### 3.30 Lost & Found Property

<table>
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<tr>
<th>Purpose</th>
<th>Guideline</th>
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| **Security Services are responsible for the management of Lost and Found Property, across the University Campus** | Any property that has been found on the Campus, and an owner cannot be immediately identified should be forwarded to the Security Control Centre, Building C1A.  

Any property that has been lost on the Campus by any person should be reported in writing to the Security Control Centre.  

This guideline applies to all buildings located within the Campus footprint including the Sports & Aquatic Centre, the Library and the Campus Hub.  

Property considered as “Lost” should not be stored or retained anywhere across the Campus, except for the Security Control Centre.  

Depending on the type of Property involved, any item that is retained at the Security Control Centre is to be dealt with in accordance with the timelines/actions specified within this guideline.  

All property handed in to the Security Control Centre is to be documented within the IRIS system, by the Control Room Operator.  

The term “Valuable items “ includes wallets, cash, Credit Cards, Jewelry, Drivers Licenses, Passports, Electronic Devices (Laptops, Mobile Phones, I Pad’s etc.), USB data sticks, Pushbikes and similar items.  

**Cash**  
Any amount of cash that is handed to Security Staff must be immediately entered into the IRIS system, and checked by the Control Room Operator. As soon thereafter, the cash amount must be taken to the University’s Cashiers Office. A receipt will then be issued, and this is to be reconciled against the IRIS entry.  

**Credit Cards**  
All endeavours to identify and locate the owner of the Credit Card(s) should be attempted. The item is to be entered into IRIS,
and it is to be then secured in a safe storage area, within the Security Control Centre (Building C1A)

At the completion of two days, and when the owner has not been identified, the cards should be sent by mail, to the nominated address of the card issuer.

The relevant IRIS entry is to then be written off with the action taken.

**Drivers Licenses**
In the case of a Driver's License being handed in, a check of the MQ Active Directories (Staff and Students) should be carried out. In the case of successfully identifying the owner of the license, the license should be stored securely until re-claimed. If at the expiration of a two week period and the License remains unclaimed by the notified owner, it should be forwarded to the RTA Office, Ryde.

In the event that an owner cannot be located, the Driver's License should be forwarded to the RTA Office, Ryde for their attention within seven days of receiving.

Any receipt issued by the RTA should be reconciled against the relevant IRIS entry.

**Passports**
In the case of a Passport being handed in, a check of the MQ Active Directories (Staff and Students) should be carried out. In the case of successfully identifying the owner of the passport, the passport should be stored securely until re-claimed. In the event that an owner cannot be located, the passport should be forwarded to the Eastwood Police Station for their attention, within seven days of receiving.

**USB Data Sticks**
Data Sticks handed into the Security Control Centre should be checked to ascertain whether or not there are any owner's details contained within or on the stick itself.

If no owner is identified, then the stick(s) are to be bundled into daily envelopes, and stored within the designated cabinet within the Security Control Centre.

Any USB Data Stick that has been retained for a period of three months will then be destroyed by the Security Operations Co-Ordinator.
Jewellery
Any item of jewellery handed to the Security Control Centre is to be entered into the IRIS system immediately.

Any unclaimed jewellery item is to be taken to the Eastwood Police Station for their attention, within seven days of receiving.

Any receipt issued should then be reconciled against the relevant IRIS entry.

Clothing
Any item of clothing handed to the Security Control Centre is to be entered into the IRIS system immediately.

After a period of two weeks, any unclaimed item of clothing is to be forwarded to the nearest Charity Centre for their attention and disposal.

Clothing or similar items (such as Reading Glasses) that are considered suitable for “recycling” may be lodged in Building Y3A, for inclusion within the regular University Swap Meet.

The relevant IRIS entry should be written off accordingly.

Electronic Items
Any electronic devices or items handed to the Security Control Centre are to be entered into the IRIS system immediately.

Any unclaimed electronic device or item is to be taken to the Eastwood Police Station for their attention, within seven days of receiving.

Any receipt issued should then be reconciled against the relevant IRIS entry.

Acceptable Forms of Identification
For the purpose of this guideline, an acceptable form of identification for any person claiming the return of any lost property item includes:

- Current Passport
- Photographic Driver’s License
- Macquarie University Campus Card
- Birth Certificate, along with one other form of ID

Details of the Form of Identification should be recorded within the related entry in IRIS.
**Audit Procedure**

The Security Operations Co-Ordinator is responsible for the auditing and reconciling of all lost and found property entries.

A full audit should be carried out every two weeks.

The Security Operations Co-Ordinator is to approve the dissemination of any property item held at the Security Control Centre, outside of those handed to the actual owner(s) of the property item(s).

<table>
<thead>
<tr>
<th>Contact Officer</th>
<th>Campus Security Manager</th>
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<tbody>
<tr>
<td>Date Approved</td>
<td>1 July 2012</td>
</tr>
<tr>
<td>Approval Authority</td>
<td>Director, Property</td>
</tr>
<tr>
<td>Date of Next Review</td>
<td>1 July 2013</td>
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