



Lost and Found Property Procedure

Process Activity	Who Is Responsible For Activity?	What Do I Need To Do?	What Are The Resources I Need?
Lost Items	Client Services	<p>Any lost items can be reported to the relevant campus Client Services during opening hours.</p> <p>Client Services staff are to record the item on the Lost and Found Property Register and check the Found items to see if a match can be found.</p> <p>Items reported outside of opening hours can be reported via the online Lost Property Report Form and sent to the relevant campus Client Services Inbox. Staff are to transfer this information to the Lost and Found Property Register.</p> <p>Individuals will be contacted if an item is found that matches their report.</p>	<p>Lost and Found Property Register</p> <p>Online Lost Property Report Form</p>
Found Items	Client Services	<p>Any items found on campus must be handed to that campus's Client Services.</p> <ol style="list-style-type: none"> When an item is received by Client Services the owner should try to be located by: checking if it has been previously reported as lost, or if the property has a name or other identifiable information, by using personal information from the Student Management System, or if the item is found in a conference room, the previous occupants should be contacted. <p>Owners will be required to show relevant identification and/or a description of the item before</p>	<p>Lost and Found Property Register</p>

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		collection, as well as providing their details for the Lost and Found Property Register.	
		<p>If the owner cannot be identified or located immediately, the item must be recorded on the Lost and Found Property Register.</p> <p>Items need to be appropriately secured if possible (smaller items within envelopes) and labelled clearly with the matching ID number and date.</p> <p>Items are to be retained for a minimum of 10 weeks, after which they may be disposed following the policy guidelines.</p>	Lost and Found Property Register
Item Disposal	Client Services Manager	<p>Client Services Manager of each campus will decide the appropriate method of disposal for unclaimed items, which may include donation, recycling, or landfill (if all other options have been exhausted or are unsuitable).</p> <p>Items that may contain personal or sensitive information (i.e. mobile phones) must have all efforts made to destroy or de-identify the information before disposal (i.e. removal and destruction of SIM cards/external storage).</p> <p>Items will not to be made available or retained by staff.</p> <p>Suggested disposal ideas are located on the Lost and Found Property Register.</p>	Lost and Found Property Register
Stolen Items	Owner	Owners of items stolen on campus are responsible for reporting the matter to the police.	

Related Policies and Other Relevant Documents

- Lost and Found Procedure Policy (PCY190)
- Lost and Found Property Register
- Online Lost Property Report Form

Review Date

June 2025

Contact Information

Manager Client Services