

Residential Premises

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 residential premises, 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 Residential Premises

Please refer to the last page for a Glossary of the terms used.

Single Residential Premises in Public Roadways

Delivery will be made into a mail box of Australia Post approved dimensions, which is to be located at the junction of the footpath and driveway, within easy reach for delivery by the postal delivery officer.

Single Residential Premises in Private Roadways

Delivery will be made in the same manner as for single residential premises in public roadways provided:

- Australia Post representatives have **unrestricted access** to all delivery points and other service organisations enter the development and provide a "house to house" service,
- mail can be delivered without alighting from the delivery vehicle/cycle,
- thoroughfares are named and sign-posted and units/mail boxes are clearly numbered in consecutive order so that they can be readily identified,
- mail boxes are in accordance with Australia Post's dimensions and their locations are approved by Australia Post; and
- for developments prior to 1995 the majority of residents request a change to delivery arrangements.

Where access to a number of premises is from a common driveway or walkway off a main thoroughfare, or access is restricted, mail will be delivered to a group of mail boxes at the junction of the public roadway and the common driveway or

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.

walkway entrance, within easy reach from the public roadway.

In other cases, where the above conditions are not met, delivery will be made to a group/s of mail boxes either at the entrance to the establishment or in convenient locations on the main thoroughfare throughout the establishment within easy reach from the main thoroughfare or public roadway.

Multi-storey Residential Premises Accessed by Public Roadways

Mail for each residential suite will be delivered:

- into one mail box or a single group of mail boxes on the footpath boundary of the property within easy reach for the postal delivery officer; or
- if the entrance to the building abuts the footpath, into one mail box or a single group of mail boxes, or in bulk to a staffed counter, within the foyer of the building as close as possible to the entrance; or
- in very large residential buildings, to a single group of mail boxes located at a convenient point in a service or basement area which is easily accessible by motor vehicle.

Single Tenancy Residential Buildings in “Cluster” Developments Accessed by Public Roadways

Delivery will be made:

- to each household into a mail box, within easy reach from the footpath boundary of the property; or
- where access to a number of premises is from a common driveway or walkway, off a main thoroughfare, or access is restricted to these premises, delivery will be made to a single group of mail boxes at the junction of the public roadway and the common driveway or walkway entrance, within easy reach from the public roadway.

The conditions for single residential premises in private streets also apply.

Single Tenancy Residential Buildings in “Cluster” Developments Accessed by Private Roadways

Provided the private roadway is designed for **unrestricted public access**, and other service organisations provide a “house to house” service; delivery will be made to each household.

The conditions for single residential premises in private streets also apply.

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

Aged Care Establishments

Mail will be delivered:

- as for “cluster” developments; or
- into group/s of mail boxes located either at the administration office or at the entrance to the establishment or in convenient locations on the main thoroughfare throughout the establishment.

The conditions for cluster developments accessed by public or private roadways also apply.

Caravan Parks

Mail for temporary residents will be delivered in bulk to a central location such as the park office.

Individual mail delivery will be provided to permanent residents only, if the majority of permanent residents elect to receive a delivery.

Mail will be delivered to:

- groups of mail boxes, accessible and clearly identified, located at the administration office or the entrance to the caravan park; or
- to specified permanent resident sections within the caravan park where:
 - there is unrestricted access,
 - mail can be delivered without alighting from the delivery vehicle/cycle; and
 - thoroughfares are named and sign-posted and caravans/mail boxes are clearly numbered in consecutive order so that they can be readily identified.

The locations of groups of mail boxes are to be determined by Australia Post in conjunction with caravan park owners/operators.

The provision of mail boxes is a matter between caravan park owners/operators and permanent residents, however mail boxes must be in accordance with Australia Post’s approved dimensions.

Establishments which have Communal Facilities for Residents

eg: Hotels, Guest Houses, Nursing Homes; and Educational, Health and Welfare Institutions eg Universities, Schools, Hospitals, Homes for the Aged, etc.

Delivery will be made to one point:

- in bulk into a mail box located at the main entrance of the establishment and within easy reach of the footpath or roadway, or
- if the main building abuts the roadway, to a staffed counter as close as possible to the entrance of the establishment.

Further information required?

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

Glossary of Terms

- 1** Where the term "**footpath**" is used it is meant to imply "public footpath", "public roadway" or "public walkway", which may or may not be paved.
- 2** Where the terms "**within reach from the footpath boundary of the property**", "**within easy reach**", "**close to the footpath**" or "**within reach from the access roadway**" are used, such terms are to be interpreted as meaning that the delivery officer should not be required to leave the footpath or roadway, or alight from the delivery vehicle, to place mail in a mail box.
- 3** The terms "**private driveways**" and "**private streets**" mean driveways and streets which are privately owned and not meant for public traffic.
- 4** Where the term "**suitably located at or near the main entrance**" is used, a literal interpretation is to apply. The delivery point should however incorporate the least possible deviation by the delivery officer from the footpath or roadway.
- 5** The term "**common driveway or walkway**" applies to those situations where two or more premises are accessed by the one driveway or walkway.