

LOST GOODS AND UNCLAIMED PROPERTY

Introduction:

What is lost goods and unclaimed property?

These are items that have been uncollected, left behind, lost or abandoned.

The *Uncollected Goods Act 1995* gives the person in possession of the goods the right to dispose of them after a certain amount of time. The amount of time and manner of disposal depends on the type and value of the goods. The owner of the goods is responsible for them. If they do not take action to regain possession the goods may be lawfully sold or destroyed if proper processes are followed.

Scope:

This policy applies across the organisation of Charles Sturt Campus Services Limited and all workplaces under our control.

Stolen property (or property suspected of being stolen) is out of scope of this Policy and should be reported to University Security or Manager of external contracts in the first instance.

Purpose:

(1) This document sets out CSCS policy and procedure on the receiving, retention, collection and disposal of found property and the reporting of lost property relating to any staff, students and visitors to the University or CSCS client sites.

(2) This Policy and Procedure is intended to:

- a. set out the principles that guide the CSCS management of property which is found by CSCS employees at all locations for which we conduct business or undertaking;
- b. outline the retention, collection, reporting and handling requirements of found property.

PROCEDURE

CSU CAMPUS LOCATIONS:

If a CSCS employee locates an item that has been uncollected, left behind, lost, or abandoned on a CSU Campus, CSCS employees have a duty to safeguard them for the owner. Any found property will be stored in a safe and secure location and maintained in such a way as to not subject the item to any damage. The following steps should be taken to ensure that the correct processes are being adhered to:

- Staff should ask people in the direct vicinity if it belongs to anyone or if they are aware of who owns the item.
- The CSCS employee will secure the item to ensure it's safekeeping until either the owner can be located, or it can be handed in to the relevant delegate (as listed below).

- If the owner cannot be located at this point in time, the CSCS Employee will take the item at their earliest convenience to their allocated Supervisor or Team Leader who will then take responsibility of the item and will label the item with the following information:
 1. Location the item was found (including Building and Room Number if applicable)
 2. The date and time the item was found.
 3. Condition of the item – noting any existing damages or marks.
- The Supervisor or Team Leader will record details relating to the item in the CSCS “Lost goods and unclaimed property register”:

[Lost goods and unclaimed property register](#)

The Supervisor will then report to the following to the relevant Student Central Office which will be recorded in a Lost and Found Property Register which is kept for each University premises/campus. At a minimum, the item will be reported to Security, Residence Life or DFM – preferably in writing with photo’s attached and follow further instructions.

- The CSU Student Central Office, Security, Residence Life or DFM or Manager of external contract location will provide CSCS Employees with further instructions.
- It should be noted that items that are suspected to be stolen MUST be reported to Security in the first instance.

END OF YEAR/RESIDENTIAL TERM:

The only exception to the above process is when CSCS conduct an end of year or end of residential clean on CSU Residential Buildings. In this instance, the process is as follows:

- All perishable or opened food items left behind (eg from a fridge or pantry clean out) are to be disposed immediately by CSCS staff.
- All non-perishable items are to be collected and placed into the large “Bins” (provided by CSU) and handed to CSU Central Office to be donated as per CSU Policy.
- Any other items discovered are to be clearly labelled (with item, room and building these were found) and left at a Central Point advised by CSU Central Office. CSU Central Office will organise for this to be logged into their register and disposal will be as per CSU Policy.

EXTERNAL CONTRACT LOCATIONS:

If a CSCS employee locates an item that has been uncollected, left behind, lost, or abandoned on an external contract location, the found property will be stored in a safe and secure location and maintained in such a way as to not subject the item to any damage. The following steps should be taken to ensure that the correct processes are being adhered to:

- Item to be stored in a safe location (eg Cleaning room or Reception)



- Email to be sent to the Manager of the External Contract location advising details of the item found and where it has been securely stored.
- Team Leader or Supervisor should be copied into the email for reference.

At no point in time are CSCS employees permitted to claim these items as their own. Should this occur, it could be considered as theft and relevant disciplinary action will be taken.

References:

[Uncollected goods | NSW Fair Trading](#)

[Lost and Found Property Policy and Procedure / Document / CSU Policy Library](#)