



How we deliver parcels when we **have authority to leave (ATL)** in a safe place

Some parcels require us to always collect a signature on delivery – these will always be taken to a nearby Post Office for later collection if the customer is not home.

In other cases, senders may request that we collect a signature if someone is at home, but allow us to leave the parcel if no one is at the address and there is somewhere safe to leave it.

Finally, some parcels don't have a signature required on delivery and in these cases we will always look for a safe place to leave the parcel if no one is home.

This fact sheet describes the process we follow when we are authorised to leave parcels in a safe place and no one is at the address to sign for them.



Our drivers and posties use the steps below when delivering parcels where we have authority to leave

1 Go to the front door, knock/use intercom and call out three times

For signature parcels with authority to leave, we'll still always try to collect a signature when we deliver the parcel if someone is home to sign for it, which is around 70% of the time¹.

For non-signature parcels, we still knock/use intercom and call out three times and hand the parcel to your customer where possible, unless the parcel is so small it can be safely left in the letterbox.

If no one is home, our drivers and posties are trained to follow delivery instructions displayed on the scanner or parcel label wherever it is possible to do so.

2 Identify if there is a safe place to leave the parcel

Generally, a free-standing property which is set back from the street is best suited for us to leave a parcel. Parcels will only be left at the front of the property in a place that is not visible from the street and is out of the weather. If size allows, this includes the letterbox. For security and safety reasons, we don't allow our drivers or posties to leave the parcel around the side or back of the property, or inside the garage.

A photo will be taken of where the parcel has been delivered and will be made available to registered senders at auspost.com.au/MerchantTrack.

Unless delivered directly into a letterbox, the driver or postie will also leave a card under the front door to advise where the parcel is located.

Locations that are generally not suitable for us to leave a parcel include:

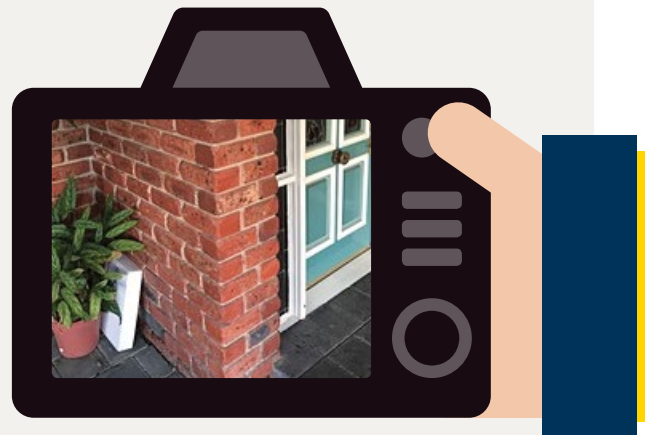
- Addresses where there is high foot traffic
- Addresses where the property is close to the street
- Apartments that are not accessible for delivery
- Apartment mail rooms where no one is in attendance
- Locations where there is no protection from weather or pets

If there is no safe place to leave the parcel, a notification card will be left at the delivery address advising that the parcel can be collected from a nearby Post Office.

3 Scan the parcel as delivered and take a photo of where they are leaving it

We make sure that there are no identifiable people or any personal information in the photos.

We take customer privacy very seriously and have also invested in image blackout technology that provides an additional level of privacy for these images when we make them available to you.



4 Complete a notification card advising where they have left the parcel

The notification card will be left under the door to notify your customer that we have delivered their parcel.

