated, then it is requested that the lost property be forwarded to the Security Office to be processed.

Return of Lost Property to Owner

To claim lost property held by the Security Office, the owner must retrieve the item/s. He/she will also be required to:

• Provide proof of ownership and/or a description of the lost property and its contents;
• Provide personal identification details to the Security Office to be listed on the Lost and Found Property Form and recorded in the IRIS database; and
• Acknowledge receipt of the property by signing and dating the Lost and Found Property Form.

Disposal of Unclaimed Property

Lost property must be claimed within three (3) months or, it will be:

• Destroyed or put to waste; or
• Given to charity.

All items disposed of must be recorded on the Lost and Found Property Form 3026.1 and in the IRIS database, along with a description of how and when it was disposed, including a receipt number issued by the police, as applicable.

Casuarina and Palmerston Campus Libraries

A lost and found property box is kept at the front reception area of the Casuarina and Palmerston libraries. Items are kept for two weeks, and if unclaimed are then packaged and sent to the Security Office at Casuarina campus where they are processed.
ESSENTIAL SUPPORTING INFORMATION

Internal

Code of Conduct
ITMS Service Desk
Lost and Found Property Form
Security Policy
### Document History and Version Control

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