PO Boxes
A secure and convenient way to receive your letters and parcels.
Secure, reliable, convenient

For business or personal use, the best way to ensure the letters and parcels we deliver to you remain safe and secure is with a PO Box.

**Secure**

With a PO Box, your mail is kept safe under lock and key until you’re ready to collect it. Because your mail is protected from the weather and unwanted attention, a PO Box provides you with peace of mind.

**Private**

A PO Box address means your physical address remains private.

**Consistent**

If you decide to move home or business, your PO Box doesn’t need to change.

**Convenient**

We deliver letters and parcels to your PO Box as soon as they are received. With 24 hour access to your PO Box at most Post Offices, you can collect your mail whenever you want. And if a parcel is too large to fit in your PO Box, we’ll leave you a key so you can collect it from a PO Box red door.*

*Selected Post Offices only.

[Image of a person holding a package in front of PO Boxes]

2
Applying for a PO Box

Apply in store (personal use)
Simply complete the application form at the end of this brochure and take it to a Post Office along with identification documents that confirm your name, your address and signature. Photo identification in the form of a Driver’s Licence is suitable. However, if you don’t have a Driver’s Licence you will need to provide two forms of identification. For instance, a current passport, credit card or EFTPOS card will confirm your name and signature but you’ll also need to provide a utilities account (gas, electricity, telephone or water bill), rate notice or bank statement to confirm your residential (street) address.
A valid government concession card will provide proof of name, address and signature but will only be accepted in conjunction with an additional document.

Apply in store (business use)
If you are applying on behalf of a business, your application will need to be lodged in-store. As a business customer, you’ll need to provide an Australian Business Number (ABN) and submit proof that you’re authorised to act on behalf of the business.
This can be provided by way of a statutory declaration, a copy of the Australian Business Registration document or a signed request by an authorised officer of the business on company letterhead.
Note: You will also need to provide personal identification as above.

Apply online (personal use)
Customers can also apply for a PO Box online. Business customers must apply in-store only.
To apply online, you need to log in to your MyPost account, or if you’re not a MyPost customer already, you need to register at auspost.com.au/mypost.
You can then lease a PO Box by selecting ‘choose where to receive your deliveries’ under the ‘Deliveries’ heading, and then select ‘Lease’. You may need to verify your identity online if you have not already done so.
Once your PO Box has been added to your MyPost account, you can then log in at any time to review your details, update your preferences and manage your service.
Choose your PO Box

Select a PO Box or locked bag size that will accommodate the quantity of mail you anticipate receiving.

<table>
<thead>
<tr>
<th>Small Box (90mm x 130mm)</th>
<th>Suitable for personal mail.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medium Box (135mm x 130mm)</td>
<td>Suitable for small to medium businesses.</td>
</tr>
<tr>
<td>Large Box (275mm x 130mm)</td>
<td>Suitable for medium to large businesses.</td>
</tr>
<tr>
<td>Locked Bag</td>
<td>Suitable for high volume enterprises.</td>
</tr>
<tr>
<td>Combined Box/Locked Bag Service</td>
<td>Suitable for high volume enterprises with a PO Box address.</td>
</tr>
<tr>
<td>Other</td>
<td>Jumbo and A4 boxes available at selected Post Offices.</td>
</tr>
</tbody>
</table>

It’s important to be realistic in your assessment of potential mail volumes. If mail for your PO Box regularly exceeds capacity, you may be required to:

- Apply for a larger PO Box (if available)
- Apply for an additional PO Box (if available)
- Apply for a combined PO Box/locked bag (to be associated with your current PO Box number)
- Apply for a locked bag service (you will require a new service number).

Additional fees apply, contact the Australia Post Customer Contact Centre on 13 13 18, visit us online at auspost.com.au or enquire at your local Post Office for information about PO Box or bag charges.
Mail2Day
Let us help you make the most of your time by notifying you by email when you have mail in your PO Box. Whether you’re waiting on a special delivery, or need to collect something the day it arrives, you can count on the convenience of Mail2Day.

To subscribe to this service, simply tick the box on the application form. Please note, in order to receive Mail2Day notifications, you must provide a valid email address. Mail2Day is available at participating Post Offices.

24/7 parcel collection
PO Box customers can now collect parcels 24/7 using red door parcel delivery boxes.

When a parcel is received and is too large to fit in your PO Box, we’ll place it in a red door box for you to collect.

Any parcel that doesn’t require a signature can be delivered through a red door box, provided it conforms to the size of the available red door boxes.

Note: Parcel delivery via red doors is subject to size and availability restrictions. Parcels that don’t fit into your PO Box and can’t be delivered using a red door box can be collected from your Post Office. Red door boxes are available at participating Post Offices. Collection time limits apply.

Managing your PO Box details
You can update your name, address, contact details and service preferences at any Post Office. Please note that suitable identification and supporting documentation must be provided.

Alternatively, MyPost customers can review and modify their PO Box account details online at auspost.com.au/mypost

Fees and invoicing
The service year for PO Boxes is calculated from 1 April to 31 March the following year.
If you apply for a PO Box any time from 1 May to 31 January, pro rata fees are payable in advance for the remainder of the service year. The pro rata charge for each month is a twelfth of the annual fee.
Applications lodged in February or March will include charges for a full year in addition to pro rata fees. Australia Post calculates charges for PO Boxes from the first day of the month in which the service starts to the last day of the month in which the service ends. For more information regarding fees visit auspost.com.au

**Duration of service**

Your PO Box is renewable annually and remains yours until:

- You let us know that you no longer require the service.
- You don’t pay the annual fee; or
- The box is cancelled by Australia Post for breach of the Terms and Conditions.

**Automatic renewal**

So you don’t have to worry about annual renewals and risk disruption to your mail delivery, fees for your PO Box / Locked Bag service can be automatically billed to your Australia Post Business Credit Account.

**Delivery to a PO Box**

Your new PO Box details should be displayed prominently on your stationery and in advertising to ensure others are aware that this is your preferred delivery address.

Parcels and items requiring a signature will be delivered to your PO Box where possible or a card will be left to advise you if you need to collect parcels from the Post Office. You’ll have thirty days to collect your articles before they are returned to sender.

**Change of address**

As a new box-holder, Australia Post offers to redirect mail from your street address to your PO Box free for six months.

Be sure to complete a change of address request and submit it together with your PO Box application.

Note: without a mail redirection, any mail not addressed to your PO Box address will be street-delivered.

**Keys and locks**

When you open your PO Box you will receive two keys – extra keys can be purchased at any time.

If you lose your keys or have concerns regarding mail security, enquire at your Post Office about having your lock changed (fees apply).
Cancellations, terminations and refunds
Your PO Box or locked bag service can be cancelled at any time upon presentation of suitable identification at a Post Office. Pro rata refunds are payable for unused service months, less a cancellation fee. Australia Post may terminate any service that is deemed to be in breach of the Terms and Conditions.

Transfer of service
Your business PO Box can be transferred to business successors or associates (with your written consent). Service transfer is also available in the case of a deceased estate. For advice on PO Box transfers, ask at your Post Office or call 13 13 18.

Availability
If services are unavailable at your chosen Post Office, you can search for a service at a nearby location or opt to be placed on a waiting list. Your details will be saved until a suitable service becomes available. Contact the Australia Post Customer Contact Centre on 13 13 18, visit us online at auspost.com.au or enquire at your local Post Office for information about PO Box or bag availability.

Marketing Opt In
Australia Post can send you information addressed to you relating to products and services offered by Australia Post. If you wish to receive such offers, please tick the Marketing Opt In box on the application form.

Marketing material in your PO Box
Australia Post can provide you with information relating to products and services offered by Australia Post and other businesses directly to your PO Box or bag through our promotional mail service (semi addressed / unaddressed). If you do not wish to receive such offers, please tick the Receive promotional mail into your PO Box or bag? opt-out box on the application form.

Privacy notice
We collect your information so we can create your PO Box or bag service. We will be unable to process your application if you do not provide the information requested.
Your information may be shared internally or with other third parties contracted to assist in the creation, administration of your PO Box or bag service or verification of your identity. Aside from this exception, Australia Post will not disclose your information unless required or authorised by law or in accordance with our Privacy Policy, a copy of which is available at auspost.com.au/privacy. By applying for a PO Box or bag service you additionally agree to the corresponding terms.
PO Box/Locked Bag /Common Box / Electronic Notification Service Terms And Conditions

1 Introduction

1.1 These special service terms and conditions are supplementary to the Australia Post Terms and Conditions. To the extent that any aspect of this special service is not expressly included herein, the Australia Post Terms and Conditions apply.

1.2 These special service terms and conditions apply when:

1.2.1 a customer makes an application in writing (or online through the customer’s MyPost Account) to use the special service in or on a form prescribed by Australia Post for that purpose;

1.2.2 Australia Post accepts that application; and

1.2.3 the customer pays the fee, charge, premium, rate or price charged by Australia Post for the special service.

2 Interpretation

2.1 Except as where otherwise expressly defined all words and phrases used in this Agreement shall have the same meaning (if any) given to them in the Australian Postal Corporations Act 1989 and in the Australia Post Terms and Conditions, provided however that where there is any inconsistency, the meaning shall be as defined this Agreement to the extent of that inconsistency.

2.2 “Agreement” means the agreement formed between Australia Post and a customer under clause 1.2.

2.3 “application” means an application submitted by a customer under clause 1.2 for use of the “special service”.

2.4 “bag” means either a locked bag or a private bag, as the case may be, supplied and/or approved by Australia Post for use in the service;

2.5 “box” means a post office box supplied by Australia Post for use in the service;

2.6 “Collection Notification” means the electronic alert feature provided by Australia Post for notifying a customer when an article is received for delivery that does not fit in the customer’s nominated box.

2.7 “common box” refers to post office boxes which are located at GPOs, each having a common box number;

2.8 “customer” means a natural person, company or other business entity in whose name the application is made and an Agreement is formed to use the service. Customer includes their authorised transferee or assignee approved under clause 1.2.

2.9 “Mail2Day” means the electronic alert feature provided by Australia Post for the purpose of notifying a box holder when mail is received in a customer’s box.


2.11 “nominated box” means the box having a unique number at the relevant post office which is allocated to a customer once an application has been accepted under clause 1.2.2.

2.12 “Notification Features” means Mail2Day and Collection Notification.

2.13 “Red Door Box” means designated shared use lockers which may be provided by Australia Post alongside or in close proximity to banks of boxes, which are available for use by customers for the delivery of articles which are too large for delivery to a customer’s nominated box.

2.14 “service” or “special service” means the post office box, bag, common box or Red Door Box service which is a special service supplied by Australia Post for the purpose of mail delivery, and this defined term includes the Notification Features.

2.15 “Signature on Delivery Article” means articles for delivery to a customer where the sender has requested the use of Australia Post’s Signature on Delivery service and for which a clause 30 of the Australia Post terms and conditions, and includes registered post articles and articles for which such service is to be provided in the absence of specific request by the sender.

2.16 “terms” means these special terms and conditions which apply to the service.

3 Supply of the Service and Authorised Representatives

3.1 All boxes, bags, common boxes or Red Door Boxes are the property of Australia Post. Where an Agreement is formed, the customer is granted exclusive licence rights over the box, bag or common box nominated by Australia Post for the customer’s use in accordance with these terms.

3.2 Subject to the customer paying the applicable fees, the service will be provided until the first renewal date and thereafter for consecutive yearly periods, unless cancelled or terminated sooner in accordance with these terms.

3.3 Where these terms have been entered into by the customer’s authorised representative on behalf of the customer, the customer is responsible for promptly notifying Australia Post of any changes to such authorised representative. Australia Post can discontinue a representative’s access to the service if at any time Australia Post believes (on reasonable grounds) that person is no longer authorised by the customer.

4 Fees

4.1 Fees for use of the service shall be determined by Australia Post and are payable in advance.

4.2 Fees for use of the service will be charged pro-rata in the period until the first renewal date and a part of a month is charged as a full month.

4.3 Where a customer’s Agreement is cancelled under clause 16, the customer is entitled to a refund calculated on the remaining number of whole calendar months paid for, less any cancellation fee determined by Australia Post. A refund will not be payable where a customer’s Agreement is terminated by Australia Post under clause 17, or where the amount of the refund is equal to or less than the cancellation fee.

5 Conditions of Service

5.1 The customer shall comply with all the requirements of Australia Post for the service as published as well as any requirements on the application form.
5.2 If the customer wishes to apply for a box and/or manage a box using Australia Post's online services, the customer must open and maintain a MyPost Account and comply with the applicable terms.

5.3 Subject to these terms, Notification Features are available to customers who provide a valid email address and submit a request for the relevant service feature in the form reasonably required by Australia Post. Notification Features are not available with either a common box, a locked bag or a private bag.

5.4 The Notification Features are provided at no additional charge. Australia Post reserves the right to temporarily suspend or permanently withdraw one or both of the Notification Features by reasonable notice in writing to the customer (except no notice need be given where such suspensions or withdrawal is for security reasons, suspected fraud or for operational reasons).

5.5 The customer can deactivate a Notification Feature at any time by submitting a request:

5.5.1 over the counter at the Post Office where their nominated box is located;

5.5.2 online through the customer's MyPost Account; or

5.5.3 by any other reasonably acceptable means as notified by Australia Post to the customer from time to time.

5.6 Without limiting clause 21.1.1, notices sent to the email address of the customer or its authorised representative, as the case may be, will be deemed to have been sent by Australia Post and received by the customer at the time the alert or notice is sent.

6 Box Keys

6.1 Box keys remain the property of Australia Post and may not be copied. Key cutting can be arranged only by Australia Post.

6.2 Box keys shall be immediately returned to Australia Post upon the cancellation, termination or expiration of this Agreement.

7 Delivery of Mail

7.1 All mail addressed to a customer's street address, will be delivered as addressed, unless:

7.1.1 a mail redirection is in place for the street addressed mail; or

7.1.2 Australia Post determines that it is appropriate in the interests of network management to deliver street addressed mail to the customer's nominated box or bag.

7.2 No fee applies to the redirection of mail from a street address to a post office box or bag for six months following the initial approval of the application.

8 Postal Address

8.1 The customer must show their postal address, including their box or bag number, prominently on letterheads, other appropriate stationery and in any advertising, preferably with the request that all mail be addressed to that postal address.

9 Locked Bag

9.1 Bags used for the locked bag service may only be purchased from Australia Post.

9.2 Prior to the commencement of the locked bag service, the customer must provide to Australia Post a lock and key of a type approved by Australia Post for the purpose.

10 Private Bag

10.1 On application, a private bag address may be provided by Australia Post as a single point of delivery for use by a customer, or group of customers in remote areas of Australia.

11 Common Box

11.1 An applicant for a common box must maintain a common box at each of the GPOs in Australia. A common box must be linked to an Australia Post charge account.

12 Red Door Boxes

12.1 Australia Post may provide Red Door Boxes at certain of its Post Offices to complement the nominated boxes provided to customer under these terms.

12.2 Any articles which are too large for delivery to a customer’s nominated box may instead be placed by Australia Post into a Red Door Box.

12.3 Where articles are delivered to a Red Door Box under clause 12.2, a key, key card or other secure code will be placed in the customer’s nominated box, which opens the Red Door Box used by Australia Post.

12.4 After using the key, key card or other secure code to open the relevant Red Door Box and retrieving their article, the customer must return it to Australia Post in the manner instructed.

12.5 Customers remain responsible for the key, key card or other secure code provided under clause 12.3 until it is returned to Australia Post. If it is lost or destroyed, the customer may be required to reimburse Australia Post for all associated replacement costs.

13 Signature on Delivery Articles

13.1 Subject to clause 13.3, by default Australia Post will have the right to deliver to a customer's nominated box any articles for which the sender has requested Australia Post's Signature on Delivery Service without obtaining a signature. This includes any Signature on Delivery articles, which are delivered to a Red Door Box under clause 12.

13.2 Under the provisions of Schedule 30, the date, time and box number scan data obtained by Australia Post on its electronic equipment in relation to articles delivered under clause 13.1 is deemed to meet any Signature on Delivery requirements for articles addressed to a customer's box, bag or common bag.

13.3 Customers may change their preference for the delivery of Signature on Delivery articles to a customer's nominated box or bag at any time. Where a customer has advised Australia Post that they do not wish Signature on Delivery articles to be delivered to their nominated box without obtaining a signature, then all such articles will be delivered by Australia Post and a signature will be obtained in accordance with its usual delivery guidelines.
14 Transfer of Service
14.1 A customer may not transfer the right to use the service, or attempt to do so
without the prior written consent of Australia Post.

15 Change of Address
15.1 The customer shall notify Australia Post in writing within seven days of any change
of residential, business or electronic mail address and/or mobile phone number.
This notice may be given by the customer through the customer’s MyPost Account
in addition to any of the methods described in clause 21.1.2.

16 Cancellation
16.1 The customer may cancel a service at any time upon seven days’ notice in writing.
Unless an application for the change of address or holding service is made, all mail
addressed to the customer at their nominated box will be treated as undeliverable
after the notice period. A fee applies for the change of address service.

17 Termination
17.1 Australia Post may terminate this Agreement at any time by giving written notice
specifying the date of termination to the customer, if:
17.1.1 the customer fails to observe or perform any term, covenant or obligation
contained in their Agreement;
17.1.2 Australia Post has reason to believe that the customer has provided Australia
Post inaccurate or misleading information at any time (including through use of a
fictitious or assumed name);
17.1.3 Australia Post has reason to believe the address on the application is not the
customer’s current residential, business or electronic mail address;
17.1.4 the service is being used for a purpose other than the delivery of postage paid mail;
17.1.5 the service is being used by a person or entity other than the customer;
17.1.6 Australia Post has reason to believe that the customer, or a person known to the
customer, intends to use, or is using the service in the furtherance of an offence or
to prevent the detection of the offence or the offender;
17.1.7 the customer regularly allows an accumulation of mail (other than large parcels)
beyond the capacity of the box or bag and does not obtain or provide a larger or
additional box or bag within 30 days of being requested by Australia Post; or
17.1.8 Australia Post is notified of a dispute in relation to the delivery address for
the customer.
17.2 Notwithstanding clause 17.1 Australia Post may terminate a customer’s
Agreement without cause upon 30 days’ written notice.
17.3 Upon termination all undelivered mail will be deemed to be mail in dispute
and/or undeliverable.

18 Limitation of Liability Release and Indemnity
18.1 Subject to clause 18.2, Australia Post shall not be liable to any person (whether
in contract, tort or otherwise) for any loss or damage suffered, in relation to the
provision of the service, or any other matter relating to their Agreement, other
than any liability arising from any fraud or wilful misconduct by Australia Post.
18.2 To the extent permissible by law, Australia Post expressly disclaims all conditions
and warranties, express or implied, in respect of the service and the delivery of
articles under a customer’s Agreement. Where the law precludes such exclusion
and implies certain conditions and warranties into a customer’s Agreement, the
liability of Australia Post for breach of such condition or warranty will be limited,
where legally permissible, at the option of Australia Post, to one of the following:
18.2.1 supplying the service again; or
18.2.2 payment of the cost of having the service supplied again.
18.3 The customer releases and indemnifies Australia Post against any loss or damage
whatsoever which Australia Post may suffer as a result of any action, proceeding,
claim, demand or prosecution arising from the provision of the service other than
any loss or damage arising from any fraud or wilful misconduct by Australia Post

19 Force Majeure
19.1 Any notice required to be served by or under these terms shall be effectively given,
without limitation:
19.1.1 to the customer, if left in the box or bag provided pursuant to this Agreement or to
an email address supplied by the customer; and
19.1.2 to Australia Post, if addressed to the Manager responsible for the Post Office at
which the customer’s box or bag is located, and either sent to, or handed over the
counter, at that Post Office.

20 Variation
20.1 These terms may be added to or varied by Australia Post by notice in writing to the
customer or by mutual agreement between the parties.

21 Notice
21.1 Any notice required to be served by or under these terms shall be effectively given,
without limitation:
21.1.1 to the customer, if left in the box or bag provided under a customer’s Agreement or
to an email address supplied by the customer; and
21.1.2 to Australia Post, if addressed to the Manager responsible for the Post Office at
which the customer’s box or bag is located, and either sent to, or handed over the
counter, at that Post Office.

22 Conditions of Carriage
22.1 The Australia Post Terms and Conditions apply to the carriage and delivery of
postal articles.

23 Law
23.1 These terms and customer’s Agreements are governed by, and will be construed
in accordance with the laws in force in the State of Victoria and the courts in that
State shall have jurisdiction in the event of a dispute.

8835050 October 2017
Applicant details and declaration for a PO Box

PO Box/Bag No.

PO Box location ____________________________

PO Box size ____________________________

MyPost customer number (optional) ____________________________

ABN (required for business applicants) ____________________________

*Customer name (if for personal use) or Business name ____________________________

Preferred name ____________________________

*Date of birth _____ / _____ / _____

*Email ____________________________

‡Mobile ____________________________

‡Other ____________________________

*Street address ____________________________

______________________________

*City ____________________________ *State ____________________________

*Postcode ____________________________

Marketing opt in
(See Privacy Notice for more information)

☐ I would like to hear about news, special offers and current and future Australia Post products and services.

Business applications
(additional identification and authorisation)

Name of person applying on behalf of business ____________________________

Position of applicant ____________________________

‡Mobile (if different from above) ____________________________

‡Other (if different from above) ____________________________

One of the following must be provided:

☐ Statutory declaration.

☐ Signed request by an authorised officer of the business on company letterhead.

☐ Copy of Australian Business Registration document.

‡One phone number (mobile or other) is mandatory

*Mandatory field
Mail2Day notification
☐ Tick if you wish to receive email notifications when mail is awaiting collection in your PO Box.

Free mail redirection
☐ We can redirect your street-addressed mail to your PO Box or bag free for six months. To take advantage of this offer, tick the box at left, complete a mail redirection form and lodge it together with this application.

Electronic invoice
☐ Tick if you wish to receive your renewal electronically (not applicable for customers using an Australia Post credit account).

Reduced rate
☐ Excludes persons residing on houseboats, water / sea vessels or on a private road such as a caravan park, gated community, retirement village or defence force barracks. Each non-delivery address is eligible for one reduced rate PO Box or locked bag (Note: assessment may take up to seven days).

Receive promotional mail into your PO Box or bag?
(See Privacy Notice for more information)
☐ I do not wish to receive promotional mail into my PO Box or bag.

Collection Notification
We can send you an email and / or SMS notification (where available) when you have an item waiting to be collected that doesn’t fit in your PO Box. If you prefer to receive a card in your PO Box. If you prefer to receive a card in your PO Box, tick the box below.
☐ I do not wish to receive electronic Collection Notifications.

Delivery of signature items
☐ Tick if you do not wish articles requiring a signature to be placed into your PO Box. This will require you to collect your items in store.

24/7 POB Parcel Delivery Service
☐ Tick if you do not wish parcels that are too large for your PO Box to be placed in a red door box (where available) for you to collect. This will require you to collect your parcels in store.

Automatic renewal
☐ Please automatically debit the annual renewal fee to the Business Credit Account Number below:

Business Credit Account Number: ____________________________

Declaration
I hereby declare that:
1. I am the customer and / or an authorised agent of the customer.
2. I have read and agree to the PO Box and locked bag service Terms and Conditions.
3. If I am an authorised agent, I understand I must not access the service if I am no longer authorised by the customer.
4. I understand it is a serious criminal offence to give Australia Post false or misleading information, or to use the service in a dishonest manner or without proper authorisation.
5. If I have nominated a Business Credit Account, I warrant that I am authorised to use the Business Credit Account provided.

*Signature of applicant ____________________________

Date ______ / ______ / ______

*Mandatory field