



## **SOUTH AUSTRALIA POLICE**

### **KEEPING SA SAFE**

## **Online Lost Property Reporting – Frequently Asked Questions**

### **When should this OLPR application be used?**

A lost property report can be submitted on the Online Lost Property Reporting (OLPR) application if all the following criteria are true, and a person needs a police reference number for insurance purposes:

- The property was lost in South Australia.
- The person making the report is the owner of the property.
- A fair estimate of the value of the property is less than \$3000.
- The property was not stolen (taken by burglary or theft or by force).
- The property was not abandoned (deliberately left with no intention of reclaiming the item).
- The property was not loaned or given to another person.
- The property is not a firearm, firearm part or ammunition.
- Police do not need to investigate the loss as suspicious or criminal.

Making an online lost property report is the same as making a statement to South Australia Police (SAPOL).

### **What if an incident does not meet the above criteria?**

If the answer to any of the above criteria is false, this website cannot be used. A report can be made at a police station.

### **Can I report a wheelie bin using the OLPR application?**

If a wheelie bin is missing from the front of your property after it has been placed there for collection, it should be reported as lost. You should report it in OLPR identifying the relevant council area, then call your local council and provide them with the OLPR number.

If the wheelie bin was removed from your property or a person is witnessed removing it from the front of your property/footpath/curb side, then it should be reported directly to the police.

### **Can I report a lost firearm, firearm part or ammunition using the OLPR application?**

If you have lost a firearm, firearm part or ammunition you are required to provide an oral report to a police officer. This can be done via the Police Call Centre on 131 444 or by attending your local police station. You are also required to submit a PD309 to the Registrar of Firearms. These forms are available via electronic download on the OLPR home page or at your local police station.



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#### **What happens when you make an online lost property report?**

When the online lost property report is completed, you will be given a chance to review the information before clicking 'Submit'. After submitting the report, an online lost property reference number is displayed which can be provided to an insurance company.

You can then print or save your report using your internet browser print and save options.

#### **What if I did not keep a copy of your report?**

If you did not keep a copy of the report, you will have to go to a police station and complete form PD268 – Application for Police Incident Report and pay the appropriate fee to have a copy of the report sent out.

#### **What will SAPOL do with this report?**

If SAPOL find an item, or if a member of the public turns in an item as found, SAPOL will search the OLPR Query and attempt to match the found item against those items which have been reported as lost.

The better the description and item details, the better the chances that found property will be matched to a lost property report.

#### **What should you do next?**

After making an online lost property report, you should do the following:

- If items are covered by insurance, contact the insurance company and provide them with a copy of the OLPR report.
- If credit cards or bank cards were lost, contact the financial institution immediately.
- If a mobile phone was lost, contact the phone carrier.
- If a passport or driver's licence or similar documents were lost, contact the issuing authority.

#### **What happens if SAPOL find the property?**

If we believe we have found your lost property, SAPOL will contact you via the information supplied in the OLPR report. You will be advised where to go to claim the property. SAPOL can then update the report to show that the property has been returned.

While SAPOL will by law make every reasonable effort to determine and locate the owner of any found property, if it cannot be matched to the owner, then SAPOL may dispose of unclaimed property after two months.

#### **Can I update or change the information in the report at a later date?**

No. Once a record is saved in the OLPR application, it cannot be changed by anyone. SAPOL cannot change statements made by a member of the public.



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#### **What if a mistake was made in the online lost property report?**

As lost property does not require a police report, no further action is necessary. In the event of a query from an insurance company or SAPOL, you will need to prepare a written statement of correction.

#### **Can I email SAPOL a correction to an online lost property report?**

No. If you email SAPOL with a correction, you should be sent the following response:

“As lost property does not require a police report, no further action is necessary. SAPOL cannot change a statement which has been made via the online reporting application. In the event of a query from an insurance company or SAPOL, you will need to provide a written correction in response to the insurer or SAPOL.”

#### **What if the lost items are worth more or less than originally estimated?**

As lost property does not require a police report, no further action is necessary. You will need to speak to your insurance company and follow their instructions.

#### **The OLPR application only allows a user to enter 10 items. What if I have lost more than 10 items?**

If you lost a rucksack or handbag or suitcase, only select one item. On the details screen, the contents of the rucksack or handbag or suitcase can be listed.

If you have lost your keys and wallet, only select two items, even though there may be several keys and several cards in the wallet.

Remember that if items are lost in separate incidents (date, time and place) they should be made on separate reports.

If you need to list more than 10 items, you can make a second online report. In the description field of the second report, include the reference number of the first report.

#### **What if I forgot to list some items in my online lost property report?**

You can make a second online report. In the description field of the second report, you should include the reference number of the first report.

#### **What if I have found the items that were reported as lost?**

If you made a claim to your insurance company, you must notify them immediately.

You do not need to notify SAPOL that property has been found. However, we can update the status of a report to show you found your property.



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#### **Who will see this information?**

After creating an OLPR record, you will be able to print or save the report using your internet browser print or save options.

SAPOL will be able to use an OLPR Query to look up online lost property reports and search for owners of items that have been found.

Upon request by an insurance company, a copy of the OLPR record may be printed and given to the insurer by the SAPOL Records Release Branch.

#### **Will I be able to look up my report?**

You will not be able to look up your report. To protect your personally identifiable information the record is automatically removed from the public view after two minutes.

#### **How long will this information be kept?**

The Operational Records Disposal Schedule for SAPOL states that Police Incident Reports may be maintained and kept indefinitely.

#### **What if I do not have internet access or cannot use a computer?**

The OLPR application can be accessed via the internet.

If you cannot reasonably access the internet or use a computer, you may phone the Police Call Centre on 131 444, or phone or visit a police station, where an officer will enter the report information online on your behalf.

#### **Why can't I go to the next screen? I am clicking the "Next" button.**

You cannot proceed to the next screen if there are errors or incomplete information on the current screen. You will need to correct any errors marked with red validation messages.

#### **Why is the OLPR application saying the incident is over the threshold for online reporting?**

The total of all estimated lost property must be no more than \$2999. If the total value is estimated at \$3000 you can make a report via the Police Call Centre on 131 444 or at a police station.

The estimated total value of all items must match the combined value of each item entered.



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#### **What computer devices can I use to complete my application?**

The OLPR application works best using a desktop computer or mobile device such as a laptop or tablet.

We do not recommend that you use a smartphone such as iPhone or Android to complete your OLPR application.

#### **Where should I report problems with the OLPR application?**

If you are having problems using the OLPR application, you should go to a police station and make your report in person. The front desk police officer can then enter the report for you online.

#### **Other tips**

**Mobile phones:** Always make a note of your mobile phone's IMEI (International Mobile Equipment Identity) number. Having the number will help match you to any phones that are recovered by SAPOL. The IMEI number is normally found on a sticker on the phone behind the battery, and is also usually on the box your phone came in.

**Belongings accidentally left behind:** If you accidentally left your belongings in a taxi, café, restaurant or nightclub and they are no longer there, you should report them as lost using the Online Lost Property Reporting application. Someone may have picked them up and turned them into police as lost property. Items are not considered stolen if they were accidentally left behind.

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