



Post charges

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auspost.com.au



Terms and conditions

Unless noted otherwise, prices are inclusive of GST.

Charge accounts

Credit facilities are available to mail users.

Ask at your local Post Office for applications, terms and conditions.

Dangerous goods

National, state and international safety regulations prohibit many substances from being posted. These include explosive, highly flammable, radioactive or dangerous articles. Ask at your Post Office for brochure SAP 8833685 (MS62).

Mail to and from Australian external territories

For charging purposes, the following locations are in the states shown and are GST-free. The locations are subject to customs regulations for letters and parcels.

WA	NSW	TAS
Christmas Island 6798 (Indian Ocean) Cocos (Keeling) Islands 6799	Norfolk Island 2899	Australian Antarctic Territory 7151 Territory of Heard Island and McDonald Island 7151

For the following products / services, the charges that apply are as per the published "within Australia" charges that are shown in this booklet:

- ordinary letter prices
- local delivery prices
- PreSort prices
- Clean Mail prices
- postage prepaid products
- regular and Express Post parcel charges to Norfolk Island 2899 which are at pages 14-15 and 18-19.

Same state delivery

Same state delivery includes carriage between Coolangatta and New South Wales, Tweed Heads and Queensland, Tweed Heads South and Queensland, Albury and Victoria, Lavington and Victoria, and Wodonga and New South Wales; New South Wales includes Australian Capital Territory; South Australia does not include Northern Territory.

Terms and conditions of service

The terms and conditions applicable to postal services are determined by the Board of the Australian Postal Corporation under the *Australian Postal Corporation Act 1989*. Available online at auspost.com.au.

Although Australia Post has made every effort to ensure the accuracy of the contents of this guide at the time of publication, Australia Post makes no warranty, guarantee or representation regarding the correctness, reliability, completeness, suitability or accuracy of the guide. The information in this guide may be revised at any time and services may be modified, added to or withdrawn without notice. Up-to-date information can be obtained from any Post Office. Australia Post shall not be liable to any person, whether a purchaser of this guide or not, for any loss or damage of any kind whatsoever arising from any errors or omissions, or from reliance being placed upon all or any part of the contents of this guide.

Authorised by N. Sheffield, Australian Postal Corporation.

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Delivery in Australia

Letters and documents – standard services

Delivery timetables

There are two delivery timetables available for letters within Australia; Regular and Priority.

The delivery times are guidelines only and based on reasonable expectations and experience. Australia Post will not be liable for any loss or damage (including but not limited to consequential loss) resulting from a failure to deliver in accordance with these times.

Regular delivery timetable

The usual delivery times for letters sent to the regular delivery timetable within Australia, in business days after day of posting, are shown in the table. Letters sent to the regular delivery timetable are delivered within a two business day window.

For delivery:	Same state	Other states
Within metropolitan areas of capital cities or within the same city or adjacent city or town	2 - 3	-
Between metropolitan areas of capital cities	-	3 - 4
Between metropolitan areas of capital cities and country locations	3 - 4	4 - 5
Between country locations	3 - 4	5 - 6

Priority delivery timetable

The usual delivery times for letters sent to the priority delivery timetable within Australia, in business days after day of posting, are shown in the table.

For delivery:	Same state	Other states
Within metropolitan areas of capital cities or within the same city or adjacent city or town	1	-
Between metropolitan areas of capital cities	-	2
Between metropolitan areas of capital cities and country locations	2	3
Between country locations	2	4

Compensation

We offer loss or damage compensation of up to \$50 for most items you send with us, with eligibility of claims assessed on a case-by-case basis. A refund of postage may also be payable.

For more detail, visit auspost.com.au/receiving/missing-damaged-or-delayed-items/compensation.

Small letters*

Small letters include enveloped mail, lettersheets and unenclosed postcards.

A small letter is: • no larger than 130mm x 240mm • no thicker than 5mm • no heavier than 250g.

Sealing of small letters is preferred, but if posted unsealed, the opening should not exceed 88mm. To avoid envelopes being trapped in machinery or other letters, envelopes should exceed 88mm x 138mm.

Condition	Regular Timetable* Charge per letter \$
For delivery within Australia, postage paid by affixing a stamp	1.00
Seasonal greeting card enclosed in a sealed envelope and endorsed card only – only available during November and December	0.65

*Priority timetable

Prices above are for the Regular timetable. To send as Priority, affix one Priority label next to the postage stamp, concession stamp/s or postage paid image. Priority labels can be purchased at a cost of \$0.50 each from any Post Office or auspost.com.au/shop. Available in singles, booklets of five or sheets of twenty.



Delivery in Australia

Letters and documents – standard services

Large letters*

A large letter is:
 • rectangular in shape
 • no heavier than 500g
 • no thicker than 20mm
 • no larger than 260mm x 360mm
 • not a small letter

Condition	Regular Timetable*		
	Up to 125g \$	Over 125g to 250g \$	Over 250g to 500g \$
For delivery within Australia, postage paid by affixing a stamp	2.00	3.00	5.00
Seasonal greeting card enclosed in a sealed envelope and endorsed card only – only available during November and December	1.30	-	-

Concession Stamps*

Concession Stamps are available to eligible concession card holders with a MyPost concession account and can only be used on small and large domestic letters as per the table below. You can buy up to 50 concession stamps per year, in booklets of 5. For more information ask at your Post Office or visit auspost.com.au.

Letters posted with a Concession stamp are sent to the Regular timetable, for Priority see below*.

Booklet of five non denominational concession stamps	\$3.00 per booklet			
Letter size and / or weight	Regular Timetable			
	Small letter	Large letters		
	Up to 250g	Up to 125g	Over 125g to 250g	Over 250g to 500g
Number of stamps	1	2	3	5

Prepaid envelopes / postcards*

Prepaid envelopes and postcards are sent to the Regular timetable, for Priority see below*.

Envelope size (mm)	Maximum		Charge per item \$	Charge per pack of 10 \$	Charge per pack of 10 [^] (when purchasing 5+ packs) \$	Total minimum charge when purchasing 5 packs of 10 \$
	Weight (g)	Thickness (mm)				
DL (110 x 220)	250	5	1.25	11.90	11.25	56.25
C5 (162 x 229)	500	20	2.55	24.25	22.95	114.75
C4 (324 x 229)	500	20	4.45	42.30	40.05	200.25
B4 (353 x 250)	500	20	5.35	50.85	48.15	240.75

Window face envelope size (mm)	Maximum		Charge per item \$	Charge per	
	Weight (g)	Thickness (mm)		pack of 50 \$	box of 500 \$
DL (110 x 220)	250	5	-	59.50	562.50
Postcards (145 x 105)	-	-	2.20	-	-

[^]This price is per pack of 10, when you buy 5 or more packs of 10. The total price you pay will vary depending on how many packs of 10 you purchase.

*Priority timetable

Prices above are for the Regular timetable. To send as Priority, affix one Priority label next to the postage stamp, concession stamp/s or postage paid image. Priority labels can be purchased at a cost of \$0.50 each from any Post Office or auspost.com.au/shop. Available in singles, booklets of five or sheets of twenty.



Delivery in Australia

Letters and documents – business letter services

Delivery timetables

The delivery timetables “Priority” and “Regular” are available across Imprint Mail, Metered Mail, Presort Letters, Charity Mail, Clean Mail, Print Post, Reply Paid and local country letters. Letters sent as “Regular” will be delivered one to two business days slower than the “Priority” timetable. The delivery timetables are available at auspost.com.au/bulkmail.

Letter sizes

The letter sizes in the table apply to PreSort Letter service, Promo Post⁺, Acquisition Mail[^], Clean Mail[^], Impact Mail[^], Charity Mail[#], Imprint Mail^{*}, Local country letters^{*}, Metered Mail^{*} Print Post^{*}, Reply Paid^{*} and Unaddressed Mail^{*}.

Size	Examples	Max weight (g)	Max dimensions (mm)	Max thickness (mm)
Small	DL, C6	125	130 x 240	5
Small Plus	C5	125	162 x 240	5
Large	C4, B4	500	260 x 360	20

⁺ Available for Small size articles only.

[^] Available for Small and Small Plus size articles only.

[#] Available for Small and Large size articles up to 125g only.

^{*} Available for Small and Large size articles only.

Conditions for same state prices

Bulk letter articles attract “same state prices” when lodged within the same state as the delivery address (as defined in the Barcode Sort Plan). For charging purposes, the Australian Capital Territory is considered to be part of New South Wales, and South Australia does not include Northern Territory.

Note: For External Territories (Norfolk Island 2899, Christmas Island 6798, Cocos (Keeling) Islands 6799 and Australian Antarctic Territories 7151) the GST free price will be the same as the GST inclusive price shown in the price tables.

Imprint mail / Metered mail

Condition: Postage paid by an approved postage meter or an Australia Post business charge account	Priority Timetable			Regular Timetable		
	Up to 125g \$	Over 125g to 250g \$	Over 250g to 500g \$	Up to 125g \$	Over 125g to 250g \$	Over 250g to 500g \$
Small letters	1.490	1.490	-	0.990	0.990	-
Large letters	2.480	3.470	5.450	1.980	2.970	4.950

Postage meters

Postage meters are new technology franking machines that are eligible for a reset rebate. Ask at your local Post Office for details.

Rebate on the postage value of every postage meter reset, excluding GST	2.5%
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Delivery in Australia

Letters and documents – business letter services

Local country letters

Available to senders who reside or carry on business in any postcode area serviced by the delivery office or in a postcode area adjoining any of these postcode areas.

Conditions:

- At least 10 letters.
- Lodged over the counter at a Post Office of delivery.
- The same sender's address in the local postcode area on the outside of each envelope.

Size	Priority Timetable			Regular Timetable		
	Up to 125g \$	Over 125g to 250g \$	Over 250g to 500g \$	Up to 125g \$	Over 125g to 250g \$	Over 250g to 500g \$
Small	1.010	-	-	0.985	-	-
Large	2.025	2.620	3.030	1.755	2.320	2.580

Postcodes for local country letters

The local country letter service operates only in the postcodes shown.

0835 – 0899	2787 – 2880	3921 – 3925	5200 – 5749	9597 – 9599
1970 – 1999	2890 – 2899	3945 – 3971	6215 – 6507	9700 – 9799
2240 – 2490	3211 – 3334	3979	6509 – 6646	9880 – 9999
2500 – 2554	3342 – 3424	3984 – 3999	6700 – 6799	
2575 – 2599	3444 – 3749	4210 – 4499	7200 – 7499	
2640 – 2739	3812 – 3909	4550 – 4899	7900 – 7999	

Clean Mail

Clean Mail offers reduced charges to customers who present quantities of correctly machine-addressed letters. Refer to the *Clean Mail Service Guide*.

Minimum lodgement quantity: 300 articles

Size	Weight (g)		Priority Timetable \$	Regular Timetable \$
	Over	Up to		
Small	0	125	1.255	0.985
Small Plus	0	125	1.935	1.580

Delivery in Australia

Letters and documents – business and bulk mail services

Print Post

Print Post is a service for the delivery of approved periodical publications to addresses within Australia:

• articles measuring 260 x 360 (maximum size) x 20mm (thickness)

• up to 1kg in weight • minimum quantity of 100 copies

Refer to the *Print Post Service Guide* for more information.

Priority Timetable						
Size	Weight Category	Same state			Other state	
		Postcode Direct \$	Area Direct \$	Residue \$	Area Direct \$	Residue \$
Small	0-125g	–	–	0.905	–	0.930
Large	0 - 125g	1.000	1.100	1.385	1.480	1.545
	126g - 175g	1.135	1.380	1.630	1.915	2.030
	176g - 250g	1.245	1.500	1.770	2.040	2.225
	251g - 300g	1.360	1.675	1.940	2.220	2.420
	301g - 350g	1.485	1.835	2.100	2.425	2.630
	351g - 400g	1.585	2.015	2.235	2.620	2.795
	401g - 450g	1.685	2.160	2.385	2.765	3.020
	451g - 500g	1.785	2.315	2.565	2.920	3.195
	501g - 600g	2.710	3.260	3.500	3.965	4.495
	601g - 700g	3.150	3.735	4.030	4.560	5.095
	701g - 800g	3.485	4.135	4.465	5.005	5.545
	801g - 900g	3.795	4.485	4.810	5.380	5.935
901g - 1000g	4.100	4.790	5.115	5.685	6.240	

Regular Timetable						
Size	Weight Category	Same state			Other state	
		Postcode Direct \$	Area Direct \$	Residue \$	Area Direct \$	Residue \$
Small	0-125g	–	–	0.845	–	0.875
Large	0 - 125g	0.870	0.915	1.180	1.320	1.405
	126g - 175g	0.990	1.175	1.430	1.715	1.870
	176g - 250g	1.095	1.325	1.575	1.895	2.035
	251g - 300g	1.175	1.495	1.695	2.065	2.205
	301g - 350g	1.270	1.605	1.825	2.220	2.380
	351g - 400g	1.345	1.715	1.960	2.370	2.550
	401g - 450g	1.430	1.855	2.095	2.575	2.760
	451g - 500g	1.560	2.005	2.280	2.700	2.880
	501g - 600g	2.340	2.785	3.110	3.540	4.080
	601g - 700g	2.795	3.275	3.630	4.090	4.685
	701g - 800g	3.115	3.770	4.010	4.600	5.100
	801g - 900g	3.395	4.060	4.310	4.895	5.435
901g - 1000g	3.635	4.330	4.615	5.185	5.740	

Surcharge: 5 cents. Applies where the minimum barcode threshold, correct addressing or plastic wrapping conditions have not been met. Refer to the *Print Post Service Guide* for more information.

Delivery in Australia

Letters and documents – business and bulk mail services

Returns of Print Post articles

Each undeliverable article is returned to the nominated return address on the article by ordinary post. The cost of return postage, assessed at the ordinary post price, is payable by the organisation identified in the return address.

- For small articles, the published small letter retail prices apply.
- For large articles up to 500g, the published large letter prices for a given weight will apply.
- For articles over 500g, the published regular parcel basic charge for same state destinations will apply.

PreSort Letter service

The PreSort Letter service offers reduced charges to customers who sort their letters before lodgement and comply with relevant mailing conditions. Refer to the *PreSort Letters Service Guide*.

Minimum lodgement quantity: 300 barcoded letters

Size	Weight (g)		Priority Timetable				Regular Timetable			
	Over	Up to	Barcode direct tray \$		Barcode residue \$	Unbarcoded \$	Barcode direct tray \$		Barcode residue \$	Unbarcoded \$
			Same state	Other state			Same state	Other state		
Small	0	125	1.090	1.130	1.215	1.255	0.900	0.935	0.975	0.985
Small Plus	0	125	1.475	1.530	1.675	1.935	1.155	1.195	1.465	1.580
Large	0	125	2.020	2.125	2.395	2.480	1.610	1.695	1.945	1.980
	125	250	2.645	2.815	3.075	3.225	2.145	2.315	2.600	2.755
	250	500	3.255	3.430	3.755	4.075	2.755	2.930	3.285	3.575

Promo Post

Promo Post charges are available to those organisations that:

- are sending articles that are promotional in nature; and
- have pre-sorted their small letter mail.

Refer to the *Mail Type Reference Guide* and the *PreSort Letters Service Guide* for more information.

Minimum lodgement quantity: 4,000 barcoded letters

Size	Weight (g)		Regular Timetable			
	Over	Up to	Barcode direct tray \$		Barcode residue \$	Unbarcoded \$
			Same state	Other state		
Small	0	125	0.665	0.685	0.715	0.985

Charity Mail

Charity Mail charges are available to those organisations that:

- have pre-sorted their small and large letter mail; and
- are endorsed as income tax exempt charitable institutions and trust funds for charitable purposes, by the Australian Taxation Office, under subdivision 50B of the Income Tax Assessment Act 1997.

Refer to the *PreSort Letters Service Guide* for more information.

Minimum lodgement quantity: 300 barcoded letters

Size	Weight (g)		Priority Timetable				Regular Timetable			
	Over	Up to	Barcode direct tray \$		Barcode residue \$	Unbarcoded \$	Barcode direct tray \$		Barcode residue \$	Unbarcoded \$
			Same state	Other state			Same state	Other state		
Small	0	125	0.655	0.690	0.750	1.255	0.535	0.555	0.585	0.985
Large	0	125	-	-	-	-	1.125	1.185	1.385	1.980
	125	250	-	-	-	-	1.470	1.570	1.815	2.755

Delivery in Australia

Letters and documents – business letter services

Reply Paid

Reply Paid is a delivery service that allows customers to send mail to your business at no cost to them. Refer to the *Reply Paid Service Guide* for more information.

Size	Weight (g)		Priority Timetable		Regular Timetable	
	Over	Up to	Barcoded \$	Unbarcoded* \$	Barcoded \$	Unbarcoded* \$
Small	0	125	0.910	-	0.700	1.360
Large	0	125	2.400	-	2.100	2.400
	125	250	3.400	-	3.100	3.400
	250	500	5.400	-	5.100	5.400
Annual fee for each Reply Paid Number						\$110.00

* Unbarcoded includes incorrectly barcoded, incorrectly formatted and non-machineable articles.

Acquisition Mail

Acquisition Mail is an addressed (non-personalised) bulk mail delivery service which allows customers to geographically target addressed mail campaigns to postcodes, suburbs (localities) or Statistical Areas Level 1 (SA1s). For full conditions please refer to *Acquisition Mail Service Guide*.

Minimum lodgement quantity: 4,000 articles

Size	Weight (g)		Regular Timetable			
			Barcode direct tray		Barcode residue \$	Unbarcoded \$
	Over	Up to	Same state \$	Other state \$		
Small	0	125	0.615	0.640	0.910	0.985
Small Plus	0	125	0.855	0.895	1.365	1.580

Impact Mail

Impact Mail is a service offered by Australia Post for the delivery of unique or irregular shaped mail pieces. Refer to the *Impact Mail Service Guide* for more information.

Minimum lodgement quantity: 300 articles

Size	Regular Timetable					
	Postcode direct tray		Area tray		Residue	
	Same state \$	Other state \$	Same state \$	Other state \$	Same state \$	Other state \$
Small	1.090	1.120	1.150	1.180	1.230	1.260
Small Plus	1.615	1.655	1.700	1.745	1.785	1.835

Delivery in Australia

Letters and documents – business letter services

Unaddressed Mail

The Unaddressed Mail service is a cost effective way to promote your business, generate store traffic or build your database. You can target private and / or business delivery points in any locality in Australia – including private boxes.

Size	Weight	Intrastate Regular/Select \$	Interstate Regular/Select \$
Small letter	Up to 50g	0.199	0.232
	Over 50 – 100g	0.280	0.320
Large letter*	Up to 50g	0.300	0.340
	Over 50 – 100g	0.385	0.425

A Premium Unaddressed Mail service is also available which has a shorter booking and lodgement time than standard Unaddressed Mail.

Size	Weight	Intrastate Premium Regular/Select \$
Small letter	Up to 50g	0.249
	Over 50 – 100g	0.350
Large letter*	Up to 50g	0.375
	Over 50 – 100g	0.475

*For articles over 100g, contact Australia Post for the applicable rate.

Regular service is when a customer targets as a minimum, all available private and / or all available business street and roadside delivery points in an individual locality or postcode. Refer to the *Unaddressed Mail Service Guide*.

Select service is when a customer chooses to exclude available street and / or roadside delivery points from chosen localities or postcodes, or requests partial delivery to street mail, roadside mail, Post Office boxes, counter mail without necessarily targeting all of them. Refer to the *Unaddressed Mail Service Guide*.

Delivery in Australia

Registered Post – regular services



Standard service

Registered Post is available with selected domestic letter services.

Registered Post within Australia offers:

- an identification number for each article
- compensation up to \$100
- signature obtained on delivery
- optional prepaid envelopes or Registered Post labels or imprints.
- proof of posting only when an article is presented at a Post Office counter and accompanied by a Registered Post lodgement form (8836964/65)

Prepaid envelopes

The charge for Registered Post prepaid envelopes includes the Registered Post fee and postage to anywhere in Australia. Registered Post prepaid envelopes are sent to the Regular timetable (see page 4). To send Priority, affix a Priority label next to the Postage Paid imprint (see page 4).

Envelope size (mm)	Maximum		Charge per item \$	Charge per pack of 10 \$	Charge per pack of 10* (when purchasing 5+ packs) \$	Total minimum charge when purchasing 5 packs of 10 \$
	Weight (g)	Thickness (mm)				
130 x 240 – to enclose a DL envelope	250	5	5.20	49.40	46.80	234.00
353 x 250 – B4	500	20	6.90	65.55	62.10	310.50

* This price is per pack of 10, when you buy 5 or more packs of 10. The total price you pay will vary depending on how many packs of 10 you purchase.

Labels

The charge for Registered Post labels includes the Registered Post fee only.

Registered Post item	Charge	
Registered Post label on lodgement of article	\$4.20 per article	
Prepaid Registered Post labels	single	\$4.20 per article
	box of 50	\$172.50 per box

Imprints

The charge for Registered Post Imprint includes the Registered Post fee and postage.

Size	Weight (g)		Priority Timetable		Regular Timetable	
	Over	Up to	Barcoded Residue \$	Unbarcoded Residue \$	Barcoded Residue \$	Unbarcoded Residue \$
Small	0	125	4.600	4.705	4.380	4.435
Small Plus	0	125	5.000	5.385	4.695	5.030
Large	0	125	5.845	5.930	5.395	5.430
	125	250	6.300	6.675	5.800	6.205
	250	500	6.830	7.525	6.360	7.025

Add-on features

Extra Cover for loss or damage.	\$2.00 per \$100, or part thereof of your item's specified value, in excess of \$100 and up to \$5,000
Delivery confirmation* The sender of a Registered Post article receives a card signed by the recipient. Charge per article purchased at the time of lodgement.	\$2.95
Person-to-person* The Registered Post article must be signed for by the person named in the address. Charge per article purchased at the time of lodgement.	\$6.30

* Postage and Registered Post fee are not included.

Delivery in Australia

Parcels

Domestic Parcel – Services

	📦 Courier Post		📦 Express Post		📦 Parcel Post	
Speed	Same day*		Next day**		2+ Days***	
Type	Satchels (includes postage)	Postage Assessed (use your own packaging or Australia Post's packaging range)	Pre-paid satchels (includes postage)	Postage Assessed (use your own packaging or Australia Post's packaging range)	Pre-paid satchels (includes postage)	Postage Assessed (use your own packaging or Australia Post's packaging range)
Weight	3kg	up to 22kg	500g 1kg 3kg 5kg	up to 22kg	500g 1kg 3kg 5kg	up to 22kg
Tracking	Included [^]		Included [^]		Included [^]	
Signature on Delivery	Included		Optional [#]		Optional [#]	
Extra Cover	Optional [#]		Optional [#]		Optional [#]	

* Same business day delivery is only available between metropolitan areas of the same state within the Courier Post network and when lodged at a participating Post Office. Visit auspost.com.au/parcels-mail/delivery-areas for more details.

** Next business day delivery is only available within the Express Post next business day delivery network. Visit auspost.com.au/expresspostnetwork for more details.

*** Our regular parcel service delivers in 2 or more business days. Delivery times will vary depending on lodgement and destination points. For more information on delivery times to your area, visit auspost.com.au/domesticdeliverytimes

[^] Track events will vary depending on how your item is lodged and delivered. For details visit auspost.com.au/parcels-mail/our-tracking-service

[#] Additional charges apply. Extra Cover provides loss or damage cover up to the specified value of your item (from \$100, or part thereof, up to \$5,000) while it's being carried by Australia Post. Visit auspost.com.au/parcels-mail/optional-extras-domestic for more information.

Delivery in Australia

Parcels – regular services

Delivery standards

These timetables are guidelines only and based on reasonable expectations and experience. Australia Post will not be liable for any loss or damage (including but not limited to consequential loss) for damage resulting from a failure to deliver in accordance with these timetables.

The table shows the expected number of business days to deliver parcels within Australia. For delivery times between specific points, please confirm at your local Post Office, as local conditions can affect normal standards.

Within same state

Service	Posted for delivery	Delivery by (Business day after posting)
Parcel Post	Within metropolitan areas of capital cities or within the same city or town or environs	2 days
	Between a metropolitan area of a capital city and a country location*	Up to 4 days
	Between country locations*	Up to 5 days

*For more detail, visit auspost.com.au/pac or call **13 POST (13 7678)**.

To other states

Service	Posted for delivery	Delivery by (business day after posting)
Parcel Post	Between Sydney / Brisbane; Sydney / Melbourne; Melbourne / Canberra; Melbourne / Adelaide	2 to 3 days
	Between Sydney / Adelaide; Melbourne / Brisbane; Melbourne / Tasmania; Adelaide / Canberra	3 to 4 days
	Between other capital cities*	5 to 6 days
	To other interstate locations*	Please ask at your local Post Office

*For more detail, visit auspost.com.au/pac or call **13 POST (13 7678)**.

Compensation

We offer loss or damage compensation of up to \$50 for most items you send with us, with eligibility of claims assessed on a case-by-case basis. A refund of postage may also be payable.

For more detail, visit auspost.com.au/receiving/missing-damaged-or-delayed-items/compensation.

Cubing

For parcels over 1kg Australia Post will assess charges according to their actual weight or cubic weight equivalent, whichever is greater. The cubic weight is the parcel's volume in cubic metres multiplied by 250. Australia Post reserves the right to also apply cubic charges to a parcel weighing less than 1kg, and this will be more likely in instances where a parcel is large in size or irregular or cylindrical in shape.

Delivery in Australia

Parcels – regular services

Maximum weight and size of a parcel accepted over the counter

Maximum weight	22kg
Maximum length	The greatest linear dimension must not exceed 105cm
Maximum dimension	The maximum cubic dimensions must not exceed 0.25m ³

For more detailed information refer to the *Domestic Parcels Guide* (SAP8833732).

In some instances a Post Office may not have capacity to weigh parcels up to 22kg.

In these instances, the Post Office will accept the parcel if a charge can be agreed to, if not, the Post Office may refuse to accept the article.

Prepaid Parcel Post satchels

Prepaid Parcel Post satchels have a fixed price for delivery by road to anywhere in Australia.

Maximum weight	Dimensions (mm)	Charge per item \$	Charge per pack of 10* (when purchasing 1-9 packs) \$	Charge per pack of 10^ (when purchasing 10+ packs) \$	Total minimum charge when purchasing 10 packs of 10 \$
500g satchel	355 X 220	8.55	81.25	74.85	748.50
1kg satchel	265 x 385	11.55	110.00	101.10	1011.00
3kg satchel	405 X 310	14.55	138.25	127.35	1,273.50
5kg satchel	510 X 435	17.65	167.70	154.45	1,544.50

* Up to 5% saving based on purchase of 1-9 Parcel Post 10 pack satchels.

^ Up to 12.5% saving based on purchase of 10 or more Parcel Post 10 pack satchels.

Cash on Delivery (COD) – within Australia

COD cannot be used with prepaid Parcel Post satchels. Extra Cover may be purchased for loss or damage to a limit of \$5,000. Ask for COD lodgement form 8832967.

Description	Charges per article
Postage and fees only, collected from addressee	\$9.75 plus postage
Collection of money from addressee and remittance to sender plus any collection of postage or fees from the addressee	\$13.75 plus postage
Application for statement of delivery	\$3.00 extra
Application for return of article	An additional \$19.85 plus cost of any telephone calls, electronic messages, or return postage
Extra Cover	\$2.00 per \$100, or part thereof of your item's specified value up to \$5,000

Return Paid parcels

Return Paid parcels enables your customers a convenient way to return parcels to a designated location, free of charge. These can be commercial returns or parcels containing items for further analysis or processing.

Weight	Charge per regular parcel
Up to 500g	\$8.30
500g to 3kg	\$14.55
3kg to 5kg	\$17.65
5kg to 10kg	\$21.50
10kg to 22kg	\$27.50
Annual fee for each Return Paid Number	\$110.00

Delivery in Australia

Parcels

Small parcels

The charge for small parcels up to 500g does not depend on distance.

Small parcels up to 500g

\$8.30

Regular parcels over 500g up to 22kg.*

Basic charges: • **\$10.80** for destinations in the same state

• **\$13.85** for interstate destinations (**\$12.60** for Norfolk Island).

PLUS distance charge per kg, or part thereof, calculated from the table below:

Lodgement Zone		Destination zone					
		N1	N2	V1	V2	Q1	Q2
		\$	\$	\$	\$	\$	\$
Sydney	N1	0.05	1.35	1.20	1.65	1.20	2.05
Other New South Wales	N2	1.35	1.35	1.60	1.75	1.90	2.45
Melbourne	V1	1.20	1.65	0.05	1.35	1.55	3.05
Other Victoria	V2	1.60	1.75	1.35	1.35	3.00	3.70
Brisbane	Q1	1.20	2.00	1.55	3.15	0.05	1.35
Near Queensland	Q2	1.95	2.45	2.90	3.70	1.35	1.35
Middle Queensland	Q3	3.00	3.50	3.35	3.85	1.45	1.50
North Queensland	Q4	3.35	3.80	3.80	5.00	2.15	2.25
Adelaide	S1	1.25	2.10	1.20	1.65	1.90	3.20
Other South Australia	S2	2.65	3.20	1.90	2.45	3.35	4.65
Northern Territory	NT1	5.95	6.40	5.95	6.40	5.30	5.60
Perth	W1	2.55	5.20	2.55	4.85	3.15	5.20
Middle Western Australia	W2	5.55	6.00	4.65	5.60	5.40	5.95
North Western Australia	W3	5.65	6.35	5.65	6.35	5.60	6.25
Tasmania	T1	2.50	3.70	1.25	2.40	3.25	5.10
Norfolk Island	NF	3.90	4.50	4.65	4.85	4.65	5.95

*For details on Cubing refer to page 14.

Parcel zones for distance charges

- Use the table to the right to find the lodgement and destination zone codes.
- Use the zone codes in the tables above to calculate the distance charge per kilogram.
- Add the total distance charge to the appropriate basic charge.

- † For regular parcels to and from Christmas Island 6798, Cocos (Keeling) Islands 6799 and Australian Antarctic Territories 7151, divide published rates by 1.1 and round to the nearest 5 cents for the basic charge and the nearest cent for the distance charge.
- ◆ Use whichever zone offers the lower charge.
- For charging purposes, these postcodes are considered to be part of Victoria.
- For charging purposes, Broken Hill (2880) is considered to be part of South Australia.

Postcode	Zone
New South Wales	
0200-0299	N2
1000-2263	N1
2264-2484	N2
2485-2486	N2/Q1 ◆
2487-2499	N2
2500-2530	N1
2531-2554	N2
2555-2574	N1
2575-2639	N2
2640-2641	V2/N2 ◆
2642-2647	N2
2648	V2 ■
2649-2714	N2
2715	V2 ■
2716	N2
2717-2719	V2 ■

Delivery in Australia

Parcels

Example: A regular parcel, weight 5.1 kg, is in postcode 2593 (zone N2) for delivery to postcode 0800 (zone NT1).

Basic charge: **\$13.85** Distance charge: **\$6.00** per kg or part thereof = **\$6.00 x 6 = \$36.00**
 Total charge: **\$13.85 + \$36.00 = \$49.85**

Destination zone										
Q3	Q4	S1	S2	NT1	W1	W2	W3	T1	NF	
\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
3.15	3.50	1.55	2.75	5.95	3.25	5.80	6.00	2.60	4.10	
3.50	3.80	2.15	3.40	6.00	5.20	6.25	6.45	3.75	4.50	
3.50	4.00	1.20	2.00	5.95	3.25	5.40	6.00	1.60	4.85	
3.85	5.00	1.60	2.45	6.00	4.85	5.85	6.45	2.30	4.85	
1.45	2.15	2.30	3.50	4.85	3.15	5.60	5.80	3.25	4.85	
1.50	2.25	3.05	4.65	5.00	5.00	5.95	6.25	4.90	5.95	
1.35	1.60	4.15	5.05	5.00	5.20	6.25	6.45	5.40	6.45	
1.60	1.50	4.85	5.40	3.95	5.65	6.45	6.70	6.05	7.30	
4.45	5.05	0.05	1.35	4.85	2.55	4.60	5.20	3.15	5.20	
5.05	5.40	1.35	1.35	5.60	4.65	5.00	6.00	4.10	6.90	
5.60	4.55	5.30	6.40	2.10	5.95	6.40	6.40	5.95	10.05	
5.40	5.95	2.55	4.85	5.95	0.05	1.35	2.15	3.75	7.75	
6.25	6.45	4.65	5.10	6.00	1.35	1.35	2.25	5.70	9.50	
6.45	6.65	5.20	6.00	5.60	2.15	2.25	2.10	6.05	9.50	
5.60	6.35	2.55	4.15	5.95	3.30	5.95	6.25	0.75	6.75	
6.45	7.30	5.00	6.90	10.05	7.45	9.50	9.50	6.40	0.05	

Postcode	Zone	Postcode	Zone	Postcode	Zone	Postcode	Zone
New South Wales (cont)		Victoria (cont)		Queensland		South Australia	
2720-2730	N2	3425-3443	V1	4000-4224	Q1	5000-5199	S1
2731-2739	V2	3444-3688	V2	4225	N2/Q1 ♦	5200-5749	S2
2740-2786	N1	3689-3690	V2/N2 ♦	4226-4299	Q1	5800-5999	S1
2787-2879	N2	3691-3749	V2	4300-4449	Q2		
2880	S2 ●	3750-3811	V1	4450-4499	Q3	Northern Territory	
2881-2889	N2	3812-3909	V2	4500-4549	Q1	0800-0999	NT1
2890	N1	3910-3920	V1	4550-4699	Q2		
2891-2898	N2	3921-3925	V2	4700-4805	Q3	Western Australia	
2899	NF	3926-3944	V1	4806-4899	Q4	6000-6214	W1
2900-2999	N2	3945-3971	V2	9000-9299	Q1	6215-6699	W2
		3972-3978	V1	9400-9596	Q1	6700-6799	W3 †
Victoria		3979	V2	9597-9599	Q2	6800-6999	W1
3000-3220	V1	3980-3983	V1	9700-9799	Q1		
3221-3334	V2	3984-3999	V2	9880-9919	Q2	Tasmania	
3335-3341	V1	8000-8999	V1	9920-9959	Q3	7000-7999	T1 †
3342-3424	V2			9960-9999	Q4		

Delivery in Australia

Parcels

Local country parcels

The local country parcels service is for a parcel lodged at the same office that will deliver it.

Parcels up to 500g	\$5.20 per parcel
Parcels over 500g	\$7.05 per parcel
Parcels over 500g (where delivery includes carriage by air)	\$24.30 per parcel

Postcodes for local country parcels

The local country parcels service operates only in the postcodes shown.

0835-0899	2787-2880	3921-3925	5200-5749	9597-9599
1970-1999	2890-2899	3945-3971	6215-6507	9700-9799
2240-2490	3211-3334	3979	6509-6646	9880-9999
2500-2554	3342-3424	3984-3999	6700-6799	
2575-2599	3444-3749	4210-4499	7200-7499	
2640-2739	3812-3909	4550-4899	7900-7999	

Parcel transfer fee

Transfer of a parcel awaiting collection from one Post Office to another (to arrange please call **13 POST (13 7678)**).

Parcels up to 22kg	\$6.50 per parcel
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Medical / Educational remote area parcel service

This is a service for health and educational material being sent to or from people living in remote areas. This service is subject to conditions of eligibility and applies only to parcels being sent to or from a defined list of remote postcodes. The conditions for use of this service and list of postcodes are available at your local Post Office and auspost.com.au.

Parcels up to 5kg	\$8.00	
Local parcels	Small – Up to 500g	\$2.65
	Large – over 500g up to 5kg	\$3.75

Add-on features

Signature on Delivery (SOD) Provides delivery confirmation with capture of signature at time of delivery.	\$2.95
Extra Cover for loss or damage.	\$2.00 per \$100, or part thereof of your item's specified value up to \$5,000

Delivery in Australia

Express Post

Express Post

Express Post network guarantee

Express Post guarantees delivery of your prepaid envelope, parcel or satchel the next business day only within the Express Post network. Ask at your local Post Office or visit auspost.com.au/expresspost for details of the Express Post network.

If your article is not delivered as guaranteed when sent within the Express Post network, it will be replaced free of charge, (or for parcels the postage will be refunded) on production of the barcode number on the "Sender to keep" tab or customer receipt. Prompt delivery on a non-guaranteed basis is given to Express Post articles posted to or from places outside the Express Post network guarantee.

For more information about the Express Post network ask at your local Post Office or visit auspost.com.au/expresspost.

How to ensure delivery as guaranteed

Lodge your Express Post article:	On a business day (Monday to Friday) by:
In a yellow street posting box	6pm (earlier in Perth suburbs and some provincial cities)
Lodge your Express Post article:	On a business day (Monday to Friday) by:
Over the counter of a Post Office in the Express Post network	5pm (earlier in some provincial and suburban Post Offices)

Prepaid product details

Express Post envelopes (mm) (for documents only)	Maximum		Charge per item \$	Charge per pack of 10 [†] (when purchasing 1-9 packs) \$	Charge per pack of 10 [~] (when purchasing 10+ packs) \$	Total minimum charge when purchasing 10 packs of 10 \$
	Weight (g)	Thickness (mm)				
DL (110 x 220) windowface	500	20	6.70	65.35	63.65	636.50
C5 (162 x 229)	500	20	6.95	67.80	66.05	660.50
B4 (250 x 353)	500	20	8.30	80.95	78.85	788.50

† Up to 2.5% saving based on purchase of 1-9 Express Post 10 pack envelopes.

~ Up to 5% saving based on purchase of 10 or more Express Post 10 pack envelopes.

Express Post satchels Maximum weight	Dimensions (mm)	Charge per item \$	Charge per pack of 10* (when purchasing 1-9 packs) \$	Charge per pack of 10 [^] (when purchasing 10+ packs) \$	Total minimum charge when purchasing 10 packs of 10 \$
500g satchel	355 x 220	11.55	109.75	101.10	1011.00
1kg satchel	265 x 385	14.55	138.25	127.35	1273.50
3kg satchel	405 x 310	17.30	164.35	151.40	1514.00
5kg satchel	510 x 435	24.90	236.55	217.90	2179.00

* Up to 5% saving based on purchase of 1-9 Express Post 10 pack satchels.

^ Up to 12.5% saving based on purchase of 10 or more Express Post 10 pack satchels.

Senders must always sign the Aviation Security and Dangerous Goods Declaration.

Delivery in Australia

Express Post

Small parcels

The charge for small parcels up to 500g does not depend on distance.

Express Post parcel up to 500g

\$11.30

Express Post parcels over 500g up to 22kg.*

Basic charge: • **\$15.25** for destinations in same state
• **\$16.50** for interstate destinations (**\$15.05** for Norfolk Island).

Plus distance charge per kg, or part thereof, calculated from the table below:

Lodgement Zone		Destination zone					
		N1	N2	V1	V2	Q1	Q2
		\$	\$	\$	\$	\$	\$
Sydney	N1	0.05	2.80	4.95	6.35	5.10	6.85
Other New South Wales	N2	3.10	4.40	7.70	9.25	7.80	9.70
Melbourne	V1	4.95	8.50	0.05	1.40	6.70	8.50
Other Victoria	V2	5.75	9.25	1.40	1.40	7.35	9.25
Brisbane	Q1	5.10	8.60	6.70	8.20	0.05	1.40
Near Queensland	Q2	6.15	9.70	7.70	9.25	1.40	1.40
Middle Queensland	Q3	8.85	12.80	10.40	12.35	4.00	4.80
North Queensland	Q4	12.00	16.30	13.60	15.95	7.10	8.20
Adelaide	S1	6.70	10.25	4.30	5.45	6.90	8.75
Other South Australia	S2	7.70	11.45	5.20	6.75	7.85	9.85
Northern Territory	NT1	13.35	17.80	13.35	15.95	12.35	14.90
Perth	W1	12.25	16.65	9.95	11.90	13.80	16.45
Middle Western Australia	W2	14.05	18.50	11.70	13.80	15.45	18.40
North Western Australia	W3	20.45	25.70	18.15	21.05	21.95	25.55
Tasmania	T1	4.95	8.50	4.10	5.25	8.10	10.10
Norfolk Island	NF	9.55	12.45	12.50	13.40	9.55	12.45

*For details on Cubing refer to page 22.

Parcel zones for distance charges

- Use the table to the right to find the lodgement and destination zone codes.
- Use the zone codes in the tables above to calculate the distance charge per kilogram.
- Add the total distance charge to the appropriate basic charge.

† For Express Post parcels to and from Christmas Island 6798, Cocos (Keeling) Islands 6799 and Australian Antarctic Territories 7151, divide published rates by 1.1 and round to the nearest 5 cents for the basic charge and the nearest cent for the distance charge.

◆ Use whichever zone offers the lower charge.

■ For charging purposes, these postcodes are considered to be part of Victoria.

● For charging purposes, Broken Hill (2880) is considered to be part of South Australia.

Note: The table to the right represents the Australia Post delivery network. For details of the Express Post network for which next business day guarantee is available, ask at your local Post Office or visit auspost.com.au/expresspost.

Postcode	Zone
New South Wales	
0200-0299	N2
1000-2263	N1
2264-2484	N2
2485-2486	N2/Q1 ◆
2487-2499	N2
2500-2530	N1
2531-2554	N2
2555-2574	N1
2575-2639	N2
2640-2641	V2/N2 ◆
2642-2647	N2
2648	V2 ■
2649-2714	N2
2715	V2 ■
2716	N2
2717-2719	V2 ■

Delivery in Australia

Express Post

Example: An Express Post parcel, weight 1.9kg, is in postcode 3141 (zone V1) for delivery to postcode 2630 (zone N2).

Basic charge: **\$16.50** Distance charge: **\$8.50** per kg or part thereof = **\$8.50 x 2 = \$17.00**
 Total charge: **\$16.50 + \$17.00 = \$33.50**

Destination zone									
Q3	Q4	S1	S2	NT1	W1	W2	W3	T1	NF
\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
9.85	13.40	6.70	8.50	14.90	12.25	15.65	22.80	4.95	9.60
12.80	16.30	9.15	11.45	17.80	14.95	18.50	25.70	7.70	12.45
11.60	15.20	4.30	5.80	14.90	9.95	13.10	20.25	4.10	12.60
12.35	15.95	4.95	6.75	15.95	10.65	13.80	21.05	4.75	13.40
4.40	8.00	6.90	8.75	13.80	13.80	17.30	24.55	8.10	9.60
4.80	8.20	7.85	9.85	14.90	14.80	18.40	25.55	9.00	12.45
3.95	8.30	10.55	12.90	17.95	17.90	21.80	29.00	12.20	15.95
8.30	7.25	13.80	16.45	18.65	20.95	25.40	32.60	15.40	18.80
11.80	15.45	0.05	1.40	13.10	8.85	11.80	18.90	5.50	13.80
12.90	16.45	1.40	1.40	14.10	9.85	12.90	20.15	6.60	14.90
17.95	18.65	11.70	14.10	6.75	18.20	22.05	16.10	16.05	21.30
19.95	23.40	8.85	11.00	20.60	0.05	2.00	8.95	13.60	19.10
21.80	25.40	10.55	12.90	22.05	1.70	2.45	10.85	15.30	21.05
29.00	32.60	16.95	20.15	16.10	8.10	10.85	2.45	21.65	28.25
13.50	17.40	5.50	7.25	17.95	13.60	17.05	24.25	0.80	13.40
15.95	18.80	13.70	14.90	21.30	19.00	21.05	28.25	13.35	0.05

Postcode	Zone	Postcode	Zone	Postcode	Zone	Postcode	Zone
New South Wales (cont)		Victoria (cont)		Queensland		South Australia	
2720-2730	N2	3425-3443	V1	4000-4224	Q1	5000-5199	S1
2731-2739	V2	3444-3688	V2	4225	N2/Q1 ♦	5200-5749	S2
2740-2786	N1	3689-3690	V2/N2 ♦	4226-4299	Q1	5800-5999	S1
2787-2879	N2	3691-3749	V2	4300-4449	Q2		
2880	S2 ●	3750-3811	V1	4450-4499	Q3	Northern Territory	
2881-2889	N2	3812-3909	V2	4500-4549	Q1	0800-0999	NT1
2890	N1	3910-3920	V1	4550-4699	Q2		
2891-2898	N2	3921-3925	V2	4700-4805	Q3	Western Australia	
2899	NF	3926-3944	V1	4806-4899	Q4	6000-6214	W1
2900-2999	N2	3945-3971	V2	9000-9299	Q1	6215-6699	W2
		3972-3978	V1	9400-9596	Q1	6700-6799	W3 †
Victoria		3979	V2	9597-9599	Q2	6800-6999	W1
3000-3220	V1	3980-3983	V1	9700-9799	Q1		
3221-3334	V2	3984-3999	V2	9880-9919	Q2	Tasmania	
3335-3341	V1	8000-8999	V1	9920-9959	Q3	7000-7999	T1 †
3342-3424	V2			9960-9999	Q4		

Delivery in Australia

Express Post

Cubing

For parcels over 1kg Australia Post will assess charges according to their actual weight or cubic weight equivalent, whichever is greater. The cubic weight is the parcel's volume in cubic metres multiplied by 250. Australia Post reserves the right to also apply cubic charges to a parcel weighing less than 1kg, and this will be more likely in instances where a parcel is large in size or irregular or cylindrical in shape.

Maximum weight and size of a parcel accepted over the counter

For more detailed information refer to the *Domestic Parcels Guide* (SAP8833732).

Maximum weight	22kg
Maximum length	The greatest linear dimension must not exceed 105cm
Maximum dimension	The maximum cubic dimension must not exceed 0.25m ³

In some instances a Post Office may not have capacity to weigh parcels up to 22kg. In these instances, the Post Office will accept the parcel if a charge can be agreed to, if not, the Post Office may refuse to accept the article.

Compensation

We offer loss or damage compensation of up to \$50 for most items you send with us, with eligibility of claims assessed on a case-by-case basis. A refund of postage may also be payable.

For more detail, visit auspost.com.au/receiving/missing-damaged-or-delayed-items/compensation.

Add-on features

Signature on Delivery (SOD) Provides delivery confirmation with capture of signature at time of delivery.	\$2.95
Extra Cover for loss or damage.	\$2.00 per \$100, or part thereof of your item's specified value up to \$5,000

Delivery in Australia

Courier services

Courier Post

Courier Post offers same day delivery of your satchel or parcel by close of business, if lodged at a Post Office within the Courier Post network before 2pm.

Australia Post will not be liable for any loss or damage (including but not limited to consequential loss) resulting from a failure to deliver in accordance with these timeframes.

Courier Post includes a signature on delivery and items are tracked within the network.

Courier Post products can only be sent from metropolitan to metropolitan locations within the same state and within the Courier Post network.

For other courier services (StarTrack Courier) refer page 24.

For same day delivery

Lodge your Courier Post satchel or parcel:	On a business day (Monday to Friday) by:
Over the counter of a Post Office in the Courier Post network*	2pm

* For detailed information about the Courier Post network ask at your local Post Office or visit auspost.com.au.

Size	Maximum weight	Charge per item \$
Courier Post Medium 3kg satchel (310mm x 405mm)	3kg	34.95
Courier Post articles up to 22kg – other packaging/postage label (105cm in length and 0.25m ³ cubic size)	22kg	34.95

Add-on feature

Extra Cover for loss or damage.	\$2.00 per \$100, or part thereof of your item's specified value up to \$5,000
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Delivery in Australia

Courier services

StarTrack Courier

StarTrack Courier (formerly known as Messenger Post Couriers) offer a range of time-critical, on-demand and customised regular courier services. Services are available in the metropolitan areas of all major capital cities. All services provide proof of delivery and online booking and tracking. After hours, public holidays and weekend services are also provided.

For further details or to book these services, phone **13 13 20** or visit **www.startrack.com.au**.

On-demand courier services

Metro ad-hoc services

Service	Service description	Delivery times	Booking times
Standard	Our most economical service	3hrs – 4.5 hrs*	8am – 4pm†
Express	For more urgent items	1.5hrs – 3 hrs*	8am – 5pm†
Immediate Priority	For extremely urgent jobs that need to be delivered right away	1+ hour*	8am – 6pm†

*Delivery times are dependent on distance and refer to pickup ready time as nominated by the customer.

†Deliveries scheduled after 7pm will incur an after hours surcharge.

Vehicle	Standard	Express	Immediate Priority	Load
Courier Up to 25kg	Standard courier	Express courier	Immediate priority courier	Fit front seat of vehicle
Wagon Up to 125kg	Standard wagon	Express wagon	Immediate priority wagon	Approx. 1 trolley load
Half Tonne / Van Up to 500kg	Standard half van	Express half van	Immediate priority half van	Half van
Full Tonne / Van Up to 1000kg	Standard full van	Express full van	Immediate priority full van	Full van

Note: Not all services are available in all states or from all suburbs. Average delivery times are usually shorter than times listed above, however deliveries may on occasion be subject to delays due to factors outside our control.

Customised regular courier services

All regular courier delivery elements such as routes, destinations and delivery times are determined in accordance with business requirements and the route is optimised for efficiency and reliability.

Mail pickup and delivery

Drivers are assigned for timely mail deliveries to and from the Post Office.

Inter-office satchel delivery

Pickup and delivery of internal mail between branch offices for same day or overnight deliveries.

Scheduled services

Tailored set run solutions. Operating at set times from point-to-point or multiple-points with a designated driver.

Specialised Healthcare services 24/7

24/7 services designed to meet various requirements, whether there is a need for strict time constraints, temperature sensitive deliveries or a strong focus on security.

Distribution services

A specialised whole of business approach designed to deliver a secure, reliable and cost efficient distribution model to meet your specific requirements.

Delivery in Australia

Special services

Articles for the blind

Certain items may be sent free of charge, or at concessional rates, subject to conditions of eligibility. Ask at your local Post Office. Items must have the special symbol on the address side or Materials for the use of the Blind or similar words.

	Weight	Charge per article
Within Australia		
Letter	Up to 500g	No charge
Regular parcels	Up to 7kg	No charge
International		
Sea Mail	Up to 7kg	No charge
Air Mail	Up to 250g Over 250g to 500g Per 500g thereafter up to 7kg maximum	No charge 50¢ 50¢

Certifying documents

For the first page (one or two sided) that is certified as being a true copy of the original.	\$2.50
For subsequent pages (one or two sided) that are certified as being a true copy of the original.	\$2.50

For more details on this service ask at your local Post Office or visit auspost.com.au/personal/witnessing-documents.

Defence Forces

Normal postal charges apply to articles addressed to members of the Defence Forces serving within Australia or overseas.

Exceptionally, within-Australia charges apply to items addressed to HMA ships (irrespective of location) or an overseas Australian Forces Post Office (AFPO).

Please note: Special charging arrangements may be applicable to Australian Defence Force members deployed overseas as part of peacekeeping or other activities, please check at your local Post Office or phone **13 POST (13 7678)**.

For mail delivery to:	Address on item:
An AFPO	Serial No, Rank and Name Name of unit AFPO (insert number of AFPO) AUSTRALIAN DEFENCE FORCES NSW 2890
An HMA ship	Serial No, Rank and Name Name of HMA ship Warships Relevant state capital city mail centre (see below)
An HMA ship at a known Australian location	AUSTRALIAN DEFENCE FORCES NSW 2890 MELBOURNE VIC 3000 ADELAIDE SA 5000 BRISBANE QLD 4000 HOBART TAS 7000 PERTH WA 6958
An HMA ship at an unknown Australian location	PERTH WA 6958 (West coast-based ships) AUSTRALIAN DEFENCE FORCES NSW 2890 (Ships based other than on West Coast)
An HMA ship overseas	AUSTRALIAN DEFENCE FORCES NSW 2890

Delivery in Australia

Special services

FaxPost

FaxPost is a public access domestic and international facsimile service.

	To Australia		To overseas	
	First page \$	Per additional page \$	First page \$	Per additional page \$
From Australia	5.00	1.25	10.00	2.50
From overseas	5.00	1.25	-	-

Infectious biological substances

Destination (within Australia)	Charge
Same state (See page 2)	\$25.50 basic charge plus 75¢ per kg or part thereof
Other state	\$33.00 basic charge plus \$4.00 per kg or part thereof

Key return

For the return of hotel or motel keys within Australia.	\$4.20 each article (includes postage)
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Philatelic items

Prices for first day covers, souvenir covers, stamp packs and maximum cards vary according to issue. Refer to auspost.com.au/stamps.

Blank first day covers or souvenir covers without stamps	30¢ each or 25¢ each for 1,000 or more
Affixing stamps to client's own covers	10¢ per cover

Separate bags

For live bees, leeches, and silkworms packed in the prescribed manner and sent within Australia.	\$4.20 each bag, plus postage
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Underpaid articles

Any article on which the postage due exceeds the postage paid. Postage includes any special fee payable (eg Registered Post fee).	\$1.50 each item, plus deficient postage
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Withdrawal from the post

Senders can withdraw lodged articles only with a valid reason.	\$27.50 each article, plus cost of any telephone calls or electronic messages and return postage (regular parcels)
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Delivery in Australia

Post Office Boxes and Locked Bags

Post Office boxes and locked bags annual charges

The service year for Post Office boxes is calculated from 1 April to 31 March. For services leased between 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 one twelfth of the annual fee. Any lease that starts in February or March will include charges for a full year in addition to pro rata fees. Australia Post calculates charges for Post Office 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.

Service*	Standard		Specified**		General Post Office		Reduced rate***	
	Pay on time#	Regular	Pay on time#	Regular	Pay on time#	Regular	Pay on time#	Regular
Small Post Office box	\$127	\$132	\$201	\$206	\$287	\$292	\$33	\$38
Medium Post Office box	\$191	\$196	\$304	\$309	\$447	\$452	\$55	\$60
A4 Post Office box	\$256	\$261	\$407	\$412	\$578	\$583	-	-
Large Post Office box	\$308	\$313	\$502	\$507	\$706	\$711	\$81	\$86
Jumbo Post Office box	\$601	\$606	\$955	\$960	\$1,023	\$1,028	-	-
Locked bag	\$462	\$467	\$624	\$629	\$776	\$781	\$128	\$133

Establishment fees

Standard / Specified / GPO Boxes	Locked / Private Bags	Reduced Rate PO Boxes
\$25 (includes 2 keys)	\$15	\$15 (includes 2 keys)

Combined service

Service*	Standard	Specified**	General Post Office	Reduced rate***
Bag / tray with Post Office box (plus Post Office box charge)	\$347	\$467	\$565	\$104

Locks and keys

Additional/replacement key	New locks for Post Office boxes	Locked bag
\$12 each additional or replacement key	\$30	The bag-holder may supply a padlock and, if supplied, must provide the Post Office with a key

Administration fees

Re-activation fee	Cancellations by customers
\$25	\$30 (unused service fees exceeding \$30 are refunded)

Private bags

For deliveries by mail contractor or to addressees whose premises are beyond the areas serviced by postal delivery officers.

Deliveries each week	Pay on time #	Regular
1 to 3	\$113	\$118
4 or more	\$213	\$218

Mail bag purchase

Available to locked bag and private mail bag holders only.

Size	Dimensions (mm)	Price
Large	900 x 740	\$66
Small	760 x 460	\$56

In Your Capital City GPO Box service

Provides business customers with a common address in each State and Territory GPO. Apply at your nearest GPO.

Service	Pay on time #	Regular
Common box	\$2,745	\$2,750

*All sizes not available at all outlets.**Canberra, Hobart and Darwin GPOs and certain other Post Offices as determined by Australia Post. ***The Reduced Rate applies where the frequency of mail delivery by Australia Post to that customer's address (residential or business) is once per week or less. The Reduced Rate will not apply where that customer: (a) resides on a houseboat or other water vessel, or (b) where the customer's address (residential or business) is located on a private road (such as a caravan park, gated community, retirement village, defence force barracks etc). #Pay on Time discount is available to existing Post Office box and bag customers who renew their service by 31 March.

Delivery in Australia

Mail Redirection and Mail Holding services

Mail Redirection and Mail Holding services

For redirecting your mail overseas, refer to page 33. Application forms are available at your local Post Office or can be downloaded from auspost.com.au/mail-redirection.

Mail Redirection Service

Applicant	1 Month \$	3 Months \$	6 Months \$	12 Months \$
Concession*	19.95	34.20	51.25	86.15
Private	33.25	57.35	85.45	144.15
Business and government	104.40	285.45	570.15	1,026.75

Mail Holding service

Applicant	Charge
Concession	First week of service
	Subsequent weeks of service
Private	First week of service
	Subsequent weeks of service
Business and government	

\$17.05 per week
\$5.80 per week
\$28.50 per week
\$9.60 per week
\$92.00 per month

*Eligibility for concession for Mail Redirection and Mail Holding services

Eligible concession cardholders, and their dependents, must be listed on one of the following cards to be eligible to receive the concession rate for Mail Redirection or Mail Holding services.

Issuer	Card Type
Centrelink	Pensioner Concession Card (PCC)
Centrelink	Health Care Card (all types)
Centrelink	Commonwealth Seniors Health Card
Department of Veteran Affairs	Pensioner Concession Card (DVA-PCC)
Department of Veteran Affairs	Veterans' Repatriation Health Card
Department of Veteran Affairs	Department of Veterans' Affairs card
Australia Post	MyPost Concession Card [^]

[^]If an application is made for multiple persons at the same address, each individual **must** have a valid MyPost Concession Card.

Cancellation fees and refunds for Mail Redirection and Mail Holding services





The following refunds (less cancellation fee to cover costs incurred) are available to customers who cancel their Mail Redirection or Mail Holding service.

Applicant	Service	Period cancelled	Refund
Concession	Mail Redirection	First month	Nil
		Subsequent months	\$4.05 per unused whole month
	Mail Holding	First week	Nil
		Subsequent weeks	\$3.25 per unused whole week
Private	Mail Redirection	First month	Nil
		Subsequent months	\$6.65 per unused whole month
	Mail Holding	First week	Nil
		Subsequent weeks	\$5.30 per unused whole week
Business and government	Mail Redirection	First month	Nil
	Mail Holding	Subsequent months	\$40.05 per unused whole month

International delivery

Service options

International Post – Services

	 International Post Economy	 International Post Standard	 International Post Express	 International Post Courier
Weight	Up to 20kg <i>Air (up to 2kg) Sea (2kg to 20kg)</i>	Up to 20kg	Up to 20kg	Up to 20kg
Delivery Timeframes*	Air - 10+ business days* Sea - 30+ business days*	6+ business days*	2-4 business days*	1-2 business days*
Tracking	No	Yes	Yes	Yes
Signature on Delivery	–	Optional Extra	Included	N/A
Email tracking notification	N/A	Yes	Yes	Yes
SMS tracking notification	N/A	Optional Extra	Yes	Yes
Optional Extras	Extra Cover [^] (\$100 compensation included with Registered Post International)	Extra Cover [^]	Extra Cover [^]	Extra Cover [^]

* Estimated delivery time between metro areas of major cities. Excludes any time in customs and delays due to reasons outside of Australia Post's control. Country specific delivery times are available online at auspost.com.au.

[^] Additional charges apply. Extra Cover is not available for every country or for items prohibited by your destination country. Cover restrictions may vary depending on country. For further details, see our International Post Guide at auspost.com.au/international.

Compensation

We offer loss or damage compensation of up to \$50 for most items you send with us (except for Registered Post articles, where compensation of up to \$100 is included), with eligibility of claims assessed on a case-by-case basis. A refund of postage may also be payable. For more detail, visit auspost.com.au/receiving/missing-damaged-or-delayed-items/compensation.

Country restrictions

For specific country restrictions, refer to the *International Post Guide* or online at auspost.com.au/international.

International Post and the GST

- Unless indicated otherwise, international post charges are GST-free.
- A range of specially designed GST-free stamps is available for international mail.
- If you use a postage meter to apply postage to international mail, you are required to apply postage at 10 percent above the published rate to offset input credits you may claim.
- If you wish to use domestic stamps on international mail, then you are required to affix postage at 10 percent above the published rate, for GST purposes.

International delivery

Letters and documents

Own packaging

Use your own packaging or select from our range of packaging products listed on page 34.

Economy Air Letters*

Weight	Zone 1 New Zealand \$	Zone 2 Asia Pacific \$	Zone 3 Rest of World \$
Up to 50g	2.10	2.30	3.00
Over 50g up to 125g	4.20	4.60	7.50
Over 125g up to 250g	7.50	8.00	12.00
Over 250g up to 500g	10.50	12.00	18.00
Only during November and December seasonal greeting cards up to 20g, enclosed in a sealed small letter size envelope and labelled card only	2.00	2.00	2.30

*Letters include postcards / greeting cards. Letter sizes listed on page 6 apply to international mail as well.

Prepaid options

Economy - Aerogrammes

Single aerogramme	\$2.40
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Registered - Prepaid envelopes

Dimensions (mm)	Maximum weight	Charge per item \$	Charge per pack of 10 \$	Charge per pack of 10* (when purchasing 5+ packs) \$	Total minimum charge when purchasing 5 packs of 10 \$
130 x 240 – to enclose a DL envelope	500g	16.10	152.95	144.90	724.50
250 x 353 – B4	500g	25.00	237.50	225.00	1,125.00

* This price is per pack of 10, when you buy 5 packs of 10. The total price you pay will vary depending on how many 5 packs of 10 you purchase.

Express - Prepaid envelopes

Size (mm)	Maximum weight	NZ \$	China \$	Rest of Asia* \$	USA & Canada \$	UK & Ireland \$
Medium (C4) 162 x 229	Up to 200g	22.60	29.15	30.05	31.60	34.85
Large (B4+) 390 x 290	Up to 500g	26.60	34.30	35.35	37.20	41.00

* Zone descriptions are a guide only. For complete country zoning information ask at your local Post Office or visit auspost.com.au/sending/send-overseas/international-zones. Up to 5% discount for 5 or more International Express envelopes to the same destination country.

Add-on features

Extra Cover for loss or damage.	\$5.00 for the first \$100 or part thereof, plus \$3.50 for every additional \$100 or part thereof, of your item's specified value up to \$5,000 except for Economy Air Letters which can have a maximum cover of up to \$500.
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The availability of Extra Cover and the maximum obtainable cover varies between countries. Extra Cover is not available for every country or for items prohibited by your destination country. Extra Cover is not available for Registered Post which comes with \$100 compensation included. For further details, see our International Post Guide at auspost.com.au/international.

International delivery

Parcels

Own packaging

Use your own packaging or select from our range of packaging products listed on page 35.

	Economy \$	Standard \$	Express \$	Courier \$
Weight	Up to 20kg <i>Air (up to 2kg) Sea (2kg to 20kg)</i>	Up to 20kg	Up to 20kg	Up to 20kg
New Zealand	from 11.55	from 18.55	from 29.55	from 79.55
China	from 13.80	from 20.80	from 38.10	from 88.10
Rest of Asia*	from 15.00	from 22.00	from 39.30	from 89.30
US & Canada	from 17.00	from 24.00	from 41.35	from 91.35
UK & Ireland	from 21.20	from 28.20	from 45.55	from 95.55

* Zone descriptions are a guide only. For complete country zoning information ask at your local Post Office or visit auspost.com.au/international.

Prepaid options

Standard

	Small satchel \$	Medium satchel \$	Large satchel \$	Box \$
Size & Weight	250 x 353mm Up to 500g	265 x 379mm Up to 1kg	250 x 405mm Up to 2kg	310 x 225 x 102mm Up to 5kg
New Zealand	18.55	26.75	37.95	60.75
China	20.80	33.10	56.25	81.45
Rest of Asia*	22.00	34.30	57.45	82.65
US & Canada	24.00	37.70	61.40	86.90
UK & Ireland	28.20	41.90	65.60	91.10

* Zone descriptions are a guide only. For complete country zoning information ask at your local Post Office or visit auspost.com.au/international. Up to 5% discount for 5 or more International Standard satchels of the same size to the same destination country.

Express

	Small satchel \$	Medium satchel \$	Large satchel \$	Box \$
Size & Weight	250 x 353mm Up to 500g	265 x 379mm Up to 1kg	250 x 405mm Up to 2kg	310 x 225 x 102mm Up to 5kg
New Zealand	29.55	37.15	47.95	70.75
China	38.10	46.60	67.25	92.45
Rest of Asia*	39.30	47.80	68.45	93.65
US & Canada	41.35	51.25	72.65	98.15
UK & Ireland	45.55	55.45	76.85	102.35

* Zone descriptions are a guide only. For complete country zoning information ask at your local Post Office or visit auspost.com.au/international. Up to 5% discount for 5 or more International Express satchels of the same size to the same destination country.

International delivery

Parcels

Prepaid options continued

Courier	Small satchel \$	Medium satchel \$
Size & Weight	250 x 353mm Up to 500g	265 x 379mm Up to 1kg
New Zealand	79.55	87.15
China	88.10	96.60
Rest of Asia*	89.30	97.80
US & Canada	91.35	101.25
UK & Ireland	95.55	105.45

* Zone descriptions are a guide only. For complete country zoning information ask at your local Post Office or visit auspost.com.au/international.

Add-on features

Signature on Delivery (SOD) Available with Economy and Standard parcel services only, (included with Express).	\$5.50
Extra Cover for loss or damage.	\$5.00 for the first \$100 or part thereof, plus \$3.50 for every additional \$100 or part thereof, of your item's specified value up to \$5,000
SMS Tracking notification Available with Standard parcel services only, (included with Express & Courier).	\$0.55

The availability of Extra Cover and the maximum obtainable cover varies between countries. Extra Cover is not available for every country or for items prohibited by your destination country. For further details, see our International Post Guide at auspost.com.au/international.

The signature on delivery fee does not apply to International Express. Signature on Delivery is only available to certain countries. For further details, see our International Post Guide at auspost.com.au/international.

International delivery

Reply and Bulk Mail Services

International Reply Paid

International Reply Paid is available for small letters up to 50g.

Condition	Charge
Application fee	\$73.45 (includes GST)
Response fee	\$3.20 per article

International Reply Coupons

International Reply Coupons can be exchanged by the addressee for a stamp to prepay air mail postage on a small letter up to 50g.

Charge	\$3.75 each
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Print Post Direct Bag International

Send bulk consignments of printed matter to the same addressee at the same address. Lodge at Post Offices, GPOs and mail centres. Bags are provided by Australia Post.

Service / Charge per kg	Zone 1 \$	Zone 2 \$	Zone 3 \$	Zone 4 \$	Zone 5 \$	Zone 6 \$	Zone 7 \$	Zone 8 \$	Zone 9 \$
Sea Mail	-	-	-	7.40	-	7.60	7.90	8.15	8.45
Airmail	10.15	10.70	10.85	-	11.30	-	-	-	-

Add-on services are not available. Print Post Direct Bags must be a minimum of 5kg and maximum of 16kg. Use *the generic customs form*.

International delivery

Mail Redirection Service

International Mail Redirection service

Application forms for **Mail Redirection** are available at your local Post Office can be downloaded from auspost.com.au/mail-redirection.

Applicant	1 Month \$	3 Months \$	6 Months \$	12 Months \$
Concession*				
Asia Pacific / New Zealand	71.85	198.70	383.00	759.75
Rest of World	98.30	276.55	538.85	1,071.40
Private				
Asia Pacific / New Zealand	96.65	238.65	447.60	883.55
Rest of World	124.20	321.45	613.30	1,214.85
Business and government				
Asia Pacific / New Zealand	615.35	1,814.45	3,593.40	7,135.55
Rest of World	867.80	2,573.85	5,108.00	10,164.90

Note: The following articles are unable to be redirected under the International Mail Redirection service. They may be deemed undeliverable and be returned to sender:

- Articles that require customs documentation.
- Articles sent by domestic services such as Registered Post, Express Post, Cash on Delivery and Parcel Post.

*Eligibility for concession

Eligible concession cardholders, and their dependents, must be listed on one of the following cards to be eligible to receive the concession rate for Mail Redirection service.

Issuer	Card Type
Centrelink	Pensioner Concession Card (PCC)
Centrelink	Health Care Card (all types)
Centrelink	Commonwealth Seniors Health Card
Department of Veteran Affairs	Pensioner Concession Card (DVA-PCC)
Department of Veteran Affairs	Veterans' Repatriation Health Card
Australia Post	MyPost Concession Card [^]

[^]If an application is made for multiple persons at the same address, each individual **must** have a valid MyPost Concession Card.

Cancellation fees and refunds for International Mail Redirection service

The following refunds (less cancellation fee to cover costs incurred) are available to customers who cancel their International Mail Redirection service.

Applicant	Cancellation fee				Refund
	1 month \$	3 month \$	6 month \$	12 month \$	
Concession	10.85	20.40	29.70	54.50	The refund of mail redirection fee is paid on unused whole months left of the service less the cancellation fee.
Private	18.10	34.05	49.40	90.85	
Business & government	57.45	154.85	292.40	544.80	

Packaging

Packaging products

Product and Size	Product Code	Weight (g)	Dimensions (mm)	Uses / Features	each \$
Padded Bags*	PB1	10	122 x 172	Any item that requires some protection from impact	1.05
	PB2	14	146 x 223		1.15
	PB3	23	210 x 274		1.35
	PB4	38	261 x 375		1.85
	PB5	64	356 x 477		2.25
Recycled*	PB8	106	236 x 329		1.60
	PB9	165	353 x 469		2.50
Tough Bags*	TB1	25	211 x 269	Sending non-fragile items, documents files, etc.	1.25
	TB2	35	236 x 329		1.35
	TB3	45	261 x 369		1.50
	TB4	57	299 x 429		1.60
Expandable* Tough Bags	TB5	80	400 x 369 with 70mm gusset	Similar to Tough Bags with the ability to hold bulky items, clothing, etc.	1.75
	TB6	137	400 x 659 with 105mm gusset		2.15
Mailing Boxes*	BX1	129	220 x 160 x 77	Ideal for A5 material	1.75
cubic weight 2kg	BX2	236	310 x 225 x 102	Ideal for A4 material	2.40
cubic weight 4kg	BX3	412	400 x 200 x 180		2.85
cubic weight 5kg	BX4	433	430 x 305 x 140	Ideal for A3 material	3.35
cubic weight 8kg	BX5	635	405 x 300 x 255	Heavy duty mailing / storage box	4.85
	BX6	80	220 x 145 x 35	Video cassette / DVD box	1.65
	BX7	35	145 x 127 x 10	Computer disk / compact disk box	1.55
cubic weight 1.5kg	BX18	179	180 x 180 x 180		2.30
cubic weight 2kg	BX19	228	387 x 282 x 68	Laptop / Tablet	2.05
cubic weight 20kg	BX20	1160	350 x 500 x 440		6.95
	BX22	110	140 x 140 x 115	Sending small items, such as mug	2.10
	BX23	906	485 x 385 x 265	Suitable for sending bulk items overseas	6.75
Expandable Box* cubic weight 2kg	BX8	415	363 x 212 x 65	Suits books, documents, photos, etc. Expands to a maximum depth of 65mm	2.30
Mailer (CDs & Photos)	BX9	40	150 x 200	Computer disks and photo prints up to 130 x 180mm	1.30
Mailer (A5)	BX15	44	228 x 170	Sending documents that need protection from bending	1.40
Mailer (A4)	BX14	83	326 x 239		1.95
Mailer (A3)	BX21		420 x 295		3.10
Padded Mailer*	PM0	14	125 x 160	Strong and lightweight Water resistant	1.05
	PM1	16	151 x 229		1.25
	PM2	25	215 x 280		1.45
	PM3	32	240 x 340		1.60
	PM4	38	265 x 380		2.00

Cubic weight is calculated using external dimensions and is the minimum deemed weight used for determining postal charges. Discounts are available for packaging products purchased in bulk. Enquire at your local Post Office or call **13 POST (13 7678)**.

*Dimensions for Padded Bags, Recycled, Tough Bags, Boxes and Mailing Tubes are internal dimensions, and may vary by plus or minus 5mm.

Packaging

Packaging products

Product and Size	Product Code	Weight (g)	Dimensions (mm)	Uses / Features	each \$
Jiffy® Shurtuff®	SCH1		190 x 260	Ideal for sending non fragile items securely	0.50
	SCH2		250 x 325		0.70
	SCH3		280 x 380		0.90
	SCH4		340 x 440		1.00
	SCH5		420 x 450		1.20
	SCH6		600 x 650		1.70
Bubble Wrap	BW1	83	300 wide x 3m	Lightweight, shock-absorbing, cushioning material that protects and helps to hold items firmly in place inside packaging	3.45
	BW2	245	300 wide x 10m		7.65
	BW3	680	700 wide x 10m		15.95
	BW4	637	280 wide x 25m		17.95
	BW5	1327	280 wide x 50m		28.95
Satchel Liners	BW6	13	200 x 340	Suits 500g satchels	1.15
	BW7	20	285 x 390	Suits 3kg satchels	1.40
	BW8	36	430 x 505	Suits 5kg satchels	1.95
Mailing Tubes*	TU1	90	60 diam. x 420 long	Suits A3 size	2.70
	TU2	171	60 diam. x 660 long	Suits A1, A2 size	3.30
	TU3	413	90 diam. x 850 long	Extra heavy duty	5.60
Packaging Tape	TA1 & TA2		48 wide x 50m (clear or brown)	Ideal for carton sealing	3.50
Economy Packaging Tape	TA3		48 wide x 50m (6pk clear tape)		15.95
Tape Dispenser Single Use	TA4			Includes 1 roll of clear tape 48mm x 20m	2.45
Tape Dispenser Low Noise	TA5			Includes 2 rolls of clear tape 48mm x 50m	21.95
Wine Box Single cubic weight 2kg	BX10		132 x 105 x 395	Suits most wines, ports, etc.	3.85
Wine Box Twin cubic weight 4kg	BX11	612	240 x 105 x 395		5.35

Cubic weight is calculated using external dimensions and is the minimum deemed weight used for determining postal charges. Discounts are available for packaging products purchased in bulk. Enquire at your local Post Office or call **13 POST (13 7678)**.

*Dimensions for Padded Bags, Recycled, Tough Bags, Boxes and Mailing Tubes are internal dimensions, and may vary by plus or minus 5mm.

Travel related services

When it comes to travel, Australia Post has a range of products and services to help you get there.

- **Foreign currency¹** – It is handy that you have some foreign cash when you first arrive at your destination..
- **Travel Insurance²** – includes 24 Hour emergency assistance, \$unlimited overseas medical and dental cover and comprehensive luggage cover.
- **Cash Passport Platinum Mastercard³** – is an easy to use travel money card that's accepted wherever Mastercard is, worldwide. Use Cash Passport like you would a debit or credit card, but with your own prepaid funds. Load up to 11 different currencies onto your card. \$0 purchase price plus initial minimum load value of \$100⁴. Easily swipe or tap in-store, use online and withdraw local currency from ATMs⁵. More information available at auspost.cashpassport.com.au.
- **Instant passport photos** – available at participating Post Offices.
- **Load&Go China Card⁶** – is a unique reloadable dual-currency prepaid card available exclusively from Australia Post. Customers can carry Chinese Yuan (CNY) and AUD on one reloadable travel money card⁶. The Load&Go China card uses UnionPay - mainland China's most widely accepted card network - to give unrivalled access to your money. Pay with UnionPay in more than 140 countries worldwide, including 10 million merchants in China alone. No monthly fees⁴ and free to load⁷, and reload⁸. More information available at auspost.com.au/travel-id/load-and-go-china-card.
- **Prepaid TravelsIM⁹** – Stay connected around the world with prepaid control, coverage in 190+ countries, great rates on data, calls and text, and dedicated 24/7 Australian support.
- **Overseas calling cards** – available at participating Post Offices in various dollar values.
- **Passports** – applications, renewals, interviews and delivery (available at participating Post Offices).
- **Travel accessories** – extensive range including money belts, travel pillows, luggage locks (available at participating Post Offices).

For further details on these services, ask at your local Post Office or visit:

auspost.com.au/personal/travel-and-passport-services

¹ Exchange rates may include a service charge.

² Limits, conditions, exclusions and fees apply. Policies may not be available to all travellers. Australian Postal Corporation (ABN 28 864 970 579, AR No 338646) is the distributor of Australia Post Travel Insurance and is an Authorised Representative of Australia Post Services Pty Ltd (ABN 67 002 599 340, AFSL No. 457551). Travel insurance products are underwritten by Zurich Australian Insurance Limited (ABN 13 000 296 640, AFSL 232507). Consider your financial situation, needs and objectives and read the relevant Product Disclosure Statement before deciding to buy this insurance.

³ Mastercard® Prepaid Management Services Australia Pty Limited (ABN 47 145 452 044, AFSL 386 837) arranges for the issue of the Cash Passport™ in conjunction with the issuer, Heritage Bank Limited (ABN 32 087 652 024, AFSL/ACL 240 984) (Heritage). Australian Postal Corporation ABN 28 864 970 579 (AR No. 338646), the card distributor, acts as an Authorised Representative of Australia Post Services Pty Ltd ABN 67 002 599 340 (AFSL No. 457551). You should consider the Product Disclosure Statement and Financial Services Guide available at auspost.com.au/cashpassport before deciding to acquire the product. Any advice does not take into account your personal needs, financial circumstances or objectives and you should consider if it is appropriate for you. Mastercard® and the MasterCard® Brand Mark are registered trademarks of Mastercard® International Incorporated.

⁴ Subject to no remaining balance on card at expiry.

⁵ Load&Go China: The Card is issued by Bank of China (Australia) Limited (ABN 28 110 077 622) AFSL and Australian Credit Licence Number 287322. Australian Postal Corporation (ABN 28 864 970 579) AR 338646 is the distributor of the Card and is an authorised representative of Australia Post Services Pty Ltd (ABN 67 002 599 340) AFSL 457551. Information is for reference only and any advice does not take into account your personal needs and financial situation. You should consider whether the Card is appropriate for you. We recommend you read the Card Product Disclosure Statement and the Conditions of Use before acquiring the Card.

⁶ Exchange rates may include a service charge.

⁷ Minimum initial load value of \$100.

⁸ Other fees and limits apply.

⁹ For the Australia Post Prepaid TravelsIM® to work, the device must be unlocked and have the ability to operate on a 3G network. For full terms, conditions, rates and charges visit www.prepaidtravelsim.com.au.

¹⁰ Fees may be imposed by the ATM operator or merchants independently.

Financial and agency services

Australian Money Orders

Standard Money Orders	Up to \$5,000 (must be a multiple of 5¢)	\$9.95 per order
Express Money Orders	Up to \$10,000 (must be a multiple of 5¢) The order is sent to the nominated paying Post Office within one business hour	\$25.00 per order
Online Money Orders	Up to \$1,000 (must be a multiple of 5¢) Buy online: auspost.com.au/buymoneyorders	\$9.95 for delivery by mail \$6.95 for delivery by email
Bulk Money Orders	Standard Money Orders can be purchased in bulk (minimum quantity: 200) at a discount on the individual price and can be overprinted with an advertising message.	To purchase contact our Money Order Centre on 1300 362 030 or bulkmoneyorders@auspost.com.au

Australian Money Orders are “financial supplies” for GST purposes and thus are GST-free.

Money Order enquiry service

Ring the Money Order Centre on **1300 362 030**. For written enquiries and for changes to Express Money Orders use Form SAP8833022. There is no fee for enquiries but the costs of necessary FaxPost messages or telephone calls may be charged.

Bank@Post – Agency Banking

With Bank@Post you can complete cash withdrawals*, deposit cash* and cheques and check your account balance*.

All you need is an account with a participating financial institution, a credit or debit transaction card and an accompanying Personal Identification Number (PIN).

Over 70 financial institutions offer Bank@Post which is available at more than 3,500 Post Offices – visit auspost.com.au for details. Consult your financial institution for terms and conditions of the Bank@Post service.

*Transaction limits apply. For more information please ask your financial institution. Checking account balances can only be done with some financial institutions.

Bill payments

Locate the Post Billpay barcode or Billpay code and Reference Number on your bill for information on which payment options are available. Post Billpay payments can be made:

- in person at any Post Office
- by phone on **13 18 16**
- online at postbillpay.com.au or
- via the Australia Post app

Australia Post does not charge consumers any fees to pay bills at the Post Office.

Any additional bill payment fees applied are at the discretion of the biller.

Identity services

Australia Post has established itself as a trusted provider of identity services. Currently, we provide these services for an increasing number of banks and other institutions (eg Department of Justice, Working with Children, Maritime Services), ranging from 100-Point Identification Checks for financial institutions through to more complex transactions.

Financial and agency services

Load&Go Reloadable Visa Prepaid Card[†]

Purchase a Load&Go Reloadable Visa Prepaid card at any participating outlet[†]. Use anywhere Visa is accepted – online, in-store, over the phone and overseas. Excludes over the counter at financial institutions and merchants who elect not to accept Visa Prepaid Cards. Merchants or other providers may impose limits on use of the Card. There are no reload fees and no monthly fees[^] and funds can be instantly topped up in-store or online via internet banking.

More information available at auspost.com.au/money-insurance/load-and-go-reloadable-visa-prepaid-card.

[†]Card fees and load limits apply. [^]Subject to no remaining balance on card at expiry.

*Card fees and load limits apply. Card and product issued by Heritage Bank Limited ABN32 087 652 024 AFSL 240984 Australian Credit Licence 240984. Australian Postal Corporation ABN 28 864 970 579 (AR No. 338646) is the distributor of the card and is an Authorised Representative of Australia Post Services Pty Ltd ABN 67 002 599 340 (AFSL No. 457551). It is important for you to consider whether this product is right for you and to read the Product Disclosure Statement available at auspost.com.au/prepaidcards before purchasing your card.

Australia Post Gift Card

Choose an amount between \$20 and \$500 to load onto this prepaid gift card. Use for shopping in store, over the phone, online wherever Mastercard is accepted*.

The card costs \$5.95 plus the card value (eg. \$5.95 + load of \$50 = \$55.95).

* Excludes ATMs, over the counter at financial institutions and merchants who elect not to accept Mastercard Prepaid Cards. Merchants or other providers may impose limits on use of the Card.

The Australia Post Gift Card is issued by Heritage Bank Limited ABN 32 087 652 024 AFSL 240984. Australian Credit Licence 240984 ("Issuer") Pursuant to license by Mastercard Asia/Pacific Pte. Ltd. Mastercard is a registered trademark, and the circles design is a trademark of Mastercard International Incorporated. The Issuer can be contacted at PO BOX 190 Toowoomba QLD, 4350, and phone 13 1422.

Pay it at Post

Pay it at Post is an innovative payment system designed to help broaden the customer base of online businesses. The service provides an attractive payment alternative for customers who wish to make purchases online and either do not have a credit card or are reluctant to provide their credit card details over the internet.

Western Union[®] Money TransferSM service

The Western Union Money Transfer service can be used to send and receive money overseas at more than 3,200^{*} participating Post Offices. Western Union Money Transfer services are available at nearly 500,000[†] Agent locations in over 200[†] countries and territories around the world.

For further information, ask at your local participating Post Office or contact Western Union on **1800 501 500**.

[†] Data as at 31 March 2015. In certain countries, the send money service is not available; customers can only receive money.

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Contact for enquiries 13 POST (13 7678)