

Commercial/ Professional Buildings

Daily delivery of mail is something we all take for granted.

But we at Australia Post know that the efficient delivery of the post to over nine million addresses every working day is not really a simple process at all.

That's why we need your help. Adequate mail boxes, correctly located at all commercial/professional buildings, and of a size sufficiently large to receive the range of postal articles in today's post, are absolutely essential if we are to provide our customers with a speedy and reliable delivery service.

Australia Post's Requirements for Delivery of Mail to Commercial/Professional Buildings

— Including Schools and Other Government Premises

Single Storey Commercial or Professional Buildings

Mail for each business will be delivered:

- into one mail box or a single group of mail boxes within easy reach of the footpath;
- into one mail box or a single group of mail boxes within the building, or in bulk to a staffed counter as close as possible to the entrance of the building – if the entrance abuts, or is close to and is level with, the footpath.

Multi-Storey Commercial or Professional Buildings

Mail for each business will be delivered:

- into one mail box or a single group of mail boxes located on the footpath boundary of the property, or within the building, as close as possible to the entrance;
- in bulk to a staffed counter as close as possible to the entrance to the building; or
- to a single group of mail boxes located at a convenient point in a service or basement area which is accessible by motor vehicle – in very large multi-storey commercial/professional buildings.

Mail Box Sizes

The minimum internal dimensions of a mail box should be 330mm x 230mm x 160mm high.

Horizontal apertures should be at least 230mm x 30mm and 130mm above the base of the internal space.

Vertical apertures should be at least 330mm x 30mm and 40mm above the base of the internal space.

Single boxes should be erected so that the aperture is between 0.9m and 1.2m above the ground.

Nests of boxes should have apertures located within the height range of 600mm to 1600mm.

All boxes should have street numbers or flat or apartment numbers prominently displayed on the box.

For nests of boxes, the street number should be displayed prominently near the boxes.

In multi-storey buildings it may be necessary to provide in the building plans for a mail room or mail locker for use by the delivery officer.

Further information required?

Contact your local Delivery Manager who will be pleased to provide further advice.