

Lost Property Policy

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Maintained by	Visitor Experience
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Next review date	September 2029

1. Authority

This policy is issued under the authority of the State Librarian and CEO (SLCEO).

2. Responsibilities

State Library employees are responsible for the consistent application of the *Lost Property Policy* and supporting procedures.

Protective Service Officers are responsible for assisting Visitor Services staff to access the strongbox as detailed in the supporting procedures.

3. Policy statement

State Library manages lost property in a consistent, practical and accountable manner, taking reasonable steps to return items to their owners and dealing appropriately with unclaimed items.

4. Purpose

This policy sets out the requirements for managing property left at State Library, including its receipt, storage, return and disposal, to support consistent, accountable and practical decision-making.

5. Scope

This policy applies to all State Library employees, contractors and volunteers who handle lost property at State Library premises, including the South Bank premises and Anzac Square Memorial Galleries. It applies to property inadvertently left within those premises and taken into State Library's custody. It does not apply to items found outside State Library's footprint, including abandoned items external to the South Bank footprint, which are managed by Arts Queensland.

6. Definitions

Word	Definition
Cloakroom	A secure area behind the Welcome Desk used for storage.
Lost property	Property inadvertently left behind on State Library premises and not immediately claimed by the owner.

State Library premises	State Library premises means State Library's South Bank premises, including the State Library building up to the roofline, the adjoining building known as The Edge, and Anzac Square Memorial Galleries.
Significant value	For the purpose of this policy, an item with an estimated value of more than \$200.

7. Management of lost property

State Library will retain lost property for up to 30 days to allow owners a reasonable opportunity to reclaim their belongings. Perishable goods, food and beverages, and other items that may pose hygiene, health, safety or security risk will be discarded immediately. Water bottles and baby bottles will be retained for up to 2 weeks before disposal. Items assessed as having significant value may be referred to the Queensland Police Service if unclaimed after 48 hours.

Electric recreational vehicles, including e-bikes, e-scooters, e-skateboards and removable batteries, are not permitted inside State Library premises, including the cloakroom, and must be secured outside the premises. Items left unclaimed at bike racks are not managed under this policy and are the responsibility of Arts Queensland.

Devices left in lockable charging stations after closing may be removed and transferred to lost property.

8. Security, privacy and records

State Library will take reasonable steps to safeguard lost property, including secure storage and release to the rightful owner where practicable. Records will be created and managed to document the receipt, custody, return, transfer or disposal of lost property. Personal information collected as part of this process will be managed in accordance with applicable privacy requirements and used only for the purpose of administering lost property, unless otherwise required by law.

9. Cloakroom items

Items left in the cloakroom after closing will be transferred to lost property and managed in accordance with State Library's procedures and the [Bags and Belongings Policy](#). Repeated failure to collect cloakroom items may be addressed under State Library's [Responsible Client Conduct Policy](#).

10. Return of lost property

Lost property may be returned to a person claiming ownership where they can provide a sufficient description of the item. State Library may also require evidence of identity or ownership before releasing an item.

11. Retention and disposal

Lost property will be retained for the periods set out in this policy to allow owners reasonable opportunity to reclaim their belongings. If an item is not claimed within the applicable retention period, State Library may dispose of it or otherwise deal with it in accordance with the relevant procedures and applicable requirements relating to privacy, records management, safety and referral to other authorities.

12. Human rights

When applying this policy, State Library will act in a way that is compatible with human rights and give proper consideration to relevant human rights, as required by the *Human Rights Act 2019 (Qld)*.

Human rights relevant to this policy include:

- Privacy and reputation (section 25)
- Cultural rights (sections 27 and 28), where relevant to items of cultural, spiritual or religious significance.

To the extent this policy limits human rights, those limits are considered reasonable and demonstrably justifiable under section 13 or the *Human Rights Act 2019 (Qld)*, having regard to the policy's legitimate purposes of returning property to the rightful owner, preventing unauthorised release, maintaining accountability, and managing hygiene, health, safety and security risks. Any limitation is limited, necessary and proportionate, and is subject to safeguards including secure storage, reasonable opportunities to reclaim items, and management of personal information in accordance with applicable privacy requirements.

Accordingly, this policy is considered compatible with human rights.

13. References

This policy is supported by:

Queensland Government

- [*Information Privacy Act 2009 \(Qld\)*](#)
- [*Human Rights Act 2019 \(Qld\)*](#)
- [*Police Powers and Responsibilities Act 2000*](#)
- [*Queensland Police Service – Lost property*](#)

State Library of Queensland

- [*Bags and Belongings Policy*](#)
- *Lost Property Procedure*
- [*Privacy Principles Policy*](#)
- [*Responsible Client Conduct Policy*](#)
- [*Work Health, Safety and Wellbeing Policy*](#)

14. Approval

Approved by State Librarian and CEO on 07 October 2026.

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