

Sydney Opera House Policy

Title:	Lost and Found Property Policy
Policy Number:	2024/4
Effective Date:	16/10/2025
Authorisation:	Chief Executive Officer
Authorisation Date:	16/10/2025
Superseded Policy:	SOH130
Accountable Director:	Chief Customer Officer
Responsible Officer:	Head of Security Emergency Planning and Response

1. CORE PROPOSITION

The Lost and Found Policy (Policy) describes the Sydney Opera House (SOH) approach to handle, retain and dispose of Lost and Found property on SOH Premises.

2. DEFINITIONS

- 2.1. **Claimant** – an individual who asserts ownership or rightful possession of an item that is currently in the possession of SOH.
- 2.2. **Claimed property** – items of Found property which have been claimed either by the owner or the finder.
- 2.3. **Found property** – items, including cash and other valuables that have been found on SOH Premises and reported to SOH.
- 2.4. **Lost property** – items, including cash and other valuables that have been reported as lost on SOH Premises.
- 2.5. **SOH Premises** – Bennelong Point, including the SOH building and surrounding outdoor areas, and any other premises operated by the SOH Trust.
- 2.6. **Workers** – has the meaning provided in the *Work Health and Safety Act 2011* (NSW) and includes all employees, and any other person engaged to undertake work in any capacity on behalf of SOH, including suppliers, contractors, subcontractors and their employees.

3. SCOPE

This Policy applies to:

- All Workers, in particular members of the Host team and the Emergency Planning and Response Group (EPRG) in relation to the management and disposal of Found property.
- Personnel of SOH's resident companies, business partners and hirers working at SOH Premises.

4. SOH CLOAKROOMS

- 4.1. SOH patrons with a valid performance ticket are able to use SOH cloaking services for small and of low value (e.g. books, clothes, umbrellas). Cloaking will be done at SOH's discretion and all items will be inspected.
- 4.2. SOH's Host team members are responsible for the receipt and registration of property to be kept in SOH's cloakrooms. If this property is not claimed, it will be treated as Found Property.

5. FOUND PROPERTY

- 5.1. When managing Found property SOH will follow the *Lost and Found Property Procedures* (Procedures) and will make all reasonable attempts to return items to the rightful owners.
- 5.2. Workers that encounter Found property should immediately provide it to SOH's Host team with all relevant information, e.g. when and where it was found.

- 5.3. Any Found property believed to be dangerous should remain in Situ and be reported to EPRG immediately. If required, EPRG will convey the property to an appropriate authority, e.g. Fire Brigade.
- 5.4. SOH's Host team will undertake an initial assessment of all Found property to determine whether the property is of low or significant/high value. If unsure, the Host team member will consult with one of SOH's Duty Security Managers (DSM) or delegate.
- 5.5. The Host team will register all Found property (with the exception of umbrellas) in the *Lost Property Register* (LP register) along with details of the finder, date, time, location where the property was found and where it will be stored. Information on Lost property claims and when the item is removed should also be included in the LP register.
- 5.6. SOH's Host team will:
 - Store low value items in SOH's Lost Property Locker and disposed of or donate them, as outlined in section 7 and in accordance with the Procedures.
 - Provide significant/high value items (e.g. jewellery, high-end wallets and digital cameras) and cash to EPRG. Operational Security Officers (OSOs) and DSMs are responsible for the storage and safe custody of all significant/high value items.
- 5.7. In line with the Procedures, EPRG may convey significant/high value items to the NSW Police (Police) for management and disposal. If the Police does not accept any of these items for holding (e.g. because the items are not identifiable back to an owner), EPRG must hand these back to the Host team to be included with low value items and in line with the Procedures, be disposed of or donated to charity at the end of the month.
- 5.8. In the case of:
 - Credit cards, EPRG will store them for 24 hours before destroying them.
 - Cash, EPRG will transfer the money to SOH's Finance team for management and disposal and must keep a receipt.

6. CLAIMS FOR PROPERTY

- 6.1. SOH customers that have lost property at SOH Premises can submit a claim by completing SOH's the lost property form [online](#). SOH will aim to respond as soon as possible.
- 6.2. Workers can enquiry about their Lost property by contacting SOH's Host team.
- 6.3. When a Lost property claim is made, including for property held in an SOH cloakroom without a corresponding ticket, the Claimant will be required to provide evidence of ownership (i.e. identification) and to describe the item in question.
- 6.4. For low value items, the relevant Host team member will decide whether to release the property to the Claimant. For significant/high value items and cash kept by SOH, DSMs will make a decision. Details of the Claimant and Worker authorising the release of the low or high value property should be recorded in the LP register.
- 6.5. For significant/high value items that have been conveyed to the Police, the Claimant will be referred directly to the Police who will make a decision regarding the release of the property.

7. RETENTION AND DISPOSAL

- 7.1. Items deemed to be of nil value may be disposed of immediately.
- 7.2. Unclaimed property held by SOH (including umbrellas found on SOH Premises) will be retained for **one month** and then disposed of in line with the Procedures.
- 7.3. At the end of the retention period, unclaimed property will be disposed of or donated to charity as outlined in the Procedures. Under no circumstances will unclaimed property be appropriated by Workers.
- 7.4. Unclaimed monies will be held by SOH for a period not exceeding **three months**. At the end of this period, SOH's Finance team will transfer any unclaimed monies as follows:

- Single amounts up to and including \$100 will be transferred to the SOH Annual Giving Fund.
- Single amounts above \$100 will be transferred to the Officer of State Revenue.

8. RESPONSIBILITIES

8.1. **Workers** are responsible for complying with this Policy when handling Found Property on SOH Premises and for directing any enquiries regarding Lost and Found property by patrons to SOH's Host team or SOH's lost property form [online](#).

8.2. **Duty Security Managers (DSMs)** are responsible for:

- Ensuring all Workers under their direction are aware of and comply with this Policy and the Procedure.
- Liaising with Host team members, OSOs, Finance Officers and Claimants regarding Lost and Found Property on SOH Premises.
- Making determinations regarding items of significant/high value and subsequent referral to the Police in accordance with this Policy and the Procedure.
- Making determinations regarding individual sums of money found on SOH Premises.
- Recording information in the LP register when required, e.g. when transferring high value items to the Police.
- Disposing items in accordance with this Policy.

8.3. **Operational Security Officers (OSOs)** are responsible for:

- Storing Found property of significant/high value at the direction of DSM.
- Providing assistance and advice to Host team members as required.
- Liaising with the Police regarding the collection of items of significant/high value.

8.4. **Finance team** is responsible for:

- Managing unclaimed monies, including receiving, storing, retaining and disposing of cash.
- Liaising with EPRG to ensure information on individual sums of lost money, retention and disposal is accurately recorded in the LP register.
- Liaising with EPRG in relation to any claims for monies.
- Reporting on all unclaimed monies accordance with Financial Services reporting processes and procedures.

8.5. **Host team** members are responsible for:

- Handling enquiries regarding Lost and Found property from patrons and Workers.
- Registering all Found property and issuing a receipt.
- Storing, maintaining and disposing of low value items.
- Authorising and directing the disposal of unclaimed property.
- Liaising with EPRG for the management and storage of significant/high value items and individual sums of money.
- Maintaining the LP Register and ensuring information is complete.
- Assessing and managing claims for low value items in accordance with this Policy and supporting procedure.

8.6. The **Head of Security EPRG** is responsible for the implementation, monitoring and review of this Policy.

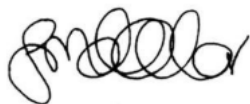
9. SOH SUPPORTING DOCUMENTS

- Code of Conduct
- Lost and Found Property Procedures.

Version History

Version	Approved by	Approval date	Effective date	Sections modified
1.0	Chief Executive Officer	22/07/2011	22/08/2013	New policy
2.0	Chief Executive Officer	16/05/2024	16/05/2024	Update to correct outdated information.
2.1	Chief Executive Officer	TBC	TBC	Update to note process to manage items rejected by the Police for holding.

APPROVED



Chief Executive Officer
Date: 16/10/2025