

Lost Property

1.0 POLICY STATEMENT

- 1.1 Lost property that has been found on ACTION Buses or at ACTION bus stations will be managed through the Lost Property Office and in accordance with regulatory obligations.

2.0 CONSULTATION

- 2.1 This policy has been developed in consultation with ACTION Buses, Territory and Municipal Services Governance and Roads and Public Transport Division.

3.0 BACKGROUND

- 3.1 ACTION Buses is subject to a number of regulations in relation to the handling, processing and storage of lost property.
- 3.2 Under the *Road Transport (Public Passenger Services) (Minimum Service Standards for Bus Services) Approval 2006 (No 1)(ACT)*, the operator of a bus service must maintain records for lost property with numerically numbered pages, indicating sequential recording of lost items and which are capable of being audited.
- 3.3 Under regulation 40 of the *Road Transport (Public Passenger Services) Regulation 2002 (ACT)*, if a bus driver finds lost property on the bus or is handed lost property by a passenger, the driver must give the property to its owner or, if the owner cannot be identified, to the operator of the bus as soon as practicable.
- 3.4 Under regulation 67 of the *Road Transport (Public Passenger Services) Regulation 2002 (ACT)*, a person who finds property left on a bus must return it to its owner or give it to the bus driver, accredited operator of the bus, a police officer or an authorised person.

4.0 REGISTERING LOST PROPERTY

- 4.1 The ACTION Lost Property Office is located at Tuggeranong Bus Depot. The Lost Property Officer will maintain a computerised database to record the acquisition, collection and disposal of lost property. Each item logged will be issued with an individual receipt that contains the information recorded in the lost property database.
- 4.2 For each item registered, the following information will be recorded on the ACTION lost property database:
- 4.2.1 a unique numerical identifier;
 - 4.2.2 a description of the item;
 - 4.2.3 the date the items was logged on the database; and
 - 4.2.4 details of item collection or disposal.

5.0 COLLECTION OF LOST PROPERTY

- 5.1 Once an item is received and recorded by the Lost Property Office, the Lost Property Officer will attempt to identify and contact the owner of the item.
- 5.2 When a claimant or claimant's representative presents to collect their lost property, the claimant or claimant's representative must present photographic identification to the Lost

Property Officer and sign the item receipt confirming that they have taken possession of the item.

- 5.3 The Lost Property Officer may ask the claimant to provide evidence of ownership of the item.
- 5.4 Where evidence cannot be provided, the Lost Property Officer will determine whether to release the item to the claimant based on the information that the claimant provides.
- 5.5 Items may be collected from the Lost Property Office during opening hours. The Lost Property office is open Monday to Friday from 8.00am to 4.00pm and can be contacted by telephone on (02) 6207 7558.

6.0 LOST PROPERTY ENQUIRIES

- 6.1 Where an individual makes a lost property enquiry directly with ACTION the following details, where known, are recorded in the lost property enquiries register:
 - 6.1.1 the name, address and phone number of the individual;
 - 6.1.2 a description of the item;
 - 6.1.3 the date and time of loss; and
 - 6.1.4 the route on which the item was lost.
- 6.2 All lost property enquiries will be checked against the lost property database. Where a match is identified, the claimant will be notified and advised of collection arrangements as outlined in section 5 of this policy.

7.0 DISPOSAL OF LOST PROPERTY

- 7.1 Under section 29 of the *Uncollected Goods Act 1996* (ACT), ACTION may dispose of perishable goods at any time and all other goods after three months.
- 7.2 ACTION will securely store all lost property in the Lost Property Office for a maximum of three months. All unclaimed items will be disposed of or donated to a charitable organisation. Where possible, ACTION will return the contents of wallets to the appropriate bank or other organisation.
- 7.3 Portable and Attractive items of value, such as phones, wallets and electronic equipment, will be stored by ACTION for the mandatory three month period and will then be disposed of in accordance with the *Uncollected Goods Act*.

8.0 LEGISLATIVE AND OTHER REFERENCES

- 8.1 *Road Transport (Public Passenger Services) Act 2001* (ACT)
- 8.2 *Road Transport (Public Passenger Services) Regulations 2002* (ACT)
- 8.3 *Road Transport (Public Passenger Services) (Minimum Service Standards for Bus Services) Approval 2006 (No 1)*(ACT)
- 8.4 *Uncollected Goods Act 1996* (ACT)

9.0 FEEDBACK

- 9.1 Feedback in relation to decisions about lost property may be made in accordance with ACTION's Feedback and Complaints Handling Policy.