

Domestic parcels guide

October 2019

auspost.com.au



Australia Post headquarters
GPO Box 1777
MELBOURNE VIC 3001

Domestic parcels guide

October 2019

■ Purpose

The *Domestic parcels guide* contains the standards of the Australian Postal Corporation regarding parcel services within Australia. This guide is revised and published periodically.

■ Terms and Conditions of service

Under the *Australian Postal Corporation Act 1989*, the Board of the Australian Postal Corporation determines the terms and conditions that apply to postal services. Terms and conditions are contained in the *Australia Post Terms and Conditions* (APT&C) and *Determination of Postage Charges* (*Rates Determination*), available on our website at auspost.com.au/terms.

■ Disclaimer

Although Australia Post has made every effort to ensure accuracy of the contents of this guide at the time of publication, Australia Post makes no warranty, guarantee or representation regarding the correctness, completeness, reliability, suitability or accuracy of the content. The information in this guide may be revised at any time and services may be modified, added to or withdrawn without notice. Up-to-date information is available from any Post Office or telephone **13 POST (13 7678)**. Subject to the Australian Consumer Law, Australia Post shall not be liable to any person for any loss or damage of any kind whatsoever arising from any errors or omissions in this guide or from reliance placed upon all or any part of the contents of this guide.

■ Instructions

The *Domestic parcels guide* contains references to other guides in the series. These are listed below and available for download from auspost.com.au.

- *Dangerous and prohibited goods and packaging guide* (8833729)
- *General products and services guide* (8837578)
- *International mail services guide* (8833730)
- *Letter products and services guide* (8833731).

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How to use this guide

This guide contains detailed reference material about the domestic parcels services from Australia Post.

To help you go directly to the right place, set out below are the most common questions and the quick way to find the right answers.

A numeric reference, for example **P1.1.1**, refers to the section number in this guide. A reference in italics, for example *Post charges booklet (8833665)* refers to another Australia Post publication or document.

All details of charges are in the *Post charges booklet (8833665)*.

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What about customer services?	For change of address , unclaimed , undeliverable or refused mail , and withdrawal from the post , see the <i>General products and services guide (8837578)</i> .	

What if I have other queries?

Check:

- the **Table of contents** at the front of the guide
- the **Index** at the back of the guide.

If you cannot find what you need, enquire at any Post Office or telephone **13 POST (13 7678)**.

Section 1 – Overview

P1.1 – Definition of domestic parcels

The conditions of service of domestic parcels apply to all places within Australia. The following places are within Australia:

- Lord Howe Island NSW 2898
- Australian Antarctic Territory TAS 7151
- Territory of Heard Island and McDonald Islands TAS 7151.

The conditions also apply to:

- Christmas Island (Indian Ocean) WA 6798
- Cocos (Keeling) Islands WA 6799
- Norfolk Island NSW 2899.

All parcel charges to Christmas Island (6798), Cocos (Keeling) Islands (6799) Norfolk Island (2899) and the Australian Antarctic Territories (7151), except postage prepaid products, are GST free.

P1.2 – What is a parcel?

The following guidelines apply to non-contract parcels. Different size restrictions may apply to contract parcels as detailed in individual Business Parcel Contracts.

Maximum	Specification
Weight	22kg. Refer to P1.2.1 .
Length	The greatest linear dimension must not exceed 105cm. Refer to P1.2.2 .
Cubic dimension	The maximum cubic dimension must not exceed 0.25m ³ . Refer to P1.2.3 .

Check our size and weight guidelines for details at auspost.com.au/business/shipping/check-sending-guidelines/size-weight-guidelines.

P1.2.1 – Maximum weight

The maximum allowed weight of a parcel lodged at a Post Office is 22kg.

In some instances a Post Office may not have capacity to weigh parcels up to 22kg. In these instances, the Post Office will accept the parcel if a charge can be agreed to, if not, the Post Office may refuse to accept the parcel.

P1.2.2 – Maximum length

The length of the greatest linear dimension of a parcel lodged at a Post Office must not exceed 105cm.

P1.2.3 – Maximum dimension

The maximum cubic dimension must not exceed 0.25m³. If the parcel is box-shaped, both its length and width must be at least 5cm.

P1.2.4 – Cubing

For parcels that are over 1kg, where you use your own packaging or any other packaging which is not eligible for the national flat rates for postage based on size, Australia Post will assess charges according to their actual weight or cubic weight equivalent, whichever is greater. The cubic weight is the parcel's volume in cubic metres multiplied by 250. Australia Post reserves the right to also apply cubic charges to a parcel weighing less than 1kg, and this will be more likely in instances where a parcel is large in size or irregular or cylindrical in shape.

■ How is cubic weight calculated?

Cubic weight is calculated by measuring and multiplying the length, height and the width of the parcel. The result is then multiplied by a cubic weight conversion factor of 250.

e.g. a parcel weighing 10kg but measuring –

50cm long, 30cm high and 40cm wide

$(0.5\text{m}) \times (0.3\text{m}) \times (0.4\text{m})$

$= 0.06\text{m} \times 250$

$= 15$

The example parcel has a cubic weight of 15kg and therefore postage would be assessed on the basis of 15kg despite the actual weight.

P1.3 – Domestic parcels architecture

The domestic parcel product architecture has been designed to standardise and simplify our product range and to give our customers greater flexibility and choice; offering two core products based on estimated delivery speed – next business day and regular (2+ business days).

The customer can then select the optional features relevant for the parcel they are sending. Separating optional features from the core product enables customers to create their own parcel solution by purchasing the features they require. Please note some features are only available for customers who hold a contract with Australia Post.

■ Domestic parcels products

Legend:

- ✓ Feature is included with this service.
- + Feature is optional with this service (fee may apply).

	Parcel Post	Express Post	Refer to section
Estimated delivery speed	Regular (2+ business days)	Next business day	P2.5, P3.7
Pricing dimensions			
Prepaid satchels	✓	✓	P2.2.1, P3.2.1
Flat rate postage (up to 5kg)	✓	✓	P2.2.2, P3.2.2
Postage assessed (over 5kg)	✓	✓	P2.2.3, P3.2.3
Sending features			
Included Compensation up to \$100	✓	✓	P4.2
Extra Cover up to \$5,000	+	+	P4.3
Signature on Delivery	+	+	P4.4
Tracking	✓	✓	P4.5
Email Track Advice	+	+	P4.6
Returns	+	+	P4.7
Pickup from customer (available via MyPost Business in major metropolitan areas of Australia)	+	+	P5.9.2
Receiver choices			
Alternate delivery addresses	+	+	P4.10.1
Redirection	+	+	P4.10.2
Safe Drop	+	+	P4.10.3

Section 2 – Parcel Post

P2.1 – Parcel Post service description

The Parcel Post service provides regular business day delivery service for prepaid satchels and assessed parcels.

P2.1.1 – Basis of Parcel Post charges

Service	Charges
Prepaid Parcel Post satchel (up to 5kg)	National flat rates for postage based on size, for items up to 5kg. Delivery anywhere within Australia.
Parcel Post parcels (up to 5kg)	National flat rates for postage for items up to 5kg anywhere within Australia. • If using Australia Post eligible packaging – postage is based on four size categories. • If using other packaging – postage is based on the item weight or cubic weight, in four weight categories.
Parcel Post parcels (over 5kg up to 22kg)	A basic charge that depends on whether the parcel is for delivery within the same state or interstate plus a distance charge per kg on the lodgement and destination zones. Refer to P5.7.2 – Parcel charging zones . Cubing charges may apply.

P2.2 – Parcel Post products

P2.2.1 – Prepaid satchels (up to 5kg)

Items include packaging and national flat rates for postage based on size, for items up to 5kg.

Prepaid satchels	Dimensions	Unit of sale
Small	225mm × 355mm	• Single satchel • Pack of 10
Medium	270mm × 390mm	• Single satchel • Pack of 10
Large	315mm × 405mm	• Single satchel • Pack of 10
Extra Large	440mm × 510mm	• Single satchel • Pack of 10

P2.2.2 – Parcel Post parcels (up to 5kg)

■ If using Australia Post eligible packaging

National flat rates for postage for items up to 5kg are based on the four packaging sizes below. The packaging price is not included.

Size category	Maximum weight
Small	5kg
Medium	5kg
Large	5kg
Extra Large	5kg

For details on packaging eligibility please go to auspost.com.au/sending/satchels-and-packaging/view-all-packaging-options.

■ If using other packaging

National flat rates for postage for items up to 5kg (actual weight or cubic weight equivalent, whichever is greater) are based on the four weight ranges below.

Weight category	Maximum weight
Up to 500 grams	500 grams
Over 500 grams up to 1kg	1kg
Over 1kg up to 3kg	3kg
Over 3kg up to 5kg	5kg

P2.2.3 – Parcel Post parcels (over 5kg up to 22kg)

Parcels	Maximum weight
Regular parcel	22kg

P2.3 – Optional features

Feature	Refer to section
Extra Cover	P4.3
Signature on Delivery	P4.4
Email Track Advice	P4.6

P2.4 – Supplementary services

Service	Refer to section
Return Paid (only for customers with a Return Paid Service Contract and an Australia Post business credit account)	P4.7
Local Country	P4.8
Medical / Educational Remote Area	P4.9

P2.5 – Delivery

The following timetables are guidelines only and based on reasonable expectations and experience. Australia Post will exercise due care and skill in supplying you with our services. However, the nature of postal services is such that circumstances may impact on the successful delivery of your article.

If your parcel is lost or damaged, and you haven't purchased Extra Cover, compensation of up to \$100 and a postage refund may be payable. Neither the cover included with our service nor the purchase of Extra Cover limits any rights you may have under the Australian Consumer Law.

For more information on Compensation refer to **P4.2**.

The table shows the estimated number of business days to deliver parcels within Australia. For delivery times between specific points, please confirm at your local Post Office, as local conditions can affect normal standards.

P2.5.1 – Within same state

Posted for delivery	Estimated delivery by (business day after posting)
Within metropolitan areas of capital cities or within the same city or town or environs	Up to 2 days
Between a metropolitan area of a capital city and a country location	Up to 4 days
Between country locations	Up to 5 days

P2.5.2 – To other states

Posted for delivery	Estimated delivery by (business day after posting)
Between: • Sydney / Brisbane • Sydney / Melbourne • Melbourne / Canberra • Melbourne / Adelaide	2 to 3 days
Between: • Sydney / Adelaide • Melbourne / Brisbane • Melbourne / Tasmania • Adelaide / Canberra	3 to 4 days
Between other capital cities	5 to 6 days
To other interstate locations	Please ask at your local Post Office or call 13 POST (13 7678)

P2.5.3 – How to ensure delivery

Lodge your Parcel Post article:	On a business day (Monday to Friday) by:
In a red street posting box	5pm (earlier in Perth suburbs and some provincial cities). Please check posting times displayed on individual street posting boxes.
Over the counter of a Post Office	5pm (earlier in some provincial and suburban Post Offices)

Section 3 – Express Post

P3.1 – Express Post service description

The Express Post service provides a guaranteed next business day delivery service for prepaid envelopes, satchels and assessed parcels correctly posted to or from postcodes within the Express Post network.

For details of the guarantee, refer to **P3.5**. For details of the Express Post network, refer to **P3.8**.

For details of the Express Post letters service, refer to the *Letter products and services guide* (8833731).

P3.1.1 – Basis of Express Post charges

Service	Charges
Prepaid Express Post satchel (up to 5kg)	National flat rates for postage based on size, for items up to 5kg. Delivery anywhere within Australia.
Express Post parcels (up to 5kg)	National flat rates for postage for items up to 5kg anywhere within Australia. • If using Australia Post eligible packaging – postage is based on four size categories. • If using other packaging – postage is based on the item weight or cubic weight, in four weight categories.
Express Post parcels (over 5kg up to 22kg)	A basic charge that depends on whether the parcel is for delivery within the same state or interstate plus a distance charge per kg on the lodgement and destination zones. Refer to P5.7.2 – Parcel charging zones . Cubing charges may apply.

P3.2 – Express Post products

P3.2.1 – Prepaid satchels (up to 5kg)

Items include packaging and national flat rates for postage based on size, for items up to 5kg.

Prepaid satchels	Dimensions	Unit of sale
Small	225mm × 355mm	• Single satchel • Pack of 10
Medium	270mm × 390mm	• Single satchel • Pack of 10
Large	315mm × 405mm	• Single satchel • Pack of 10
Extra Large	440mm × 510mm	• Single satchel • Pack of 10

P3.2.2 – Express Post parcels (up to 5kg)

■ If using Australia Post eligible packaging

National flat rates for postage for items up to 5kg are based on the four packaging sizes below. The packaging price is not included.

Size category	Maximum weight
Small	5kg
Medium	5kg
Large	5kg
Extra Large	5kg

For details on packaging eligibility please go to auspost.com.au/sending/satchels-and-packaging/view-all-packaging-options.

■ If using other packaging

National flat rates for postage for items up to 5kg (actual weight or cubic weight equivalent, whichever is greater) are based on the four weight ranges below.

Weight category	Maximum weight
Up to 500 grams	500 grams
Over 500 grams up to 1kg	1kg
Over 1kg up to 3kg	3kg
Over 3kg up to 5kg	5kg

P3.2.3 – Express Post parcels (over 5kg up to 22kg)

Parcels	Maximum weight
Regular parcel	22kg

P3.3 – Optional features

Feature	Refer to section
Extra Cover	P4.3
Signature on Delivery	P4.4
Email Track Advice	P4.6

P3.4 – Supplementary services

- Return Paid (only for customers with a Return Paid Service Contract and an Australia Post business credit account). Refer to **P4.7 – Return Paid**.

P3.5 – The Express Post guarantee

Australia Post guarantees next business day delivery over specified routes within an Express Post network to all Express Post articles that bear a signed *Aviation Security and Dangerous Goods Declaration* and are correctly lodged by the published lodgement time. If your Express Post article is not delivered as guaranteed when sent within the Express Post network, it will be replaced free of charge, (or for parcels the postage will be refunded) on production of the barcode number on the **SENDER TO KEEP** tab or customer receipt.

The Express Post guarantee does **not** apply to articles that:

- are addressed to a postcode not included in the guaranteed Express Post network – refer to **P3.8**
- are lodged in an Express Post envelope or satchel from which the **OFFICIAL USE ONLY** barcode tab has been removed
- on which the *Aviation Security and Dangerous Goods Declaration*, has not been signed by the sender – Australia Post treats such an article as a regular parcel and forwards it by surface mail or returns it to the sender
- are addressed to some roadside delivery addresses. To confirm Express Post delivery postcodes go to auspost.com.au/parcels-mail/delivery-areas.html
- are incorrectly or inadequately addressed
- have been incorrectly lodged in a red street posting box
- weigh more than the weight limit of the respective satchels
- bear insufficient postage.

The Express Post guarantee does **not** apply to the following services:

- Express eParcel.

P3.6 – Express Post articles travelling outside an Express Post guaranteed network

For Express Post articles sent to or from a location that is not in an Express Post guaranteed network, Australia Post provides the fastest possible delivery using its normal network arrangements. The guarantee does not apply to these articles.

P3.7 – Delivery

Usually, Express Post articles addressed to a Post Office box receive an early morning delivery. Express Post articles addressed to a street address receive normal postal delivery.

If an Express Post article for delivery in the guaranteed network is not delivered on the next business day, customers can contact Australia Post on **13 13 18**.

Customers must have retained the **SENDER TO KEEP** tab or customer receipt and know the delivery address and the lodgement place and time.

P3.7.1 – How to ensure delivery as guaranteed

Lodge your Express Post article:	On a business day (Monday to Friday) by:
In a yellow street posting box	5pm (earlier in Perth suburbs and some provincial cities). Please check posting times displayed on individual street posting boxes.
Over the counter of a Post Office in the Express Post network	5pm (earlier in some provincial and suburban Post Offices)

P3.8 – Express Post networks

Guaranteed next business day delivery is only available within the Express Post delivery networks. The national next business day delivery network operates between all capital cities (except Darwin and in Perth CBD only) and some major centres.

Within each state, Express Post provides guaranteed next business day delivery between the primary metropolitan area of the capital and main provincial centres. The Express Post intrastate networks of Victoria, Queensland and Tasmania also link provincial centres with each other.

For most up-to-date information, ask at your nearest Post Office, go to auspost.com.au/parcels-mail/delivery-areas.html or call **13 POST (13 7678)**.

Section 4 – Features overview

P4.1 – Features and supplementary services available for domestic parcels

The following table shows the features and supplementary services that Australia Post offers at additional cost for each of the domestic parcel services. Refer to the relevant section in this guide for details of each service.

Features and supplementary services	Parcel Post	Express Post	Refer to section
Included Compensation up to \$100	Included	Included	P4.2
Extra Cover up to \$5,000	✓	✓	P4.3
Signature on Delivery	✓	✓	P4.4
Tracking	Included	Included	P4.5
Email Track Advice	✓	✓	P4.6
Return Paid Available only to customers with a Return Paid Service Contract.	✓	✓	P4.7
Local Country Available only for parcels lodged at the same office that will deliver it. This service applies only to parcels being sent to or from a defined list of postcodes.	✓	✗	P4.8
Medical / Education Remote Area Available only for health and educational material being sent to or from people living in remote areas. This service is subject to conditions of eligibility and applies only to parcels being sent to or from a defined list of remote postcodes.	✓	✗	P4.9
Receiver choices • Alternate delivery addresses • Redirection • Safe Drop	✓	✓	P4.10

P4.2 – Included Compensation

P4.2.1 – Service description

Our services are suitable for sending items up to \$100 in value. If your item is valued over \$100, you should purchase Extra Cover – it provides loss or damage cover from \$100 up to \$5,000. Refer to **P4.3 – Extra Cover**.

If your parcel is lost or damaged, and you haven't purchased Extra Cover, compensation of up to \$100 and a postage refund may be payable.

For more detail on Compensation refer to auspost.com.au/receiving/delayed-lost-or-damaged-items/compensation#ineligible.

P4.2.2 – Availability

Included Compensation is included in all domestic parcel services including Parcel Post and Express Post.

P4.2.3 – Eligibility

To be eligible for Included Compensation, the article must conform to the compensation conditions contained in the *General products and services guide* (8837578). This includes the definition of adequate packing.

To be eligible for an Included Compensation claim for total loss of an article, you must provide proof of posting.

Neither the compensation included with a service nor purchase of Extra Cover shall limit any rights you may have under the Australian Consumer Law.

Subject to (and without limiting) any rights under the Australian Consumer Law, Australia Post does not accept liability for any consequential or indirect loss or damage arising due to any failure related to our service.

P4.2.4 – How to claim Included Compensation

Senders or addressees (where the sender has waived entitlement) may lodge claims:

- via our website at auspost.com.au/contactus
- or via telephone **13 POST (13 7678)**.

For the conditions that apply to making a claim, refer to the *General products and services guide* (8837578).

P4.3 – Extra Cover

P4.3.1 – Service description

Extra Cover:

- provides compensation if parcels are lost or damaged whilst being carried by Australia Post.
- provides peace of mind by giving you loss or damage cover for the specified value of your parcel up to \$5,000.
- is priced per \$100 of the item's value (or part thereof).
- can be purchased on parcels without the need to purchase Signature on Delivery when the Article Value is equal to or less than \$500. Note, when the Article Value is greater than \$500 Signature on Delivery is required.

P4.3.2 – Availability

Extra Cover is available for all domestic parcel services including Parcel Post and Express Post.

P4.3.3 – Eligibility

To be eligible for Extra Cover, the article must conform to the conditions of Extra Cover contained in the *General products and services guide (8837578)*. This includes the definition of adequate packing.

To be eligible for an Extra Cover claim for total loss of an article, you must provide proof of posting.

P4.3.4 – How to purchase Extra Cover

Extra Cover can be purchased as a standalone feature when the Article Value is equal to or less than \$500. When the Article Value is greater than \$500 Signature on Delivery is required. Extra Cover can be purchased over the counter at a Post Office, through a Self Service Terminal or via MyPost Business.

P4.3.5 – How to claim Extra Cover

Senders or addressees (where the sender has waived entitlement) may lodge claims:

- via our website at auspost.com.au/contactus
- or via telephone **13 POST (13 7678)**.

For the conditions that apply to making a claim for Extra Cover, refer to the *General products and services guide (8837578)*.

P4.4 – Signature on Delivery

P4.4.1 – Service description

Signature on Delivery will ensure a signature of the recipient is captured at the time of delivery.

P4.4.2 – Availability

Signature on Delivery is available with Parcel Post and Express Post products and services.

P4.4.3 – Eligibility

Signature on Delivery is not available for articles addressed to Secure Parcel Receptacles (SPRs), refer to **P5.8**.

P4.4.4 – How to purchase Signature on Delivery

Signature on Delivery can be purchased over the counter at a Post Office, through a Self Service Terminal or via MyPost Business.

P4.5 – Tracking

Tracking provides the sender and recipient with the ability to track their article through its delivery journey. Track events will vary depending on the service used and how your item is lodged and delivered.

For more information on tracking please visit auspost.com.au/using-our-tracking-service.

P4.6 – Email Track Advice

P4.6.1 – Service description

Email Track Advice provides the recipient of the article with email updates about the progress of their article through its delivery journey.

P4.6.2 – Availability

Email Track Advice is available with Parcel Post and Express Post products and services.

P4.6.3 – How to add Email Track Advice

Email Track Advice can be added over the counter at a Post Office, through a Self Service Terminal or via MyPost and also if the sender uses Australia Post's free Tracking service and they've given Australia Post the recipient's email address.

Please note: Email Track Advice is currently a free service.

P4.7 – Return Paid

The Return Paid parcel service allows customers to invite respondents to return parcels to them at no cost to the respondent. The customer pays the postage, including a delivery fee, for each parcel returned.

Customers must complete a Return Paid service contract with Australia Post before they can commence using the Return Paid parcel service.

P4.7.1 – Scope

The Return Paid service applies only within Australia. It is available with assessed Parcel Post and Express Post parcels and Medical / Educational Remote Area parcels. Parcel Post and Express Post satchels can only be used with the Return Paid service under separate contract conditions.

P4.7.2 – Service combinations

Return Paid service contract customers cannot combine any supplementary services, such as Extra Cover or Signature on Delivery, with the Return Paid parcel service. However, respondents may choose to pay for these services when they lodge a Return Paid parcel for return.

P4.7.3 – Application for a Return Paid service

To apply for a Return Paid service contract, complete a *Return Paid Service Application form (8837249)* – available at Post Offices. Return Paid customers require an Australia Post charge account for billing purposes.

■ Acceptance procedure

When Australia Post accepts an application for a Return Paid service contract, Australia Post:

- sends the customer an acceptance advice
- sends the customer the required address format.

P4.7.4 – Charges

Under the terms of Return Paid, a customer undertakes to pay the appropriate charges for all Return Paid responses delivered.

Postage rates depend on the size and weight of the item, and whether the Return Paid address is barcoded. For the amounts charged, refer to the *Post charges booklet (8833665)*.

■ Charge collection

Return Paid customers must have an Australia Post Business Credit Account, and pay the account in accordance with the terms of this credit facility.

P4.7.5 – Obligations of a Return Paid customer

■ Obligation to pay

A Return Paid customer must pay the postage and any appropriate charges, postage or fees for each response whether accepted or refused. Refer to **P4.7.7** for the continuing obligation to pay after cancellation of a Return Paid service contract.

Please note that an annual fee accrues on the anniversary of the Return Paid approval date and until the Return Paid service is cancelled, the annual fee will continue to apply. Refer to *Post charges booklet (8833665)* for more information.

■ Prohibitions

A Return Paid customer may not:

- issue Return Paid invitations unless the customer has a current Return Paid service contract with Australia Post
- allow a Return Paid parcel to be lodged in Australia for delivery outside Australia.

P4.7.6 – Customer changes to the Return Paid response

■ Variation to name or delivery address

A customer may apply in writing at any time, to vary the name or address appearing on Return Paid parcels – complete a *Return Paid Service Application form (8837249)*.

■ Transfer of Return Paid service

A customer may transfer the obligations under a Return Paid service contract to another person or organisation only with the prior written approval of Australia Post. Australia Post will deem the new Return Paid service contract customer to have accepted all the conditions of the contract as issued to the relinquishing customer.

If the customer is a partnership and reconstitutes by the retirement or addition of partners, Australia Post regards the reconstituted partnership as the customer. Australia Post deems the reconstituted partnership to have accepted all the conditions of the contract as issued to the original partnership.

■ Australia Post variations

Australia Post reserves the right, at reasonable notice, to require a customer to change the design or any other feature of a previously approved Return Paid response.

P4.7.7 – Cancellation of Return Paid service

■ Cancellation by customer

A customer may cancel a Return Paid service contract by giving one month written notice to Australia Post.

■ Cancellation by Australia Post

Australia Post may cancel a Return Paid service contract by giving seven days' written notice to the customer if:

- the customer breaches any of the Return Paid service contract terms and conditions
- the customer becomes or is in jeopardy of becoming insolvent
- the customer, being a company, passes a resolution or a court makes an order that the customer shall be wound up, or
- a receiver or manager on behalf of a creditor is appointed to the customer, or circumstances arise which entitles a court or creditor to appoint a receiver or manager to the customer.

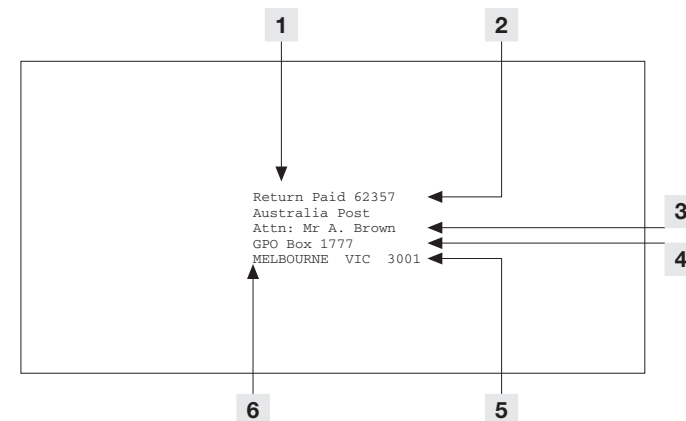
■ Obligations of a customer after cancellation

When a contract is no longer in force, the customer must cease to publish the Return Paid address and must not issue any pre-printed Return Paid articles.

P4.7.8 – Addressing standards for Return Paid parcels

The address on a Return Paid parcel must conform to the standards below:

1. If not hand-written, the address is printed in Courier 12 point or a comparable fixed-pitch font with no effects such as italic, bold or shadow.
2. The first line contains the words "Return Paid" followed by the Return Paid number allocated by Australia Post.
3. "Attention" or reference details appear below "Return Paid 62357" and the organisation name.
4. The second last line contains the Post Office box address or the street address.
5. The last line contains the locality or Post Office name, state abbreviation and postcode in UPPER CASE letters with no underlining or punctuation of any sort.
6. The left margin is aligned.



P4.7.9 – Enquiries

For assistance or more information on the Return Paid service, contact:

Australia Post
Reply Paid Approvals Office
PO Box 1030
STRAWBERRY HILLS NSW 2012
Tel: 1300 845 091
Fax: (02) 9202 6060
Email: replypaid@auspost.com.au

P4.8 – Local Country

P4.8.1 – Service description

The Local Country parcel service is available only within defined country postcode areas to anyone who lodges a Parcel Post parcel at the office that will deliver the parcel.

P4.8.2 – Features and supplementary services

The following features and supplementary services are available with Local Country parcels:

- Extra Cover
- Medical / Educational Remote Area.

The Local Country parcel service is available only for Parcel Post parcels. It does not apply to Express Post articles.

P4.8.3 – Eligibility

Anyone can lodge a Local Country parcel within a country postcode area irrespective of where they live or carry on business. The place of lodgement must be the office of delivery for one of the designated country postcode areas in **P4.8.6**.

P4.8.4 – Carriage by air

For lodgement in those postcodes listed in **P5.1.8 – Locations where surface parcels may be carried by air**, local delivery might be by air. If so:

- a special rate applies to parcels of more than 500 grams – see *Post charges booklet* (8833665)
- the parcel must bear an *Aviation Security and Dangerous Goods Declaration* (8836791).

P4.8.5 – Lodgement conditions

Local Country parcel lodgements must be over the counter of the Post Office from which the parcel will be delivered. The Post Office must be the office of delivery for one of the designated country postcode areas in **P4.8.6**. Not all offices are delivery offices. The postal manager of any office can advise senders of the location of the office that delivers to the local postcode area.

Parcel Post charges apply to any parcel that requires transportation from the lodgement point to the office of delivery.

Australia Post considers that a parcel is lodged at the office of delivery in each of the following cases:

- it is addressed to a private box, a locked bag or for counter delivery at the office where it is lodged, even if that office is not the delivery office for the postcode area
- the lodgement is at an office designated by a Commercial Manager of Australia Post for the purpose of receiving Local Country lodgements

- the lodgement is at an office that controls a delivery depot with no counter lodgement facilities
- it is brought by private mail bag to the office from which it will be delivered
- the sender delivers it to a mail contractor who, in the course of their duties, hands it in at the office from which it will be delivered.

P4.8.6 – Postcode areas eligible for the Local Country parcel service

The Local Country parcel service operates only in the postcodes shown below:

0835–0899, 1970–1999, 2240–2490, 2500–2554, 2575–2599, 2640–2739, 2787–2880, 2890–2899, 3211–3334, 3342–3424, 3444–3749, 3812–3909, 3921–3925, 3945–3971, 3979, 3984–3999, 4210–4499, 4550–4899, 5200–5749, 6215–6507, 6509–6646, 6700–6799, 7200–7499, 7900–7999, 9597–9599, 9700–9799, 9880–9999.

P4.9 – Medical / Educational Remote Area

P4.9.1 – Service description

This service is only for health and educational material being sent to or from people living in remote areas. It applies to all postcodes throughout Australia which are classified as remote or very remote in the Accessibility / Remoteness Index of Australia (ARIA+). Certain other eligibility requirements apply.

P4.9.2 – Eligible medical parcels

Medical supplies that are eligible for this service are:

- prescription medicines
- non-prescription pharmacy medicines
- other medical products specified by a registered medical practitioner.

Parcels must be posted **by** or **to** one of the following:

- a registered medical practitioner
- a practising ophthalmologist / optometrist / optician
- a dentist
- a retailer or wholesaler of medicines and medical supplies.

Dietary supplements, alternative / complimentary / herbal remedies, vitamins, veterinary supplies and nappies are excluded from the service.

Existing terms and conditions apply governing the quantities, packaging and permissible senders of medicinal products.

P4.9.3 – Eligible educational parcels

Educational materials that are eligible for this service are printed, written and / or electronic media related to a recognised course of study organised by a certified educational institution.

They must be lodged **by** or **to** an educational institution or private tutor.

Stationery, educational toys, office supplies or books are excluded unless specifically related to a course of study.

P4.9.4 – Post charges

Medical Educational Remote Area parcel service charges are in the *Post charges booklet* (8833665). These prices are valid anywhere in Australia to or from remote postcodes.

Parcels over 5kg are not eligible for the service.

P4.9.5 – How to access the service

If you believe that your parcel is eligible for these prices:

- Ensure that either the delivery or return address clearly indicates that you or the recipient is eligible.
- When presenting your parcel at a Post Office, advise the counter staff that you wish to use the service.

P4.9.6 – Eligible postcodes

For most up to date information, ask your nearest Post Office, go to auspost.com.au/business/shipping/domestic-shipping/special-services/medical-educational-supplies or call 13 POST (13 7678).

P4.10 – Receiver choices

P4.10.1 – Alternate delivery addresses

With thousands of locations across Australia, you can choose to use an alternative delivery address when receiving your eligible parcel. Use MyPost to access a Parcel Locker, Post Office, parcel collect location or Post Office Box. Not all parcels may be delivered to a Parcel Locker and not all Post Offices offer Parcel Collect.

For more info on alternate delivery addresses, including how to access and locations, visit auspost.com.au/delivery-options.

P4.10.2 – Redirection

If an eligible parcel is on its way, it may be able to be redirected to a new address for no charge. The tracking page for your parcel will state whether the parcel can be redirected and you must use your MyPost account.

For more info on redirection visit auspost.com.au/receiving/manage-deliveries-in-transit/redirect-parcels-in-transit.

P4.10.3 – Safe Drop

If you know you may not be home during a parcel delivery, you may be able to use our Safe Drop service and have your parcel left in a safe place at your premises.

This service is only available for deliveries to an address that is accessible and to a requested delivery location where it is safe to leave parcels. Parcels that do not require a signature will be left in a place our delivery drivers deem to be safe. Addresses where the front of the property is near to the street, or apartments that are not accessible to a person who is making the delivery, are generally not suitable for this service.

Parcels that require a signature are eligible to be left in a safe place when the sender provides your contact details, the sender allows us to leave it in a safe place, and there's a safe place to leave your parcel.

If your parcel is eligible and we have your contact details, you will receive an email or SMS when your parcel is due for delivery and simply select to have your parcel left in a safe place. You can also use your MyPost account to set up Safe Drop for any future eligible parcels.

For more info on Safe Drop visit auspost.com.au/receiving/manage-deliveries-in-transit/leave-in-a-safe-place.

P4.11 – Key Return

P4.11.1 – Service description

This service allows a customer to guarantee to pay postage on unenclosed keys received in the post. The service is of particular use to:

- hotels or motels when guests inadvertently leave without returning their keys
- key return organisations that return lost keys to their owners.

P4.11.2 – Availability

The service is available only within Australia for keys carried by surface mail as Parcel Post parcels.

P4.11.3 – Marking of keys

To be eligible for the Key Return service, keys must be marked or attached to a tag that contains one of the following inscriptions.

- POSTAGE WILL BE PAID ON DELIVERY TO:
- POSTAGE AND FEE WILL BE PAID BY:
- POSTAGE AND FEE WILL BE PAID ON DELIVERY TO:

The name and postal address of the person or organisation to which the keys should be returned must follow the inscription.

Important Note: When marking new keys or tags for potential use in the Key Return service always use the inscription “POSTAGE WILL BE PAID ON DELIVERY TO”. Although Australia Post accepts the other inscriptions shown above, these are no longer valid for new inscriptions.

P4.11.4 – Size of keys

To prevent possible damage to processing equipment, keys must stand up at least 6mm when laid on a flat surface. Australia Post does not accept a single key, or a key and its tag that is not at least 6mm thick at some point.

P4.11.5 – Lodgement

The finder (or inadvertent holder) of eligible keys may lodge them unenclosed in a red street posting box without payment of postage.

Key return organisations that use the post to return keys to their owners must enclose keys in an addressed letter or parcel and prepay postage.

P4.11.6 – Delivery

Australia Post delivers to the name and address on the key (or on the attached tag) when the addressee has paid postage.

P4.12 – Articles for the blind**P4.12.1 – Service description**

Subject to the conditions below, certain Parcel Post parcels for the blind attract concessional rates. Refer to the *Post charges booklet* (8833665).

P4.12.2 – Eligible contents

The following items are eligible in Parcel Post parcels as articles for the blind:

- correspondence, documents or literature wholly written in embossed characters as used by the blind – that is, Braille or Moon
- an aid for the teaching of Braille to the blind
- a plate for embossing literature for the blind
- special paper intended solely for the blind, on the condition that any communication on the paper is wholly in Braille or Moon
- any form of speech recording for the use of the blind
- large print products.

A parcel that contains any other item not in this list is **not eligible** for the concessional rate.

P4.12.3 – Eligible participants

To attract the concessional rate, either the sender or the addressee of an article for the blind must be:

- a blind person, or
- an institution or organisation recognised by Australia Post as an institution or organisation which is both organised and operated for the primary purpose of serving the needs of the blind. Refer to Section 5 of *Letter products and services guide* (8833731) for a list of recognised institutions and organisations.

■ Ineligible participants

Items sent by, or on behalf of, an Australian government agency or organisation are ineligible for the concession rates offered under Articles for the blind.

P4.12.4 – Make-up conditions

To attract the concessional rate, parcels containing articles for the blind must:

- comply with the dimensions and weight of a Parcel Post parcel – refer to **P1.2**
- be in wrappings or covers that can be easily opened for inspection
- show the name and address of the sender on the outside of the cover
- have the *Articles for the Blind label* (8835189) attached, or the words **MATERIAL FOR THE USE OF THE BLIND** (or similar) in a prominent position
- contain only eligible contents as defined in **P4.12.2 – Eligible contents**.

■ Articles for the blind label (available at Post Offices).

Section 5 – General provisions

P5.1 – Dangerous and prohibited goods

Certain items **must not be posted** in parcels. Certain items may be carried in parcels only if they meet certain conditions and are packed in a specific manner.

P5.1.1 – Dangerous and prohibited goods and packaging guide (8833729)

The *Dangerous and prohibited goods and packaging guide* prohibits the lodgement of articles in all nine classes of dangerous goods. Each class is listed below with some examples of common substances that fall (or might fall) into the class. If you have any doubts about a particular substance, consult the *Dangerous and prohibited goods and packaging guide* for more details.

Class	Examples
Class 1 – Explosives	- airbags for motor vehicles - ammunition - fireworks - flares - toy rocket motors
Class 2 – Gases (includes aerosols)	- aerosol products - blue flame lighters - carbon dioxide gas - chlorine - cigarette lighters, butane - fire extinguishers - pepper spray - seat belt pretensioners - small blow torches as used by chefs
Class 3 – Flammable liquids	- alcohol - cigarette lighter refills - eucalyptus oil - flammable paint and thinners - nail polish and remover - perfumery products
Class 4 – Flammable solids	- magnesium, metallic powders - matches of all kinds - zinc powder
Class 5 – Oxidising material	- bleaching powders - dyes, hair or textile, made of organic peroxides - fibreglass repair kits - pharmaceutical products, some

Class	Examples
Class 6 – Toxic and infectious substances	- arsenic - bacteria - blood and its components - fungi - rat poison - tear gas devices - used surgical blades and used syringes - viruses Australia Post permits certain Class 6 articles in some services, subject to packing and labelling conditions. Refer to the <i>Dangerous and prohibited goods and packaging guide</i> (8833729).
Class 7 – Radioactive materials	Materials containing radionuclides where the activity (measurement of radioactivity) exceeds the permitted values as noted in the current edition of the IATA Dangerous Goods Regulations. Example: - plutonium - radium
Class 8 – Corrosives	- batteries, wet cell - Brasso - cleaning liquids, corrosive - paint or varnish removers - some fertilisers - thermometers, mercury filled
Class 9 – Miscellaneous	- carbon dioxide solid (dry ice) - cryogenic liquid - first aid kits - hair curling wands - life jackets containing small gas bottles - magnetised materials - oiled paper - polymerisable materials

P5.1.2 – Sender's responsibility

The sender of a parcel is responsible for complying with the conditions for dangerous and prohibited goods contained in the *Dangerous and prohibited goods and packaging guide* (8833729).

P5.1.3 – Parcels that must bear a dangerous goods declaration

Any domestic parcel that requires carriage by air must bear an *Aviation Security and Dangerous Goods Declaration*. Pilots of aircraft and Australia Post staff at hand-over points must be certain that each article in an Australia Post consignment complies with Civil Aviation Safety Regulations.

The following table shows the lodgement conditions that require the declaration for each of the domestic parcel services.

Service	Lodgement condition
Parcel Post prepaid satchel	The sender has signed the declaration on the Parcel Post satchel
Parcel Post assessed parcel (addressed to any location where surface carriage may be by air)	The sender has affixed a signed <i>Aviation Security and Dangerous Goods label</i>
Express Post prepaid satchel	The sender has signed the declaration on the Express Post satchel
Express Post assessed parcel	The sender has affixed a signed <i>Aviation Security and Dangerous Goods label</i>

P5.1.4 – Form of declaration

If the *Aviation Security and Dangerous Goods Declaration label (8836791)* is not available for a Parcel Post parcel or a Local Country parcel, the sender may endorse the front of the parcel:

Aviation Security and Dangerous Goods Declaration:
The sender acknowledges that this article may be carried by air and will be subject to aviation security and clearing procedures; and the sender declares that the article does not contain any dangerous or prohibited goods, explosives or incendiary devices. Articles without this declaration completed will not be carried by air. A false declaration is a criminal offence.
(Name / signature).

The declaration is valid only if:

- the sender has signed the declaration
- the parcel shows the return address of the sender.

P5.1.5 – Contract parcels

Contract parcels to a location where surface parcels may be carried by air must bear an *Aviation Security and Dangerous Goods Declaration label (8836791)* or an imprint that reads:

Aviation Security and Dangerous Goods Declaration:
The sender acknowledges that this article may be carried by air and will be subject to aviation security and clearing procedures; and the sender declares that the article does not contain any dangerous or prohibited goods, explosives or incendiary devices. Articles without this declaration completed will not be carried by air. A false declaration is a criminal offence.
(Name / signature).

P5.1.6 – Australia Post action if declaration not made

If a person presents an eligible article for lodgement at a Post Office and cannot give an assurance that the contents are not dangerous or prohibited, Australia Post will not accept the article for carriage.

If Australia Post discovers in a street posting box a satchel or parcel on which the *Aviation Security and Dangerous Goods Declaration* is required but the declaration is missing, invalid or has not been signed by the sender Australia Post treats such an article as a regular parcel and will forward it by surface mail or return it to the sender.

P5.1.7 – Australia Post action with suspicious articles

If Australia Post has grounds for reasonable suspicion that an article contains dangerous or prohibited goods, authorised Australia Post staff may open the article for inspection at any point during its postal carriage. The *Australian Postal Corporation Act, 1989* authorises Australia Post to dispose of contents that are prohibited, dangerous or become physically offensive during carriage.

P5.1.8 – Locations where surface parcels may be carried by air

The following table shows the postcodes of those Australian locations where surface carriage of articles may involve shipment by air. All articles addressed to these postcodes require an *Aviation Security and Dangerous Goods Declaration*. Articles to these postcodes that do not have a signed declaration may be returned to sender.

State	Postcodes
ACT	—
Northern Territory	0822; 0852; 0860; 0872; 0880–0882; 0885
New South Wales	2836; 2880; 2898; 2899
Victoria	—
Queensland	4470–4498; 4816; 4821–4830; 4871–4891
South Australia	5710; 5731
Western Australia	6161; 6429–6448; 6450; 6532; 6537; 6635; 6638–6640; 6642; 6646; 6701; 6705; 6707; 6710–6716; 6718; 6720–6725; 6728; 6730–6731; 6733; 6740; 6743; 6751–6754; 6758; 6760–6762; 6765; 6770; 6798; 6799
Tasmania	7255–7257

P5.2 – International mail security arrangements

Australia Post customers are required to provide acceptable photo or signature identification when lodging international mail. Failure to provide identification will result in mail being delayed. Further, Australia Post will not accept international mail unless the necessary customs documentation is completed and signed.

Australia Post will also apply these security measures to:

- International Sea Mail
- Mail addressed to Australian external territories:
 - Christmas Island
 - Cocos (Keeling) Islands
 - Norfolk Island
 - Lord Howe Island
 - Australian Antarctic Territory
 - Territory of Heard Island and McDonald Island.
- Defence Forces mail that requires customs documentation, refer to Section 4 of *International mail services guide* (8833730).

P5.2.1 – Photo or signature identification

Acceptable forms of photo or signature identification include:

- Drivers Licence
- Passport
- Government issued IDs
- Other Licences issued by a State / Territory Authority
- Bank credit / debit card
- Centrelink ID card
- Tertiary Student ID card
- personally known to Australia Post staff.

P5.2.2 – International customs regulations

Customs regulations apply to the following places.

- Christmas Island (Indian Ocean) WA 6798
- Cocos (Keeling) Islands WA 6799
- Norfolk Island NSW 2899
- Lord Howe Island NSW 2898
- Australian Antarctic Territory 7151
- Territory of Heard Island and McDonald Island 7151.

The table shows the required customs documentation. For the other customs regulations that apply, refer to the *International mail services guide* (8833730).

Service	Contents	Required documentation
Parcels and satchels without Extra Cover	Up to 2kg in weight and up to A\$500 in value	8832667 (CN22)
	More than 2kg in weight	8832659 (CN23 / CP72)
	More than A\$500 in value	8832659 (CN23 / CP72)
Regular parcels with Extra Cover	All	8832661 (CN23 / CP74)

P5.3 – Unclaimed, undeliverable, refused and withdrawn parcels

For the conditions that apply to unclaimed, undeliverable, refused and withdrawn parcels, refer to the *General products and services guide* (8837578).

P5.4 – Compensation and Extra Cover

For the conditions that apply to compensation and Extra Cover, refer to the *General products and services guide* (8837578).

P5.5 – Change-of-address and holding services

For the conditions that apply to change-of-address and holding services, refer to the *General products and services guide* (8837578).

P5.6 – Enquiries or complaints

People with an enquiry or complaint about damage, delay or loss of a parcel, should contact an office of Australia Post and provide full details.

P5.6.1 – Lodgement of enquiries

Senders or addressees may lodge enquiries:

- via our website at auspost.com.au/contactus
- by post to your state head office at
Australia Post
Customer Contact Channels
GPO Box 9911
[in your state capital]
- or via telephone **13 POST (13 7678)**.

P5.6.2 – Non-delivery

Australia Post accepts an enquiry or a complaint about non-delivery of a domestic parcels article if:

- the applicant can describe the parcel and give sufficient lodgement details
- sufficient time has elapsed to allow the parcel to reach its destination in the ordinary course of carriage
- the applicant can provide reasonable evidence that the parcel was posted and has not yet been delivered
- the applicant makes the enquiry within six months of the lodgement.

■ Action by Australia Post for non-delivery enquiries

Australia Post returns undeliverable articles found in the mail to the sender, if possible.

P5.6.3 – Delayed delivery

Anyone making an enquiry or complaint about delayed delivery should, if possible, submit the envelope or the cover of the delayed article in the condition in which they received it.

P5.6.4 – Information not to be divulged

Australia Post does not give information about postal articles or electronic mail messages that pass through an Australia Post office, except to the person to whom the article or message is addressed.

P5.7 – Domestic parcel charges and charging zones

P5.7.1 – Basis of parcel charges

Service	Charges
Prepaid products (up to 5kg)	National flat rates for postage based on size, for items up to 5kg. Delivery anywhere within Australia.
Flat postage rates (up to 5kg)	Multiple national flat rates for postage of items up to 5kg to anywhere within Australia. Postage costs are based on the size of eligible Australia Post packaging, or weight categories if you use other packaging.
Postage assessed (over 5kg up to 22kg)	A basic charge that depends on whether the parcel is for delivery within the same state or interstate plus a distance charge per kg on the lodgement and destination zones

P5.7.2 – Parcel charging zones

The following table shows all Australian postcodes and their equivalent Domestic Parcels zones. These zones determine the distance charge component of assessed Parcel Post and Express Post parcels over 5kg.

State	Postcodes	Zone	Special conditions
ACT	0200–0299	N2	Deemed to be in NSW for charging purposes
	2600–2639	N2	Deemed to be in NSW for charging purposes
Northern Territory	0800–0999	NT1	
New South Wales	1000–2263	N1	
	2264–2484	N2	
	2485–2486	N2/Q1	Use whichever zone offers the lower charge
	2487–2499	N2	
	2500–2530	N1	
	2531–2554	N2	
	2555–2574	N1	
	2575–2639	N2	
	2640–2641	N2/V2	Use whichever zone offers the lower charge
	2642–2647	N2	

Continued on next page

State	Postcodes	Zone	Special conditions
	2648	V2	Deemed to be in Victoria for charging purposes
	2649–2714	N2	
	2715	V2	Deemed to be in Victoria for charging purposes
	2716	N2	
	2717–2719	V2	Deemed to be in Victoria for charging purposes
	2720–2730	N2	
	2731–2739	V2	Deemed to be in Victoria for charging purposes
	2740–2786	N1	
	2787–2879	N2	
	2880	S2	Deemed to be in South Australia for charging purposes
	2881–2889	N2	
	2890	N1	
	2891–2898	N2	
	2899	NF	
	2900–2999	N2	
Victoria	3000–3220	V1	
	3221–3334	V2	
	3335–3341	V1	
	3342–3424	V2	
	3425–3443	V1	
	3444–3688	V2	
	3689–3690	V2/N2	Use whichever zone offers the lower charge
	3691–3749	V2	
	3750–3811	V1	
	3812–3909	V2	
	3910–3920	V1	
	3921–3925	V2	
	3926–3944	V1	
	3945–3971	V2	

State	Postcodes	Zone	Special conditions
Queensland	3972–3978	V1	
	3979	V2	
	3980–3983	V1	
	3984–3999	V2	
	8000–8999	V1	
	4000–4224	Q1	
	4225	Q1/N2	Use whichever zone offers the lower charge
	4226–4299	Q1	
	4300–4449	Q2	
	4450–4499	Q3	
	4500–4549	Q1	
	4550–4699	Q2	
	4700–4805	Q3	
	4806–4899	Q4	
	9000–9299	Q1	
	9400–9596	Q1	
	9597–9599	Q2	
	9700–9799	Q1	
	9880–9919	Q2	
	9920–9959	Q3	
	9960–9999	Q4	
South Australia	5000–5199	S1	
	5200–5749	S2	
	5800–5999	S1	
Western Australia	6000–6214	W1	
	6215–6699	W2	
	6700–6797	W3	
	6798	W3	Christmas Island (Indian Ocean) – customs regulations apply – refer to P5.2.2
	6799	W3	Cocos (Keeling) Island – customs regulations apply – refer to P5.2.2
	6800–6999	W1	
Tasmania	7000–7999	T1	

P5.8 – Delivery of parcels to a Secure Parcel Receptacle (SPR)

P5.8.1 – Description of a Secure Parcel Receptacle

A Secure Parcel Receptacle (SPR) means a receptacle, of any size, shape and material that is designed for the delivery to and storing of parcels and is able to be completely locked or secured against unsolicited third party access (and which is not a 'mail box' as described in Appendix 2 of the *Australia Post Terms and Conditions*). Refer auspost.com.au/general-terms-conditions.html.

■ Delivery of articles to a Secure Parcel Receptacle

Where Australia Post is requested to deliver an article to an SPR, it shall do so in accordance with the *Australia Post Terms and Conditions* and as described further in this section.

Australia Post may not be able to deliver an article to an SPR for a number of reasons, including (but not limited to):

- compromised safety of Australia Post delivery staff and contractors
- inability to easily access the SPR
- the size of the article exceeding the size of the SPR
- insufficient space due to the presence of other articles within the SPR
- requirement for signature on delivery
- special delivery instructions required by merchants that do not allow for delivery to an SPR.

Where an article is addressed to an SPR (refer to **P5.8.5**) and does not require a Signature on Delivery (refer to **P5.8.7**), Australia Post will attempt to deliver the article to the SPR in the first instance.

If Australia Post is unable to deliver the article to the SPR for any reason, Australia Post will attempt delivery to the door of the premises and if this is not possible, Australia Post will attempt to safe drop the article (in accordance with the definition of 'delivery' in the *Australia Post Terms and Conditions*). If the article cannot be safe dropped then Australia Post will leave a card at the premises advising the addressee that the article will be available for collection from an office of Australia Post.

P5.8.2 – Regular mail deliveries

An SPR is not a substitute for the usual mail delivery arrangement to the premises ie a mailbox in an approved location that is used for regular mail deliveries.

P5.8.3 – Security of an article delivered to a Secure Parcel Receptacle

Australia Post takes no responsibility for the security of and access to SPRs and in accordance with its Terms and Conditions, subject to the Australian Consumer Law, Australia Post has no liability for loss or damage to articles delivered to SPRs.

If at any time, Australia Post believes that the security of the article will be compromised by delivery into an SPR, the article is too big for the dimensions of the SPR, or there is nowhere to safe drop the article, or for any other reason, in its absolute discretion Australia Post reserves the right to not deliver the article and to leave a card at the premises advising the addressee that the article will be available for collection from an office of Australia Post.

P5.8.4 – Damage or loss of articles delivered to a Secure Parcel Receptacle

Australia Post does not control the functionality of or access to the SPR and as such cannot guarantee the security of an article left in an SPR.

Australia Post takes no responsibility for the security of and access to SPRs and in accordance with its Terms and Conditions subject to the Australian Consumer Law, Australia Post has no liability for loss or damage to articles delivered to SPRs.

P5.8.5 – How to organise delivery of an article to a Secure Parcel Receptacle

To address an article to an SPR, the sender must provide handwritten or labelled delivery instructions on the article advising that the article is to be delivered to an SPR. These delivery instructions must include access details such as a PIN or other combination required to open the receptacle. For example (and in accordance with the 'Correct Addressing Standards' set out in Appendix 1 of the *Australia Post Terms and Conditions*):

John Citizen
Secure Parcel Receptacle PIN 1234
10 Smith Street
MELBOURNE VIC 3000

P5.8.6 – Access to Secure Parcel Receptacles

Australia Post's preferred method of access to an SPR is to have an already open receptacle that its staff and/or contractors would close after delivery.

The secure receptacle must not require a key for access.

Australia Post employees and contractors will not keep keys, PIN codes, other mechanisms or information required to open the SPR.

P5.8.7 – Signature on Delivery

Australia Post will not deliver an article requiring 'Signature on Delivery' to an SPR.

In all cases, a requirement for Signature on Delivery will over-ride an instruction to deliver the article to an SPR.

P5.8.8 – Placement of Secure Parcel Receptacle

The SPR must be:

- placed in an obvious, clearly identified / labelled and easily accessible location on the ground floor at the front of the block (eg beside the front door). It must not be situated behind side gates etc. in a location that requires Australia Post to access the “rear” of the premises
- in a location that provides adequate lighting to enable the operation of the SPR by Australia Post
- accessible via a direct route within the block of land – to ensure the ability to deliver quickly and to avoid access and security concerns by neighbours.

The top of the door / opening to the SPR is not to be further than 1,400mm in height from the ground / floor / hard standing.

P5.8.9 – Hazards

Any SPR must:

- not have any sharp edges, protruding screws, rivets, etc. that may provide a safety hazard
- be accessed by a route that is clear of hazards (eg tree branches, etc.) and via hard / paved ground that is free of any tripping hazards.

Australia Post reserves the right to not deliver the article and follow the processes set out above if there are any hazards (eg unrestrained dogs or any of the above) that create an unsafe environment for Australia Post staff in accordance with Australia Post’s security and occupational health and safety requirements.

P5.8.10 – Safety

Any structure that Australia Post staff and contractors are required to access (eg stairways, verandas, etc.) must be habitable and pass building regulations. The household / business has a responsibility to provide a safe and accessible environment.

P5.8.11 – Roadside and remote delivery arrangements

In general, the delivery instruction to deliver to an SPR may be followed where possible but this does not include delivery to the homestead where that is not normally performed. In these instances, the SPR should be placed close to the boundary line / fence and in accordance with the guidelines in section **P5.8.8**.

P5.9 – MyPost Business

With MyPost Business, customers can print shipping labels, pay online and get exclusive offers. Simply go to auspost.com.au/mypost-business.

P5.9.1 – Services available

The majority of Australia Post’s domestic delivery services are available on MyPost Business. Customers can select the service and features that best suits their requirements and budget:

- Express Post
- Parcel Post
- Extra Cover
- Signature on Delivery.

P5.9.2 – Using MyPost Business

MyPost Business customers can pay using credit card, PayPal or an Australia Post Business Credit Account. Simply print the postage label, pack the item and post in a street posting box, at a Post Office or book a pickup.

Additional charges apply for pickup services. Pickups available in select major metro areas only. Limit of 50 parcels per pickup. Pickups between 9am and 5pm Monday to Friday, for orders placed before 1pm the day prior. For details read the MyPost Business Parcel Pickup terms and conditions at auspost.com.au/terms.

P5.9.3 – Benefits of MyPost Business

Customers who register on MyPost Business have access to the following benefits:

- Save and manage addresses using the Address Book.
- Connect their MyPost Business account with their eBay store to sync order delivery details.
- Import orders from their online store using CSV files.
- Track parcels and send tracking notifications to the receiver. Track events will vary depending on how the item is lodged and delivered. Read more about our tracking service at auspost.com.au/using-our-tracking-service.
- Access our 24/7 online live chat or call our out of hours phone line for support. Extended hours phone support available between 8am and 8pm Monday to Friday AEST. Excludes national public holidays.
- Gain access to special offers including Send & Save. Please refer to the terms and conditions for further details on the eligibility criteria: auspost.com.au/terms-conditions/send-and-save-terms-conditions.

P5.10 – eParcel

eParcel is our online freight management tool available to any customer who enters into an agreement with Australia Post to despatch at least 1,000 parcels each year.

For more information, please contact **13 11 18**.

P5.10.1 – Services available

The majority of Australia Post's delivery services are available through eParcel. eParcel can provide the following:

■ Core features

- Signature and scan event on delivery
- Consignment management tracking
- Ability to check delivery status online
- Despatched and track advice email when parcel is loaded onboard for delivery, delivered and carded
- Delivery to Post Office boxes, collect locations and parcel lockers
- Free online application and barcode labels
- Financial reporting.

■ Optional extras

- Delivery choices
- Express eParcel
- eParcel Returns
- eParcel Cash to Collect
- Transit Cover.

P5.10.2 – Other benefits

■ Flexible

Customers can use eParcel online, use their own warehousing management system or use a third party management system.

■ Affordable

We have competitive and flexible pricing options.

■ Efficient

eParcel is easy to access online, and customers can use our online tracking tool to keep watch of their consignments. We also offer a full suite of delivery choices so your customers can select the delivery option that best suits them.

Section 6 – Preparation of domestic parcels articles

P6.1 – Addressing

The address on a parcel must conform to the standard below.

- Legible
- Include the locality, state and postcode
- “Recipient” address must be clearly distinguishable from the “Return address” i.e. use larger text for the “Recipient” address or place the “Return Address” on the opposite face of the parcel.

The following table provides recommendations for addressing parcels.

Address component	Position and format
Name of addressee	First line of address
“Attention of:” or other reference details	Second, and if necessary, third line of address
Street address, box number, or locked bag number	Second last line of the address and contains no punctuation or underlining
Locality name or the name of the office of delivery	The first component of the last line of the address. It must be in UPPER CASE letters and contain no punctuation or underlining
The State or Territory abbreviation	The second component of the last line of the address. It must be in UPPER CASE letters and contain no punctuation or underlining
The postcode	The third component of the last line of the address. It must be in UPPER CASE letters and contain no punctuation or underlining

Note: The correct positioning and layout of the “locality, state and postcode” in the address line is important for sorting requirements.

Example:

Mr A Sample
Australia Post
Business Manager
Suite 4
Level 14 111 Bourke Street
MELBOURNE VIC 3000

Refer to section **P5.8.5** for addressing of articles to Secure Parcel Receptacles (SPRs).

P6.1.1 – Addressing of plastic-wrapped parcels

Senders may affix an address label to the outside of the plastic cover or under the plastic cover. If it is under the plastic cover, the address label must:

- remain fixed in position during postal carriage
- remain visible and legible through the plastic at all times during carriage.

P6.2 – General packaging considerations

Dangerous and prohibited goods and packaging guide (8833729) contains the requirements for packaging articles. In general, all parcels must be made-up and packed to:

- prevent injury to any person handling the parcel
- prevent the contents escaping and damaging other postal articles
- prevent damage to equipment and vehicles, particularly aircraft
- protect the contents from loss or damage caused by the stress of handling and carriage
- protect the contents from loss or damage caused by extremes of climate.

Australia Post staff are pleased to advise customers on the best ways of packing particular items and to recommend suitable Australia Post packaging products.

P6.3 – Some useful packing pointers

P6.3.1 – Containers

■ Strength of container material

Strong cardboard, fibreboard or wood are generally satisfactory materials for the manufacture of containers such as boxes, cartons or mailing tubes, but the necessary strength depends on the mass, size and nature of the articles in the container. A range of Australia Post packaging products is available to suit most purposes.

■ Size of container

If a container is too large for its contents, pack all spare space with cushioning material such as bubble-wrap to prevent the contents shifting or receiving sudden jolts during carriage.

■ Recommended cushioning materials

Pack any items needing special protection with adequate cushioning to ensure they can withstand the rigours of postal transmission. Make sure that:

- the contents are protected from outside pressure on the parcel
- if the parcel contains two or more items, wrap and pack each item separately and then cushion each item to protect it from damaging the others.

Cushioning materials should be light and readily able to absorb pressure and impact. Suitable materials include:

- bubble-wrap
- cellulose materials
- corrugated cardboard
- cotton
- felt pads
- fibreboard
- foam peanuts
- polystyrene
- shredded paper
- tissue paper
- wood wool.

P6.3.2 – Tapes

Polypropylene tape is usually adequate when applied carefully.

P6.3.3 – Wrapping

Use only heavy-grade wrapping paper for all but small light parcels. If a parcel contains several items or a stack of items, do not rely on the wrapping to hold everything together. It is likely to tear or break under pressure. Firmly tie or tape the items or the stack together before you apply the outer wrapping.

P6.3.4 – Australia Post packaging products

The payment of a compensation or Extra Cover claim for a parcel may depend on the use of adequate packaging. The range of Australia Post packaging products is approved as adequate packaging. For the range and prices, refer to the *Post charges booklet* (8833665) or the current *Australia Post Stationery & Mailing Supplies Catalogue*.

Australia Post may refuse to accept a parcel, even if the sender uses an Australia Post packaging product, if:

- the packaging product is inappropriate to its contents and is used or fastened incorrectly
- the packaging product has been used previously and may no longer be adequate for sending articles
- the contents are fragile – such as fine glassware, clay figures, soapstone, or alabaster – and are inadequately protected by sufficient internal shock-absorbing material, such as bubble-wrap and is not secure within packaging that would prevent damage
- the contents are likely to perish or become physically offensive during the ordinary course of carriage
- Australia Post has specific packaging requirements for the contents – such as liquids, poisons, and so on – and the sender has not met these requirements.

Refer to *Dangerous and prohibited goods and packaging guide* (8833729) for the Australia Post packaging requirements for specific goods.

P6.3.5 – Plastic wrapping and covers

Australia Post accepts parcels enclosed in plastic wrapping or covers if they meet the specifications below.

■ Conditions of use

Senders may enclose a parcel in a plastic wrapping or cover if:

- all articles in the cover are securely bound, taped or tied together as well as wrapped
- the plastic material complies with the below plastic specifications
- the welds, if any, must be as strong as the parent material.

■ Plastic specification

Plastics can cause problems with some postal operations. In general, medium impact-resistant, anti-static polyethylene is suitable if its attributes fall within the limits shown in the following table.

Attribute	Value	Comments
Thickness	A minimum of 35µm	Recommended values for polyethylene are: • 50µm for articles up to 500 grams • 100µm for articles over 500 grams
Impact strength	Equal to 50µm film	Refer to AS 1326 – 1972
Tearing resistance	At least 450mN in any direction	Refer to AS TMD1922 – 1989
Kinetic coefficient of friction	Between 0.2 and 0.4	Refer to AS 1326 – 1972
Gloss level	60 units ± 10 per cent	Refer to AS 1326 – 1972

You may use a material other than polyethylene if it meets this specification.

Domestic cling wrap and recycled plastic bags are not acceptable. You may send a sample (0.6m × 1.6m) for testing to:

Group Manager Domestic Parcels
Australia Post HQ
GPO Box 1777
MELBOURNE VIC 3001

P6.4 – Payment of postage

Full details of the various methods of paying postage are in the *General products and services guide* (8837578). The table shows the specific conditions that apply to regular parcels.

Type of parcel	Conditions
Paper-wrapped parcel	• Postage stamps affixed to the top right of the address side of the parcel or the top right of an address label. • A postage meter imprint affixed to the top right of the address side of the parcel or the top right of an address label, and a return address shown on the parcel.
Plastic-wrapped parcel	• Postage stamps affixed to the top right of the address side of the parcel on an exterior label or other device suitable to allow the application of a cancelling postmark, or postage stamps affixed to a tie-on label. • A postage meter imprint affixed to the top right of the address side of the parcel or the top right of an address label, and a return address shown on the parcel.
Bulk mailing for the application of a PAID postmark	A suitable surface in the top right of the address side of the article to allow the application of the PAID postmark.
Bulk mailing with a Postage Paid imprint	A Postage Paid imprint in the top right of the address side of the parcel or the top right of an address label, and a return address shown on the parcel.

In all cases, the postage stamp, imprint or postmark must be clear of all name and address fields.

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