

# Policy

## Lost Property

Date:	June 2022
Next Revision:	June 2024
Policy Approved By:	Melbourne Royal® Executive Leadership Team
Contact Person:	Dianne Silvestro, Executive Manager, People & Culture

### 1. Purpose

The purpose of this policy is to establish procedures and guidelines where members of the community may lose personal property or find someone else's property whilst at Melbourne Showgrounds.

When finding lost property, Melbourne Royal will maintain the highest level of personal integrity and respect for the property and privacy of others.

### 2. Definitions

**Property** means something of value, including personal possessions (e.g., wallet, mobile phone, keys);

**Customer Service Booth** means the customer centre area located at Melbourne Showgrounds during major events; and

**Melbourne Showgrounds** means all buildings and grounds under the control of Melbourne Royal.

### 3. Scope

This policy applies to:

- All employees, officials and Directors of Melbourne Royal.
- Any person during the course of, and in connection with, employment or acting on behalf of Melbourne Royal.

Officials is defined as:

- Judges;
- Stewards;
- Volunteers;
- Contractors; and
- Any other representative employed or engaged on behalf of the Melbourne Royal.

### 4. Policy

#### 4.1 Lost Property

Any found items of high value, including large amounts of cash (over \$100), dangerous and/or illegal items or substances including firearms or weapons, must be handed into the nearest police station as soon as practicable.

#### 4.2 Reporting of Lost Property

Persons reporting personal property lost at Melbourne Showgrounds must do so at the Customer

Service Booth (during major events) or at Melbourne Royal Reception. The person must complete the online Lost and Found Property Form, which includes the name and contact information of the person reporting the loss, as well as a description of the item. This information will then be recorded into the Lost Property Database. Every effort to identify and locate the owner of the item will be made.

#### **4.3 Finding Property at Melbourne Showgrounds**

All property found at Melbourne Showgrounds should be handed to either:

- The Customer Service Booth during major events;
- Melbourne Royal Reception; or
- The nearest local police station.\*

\*Items of high value found, including large amounts of cash (over \$100) or dangerous and/or illegal items or substances (including firearms or weapons), should be taken to the nearest police station as soon as practicable.

#### **4.4 Return of Lost Property to Owner**

To claim lost property held by Melbourne Royal the owner must retrieve the item/s. The owner will also be required to:

- Provide proof of ownership and/or a description of the lost property and its contents;
- Provide personal identification details to be listed on the Lost and Found Property Form and recorded; and
- Acknowledge receipt of the property by signing and dating the Lost and Found Property Form.

#### **4.5 Disposal of Unclaimed Property**

Lost property must be claimed within 60 days of an event or, it will be:

- Destroyed, put to waste and recycled where possible;
- Given to charity; or
- Taken to the nearest police station

All items disposed of must be recorded on the Lost and Found Property Form, along with a description of how and when it was disposed, including a receipt number issued by the police, if applicable.

### **5. Policy References**

- Lost and Found Property Form