

2023 AMG Lost Property Policy

As at 14 June 2023

Policy Objective

- The aim of this policy is to provide an outline of the processes and procedures for lost and found property during the Australian Masters Games (AMG).

Policy Key Principles

- The AMG Operations functional area is primarily responsible for the implementation of the lost and found property processes and procedures for the Games. The AMG Head of Sport & Operations, Administration Assistant and Sport Coordinators are responsible for ensuring these processes and procedures are implemented as required at all Games venues.
- Lost and found is managed individually at each Games venue.
- Games venues with existing lost and found processes and procedures will implement those for lost and found property during the Games.
- Games venues without existing lost and found processes and procedures will implement the AMG lost and found processes and procedures during the Games.

Procedures/Processes

Lost and Found Property (sport venues)

1. Items that are lost by Games participants, workforce and/or spectators should be reported to existing venue staff or the relevant Sport Convenor, Sport Committee or AMG staff member. Lost items can then be reclaimed from the venue's lost and found property area.
2. Items that are found by Games participants, workforce and/or spectators should be handed to existing venue staff or the relevant Sport Convenor, Sport Committee or AMG staff member. These items are to be placed into the venue's lost and found property area.
3. Unclaimed items will remain at the specific venue at which they were found and disposed of according to that venue's existing procedures.
4. Exceptions to the above are Games accreditation passes (refer to the Lost and Found Accreditation Passes section below).

Lost and Found Property (non-sport venues)

1. Items that are lost by Games participants and/or workforce should be reported to the relevant venue's lost and found property area. Lost items can then be reclaimed from the relevant AMG staff or volunteers who are responsible for the lost and found property at the venue. Reclaimed items must be recorded on the relevant venue's AMG Lost and Found Property Record Sheet and signed by the person reclaiming the item.
2. Items that are found by Games participants and/or workforce should be placed into each venue's specific lost and found property area or provided to the relevant AMG staff or volunteers:
 - a. Found items at Games Offices should be handed to the Administration volunteers or AMG Administration Assistant.
 - b. Found items at the Games Village should be handed to the AMG Administration Assistant or AMG Village Volunteers, or AMG Accreditation Collection Desk.
 - c. Found items at AMG special events should be handed to AMG staff or volunteers and stored at the AMG Accreditation Collection Desk available for next day collection.
3. Found items must be recorded on an AMG Lost and Found Record Sheet
4. Unclaimed items will remain at the location at which they were found (e.g. Games Village, Accreditation Collection Desk) until bump-out of that particular venue; then they will be returned to and stored at the Games Office until the end of October 2023 when they will be disposed of.

5. Exceptions to the above are Games accreditation passes (refer to the Lost and Found Accreditation Passes section below).

Lost and Found Accreditation Passes

1. Games participant and workforce accreditation passes (i.e., Competitor, Non Playing Official, Supporter, Staff, Volunteer) that are lost or found should be reported/returned to the accreditation staff or volunteers at the Games Accreditation Collection Desk.
2. Games workforce accreditation passes (i.e., staff, volunteers, sports officials etc.) that are lost or found should be reported/returned to the AMG Accreditation Collection Desk or competition management area if at a sport venue
3. Lost accreditation passes can be reclaimed from the Games Accreditation Centre or competition management area.
4. Lost or reclaimed accreditation passes must be recorded on the relevant venue's AMG Lost and Found Property Record Sheet and signed by the person reclaiming the pass.
5. Games participants who have lost their accreditation should refer to the Lost, Damaged & Failure to Collect Accreditation Policy

Related Documentation

- AMG Lost and Found Property Record Sheet

Related Policies

- AMG Privacy Policy
- AMG Workforce Code of Conduct Policy
- AMG Incident Reporting Policy
- AMG Asset Management Policy
- AMG Games Communications Policy
- AMG Lost, Damaged & Failure to Collect Accreditation Policy