



Point of Delivery Requirements



Australia Post



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What is a Point of Delivery?

A Point of Delivery is the location a letter or parcel is delivered by our delivery team members. It's also known as a delivery point.

We are committed to providing a delivery service that is reasonably accessible to all Australians. Where we can, we deliver to a range of delivery points within our delivery areas, based on the property's location and type.

Residential Points of Delivery

Residential properties include:

- Freestanding houses (single dwellings), located on their own blocks of land,
- Duplexes, villas or townhouses, sharing a single driveway,
- Units, flats or apartments, and
- Shared accommodation complexes, such as aged care facilities and caravan parks.

For residential properties within our delivery areas, we'll generally deliver to:

- An individual letterbox, with or without an attached or adjacent secure parcel box,
- A cluster letterbox,
- A nest letterbox, or
- A nominated delivery location, such as a staffed counter or reception.

We'll also generally deliver parcels:

- directly to the customer at the front door, or
- to a safe place at the property ("safe drop") if there is one, and they don't need a signature.

Commercial Points of Delivery

Commercial properties include:

- Retail stores,
- Restaurants and hospitality venues,
- Office or business premises,
- Schools and government buildings,
- Industrial facilities such as warehouses and factories,

- Logistics and distribution centres, and
- Storage facilities.

Delivery points for commercial premises may vary depending on site layout, access and operational needs.

For commercial properties with a street frontage or within a complex, we'll generally deliver to:

- An aperture in a front door,
- An individual letterbox near the footpath boundary of the property,
- A nest or cluster letterbox near the entrance of the complex, or
- A staffed counter, as close as possible to the entrance of the shop or business.

For commercial properties in shopping centres and office complexes, we'll generally deliver to:

- A single letterbox or a group of letterboxes near the entrance of the complex, or
- a convenient staffed area within the complex, as close to designated loading / postal service vehicle parking facilities as possible.

Large Parcel Delivery

For commercial premises, large parcels will generally be delivered to either:

- a staffed counter or mailroom located near the entrance or designated loading / postal service vehicle parking facilities, or
- a dock area, provided it is staffed, accessible by our delivery vehicle, and the driver's wait time does not exceed five minutes.

Out-of-Home Collection Points

Your home, office or retail outlet isn't your only delivery option. We offer a range of convenient out-of-home collection points across Australia. These include our 24/7 Parcel Lockers, Post Office Boxes, Community Mailboxes, and Parcel Collect locations.

Delivery Point Requirements

We can generally deliver to properties where access roadways are trafficable, clearly named and signposted.

Our delivery team members require safe and reasonably unobstructed access to the delivery point to meet work health and safety requirements. Where a safety or security risk exists, either to our team members or product, delivery will be at our discretion, and arrangements may be adjusted.

Where street delivery is available, for single occupancy properties, we'll typically deliver to an individual letterbox. This should be located on or near the property boundary. It may also have an attached or nearby secure parcel box.

In apartment buildings, townhouse complexes and other multi-occupancy properties, we'll usually deliver to one of the following, where street delivery is available:

A single set (a 'cluster' or 'nest') of letterboxes located at the edge of the property where safe and unobstructed access is available,

A central office or nominated reception point, or

Each individual unit or occupancy, where:

- Access roadways are trafficable, clearly named and signposted, and each unit is individually numbered (in consecutive order) with an individual, unobstructed letterbox.

If these conditions are not met, we'll try to find a suitable alternative delivery point.

Individual Letterbox

To ensure consistent, reliable delivery, your letterbox should meet the Australia Post requirements below. If it doesn't, we may still deliver where it's reasonably practical and safe to do so, or we may offer another delivery option.

Letterboxes should:

- Meet the size requirements on page 7,
- Be clearly labelled with the property number,

- Be located on the footpath boundary of the property,
- Be free from obstructions,
- Remain upright and undamaged, and
- Be emptied regularly.

Letterbox Size Requirements

Single Letterbox, Cluster Letterbox

Minimum internal size

330mm deep x 230mm wide x 160mm high

Minimum aperture size

Horizontal: 230mm x 30mm, located minimum 130mm above the base of the internal space.

Vertical: 330mm x 30mm, located minimum 40mm above the base of the internal space.

Installation height

Single letterboxes should be installed so that the centre of the aperture is between 0.9m and 1.2m above the ground.

Nest Letterbox

Minimum internal size

Residential: 330mm deep x 230mm wide x 118mm high

Commercial/industrial: 330mm deep x 230mm wide x 160mm high

Installation height

All nest letterboxes should have apertures located between 600mm and 1600mm above ground or floor level. All boxes should have street numbers or flat or apartment numbers prominently displayed on the box.

Secure Parcel Box

A secure parcel box is a larger, lockable, private mailbox designed for parcels. It can either be attached to a standard letterbox, or a standalone structure, located near your letterbox.

We'll deliver to secure parcel boxes where we can, on a best endeavours basis. This may depend on access, safety and operational considerations.

Our delivery teams do not hold keys or access codes to these boxes. If an access code is needed, it should be included in the address or special delivery instructions provided by the sender.

A secure parcel box is not to be confused with an Australia Post Parcel Locker.

Cluster Letterbox

A **cluster letterbox** is one of a group of letterboxes located together in a cluster arrangement. These are usually located at the edge of a property or location with more than one dwelling, where there are no clearly named access roads or individually numbered dwellings. They may also be found at the entrance of a gated community, or a rural road where delivery to each property is not available.

A cluster letterbox should be in a location which is easily accessible to our Postie or delivery driver.

Each cluster letterbox should meet our individual letterbox requirements for size, location, ease of access and safety, and should also be clearly labelled with the dwelling number.

Nest Letterbox

Apartment buildings and townhouse complexes often have their letterboxes in a central location. These are known as **nest letterboxes**.

Nest letterboxes should clearly show the apartment or unit number on each individual box. The street number should also be clearly displayed near the boxes. Each box should meet the size and height requirements on page 7.

Where the property has restricted public access or secure entry doors, our delivery team members

will use the intercom or doorbell to let the customer or security team know to collect parcels at the entrance to the property.

For large multi-story buildings, it may be necessary to allow for a mail room or mail locker in the building plans. A private Australia Post Parcel Locker may also be an option, depending on site suitability.

Nominated Delivery Location

For multi-residential and shared accommodation properties such as retirement complexes, aged-care facilities and caravan parks, delivery may be to a central office or nominated location.

This is usually an administration office, reception counter or security area, located close to the entrance of the complex.

The location must be staffed and close to available parking.

Retirement Complex / Aged Care Facility

Letters and parcels are usually delivered to one central location, such as the front office, or reception.

Caravan Park

Letters and parcels are generally delivered to the office or reception area.

Accessibility and individual requirements

We recognise that some customers may need alternative delivery arrangements due to accessibility needs. Where required, we'll consider reasonable adjustments to delivery arrangements.

Delivery to Private Roads

Our team needs safe and reasonably unobstructed access for delivery. We can deliver to properties on private roads, if the road is:

- named and signposted,
- has unrestricted access, and
- each dwelling along the road is sequentially numbered.

Where access is restricted, we'll deliver to a cluster letterbox located at the junction of the public roadway and the private road, or at a suitable walkway entrance, within easy reach from the public road.

Exceptions

Delivery may not occur, or may be redirected to an alternate delivery point, if:

- there's a safety risk to our people or others,
- the property is not reasonably accessible, or
- operational constraints mean we can't deliver to a delivery point.

In some remote or restricted areas, a letter delivery service may not be available. Customers in these areas may be offered alternative delivery options, such as a reduced-rate PO Box at their closest Post Office.

Roadside Delivery

In medium to low population density areas, we may provide a roadside delivery service. This means we deliver only to a letterbox or a group of letterboxes at a central location, such as the end of an unsealed road, grouped on a main road, or, where suitable, at the boundary of a property.

Roadside delivery customers are encouraged to have a larger, secure letterbox that protects mail from the weather. This lets the driver leave larger articles that don't need a signature. Roadside delivery doesn't include service to the door, so articles that need a signature or ID on delivery will be carded for collection at the closest Post Office.

If the nature of the delivery service to your property is unclear, your local Delivery Manager will be able to organise a site visit and provide confirmation.

Changes to Delivery Services

New Delivery Points

Once we're notified construction is complete, we'll generally start delivering to a new delivery point within a couple of weeks, if a delivery service already exists in the area.

For enquiries, contact 13 POST (13 7678)

Delivery Service Requests

If you don't currently have a letter delivery service at your address, you can request one by contacting the National Customer Contact Centre (NCCC) on 13 POST (13 7678) or visiting auspost.com.au.

Our team will assess the request against safety, access and operational needs. We'll let you know the outcome within eight weeks.

If you already have a roadside delivery service, you can also apply for a review of your delivery service, following the same link.

We'll generally only review requests for a service for the same location once every twelve months, unless there has been a material change in circumstances.

Parcel Lockers

Our network of Australia Post Parcel Lockers includes over 1500 locations and is constantly expanding.

Parcel Lockers are free, and most are accessible 24/7.

For more information, see auspost.com.au/parcel-lockers.

New Builds and Estates

We do not deliver to vacant land or properties still under construction.

We offer many delivery points depending on your needs and location.

We set requirements to make sure our delivery team members can deliver your letters and parcels safely.

Further information may be found on www.auspost.com.au



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