



SERVICES

Australia Post Point of Delivery

Policy Document

Effective 6 November 2020

1 Residential Properties

For the delivery of letters, small and large parcels to delivery points within Australia Post delivery areas.

Residential Properties - letters, small parcels and large parcels delivered by Postal Delivery Officers and Parcel Delivery Drivers.

A residential property can be a single house, two or more houses or units on a block sharing a common driveway, or apartments in a multi dwelling development, a caravan park or an Aged Care Establishment.

Where a residential property contains more than one dwelling, but has no clearly named access roadways or individually numbered separate dwellings, Australia Post will usually deliver to a single set (or "cluster") of letterboxes located at the edge of the property where safe access can be gained, In some cases - such as certain aged care establishments - delivery of all mail will be effected to a central office or nominated, location.

Delivery to each individual dwelling in a multi-dwelling residential property can only occur when access roadways to dwellings are trafficable, clearly named and signposted, and each dwelling is clearly numbered in consecutive order with an individual letterbox, so as to enable the delivery officer to easily deliver the article.

In general Australia Post delivery personnel require safe and unobstructed access to the delivery point where we will deliver to:-

- A letterbox that conforms to the Australia Post requirements located on the footpath boundary of the property;

- Conforming letterboxes in a cluster arrangement for a property that has multiple dwellings or apartments or a retirement village. The cluster arrangement must be located on the footpath boundary of the property or located either at the administration office or at the entrance to the establishment;
- Office or reception of a caravan park for temporary residents and individual mail delivery will be provided to permanent residents only if the majority of permanent residents elect to receive a delivery;
- Where the property has restricted public access such as an apartment block with secure entry doors, delivery personnel will use the intercom or door bell to alert the customer so they can collect the article at the entrance to the property;
- To the door, where articles require a signature and do not fit in the letterbox and provided the property does not have secure access and is not in a roadside deliver area or has an impediment to delivery e.g. a locked gate.
- A private parcel box, which is a larger mail box available commercially that provides for the delivery of letters and Parcels. Delivery to these boxes normally requires access codes and delivery is undertaken on a best endeavors basis. Australia Post delivery personnel do not hold keys or access codes to these boxes, the access code must be included in the address by the sender. A commercial parcel locker, typically at a multi-storey apartment dwelling, located near the entrance of the property or building, provided the locker and location has been approved by Australia Post.

Letterbox Sizes

The minimum internal dimensions of a letterbox should be 330mm x 230mm x 160mm high. Horizontal apertures should be at least 230mm x 30mm and 130mm above the base of the internal space. Vertical apertures should be at least 330mm x 30mm and 40mm above the base of the internal space. Single boxes should be erected so that the aperture is between 0.9m and 1.2m above the ground. Nests of boxes should have apertures located within the height range of 600mm to 1600mm. All boxes should have street numbers or flat or apartment numbers prominently displayed on the box. For nests of boxes, the street number should be displayed prominently near the boxes. In multi-storey buildings it may be necessary to provide in the building plans for a mail room or mail locker for use by the delivery officer.

1.1 Private Roads

Provided the private roadway is named, signposted, and designed for unrestricted access, each dwelling abutting the roadway is sequentially numbered, and other service delivery organisations provide house to house services, mail delivery will be made to each dwelling.

Where access is restricted, mail will be delivered to a group of letterboxes at the junction of the public roadway and the common driveway or walkway entrance within easy reach from the public road.

Where it is unclear if the property conforms to the above, the local Delivery Manager will review and clarify the nature of services to be provided.

1.2 Roadside Delivery

Where the service is a roadside delivery service, the delivery is only to the boundary of the property.

Roadside delivery can be to a single box at the main entrance to the property or to a cluster of boxes at the intersection of the street or lane and the main road.

Roadside delivery customers are encouraged to have a larger letterbox that is secure and protects the mail from weather to enable the driver to leave larger articles that do not require a signature. Signature articles will be carded for collection.

2 Retail Shops and Businesses

2.1 Letters and Small Parcels delivered by a Postal Delivery Officer

Retail shops and businesses can be on the street or within Malls, Arcades or Shopping Centres.

Delivery to a single Shop, Business premise or groups of Shops or Businesses located in Malls or Shopping Centres will be made to the following points:

- Via an aperture in the door (typically where the shop abuts the footpath);
- To a letterbox set within easy reach at the footpath boundary of the property; or
- To a staffed counter as close as possible to the entrance of the shop or business.
- Shops or Businesses located in Arcades of Shopping Centres:
- Delivered into a single letterbox or a single group of letterboxes near the entrance of the shopping centre; or
- A convenient point within the shopping centre as close as possible to the vehicle parking facilities.

2.2 Large Parcel delivery by a Parcel Delivery Driver

All large parcels will be delivered as addressed to:

- A staffed counter as close as possible to the entrance of the shop or business; or
- A mailroom that is as close as possible to the entrance of the vehicle parking area; or
- A dock of a large shop or business, provided it is staffed, accessible by a van and the driver wait time does not exceed 5 minutes.

3 Commercial/Professional Buildings including schools and other Government premises

3.1 Letter and Small Parcel Delivery by a Postal Delivery Officer

Will be delivered to:

- A single letterbox or a single group of letterboxes near the entrance of the premises; or
- A staffed counter as close as possible to the entrance of the shop or business.

3.2 Large Parcel Delivery by a Parcel Delivery Driver

Will be delivered to:

- A staffed counter as close as possible to the entrance of the shop or business;
- A mail room located as close as possible to the entrance of a vehicle parking area; or
- A dock of the premises, provided it is staffed, accessible by a van and the driver wait time does not exceed 5 minutes.