

Lost and Found Property

Classification:	Council Policy
First Issued / Approved:	26 May 2015, C10190
Last Reviewed:	12 October 2021, C121021/12967
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ECM Tracking No.:	2366320
Responsible Officer:	Director Corporate and Development
Relevant Legislation:	<i>Local Government Act 1999</i> <i>Unclaimed Goods Act 1987</i>
Related Policies:	<i>Closed Circuit Television (CCTV) and Recording Policy</i> <i>Records Management Policy</i>

1. Introduction

- 1.1 The City of Burnside is committed to guiding staff on the procedures to manage and control Lost and Found property in an open, fair and documented way, thereby protecting the interests of Council Employees, Elected Members and Customers.

2. Strategic Plan Desired Outcomes

Principles: Spans all Strategic Plan Principles

Theme: Spans all Strategic Plan Themes

Goals: Spans all Strategic Plan Goals

Priorities: Spans all Strategic Plan Priorities

3. Our Approach

- 3.1 Ensure lost and found property is handled consistently for all customers of any council premises.

4. Legislative Requirements and Corporate Policy Context

- 4.1 The City of Burnside (“Council”) recognises that items may be lost or misplaced by Customers at any Council premises (as defined below).
- 4.2 Council endeavours to ensure that Lost and Found property is managed appropriately.

5. Interpretation

For this Policy:

- 5.1 “Charity of the Month” means the charity rostered internally to be the recipient of gold coin donations for that particular month. Council employees donate gold coins to collection tins located within workspaces and at the Customer Service Desk located at the Civic Centre to support charitable organisations.
- 5.2 “Customers” are defined as any persons or organisation that have any form of dealings with the Council and also include Council Employees, volunteers, contractors, and elected members.
- 5.3 “Council Premises” means any premises owned and operated by the Council and includes the Civic Centre (including the Customer Service Desk), Library, George Bolton Swimming Centre Burnside, Community Centres, Pepper Street, Burnside Depot, and Parks and Reserves.
- 5.4 “Lost Property” means any items or personal belongings that have been reported to Council as having been lost or stolen.
- 5.5 “Valuables” means items having considerable monetary worth, costing or bringing a high price.
- 5.6 “Found Property” means any items or personal belongings which have been found in/on Council premises and have been handed to Council Employees, Elected Members, contracting staff or associates.
- 5.7 “Employee” means a person employed by the Council.
- 5.8 “Contracting staff and associates” means a person engaged through an employment agency, a contractor, volunteer, or a committee member appointed by Council under Section 41 of the Act, who act/work on behalf of Council.

6. Policy Objective, Scope and Actions

- 6.1 Council does not take responsibility for the safety or security of personal belongings left and/or stolen at Council premises. Customers bringing personal belongings into Council premises do so at their own risk.
- 6.2 Items of high value found, including large amounts of cash (over \$100), should be taken to the nearest South Australian Police (SAPOL) station as soon as practicable.
- 6.3 Dangerous and/or illegal items or substances (including firearms or weapons) should be reported to the South Australian Police (SAPOL) immediately.
- 6.4 Any Lost Property in or around Council premises should be handed to any Council Employee, Staff and/or associates.
- 6.5 A description of the item, when and where it was found will be logged by any Council employee in Council’s Lost and Found Property Register, an internal document stored on Council’s intranet and managed by Council’s Customer Experience Team.
- 6.6 If Found Property is labelled with its owner’s address or phone number, Council’s Customer Experience Team will contact the owner to notify where the Found Property may be collected.
- 6.7 Any person who has lost, left or misplaced any property in or on Council premises is encouraged to report this to Council Employees, Staff or associates or Council’s Customer Experience Team by visiting the Customer Service Desk or telephoning (08) 8366 4200.
- 6.8 When Lost Property is reported to Council:

- 6.8.1 The Lost and Found Property Register will be checked by the Council's Customer Experience Team or relevant City of Burnside employees.
- 6.8.2 If the Lost Property is on the Register, any person claiming the property will be asked to provide their contact details and will be provided with details of where the item is located and how it can be collected.
- 6.8.3 When the item is collected, the claimant will be asked to provide identification, which will be recorded in the Lost and Found Property Register.
- 6.9 If Lost Property has not already been found and entered on the Lost and Found Property Register, details of the item will be recorded on that Register by Council's Customer Experience Team or relevant City of Burnside employee. If the item is located, the person will be contacted.
- 6.10 Anyone who believes that their personal belongings have been stolen from Council premises is encouraged to report the matter to the SAPOL. Council is not responsible for a theft that may occur within Council premises.
- 6.11 All Found Property will be retained by Council for the following period, from the date it was entered into the Lost and Found Property Register;
 - 6.11.1 Food or liquid vessels will be retained for 48 hours;
 - 6.11.2 Items over the value of \$50 will be retained for three months;
 - 6.11.3 Everything else will be retained for 14 days;
 - 6.11.4 Cash of \$100 or less will be retained for three months; after this time, it will be donated to the Council's charity of the month. The appropriate documentation will be recorded in Council's Record Management System.
- 6.12 Found property such as mobile phones, tablets, and laptops will be taken to SAPOL as soon as practicable. SAPOL can access these items to ascertain owner details.
- 6.13 After the three month timeframe, items over the value of \$50 will be handed over to SAPOL to arrange appropriate disposal.
- 6.14 If items over the value of \$50 cannot be handed over to SAPOL, Council will dispose of them in line with the Unclaimed Goods Act 1987.
- 6.15 Food and liquids will be disposed of after 48 hours.
- 6.16 All other Found Property will, after 14 days, be donated to a charitable organisation at the discretion of the Director, Corporate and Development. This disposal will be recorded in the Lost and Found Property Register.

7. Review and Authority

This Policy will be reviewed every four years at maximum in line with Council's Policies and Protocols Framework.

8. Availability

- 8.1 The Policy is available to be downloaded, free of charge, from Council's website www.burnside.sa.gov.au
- 8.2 The Policy will be available for inspection, free of charge, at the Civic Centre during ordinary business hours. A copy may be purchased at a fee as set annually by Council.

9. Further Information

- 9.1 For further information about this Policy, please contact:
City of Burnside Civic Centre; 401 Greenhill Road, Tusmore SA 5065
Telephone; 8366 4200; Email; burnside@burnside.sa.gov.au