

Request a Review of your Letter Delivery Arrangement

Introduction

Australia Post provides a letter delivery service which is reasonably accessible to all on an equitable basis, wherever they reside or carry out business. This is achieved by delivery to residential and business street addresses, roadside delivery points, Post Offices and Post Office Box addresses across Australia.

Our Community Service Obligations

While we try our best to deliver to all addressed properties, letter delivery arrangements can vary depending on the size and needs of each community. If we cannot deliver directly to the property, mail can either be collected from the nearest Post Office, from a Post Office Box or from the nearest delivery point (for example, a roadside cluster box).

Factors which may limit our ability to deliver to addressed properties include the safety of our people, letter volumes, efficiency, and the accessibility of the area. These factors may change over time.

Request a review

Australia Post makes operational decisions about letter delivery arrangements. A request to review letter delivery arrangements in a particular location can be made by:

1. **Submitting an enquiry** using our online form, [here](#).
2. **Select 'Mail Products'** under enquiry details.
3. **Choose 'Letter'** as the enquiry type.
4. **Provide details:**
 - The specific area you want changed (e.g., street names, name of housing estate).
 - The reason for your request (e.g., new estate, population growth, new infrastructure).
 - Your residential or business address (that the request pertains to).

Upon receiving the completed form, Australia Post will conduct a feasibility assessment based on the information provided in the form and will advise of the outcome within eight (8) weeks.

The Feasibility Assessment

Australia Post will review requests against several factors, which will include:

- Area characteristics
 - population changes
 - new residential developments



Australia Post acknowledges the Traditional Custodians of the land on which we operate, live and gather as a team. We recognise their continuing connection to land, water and community. We pay respect to Elders past, present and emerging.

- letter volumes
 - access for delivery vehicles
 - proximity and access to a Post Office
 - current letter delivery services (for example, a reduced-rate PO Boxes offer).
- Operational safety considerations
 - delivery vehicle availability
 - area accessibility
 - the safety of our team members.

If a request is declined, similar requests will not be reconsidered for 12 months.

Informing the community

When a change to a letter delivery arrangement occurs, Australia Post will inform eligible households and businesses via a letter, which will include a start date for the letter delivery arrangement.