

## **I've lost an item on a bus, how do I get it back?**

All items found on ACTION buses, at bus stations, or handed to ACTION staff, are sent to ACTION's Lost Property Office located at Tuggeranong Bus Depot.

To find out if ACTION has your lost item, call the Lost Property Officer on 02 6207 7558. The officer will take down your details and a description of the lost item and try and locate the item. The Lost Property Officer will contact you to advise you if ACTION has your lost item.

If the Lost Property Office phone is unattended, leave a message with your name, return phone number, a description of the lost item, and the time and date and bus or route number you may have lost the item on. ACTION's Lost Property Officer will then contact you about your item.

If ACTION has your item, you can collect your item from the Lost Property Office during opening hours.

## **Why can't I visit the Lost Property Office to find my item?**

It may take a day or two for your lost item to be found and received by the Lost Property Office. To confirm that your lost item is in ACTION's possession and in the Lost Property Office it is best to contact the Lost Property Officer on 02 6207 7558.

ACTION receives hundreds of lost items each week. If your lost item is in ACTION's possession, it may take some time for ACTION to locate your item.

Calling ahead to confirm that ACTION has your lost item saves you time and possibly making a double trip to the Lost Property Office.

## **Where is the Lost Property Office located and when is it open?**

ACTION's Lost Property Office is located at Tuggeranong Depot on Scollay Street in Greenway. The office is open from 8.00am to 4.00pm, Monday to Friday. The closest bus stop is on Scollay Street. There is on-street parking on Scollay Street with a sign posted pathway leading to the Lost Property Office. ACTION requests customers do not come to the Lost Property Office until they have confirmed by phone that ACTION is in possession of the lost property, as it can take some time to locate lost items.

**Do I need to provide anything to collect my item?**

When collecting your lost item, you will be required to provide photographic identification. If you require someone else to collect your lost item, you will need to advise the Lost Property Officer of this in advance. You may be required to provide evidence that you are the owner of the item, such as proof of purchase or a description of the item. Where evidence cannot be provided, ACTION retains full discretion on whether to release the item or not.

**How long do you keep lost items?**

ACTION retains lost property for a maximum of three months.

Exceptions are perishable items such as groceries, which under section 29 of the *Uncollected Goods Act 1996* (ACT), ACTION may dispose of at any time. These will be disposed of on the same day or as deemed appropriate by ACTION.

**What do you do with unclaimed items?**

All unclaimed or uncollected items will be disposed of by delivery to a charitable organisation. Where possible, ACTION will return the contents of wallets to the appropriate bank or other organisation.

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 1996* (ACT).