

APPENDIX 2 – STREET MAIL SERVICE – CONDITIONS OF DELIVERY

Size of mail boxes

Australia Post delivers only into mail boxes of an approved size. Mail box apertures may be either horizontal or vertical. Australia Post recommends a separate aperture, box or tube to accommodate newspapers and non-mail articles.

Please refer to our News/Blog in relation to this specification - [Aust Post have it wrong!](#)

Dimension	Approved size
Internal width (left to right)	At least 230 mm
Internal depth (front to back)	At least 330 mm
Internal height	At least 160 mm
Horizontal aperture	At least 230 mm X 30 mm. At least 130 mm above internal base
Vertical aperture	At least 330 mm X 30 mm. At least 40 mm above internal base
Elevation of aperture above ground level	Single mail box – between 900 mm and 1200 mm Group of mail boxes – between 600 mm and 1600 mm

Location of mail boxes

Australia Post delivers only into mail boxes in an approved location. Mail boxes must allow unhindered access to the delivery aperture. The table shows the location requirements for mail boxes depending on the type of premises.

Type of premises	Approved location
Single residential or commercial premises	A single mail box on the boundary of the property with the footpath or road. The mail box aperture must face the footpath or road. If the door of the building abuts the footpath, the mail box aperture may be in the door. A postal delivery officer must be able to place mail in the box without dismounting from a bicycle or motor cycle.
Single residential or business premises with driveway access to a road	At the junction of the driveway with the road.
Two adjoining residential or business premises with common driveway access to a road	Both mail boxes at a common point at the junction of the driveway with the road.
Premises with multiple delivery points	A single group of mail boxes on the boundary of the property with the footpath or public road. The mail boxes may be at right angles to the footpath or road and parallel to the driveway with the first box as close to the boundary as possible. Adequate parking for a bicycle or motor cycle must be available. A postal delivery officer must be able to place mail in the boxes safely.

Multi-storey residential or commercial buildings	As for premises with multiple delivery points. If the entrance to the building abuts the footpath or road, the single group of mail boxes may be in the foyer as close to the entrance as possible. Australia Post may require a mail room or a mail locker for the use of postal delivery officers.
Very large multi-storey residential or commercial buildings	A single group of mail boxes located at a convenient point with motor vehicle access in a service area or basement. Australia Post may require a mail room or a mail locker for the use of postal delivery officers.

Numbering of mail boxes

Australia Post delivers only into mail boxes that display approved numbers.

Type of mail box	Approved numbers
Single mail box	The street number prominently displayed on the box below the aperture.
Group of mail boxes	The street number prominently displayed near the mail boxes. The suite or flat number prominently displayed on each box below the aperture, with boxes numbered sequentially.

Clearing of mail boxes

Addressees should clear mail boxes frequently so that postal delivery officers have unrestricted access to place further articles in the mail box. If there is insufficient room in the mail box, the postal delivery officer may return articles to the office of delivery for collection by the addressee. Addressees who will be away from the address for some time should consider using the Holding service to prevent articles accumulating in their mail box.

Methods of delivery to residential addresses

The table shows the methods and conditions of delivery that Australia Post uses to deliver letters to residential addresses.

Type of residence	Method and conditions of delivery
Single residential premises in a public road.	By delivery to a mail box that meets Australia Post's standards for size, location and numbering

Type of residence	Method and conditions of delivery
Single residential premises in a private road.	<p>The same conditions apply as for a public road if:</p> <ul style="list-style-type: none"> • Australia Post has unrestricted access to all delivery points • other service organisations provide a house-to-house service • thoroughfares are named and signposted • residences are clearly numbered in sequential order • for pre-1995 developments, the majority of residents request that Australia Post delivers to individual delivery points. <p>If access to a number of premises is from a common driveway or walkway off a main thoroughfare, delivery is to a group of mail boxes at the junction of the main thoroughfare and the driveway or walkway. The same applies if access to a number of premises from the main thoroughfare is restricted.</p> <p>If the development does not meet all the conditions, delivery is to either:</p> <ul style="list-style-type: none"> • a group of mail boxes at the boundary of the private road with a public road, or • groups of mail boxes at convenient locations throughout the development within easy reach of the main thoroughfare or public road. <p>Groups of mail boxes must meet Australia Post's standards for size, location and numbering</p>
Multi-storey residential premises accessed by a public road	By delivery to a group of mail boxes that meets Australia Post's standards for size, location and numbering.
Single tenancy residential buildings in cluster developments accessed by a public road	<p>The same method and conditions apply as for single residential premises in a public road.</p> <p>However, if access to a number of premises is from a common driveway or walkway off a main thoroughfare, delivery is to a group of mail boxes at the junction of the main thoroughfare and the driveway or walkway. The same applies if access to a number of premises from the main thoroughfare is restricted.</p>
Single tenancy residential buildings in cluster developments accessed by a private road	The same method and conditions of delivery apply as for single residential premises in a private road.
Aged care establishments	<p>The method and conditions of delivery are one of the following, depending on the layout of the establishment:</p> <ul style="list-style-type: none"> • the same as for cluster developments accessed by public or private road, as appropriate, or • by delivery into a group of mail boxes located at the administration office • by delivery to groups of mail boxes at convenient locations throughout the establishment.
Communal residential establishments – including hotels, guest houses, hostels, boarding schools, hospitals, nursing homes or homes for the aged.	<p>By bulk delivery for all addressees to:</p> <ul style="list-style-type: none"> • a mail box that meets Australia Post's standards for size, location and numbering, or • if the main building abuts a road, a staffed counter or reception area as close as possible to the entrance of the building.

Type of residence	Method and conditions of delivery
Caravan parks – temporary residents	By bulk delivery for all addressees to: <ul style="list-style-type: none"> a mail box that meets Australia Post's standards for size, location and numbering, or if the administration office abuts a road, a staffed counter or reception area as close as possible to the entrance of the office.
Caravan parks – permanent residents	If the majority of permanent residents elect to receive individual delivery, then delivery is either to: <ul style="list-style-type: none"> groups of mail boxes located by agreement between Australia Post and the park management, or individual mail boxes for each caravan. Australia Post will deliver to individual mail boxes only if: <ul style="list-style-type: none"> all permanent caravans are in specific sections of the park there is unrestricted access to all delivery points thoroughfares are named and signposted all mail boxes are clearly numbered in sequential order all mail boxes meet Australia Post's standards for size, location and numbering for single residential premises.

Methods of delivery to commercial or professional addresses

The table shows the methods and conditions of delivery that Australia Post uses to deliver letters to commercial or professional addresses, including government offices and educational establishments.

Type of building	Method and conditions of delivery
Single-storey.	By delivery to: <ul style="list-style-type: none"> a mail box or a single group of mail boxes that meet Australia Post's standards for size, location and numbering, or if the building abuts a road, a single mail box or a group of mail boxes within the foyer close to the entrance of the building, or if the building abuts a road, in bulk to a staffed counter or reception area close to the entrance of the building.
Multi-storey	As for a single-story building, but the mail box location conditions for multi-storey buildings apply.

Methods of delivery to industrial estates or complexes

The table shows the methods and conditions of delivery that Australia Post uses to deliver letters to industrial estates or complexes.

Type of estate or complex	Method and conditions of delivery
Accessed by a common private driveway or court.	By delivery to a group of mail boxes that meet Australia Post's standards for size, location and numbering at the entrance to the driveway or court.

Dissected by public roads	<p>By delivery to individual businesses. For each building, delivery is to:</p> <ul style="list-style-type: none"> • a mail box or a single group of mail boxes that meet Australia Post's standards for size, location and numbering, or • if a building abuts a road, a single mail box or a group of mail boxes within the foyer as close as possible to the entrance of the building, or • if a building abuts a road, in bulk to a staffed counter or reception area as close as possible to the entrance of the building.
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Methods of delivery to retail shops and businesses

The table shows the methods and conditions of delivery that Australia Post uses to deliver letters to retail shops and businesses.

Type of shop or business	Method and conditions of delivery
Single-tenancy shop or business that abuts the footpath.	<p>By delivery to:</p> <ul style="list-style-type: none"> • a mail box that meets Australia Post's standards for size, location and numbering, or • to a staffed counter or reception area close to the entrance of the shop or business.
Single-tenancy shop or business set back from the footpath	By delivery to a mail box that meets Australia Post's standards for size, location and numbering.
Shopping malls	<p>By individual delivery to each shop. For each shop, delivery is to:</p> <ul style="list-style-type: none"> • a mail box that meets Australia Post's standards for size, location and numbering, or • to a staffed counter or reception area close to the entrance of the shop or business.
Shopping arcades	By delivery to a mail box or a single group of mail boxes that meet Australia Post's standards for size, location and numbering located near the entrance to the shopping arcade or building.
Shopping centres	By delivery to a single group of mail boxes that meet Australia Post's standards for size, location and numbering. The conditions for premises with multiple delivery points apply.
Towers or office blocks that form an integral part of a shopping centre	Australia Post regards towers or office blocks that form an integral part of a shopping centre as part of the shopping centre. Australia Post delivers to the same location as the shopping centre.