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Post charges

05 October 2015



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 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 – see pages 29-35 for customs documentation.

WA	NSW	TAS
Christmas Island 6798 (Indian Ocean) Cocos (Keeling) Islands 6799	Norfolk Island 2899 (Letters only)	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 The information in this guide may be revised at any time and services may be modified, added to or withdrawn without notice.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 C. Corbett, Australian Postal Corporation.

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Letters and documents

– delivery in Australia – standard services

Delivery timetable

These 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.

The usual delivery times for standard mail within Australia are as follows (in business days).

For delivery:	Same state	Other states
Within metropolitan areas of capital cities or within the same city or town and environs	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

A refund of postage and compensation up to \$50 for loss or damage may be paid at Australia Post's discretion in accordance with the applicable terms and conditions of service available at auspost.com.au/terms.

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	Charge per letter \$
For delivery within Australia, postage paid by affixing a stamp	0.70
Seasonal greeting card enclosed in a sealed envelope and endorsed CARD ONLY – only available during November and December	0.65

Peel and stick stamps

Box of 100 70¢ postage stamps	\$70.00
Box of 200 70¢ postage stamps	\$140.00

Large letters

A large letter is:

• no thicker than 20mm

• rectangular in shape

• no larger than 260mm x 360mm

• no heavier than 500g

• not a small letter

Condition	Up to 125g \$	Over 125g to 250g \$	Over 250g \$
For delivery within Australia, postage paid by affixing a stamp	1.40	2.10	3.50
Seasonal greeting card enclosed in a sealed envelope and endorsed CARD ONLY – only available during November and December	1.30	–	–

Letters and documents

– delivery in Australia – standard services

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. For more information ask at your post office or visit auspost.com.au.

Booklet of five non denominational concession stamps			\$3.00 per booklet	
Letter size and / or weight	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

Envelope size (mm)	Maximum		Charge per item \$	Charge per pack of 10	
	Weight (g)	Thickness (mm)		Single pack \$	5+ packs \$
DL (110 x 220)	250	5	0.95	9.00	8.50
C6 (114 x 162)	250	5	0.95	9.00	8.50
C5 (162 x 229)	500	20	1.90	18.00	17.00
C4 (324 x 229)	500	20	3.60	34.20	32.50
B4 (353 x 250)	500	20	4.15	39.45	37.35

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	–	45.00	427.50
C6 (114 x 162)	250	5	–	45.00	427.50
Postcards (145 x 105)	–	–	1.80	–	–

Reply Paid

A Reply Paid address encourages responses to your mailings or other forms of advertising by allowing your customers to respond by mail, free of charge. Refer to the *Reply Paid Service Guide* for more information.

Condition	Small Letters	Large letters*		
	Up to 250g \$	Up to 125g \$	Over 125g up to 250g \$	Over 250g up to 500g \$
Barcoded, correctly addressed and formatted	0.51	1.55	2.25	3.65
Non barcoded (includes incorrect formats, incorrect barcodes and non-machineable articles)	0.89	1.55	2.25	3.65
Annual fee for each Reply / Return Paid Number				\$95.00

*The Reply Paid charge for a large letter is calculated using large letter rates then adding the delivery fee of \$0.15.

Letters and documents

– delivery in Australia – business and bulk mail services

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.

Letter sizes

The letter sizes in the table apply to PreSort Letter service, Charity Mail*, Acquisition Mail*, Clean Mail*, Impact Mail*, Local country letters, Print Post#, Reply Paid#, Unaddressed Mail#, Metered Mail# and Imprint 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 (Regular and Priority)
- Large size articles (Regular only).

† Available for Small and Small Plus size articles only (Regular and Priority).

Available for Small and Large size articles only (Regular and Priority).

Delivery timetables

The delivery timetables “Priority” and “Regular” are available across Imprint Mail, Metered Mail, Presort Letters, Charity Mail, Clean Mail, Print Post 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.

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 \$	Up to 125g \$	Over 125g to 250g \$	Over 250g \$
Small letters	0.695	0.695	-	0.670	0.670	-
Large letters	1.390	2.085	3.475	1.340	2.010	3.350

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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Letters and documents

– delivery in Australia – business and bulk mail services

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 Census Collection Districts. For full conditions please refer to *Acquisition Mail Service Guide*.

Minimum lodgement quantity: 30,000 articles

Size	Weight (g)		Regular Timetable			
			Barcode direct tray		Barcode residue \$	Non barcoded \$
	Over	Up to	Same state \$	Other state \$		
Small	0	125	0.446	0.464	0.630	0.660
Small Plus	0	125	0.596	0.627	0.943	1.046

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	0.800	0.820	0.840	0.870	0.910	0.930
Small Plus	1.135	1.160	1.195	1.230	1.260	1.290

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 50 letters, or 10 in a small community with fewer than 1,000 delivery points.
- 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		
	0-125g \$	126g-250g \$	251g-500g \$	0-125g \$	126g-250g \$	251g-500g \$
Small	0.665	-	-	0.650	-	-
Large	1.300	1.700	1.900	1.200	1.600	1.750

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	

Letters and documents

– delivery in Australia – 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.

Print Post Priority Timetable										
Weight category	Large postcode direct				Small postcode direct				Residue	
	Local sort division	Same state		Other state	Local sort division	Same state		Other state	Same state	Other state
		Metro	Country			Metro	Country			
Small letter	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
0-125g	0.632	0.638	0.643	0.665	0.665	0.670	0.676	-	0.681	0.703
Large letter	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
0 - 125g	0.736	0.772	0.868	0.957	0.783	0.823	0.910	0.995	0.990	1.213
126g - 175g	0.833	0.920	1.069	1.279	0.901	0.989	1.138	1.389	1.206	1.631
176g - 250g	0.920	1.020	1.169	1.408	1.001	1.100	1.250	1.529	1.330	1.776
251g - 300g	0.995	1.144	1.293	1.585	1.076	1.225	1.374	1.705	1.442	1.943
301g - 350g	1.069	1.231	1.380	1.741	1.150	1.312	1.461	1.856	1.554	2.098
351g - 400g	1.144	1.318	1.467	1.866	1.231	1.405	1.554	2.004	1.660	2.247
401g - 450g	1.212	1.418	1.567	2.042	1.306	1.505	1.654	2.174	1.778	2.431
451g - 500g	1.309	1.551	1.706	2.212	1.436	1.665	1.818	2.343	1.907	2.571
501g - 600g	2.144	2.248	2.515	3.118	-	-	-	-	2.766	3.713
601g - 700g	2.520	2.598	2.931	3.530	-	-	-	-	3.188	4.210
701g - 800g	2.814	2.881	3.245	3.865	-	-	-	-	3.523	4.574
801g - 900g	3.058	3.141	3.492	4.216	-	-	-	-	3.810	4.894
901g - 1000g	3.309	3.388	3.757	4.343	-	-	-	-	4.078	5.170

Print Post Regular Timetable										
Weight category	Large postcode direct				Small postcode direct				Residue	
	Local sort division	Same state		Other state	Local sort division	Same state		Other state	Same state	Other state
		Metro	Country			Metro	Country			
Small letter	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
0-125g	0.605	0.610	0.616	0.626	0.637	0.643	0.648	-	0.653	0.675
Large letter	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
0 - 125g	0.658	0.690	0.776	0.866	0.700	0.736	0.814	0.900	0.885	1.111
126g - 175g	0.745	0.823	0.956	1.157	0.806	0.884	1.017	1.256	1.078	1.500
176g - 250g	0.823	0.912	1.045	1.273	0.895	0.984	1.117	1.383	1.190	1.632
251g - 300g	0.889	1.023	1.156	1.434	0.962	1.095	1.229	1.542	1.290	1.784
301g - 350g	0.956	1.101	1.234	1.575	1.028	1.173	1.306	1.679	1.390	1.927
351g - 400g	1.023	1.178	1.312	1.688	1.101	1.256	1.390	1.813	1.484	2.065
401g - 450g	1.084	1.267	1.401	1.847	1.167	1.345	1.479	1.966	1.590	2.233
451g - 500g	1.181	1.399	1.538	1.976	1.295	1.502	1.639	2.093	1.720	2.334
501g - 600g	1.962	2.059	2.302	2.853	-	-	-	-	2.532	3.427
601g - 700g	2.333	2.406	2.713	3.268	-	-	-	-	2.952	3.931
701g - 800g	2.606	2.668	3.006	3.580	-	-	-	-	3.263	4.270
801g - 900g	2.819	2.896	3.219	3.888	-	-	-	-	3.513	4.548
901g - 1000g	3.051	3.123	3.464	4.005	-	-	-	-	3.759	4.803

Letters and documents

– delivery in Australia – 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 \$	Non barcoded \$	Barcode direct tray \$		Barcode residue \$	Non barcoded \$
			Same state	Other state			Same state	Other state		
Small	0	125	0.648	0.670	0.685	0.690	0.578	0.596	0.630	0.660
Small Plus	0	125	0.843	0.879	0.977	1.152	0.730	0.761	0.943	1.046
Large	0	125	1.255	1.315	1.380	1.385	1.080	1.135	1.330	1.335
	125	250	1.710	1.835	2.018	2.080	1.430	1.555	1.760	1.875
	250	500	2.280	2.485	2.660	2.880	1.840	1.995	2.225	2.500

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 \$	Non barcoded \$
			Same state	Other state		
Small	0	125	0.549	0.565	0.598	0.660

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 Up to (g)	Priority Timetable				Regular Timetable			
		Barcode direct tray \$		Barcode residue \$	Non barcoded \$	Barcode direct tray \$		Barcode residue \$	Non barcoded \$
		Same state	Other state			Same state	Other state		
Small	125	0.527	0.550	0.574	0.690	0.438	0.456	0.484	0.660
Large	125	-	-	-	-	0.912	0.964	1.144	1.335

Letters and documents

– delivery in Australia – business and bulk mail services

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	0.690	0.660
Small Plus	0	125	1.152	1.046

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		Interstate	
		Regular \$	Select \$	Regular \$	Select \$
Small letter	Up to 50g	0.189	0.220	0.220	0.250
	Over 50-100g	0.250	0.280	0.290	0.320
Large letter*	Up to 50g	0.270	0.300	0.310	0.340
	Over 50-100g	0.350	0.380	0.390	0.420

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 \$	Premium Select \$
Small letter	Up to 50g	0.236	0.275
	Over 50-100g	0.313	0.350
Large letter*	Up to 50g	0.338	0.375
	Over 50-100g	0.438	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*.

Business rebate

An Early Payment Incentive (EPI) applies to the total Taxable Supply, when the full discounted amount (as indicated on the Tax Invoice) is paid within 5 working days of the Invoice date.

0.4%

To be eligible for the EPI, the Taxable Supply listed on the Tax Invoice must exceed \$20,000.

Registered Post – delivery in Australia – regular services

Standard service



Registered Post is available with most domestic letter services.

Registered Post within Australia offers:

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

Prepaid envelopes

The charge for Registered Post prepaid envelopes includes the Registered Post fee and postage to anywhere in Australia.

Envelope size (mm)	Maximum		Charge per envelope \$	Charge per pack of 10	
	Weight (g)	Thickness (mm)		Single pack \$	5+ packs \$
130 x 240 – to enclose a DL envelope	250	5	4.50	42.75	40.50
353 x 250 – B4	500	20	6.20	58.90	55.80

Labels and imprints

The charge for Registered Post labels and imprints covers the Registered Post fee only.

Registered Post item		Charge
Registered Post label on lodgement of article		\$3.70 per article
Prepaid Registered Post labels	single	\$3.70 per article
	box of 50	\$155.00 per box
Registered Post imprint		\$3.10 per article

Extra Cover

Extra Cover on Registered Post articles:	\$1.50 per \$100, or part thereof, in excess of \$100 and up to \$5,000
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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 plus postage and Registered Post fee.	\$2.50
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Person-to-person

The Registered Post article must be signed for by the person named in the address.

Charge per article plus postage and Registered Post fee.	\$5.95
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Parcels – delivery in Australia – 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	Up to 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

A refund of postage and compensation up to \$50 for loss or damage may be paid at Australia Post's discretion in accordance with the applicable terms and conditions of service available at auspost.com.au/terms.

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.

Parcels – delivery in Australia – 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 *Parcel Post 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.

Dimensions (mm)	Maximum weight	Charge per item \$	Per pack of 10	
			1-9 packs \$	10+ packs \$
Small (220 x 355)	500g	8.25	78.40	72.20
Medium (310 x 405)	3000 (3kg)	13.40	127.30	117.25
Large (435 x 510)	5000 (5kg)	17.10	162.45	149.65

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	\$9.00 plus postage
Collection of money from addressee and remittance to sender plus any collection of postage or fees from the addressee	\$12.70 plus postage
Application for statement of delivery	\$2.70 extra
Application for return of article	An additional \$18.40 plus cost of any telephone calls, electronic messages, or return postage
Extra Cover	\$1.50 per \$100, or part thereof 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 (g)	Charge per regular parcel
Up to 500g	\$7.45
500g to 3kg	\$13.40
3kg to 5kg	\$17.10
5kg to 10kg	\$19.50
10kg to 22kg	\$24.90
Annual fee for each Return Paid Number	\$95.00

Parcels – delivery in Australia

Small parcels

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

Small parcels up to 500g	\$7.45
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Regular parcels over 500g up to 22kg.*

Basic charges: • **\$10.05** for destinations in the same state
• **\$12.85** for interstate destinations (**\$11.70** 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	0.00	1.05	1.10	1.50	1.10	1.90
Other New South Wales	N2	1.05	1.15	1.50	1.60	1.80	2.25
Melbourne	V1	1.10	1.50	0.00	1.05	1.45	2.80
Other Victoria	V2	1.50	1.60	1.05	1.15	2.90	3.40
Brisbane	Q1	1.10	1.80	1.45	2.90	0.00	1.05
Near Queensland	Q2	1.90	2.25	2.80	3.40	1.05	1.15
Middle Queensland	Q3	2.90	3.25	3.25	3.60	1.25	1.30
North Queensland	Q4	3.25	3.55	3.75	4.65	1.90	1.95
Adelaide	S1	1.15	1.95	1.10	1.50	1.75	2.95
Other South Australia	S2	2.55	2.95	1.80	2.25	3.25	4.30
Northern Territory	NT1	5.85	6.00	5.85	6.00	5.10	5.25
Perth	W1	2.45	4.85	2.45	4.50	3.05	4.85
Middle Western Australia	W2	5.40	5.60	4.50	5.25	5.25	5.55
North Western Australia	W3	5.55	5.95	5.55	5.95	5.45	5.85
Tasmania	T1	2.40	3.40	1.15	2.20	3.15	4.75

*For details on Cubing refer to page 12.

Parcel zones for distance charges

1. Use the table to the right to find the lodgement and destination zone codes.
2. Use the zone codes in the tables above to calculate the distance charge per kilogram.
3. 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 ■

Parcels – delivery in Australia

Example: A regular parcel, weight 5.1 kg, is in postcode 2593 (zone N2) for delivery to postcode 0800 (zone NT1).
Basic charge: **\$12.85** Distance charge: **\$5.60** per kg or part thereof = **\$5.60 x 6 = \$33.60**
Total charge: **\$12.85 + \$33.60 = \$46.45**

Destination zone										
Q3	Q4	S1	S2	NT1	W1	W2	W3	T1	NF	
\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
2.90	3.25	1.45	2.55	5.55	3.15	5.45	5.60	2.50	3.85	
3.25	3.55	2.10	3.15	5.60	5.00	5.85	6.05	3.65	4.15	
3.25	3.75	1.10	1.80	5.55	3.15	5.00	5.60	1.50	4.50	
3.60	4.65	1.50	2.25	5.60	4.70	5.50	6.05	2.20	4.50	
1.25	1.90	2.20	3.25	4.50	3.05	5.25	5.45	3.15	4.50	
1.30	1.95	2.95	4.30	4.65	4.85	5.55	5.85	4.75	5.55	
1.15	1.40	4.10	4.70	4.65	5.00	5.85	6.05	5.25	6.05	
1.40	1.30	4.70	5.00	3.70	5.55	6.05	6.25	5.95	6.85	
4.10	4.70	0.00	1.05	4.50	2.45	4.25	4.85	3.05	4.85	
4.70	5.00	1.05	1.15	5.25	4.50	4.65	5.60	4.05	6.45	
5.25	4.20	5.10	6.00	1.80	5.85	6.00	6.00	5.85	9.45	
5.00	5.55	2.45	4.50	5.55	0.00	1.05	1.90	3.65	7.30	
5.85	6.05	4.50	4.75	5.60	1.05	1.15	1.95	5.60	8.90	
6.05	6.20	5.00	5.60	5.25	1.90	1.95	1.80	5.95	8.90	
5.25	5.95	2.45	3.90	5.55	3.20	5.55	5.85	0.65	6.30	

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		

Parcels – delivery in Australia

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	\$4.55 per parcel
Parcels over 500g	\$6.50 per parcel
Parcels over 500g (where delivery includes carriage by air)	\$21.90 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 over 500g	\$6.05 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		\$7.40
Local parcels	Small – Up to 500g	\$2.25
	Large – over 500g up to 5kg	\$3.45

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.	\$1.50 per \$100, or part thereof up to \$5,000

Express Post – delivery in Australia

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	
	Weight (g)	Thickness (mm)		1-9 packs \$	10+ packs \$
DL (110 x 220) windowface	500	20	5.75	56.10	54.65
C5 (162 x 229)	500	20	6.00	58.50	57.00
B4 (250 x 353)	500	20	7.20	70.20	68.40

Express Post satchels (mm)	Maximum weight (g)	Charge per item \$	Charge per pack of 10	
			1-9 packs \$	10+ packs \$
Small (220 x 355)	500	10.55	100.25	92.35
Medium (310 x 405)	3,000 (3kg)	14.80	140.60	129.50
Large (435 x 510)	5,000 (5kg)	24.15	229.45	211.35

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

Express Post – delivery in Australia

Small parcels

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

Express Post parcel up to 500g	\$10.20
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Express Post parcels over 500g up to 22kg*

Basic charge: • **\$13.90** for destinations in same state
• **\$15.05** for interstate destinations (**\$13.70** 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	0.00	2.95	4.50	5.75	4.65	6.20
Other New South Wales	N2	2.70	4.20	7.00	8.35	7.10	8.80
Melbourne	V1	4.50	7.70	0.00	1.05	6.10	7.70
Other Victoria	V2	5.20	8.35	1.05	1.15	6.70	8.35
Brisbane	Q1	4.65	7.80	6.10	7.45	0.00	1.15
Near Queensland	Q2	5.60	8.80	7.00	8.35	1.05	1.40
Middle Queensland	Q3	8.10	11.60	9.50	11.20	3.60	4.30
North Queensland	Q4	11.00	14.85	12.45	14.50	6.50	7.45
Adelaide	S1	6.10	9.30	3.90	4.95	6.30	7.95
Other South Australia	S2	7.00	10.40	4.75	6.10	7.15	8.95
Northern Territory	NT1	12.20	16.20	12.20	14.50	11.30	13.55
Perth	W1	11.20	15.15	9.10	10.85	12.65	14.95
Middle Western Australia	W2	12.85	16.85	10.70	12.55	14.15	16.70
North Western Australia	W3	18.70	23.40	16.60	19.20	20.15	23.25
Tasmania	T1	4.50	7.70	3.70	4.75	7.40	9.20

*For details on Cubing refer to page 20.

Parcel zones for distance charges

1. Use the table to the right to find the lodgement and destination zone codes.
2. Use the zone codes in the tables above to calculate the distance charge per kilogram.
3. 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 ■

Express Post – delivery in Australia

Example: An Express Post parcel, weight 1.9kg, is in postcode 3141 (zone V1) for delivery to postcode 2630 (zone N2).
Basic charge: **\$15.05** Distance charge: **\$7.70** per kg or part thereof = **\$7.70 x 2 = \$15.40**
Total charge: **\$15.05 + \$15.40 = \$30.45**

Destination zone										
Q3	Q4	S1	S2	NT1	W1	W2	W3	T1	NF	
\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	
8.95	12.20	6.10	7.70	13.55	11.20	14.25	20.75	4.50	8.70	
11.60	14.85	8.35	10.40	16.20	13.65	16.85	23.40	7.00	11.30	
10.55	13.80	3.90	5.25	13.55	9.10	11.90	18.45	3.70	11.45	
11.20	14.50	4.50	6.10	14.50	9.75	12.55	19.20	4.30	12.20	
4.00	7.25	6.30	7.95	12.55	12.65	15.75	22.35	7.40	8.70	
4.30	7.45	7.15	8.95	13.55	13.55	16.70	23.25	8.25	11.30	
3.55	7.55	9.65	11.70	16.35	16.40	19.85	26.40	11.15	14.50	
7.55	6.60	12.65	14.95	16.95	19.20	23.15	29.70	14.10	17.10	
10.75	14.05	0.00	1.15	11.90	8.10	10.75	17.20	5.00	12.55	
11.70	14.95	1.05	1.25	12.80	9.00	11.70	18.30	6.00	13.55	
16.35	16.95	10.70	12.80	6.10	16.65	20.10	14.65	14.70	19.40	
18.15	21.30	8.10	9.95	18.75	0.00	1.70	8.15	12.45	17.40	
19.85	23.15	9.65	11.70	20.10	1.55	2.20	9.85	14.00	19.20	
26.40	29.70	15.50	18.30	14.65	7.40	9.85	2.20	19.85	25.75	
12.30	15.85	5.00	6.60	16.35	12.45	15.50	22.05	0.75	12.20	

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		

Express Post – delivery in Australia

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 *Parcel Post Guide*.

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

A refund of postage and compensation up to \$50 for loss or damage may be paid at Australia Post's discretion in accordance with the applicable terms and conditions of service available at auspost.com.au/terms.

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.	\$1.50 per \$100, or part thereof up to \$5,000

Courier services – delivery in Australia

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 22.

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.	\$1.50 per \$100, or part thereof up to \$5,000
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Courier services – delivery in Australia

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 dependant 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.

Special services – delivery in Australia

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.	\$4.95
For subsequent pages (one or two sided) that are certified as being a true copy of the original.	\$2.95

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. Check pages 29-35 for Customs requirements.

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

Special services

FaxPost

FaxPost is a public access domestic and international facsimile service.
Refer page 28 for participating BureauFax countries.

	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.	\$25.00 each article, plus cost of any telephone calls or electronic messages and return postage (regular parcels)
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Post Office Boxes and Locked Bags – delivery in Australia

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	\$115	\$120	\$181	\$186	\$258	\$263	\$27	\$32
Medium post office box	\$172	\$177	\$275	\$280	\$403	\$408	\$46	\$51
A4 post office box	\$231	\$236	\$367	\$372	\$521	\$526	-	-
Large post office box	\$277	\$282	\$453	\$458	\$636	\$641	\$69	\$74
Jumbo post office box	\$539	\$544	\$855	\$860	\$948	\$953	-	-
Locked bag	\$416	\$421	\$562	\$567	\$700	\$705	\$108	\$113

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)	\$313	\$421	\$510	\$89

Mail2Day™ annual charges

Service not available at all post offices.

Email notification – \$55	SMS notification – \$89
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Locks and keys

Additional/replacement key	New locks for post office boxes	Locked bag
\$11 each additional or replacement key	\$27.50	The bag-holder may supply a padlock and, if supplied, must provide the post office with a key

Administration fees

Transfers	Re-activation fee	Cancellations by customers
\$27.50	\$25	\$27.50 (unused service fees exceeding \$27.50 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	\$101	\$106
4 or more	\$192	\$197

Mail bag purchase

Available to locked bag and private mail bag holders only.

Size	Dimensions (mm)	Price
Large	900 x 740	\$62
Small	760 x 460	\$53

Private post-box service

A private post-box installed within a business or other premises and periodically cleared by Australia Post.

Service	Pay on time #	Regular
Ground floor site	\$1,590	\$1,595

*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

Mail Redirection and Mail Holding services

– delivery in Australia

Mail Redirection and Mail Holding services

For redirecting your mail overseas, refer to page 36. 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*	14.95	25.60	38.40	64.75
Private	24.90	42.70	64.00	107.90
Business and government	78.20	213.75	427.00	768.95

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	

*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
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.

Refunds for Mail Redirection and Mail Holding services

The following refunds are available to customers who cancel their domestic Mail Redirection or Mail Holding service.

Applicant	Service	Period cancelled	Refund
Concession	Mail Redirection	First month	Nil
		Subsequent months	\$3.00 per unused whole month
	Mail Holding	First week	Nil
		Subsequent weeks	\$2.40 per unused whole week
Private	Mail Redirection	First month	Nil
		Subsequent months	\$5.00 per unused whole month
	Mail Holding	First week	Nil
		Subsequent weeks	\$4.00 per unused whole week
Business and government	Mail Redirection	First month	Nil
	Mail Holding	Subsequent months	\$30.00 per unused whole month

International delivery – service standards

Compensation

A refund of postage and compensation up to \$50 for loss or damage may be paid (for articles other than Registered Post articles) at Australia Post's discretion in accordance with the applicable terms and conditions of service available at auspost.com.au/terms.

Country restrictions

For specific country restrictions, refer to the *International Post Guide* (SAP8838525) or online at auspost.com.au/international

Extra Cover

Extra Cover is not available with Registered Post 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.

Products

Express Courier International provides door to door delivery of documents and goods up to 20kg. Lodge at any post office or phone **1800 007 678** for courier pick up within metropolitan areas of major cities. Express Courier International also offers full tracking and signature on delivery.



Express Post International parcels offers priority handling, basic tracking and signature on delivery.*



Express Post International letters guarantees international despatch next working day when items are posted within the Express Post Australia-wide network and flights are available.

Pack and Track International is a delivery service that provides proof of postage and tracking from acceptance to delivery. This service is available when sending items weighing between 0 – 2kg and which are valued at less than AU\$500 to our key lanes.



Registered Post International is a reliable delivery service of letters and parcels (<2kg) within 3-10 business days, with signature on delivery in most destinations for added peace of mind.



Air Mail is the economical service for routine letters, documents and parcels up to 20kg. Extra Cover is available to most countries.



Sea Mail is the most economical method for overseas parcel delivery, particularly for heavy items posted to Europe, Africa or North America. Available for zones 4, 6, 7 and 8 only.



*Refer to auspost.com.au/international

International delivery – charging zones

The following countries together account for more than 93 per cent of outgoing international mail. For countries not in the list, ask at your local post office, visit auspost.com.au/international or call **13 POST (13 7678)**.

Destination country	Fax Post	Zones		Maximum parcel weight – kg				
		Letter	Parcels	Air	Sea	ECI / EPI	PTI	RPI
Austria	✓	Rest of the world	7	20	20	20		2
Belgium	✓	Rest of the world	7	20	20	20	2	2
Canada	✗	Rest of the world	4	20	20	20	2	2
China	✓	Asia Pacific	2	20	✗	20	2	2
Denmark	✗	Rest of the world	7	20	20	20	2	2
Fiji	✗	Asia Pacific	5	20	✗	20		2
Finland	✗	Rest of the world	7	20	20	20		2
France	✗	Rest of the world	6	20	20	20	2	2
Germany	✗	Rest of the world	6	20	20	20	2	2
Greece	✓	Rest of the world	7	20	20	20		2
Hong Kong China	✗	Asia Pacific	2	20	✗	20	2	2
India	✗	Asia Pacific	3	20	✗	20		2
Indonesia	✓	Asia Pacific	3	20	✗	20		2
Ireland	✗	Rest of the world	6	20	20	20	2	2
Israel	✓	Rest of the world	8	20	20	20	2	2
Italy	✗	Rest of the world	6	20	20	20		2
Japan	✓	Asia Pacific	2	20	✗	20		2
Korea, South	✓	Asia Pacific	3	20	✗	20	2	2
Malaysia	✗	Asia Pacific	3	20	✗	20	2	2
Malta	✓	Rest of the world	7	20	20	20	2	2
Netherlands	✓	Rest of the world	6	20	20	20	2	2
New Caledonia	✗	Asia Pacific	5	20	✗	20		2
New Zealand	✓	New Zealand	1	20	✗	20	2	2
Norway	✓	Rest of the world	6	20	20	20		2
Papua New Guinea	✗	Asia Pacific	5	20	✗	20		2
Philippines	✗	Asia Pacific	5	20	✗	20		2
Poland	✗	Rest of the world	7	20	20	20	2	2
Singapore	✗	Asia Pacific	3	20	✗	20	2	2
Solomon Islands	✓	Asia Pacific	5	20	✗	20		2
South Africa	✗	Rest of the world	7	20	20	20		2
Spain	✓	Rest of the world	6	20	20	20	2	2
Sri Lanka	✗	Asia Pacific	5	20	✗	20		2
Sweden	✗	Rest of the world	6	20	20	20	2	2
Switzerland	✗	Rest of the world	6	20	20	20		2
Taiwan	✓	Asia Pacific	3	20	✗	20		2
Thailand	✓	Asia Pacific	3	20	✗	20		2
United Kingdom	✗	Rest of the world	6	20	20	20	2	2
USA	✗	Rest of the world	4	20	20	20	2	2
Vietnam	✓	Asia Pacific	3	20	✗	20		2

International delivery

– Regular services – Letters and documents

Air Mail / Postcards / Greeting cards

Postcards (non prepaid).

Greeting Cards must be enclosed in a sealed small letter envelope and endorsed CARD ONLY.

Weight	Zone 1 New Zealand \$	Zone 2 Asia Pacific \$	Zone 3 Rest of World \$
Up to 50g	1.85	1.95	2.75
Over 50g up to 250g	5.00	5.35	7.40
Over 250g up to 500g	10.00	12.00	16.50
Only during November and December seasonal greeting cards up to 20g , enclosed in a sealed small letter size envelope and endorsed CARD ONLY	1.70	1.80	2.55

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

No customs form required for letters and documents. Use CN22 for contents value up to \$500 and CP72 for over \$500.

Aerogrammes

Single aerogramme to any destination	\$2.30
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Prepaid Air Mail envelopes

For letters, documents and postcards to any destination.

Envelopes size (mm)	Maximum		Charge per article \$	Charge per pack of 10	
	Weight (g)	Thickness (mm)		single pack \$	5+ packs \$
DL (110 x 220)	50	5	3.05	28.95	27.45
C4 (324 x 229)	250	20	8.20	77.90	73.80

No customs form required for letters and documents. Use CN22 for contents value up to \$500 and CP72 for over \$500.

International delivery – Regular services – International Reply Paid, Extra Cover, delivery confirmation, International Reply Coupons, Print Post

International Reply Paid

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

Condition	Charge
Application fee	\$70.95 (includes GST)
Response fee	\$2.90 per article

Extra Cover

The availability of Extra Cover and the maximum obtainable cover varies between countries. Ask at your local post office or visit auspost.com.au/international. Extra Cover is not available with Registered Post International and Pack and Track International.

Where available, the Extra Cover fee is **\$9.60** for the first \$100 or part thereof, plus **\$2.50** for every additional \$100 or part thereof, up to \$5,000.

Use customs form CP74.

Delivery confirmation

The sender receives a card signed by the recipient. Available with Extra Cover, Registered Post International and for some countries, parcels over 2kg.

Charge per article plus postage	\$3.85
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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 anywhere in the world.

Charge	\$3.40 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 \$
Sea Mail	-	-	-	6.70	-	6.90	7.35	7.65
Airmail	9.15	9.45	9.60	-	10.00	-	-	-

Special services are not available. Print Post Direct Bags must be a minimum of 5kg and maximum of 16kg.

Use customs form CN22 for contents up to \$500 or CP72 if over \$500.

International delivery

– Parcels services, Pack and Track International

Parcels up to 20kg (including articles larger than large letters)

See page 28 for the international parcel zones to major destinations. The correct Air Mail or Sea Mail sticker must be attached to the address side of each article.

Weight	Zone 1 \$	Zone 2 \$	Zone 3 \$	Zone 4 \$	Zone 5 \$	Zone 6 \$	Zone 7 \$	Zone 8 \$
Air								
Up to 500g	10.55	12.25	12.80	14.10	13.40	18.20	20.20	21.45
Over 500g up to 1kg	21.15	25.30	26.50	29.70	27.60	39.10	43.40	46.05
Over 1kg up to 1.5kg	29.55	35.95	37.60	42.55	39.15	56.55	62.70	66.55
Over 1.5kg up to 2kg	39.05	47.80	49.95	56.90	52.10	75.90	84.20	89.30
Extra 500g or part thereof	4.70	5.60	5.90	7.85	6.10	9.90	10.75	11.20
Sea								
Up to 500g	-	-	-	10.50	-	10.80	11.50	12.00
Over 500g up to 1kg	-	-	-	19.90	-	20.45	21.70	22.75
Over 1kg up to 1.5kg	-	-	-	29.30	-	30.15	32.00	33.40
Over 1.5kg up to 2kg	-	-	-	40.60	-	41.80	44.30	46.30
Extra 500g or part thereof	-	-	-	4.60	-	4.60	4.95	5.15

Over \$500 in value, use customs form CP72. If parcels require Extra Cover, use form CP74.

Over 2kg, use customs form CP72. If parcels require Extra Cover, use form CP74.

Pack and Track International – articles up to 2kg

Weight	Zone 1 \$	Zone 2 \$	Zone 3 \$	Zone 4 \$	Zone 5 \$	Zone 6 \$	Zone 7 \$	Zone 8 \$
Up to 500g	17.55	19.25	19.80	21.10	-	25.20	27.20	28.45
Over 500g up to 1kg	28.15	32.30	33.50	36.70	-	46.10	50.40	53.05
Over 1kg up to 1.5kg	36.55	42.95	44.60	49.55	-	63.55	69.70	73.55
Over 1.5kg up to 2kg	46.05	54.80	56.95	63.90	-	82.90	91.20	96.30

Pack and Track International is available to select destinations, refer to auspost.com.au/international

Pack and Track International Consignment Note required and attach a commercial invoice if goods are for sale.

Pack and Track International – Prepaid satchel

Size (mm)	Maximum weight	New Zealand		United States		United Kingdom	
		Single \$	Per item per pack of 5 \$	Single \$	Per item per pack of 5 \$	Single \$	Per item per pack of 5 \$
380 x 285	up to 1kg	28.15	26.75	36.70	34.90	46.10	43.80

International delivery – Registered Post International

Registered Post International – Prepaid envelopes – documents

Envelope size (mm)	Maximum weight	Charge per article \$	Charge per pack of 10	
			single pack \$	5+ packs \$
130 x 240 – to enclose a DL envelope	500g	14.90	141.60	134.15
250 x 353 – B4	500g	22.90	217.30	205.90

Only for letters and documents. Compensation up to \$100 is available.

Registered Post International – Prepaid padded bags – merchandise

Registered Post International is an added security service for letters and merchandise up to 2kg to almost any address in the world.

Size (mm)	Maximum weight	Zone 1 \$	Zone 2 \$	Zone 3 \$	Zone 4 \$	Zone 5 \$	Zone 6 \$	Zone 7 \$	Zone 8 \$
Small 340 x 240	Up to 500g	17.55	19.25	19.80	21.10	20.40	25.20	27.20	28.45
Medium 380 x 265	Up to 1kg	28.15	32.30	33.50	36.70	34.60	46.10	50.40	53.05

Compensation up to \$100 is available.

Registered Post International – Prepaid padded bags – merchandise per item per pack of 5

Size (mm)	Maximum weight	Zone 1 \$	Zone 2 \$	Zone 3 \$	Zone 4 \$	Zone 5 \$	Zone 6 \$	Zone 7 \$	Zone 8 \$
Small 340 x 240	Up to 500g	16.70	18.30	18.85	20.05	19.40	23.95	25.85	27.05
Medium 380 x 265	Up to 1kg	26.75	30.70	31.85	34.90	32.90	43.80	47.90	50.40

Registered Post International – Parcels up to 2kg (including articles larger than large letters) – merchandise

Weight	Zone 1 \$	Zone 2 \$	Zone 3 \$	Zone 4 \$	Zone 5 \$	Zone 6 \$	Zone 7 \$	Zone 8 \$
Up to 500g	17.55	19.25	19.80	21.10	20.40	25.20	27.20	28.45
Over 500g up to 1kg	28.15	32.30	33.50	36.70	34.60	46.10	50.40	53.05
Over 1kg up to 1.5kg	36.55	42.95	44.60	49.55	46.15	63.55	69.70	73.55
Over 1.5kg up to 2kg	46.05	54.80	56.95	63.90	59.10	82.90	91.20	96.30

For Registered parcels, use Registered Consignment Note and attach a commercial invoice if goods are for sale.

International delivery – Express Post International

Express Post International – Prepaid envelopes

For letters and documents only to any destination.

Envelope size (mm)	Maximum		Charge per article \$	Charge per pack of 10	
	weight	thickness (mm)		single pack \$	10+ packs \$
C5 (162 x 229)	500g	20	15.90	151.10	143.35
B4 (353 x 250)	500g	20	23.75	226.15	214.25

No customs form required. Must sign declaration on envelope.

Express Post International – Parcels up to 20kg (including articles larger than large letters)

See page 28 for the international parcel zones to major destinations. The correct Air Mail or Sea Mail sticker must be attached to the address side of each article.

Weight	Zone 1 \$	Zone 2 \$	Zone 3 \$	Zone 4 \$	Zone 5 \$	Zone 6 \$	Zone 7 \$	Zone 8 \$
Up to 2kg	46.05	54.80	56.95	63.90	59.10	82.90	91.20	96.30
Extra 500g or part thereof	4.70	5.60	5.90	7.85	6.10	9.90	10.75	11.20

For Express Post International, use EPI Consignment Note and attach a commercial invoice if goods are for sale.

Express Post International – Prepaid products

Size (mm)	Maximum weight	Zone 1 \$	Zone 2 \$	Zone 3 \$	Zone 4 \$	Zone 5 \$	Zone 6 \$	Zone 7 \$	Zone 8 \$
Merchandise									
Satchels									
Large – 405 x 340	Up to 2kg	46.05	54.80	56.95	63.90	59.10	82.90	91.20	96.30
Extra Large – 490 x 380	Up to 3kg	55.45	66.00	68.75	79.60	71.30	102.70	112.70	118.70
Boxes									
Small – 440 x 135 x 310	Up to 5kg	74.25	88.40	92.35	111.00	95.70	142.30	155.70	163.50
Medium – 410 x 265 x 300	Up to 10kg	121.25	144.40	151.35	189.50	156.70	241.30	263.20	275.50
Large – 500 x 350 x 440	Up to 20kg	215.25	256.40	269.35	346.50	278.70	439.30	478.20	499.50

Express Post International – Prepaid products (Per item per pack of 5)

Size (mm)	Maximum weight	Zone 1 \$	Zone 2 \$	Zone 3 \$	Zone 4 \$	Zone 5 \$	Zone 6 \$	Zone 7 \$	Zone 8 \$
Merchandise									
Satchels									
Large – 405 x 340	Up to 2kg	43.75	52.10	54.15	60.75	56.15	78.80	86.65	91.50
Extra Large – 490 x 380	Up to 3kg	52.70	62.70	65.35	75.65	67.75	97.60	107.10	112.80
Boxes									
Small – 440 x 135 x 310	Up to 5kg	70.55	84.00	87.75	105.45	90.95	135.20	147.95	155.35
Medium – 410 x 265 x 300	Up to 10kg	115.20	137.20	143.80	180.05	148.90	229.25	250.05	261.75
Large – 500 x 350 x 440	Up to 20kg	204.50	243.60	255.90	329.20	264.80	417.35	454.30	474.55

International delivery – Express Courier International

Express Courier International – Prepaid products

Size (mm)	Maximum weight	Zone 1 \$	Zone 2 \$	Zone 3 \$	Zone 4 \$	Zone 5 \$	Zone 6 \$	Zone 7 \$	Zone 8 \$
Documents									
Envelopes									
Small – 390 x 290	Up to 500g	42.80	43.90	45.35	48.65	47.00	54.10	56.50	59.50
Large – 368 x 258 x 380	Up to 1kg	49.25	53.35	55.10	60.15	57.00	66.00	68.85	72.40
Merchandise									
Satchels									
Small – 355 x 235	Up to 500g	50.20	51.30	52.75	56.05	54.40	61.50	63.90	66.90
Medium – 390 x 285	Up to 1kg	56.65	60.75	62.50	67.55	64.40	73.40	76.25	79.80
Large – 405 x 340	Up to 2kg	65.85	71.75	73.80	81.20	76.10	92.25	95.85	100.30
Extra Large – 490 x 380	Up to 3kg	76.10	87.50	89.95	101.10	92.75	113.90	118.30	123.85
Boxes									
Small – 440 x 145 x 310	Up to 5kg	97.65	113.70	116.90	134.65	120.55	160.30	166.50	174.30
Medium – 410 x 265 x 300	Up to 10kg	139.85	172.05	186.00	211.80	191.60	246.65	259.95	274.60
Large – 500 x 350 x 440	Up to 20kg	239.40	305.85	330.60	386.25	340.55	452.00	476.40	503.30

Express Courier International – Prepaid products (Per item per pack of 5)

Size (mm)	Maximum weight	Zone 1 \$	Zone 2 \$	Zone 3 \$	Zone 4 \$	Zone 5 \$	Zone 6 \$	Zone 7 \$	Zone 8 \$
Documents									
Envelopes									
Small – 390 x 290	Up to 500g	40.70	41.75	43.10	46.25	44.65	51.40	53.70	56.55
Large – 368 x 258 x 380	Up to 1kg	46.80	50.70	52.35	57.15	54.15	62.70	65.45	68.80
Merchandise									
Satchels									
Small – 355 x 235	Up to 500g	47.70	48.75	50.15	53.25	51.70	58.45	60.75	63.60
Medium – 390 x 285	Up to 1kg	53.85	57.75	59.40	64.20	61.20	69.75	72.45	75.85
Large – 405 x 340	Up to 2kg	62.60	68.20	70.15	77.15	72.30	87.65	91.10	95.30
Extra Large – 490 x 380	Up to 3kg	72.30	83.15	85.50	96.05	88.15	108.25	112.40	117.70
Boxes									
Small – 440 x 145 x 310	Up to 5kg	92.80	108.05	111.10	127.95	114.55	152.30	158.20	165.60
Medium – 410 x 265 x 300	Up to 10kg	132.90	163.45	176.70	201.25	182.05	234.35	247.00	260.90
Large – 500 x 350 x 440	Up to 20kg	227.45	290.60	314.10	366.95	323.55	429.40	452.60	478.15

International delivery – Express Courier International

Express Courier International

Weight	Zone 1 \$	Zone 2 \$	Zone 3 \$	Zone 4 \$	Zone 5 \$	Zone 6 \$	Zone 7 \$	Zone 8 \$
Documents								
Up to 500g	42.80	43.90	45.35	48.65	47.00	54.10	56.50	59.50
Up to 1kg	49.25	53.35	55.10	60.15	57.00	66.00	68.85	72.40
Up to 2kg	58.45	64.35	66.40	73.80	68.70	84.85	88.45	92.90
Up to 3kg	68.70	80.10	82.55	93.70	85.35	106.50	110.90	116.45
Up to 5kg	90.25	106.30	109.50	127.25	113.15	152.90	159.10	166.90
Up to 7.5kg	111.80	138.00	142.45	168.95	144.70	197.40	203.70	214.30
Up to 10kg	132.45	164.65	178.60	204.40	184.20	239.25	252.55	267.20
Up to 12.5kg	157.35	198.10	214.75	248.00	221.45	290.55	306.65	324.40
Up to 15kg	182.25	231.55	250.90	291.65	258.65	341.90	360.80	381.55
Up to 17.5kg	207.15	265.00	287.05	335.25	295.90	393.25	414.90	438.70
Up to 20kg	232.00	298.45	323.20	378.85	333.15	444.60	469.00	495.90
Merchandise								
Up to 500g	50.20	51.30	52.75	56.05	54.40	61.50	63.90	66.90
Up to 1kg	56.65	60.75	62.50	67.55	64.40	73.40	76.25	79.80
Up to 2kg	65.85	71.75	73.80	81.20	76.10	92.25	95.85	100.30
Up to 3kg	76.10	87.50	89.95	101.10	92.75	113.90	118.30	123.85
Up to 5kg	97.65	113.70	116.90	134.65	120.55	160.30	166.50	174.30
Up to 7.5kg	119.20	145.40	149.85	176.35	152.10	204.80	211.10	221.70
Up to 10kg	139.85	172.05	186.00	211.80	191.60	246.65	259.95	274.60
Up to 12.5kg	164.75	205.50	222.15	255.40	228.85	297.95	314.05	331.80
Up to 15kg	189.65	238.95	258.30	299.05	266.05	349.30	368.20	388.95
Up to 17.5kg	214.55	272.40	294.45	342.65	303.30	400.65	422.30	446.10
Up to 20kg	239.40	305.85	330.60	386.25	340.55	452.00	476.40	503.30

For ECI, use customs form EMS001 and attach a commercial invoice if goods are for sale.

Courier collection available in metropolitan areas – \$20 fee applies.

International mail redirection, storage / demurrage

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	53.80	148.80	286.85	569.00
Rest of World	73.60	207.15	403.55	802.35
Private				
Asia Pacific / New Zealand	72.35	178.70	335.25	661.65
Rest of World	93.00	240.75	459.30	909.80
Business and government				
Asia Pacific / New Zealand	460.85	1,358.85	2,691.05	5,343.80
Rest of World	649.90	1,927.55	3,825.35	7,612.45

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.

Refunds for International Mail Redirection service

The following refunds are available to customers who cancel their International Mail Redirection service.

Applicant	Cancellation fee				Refund
Length of service	1 mth \$	3 mth \$	6 mth \$	12 mth \$	
Concession	8.10	15.30	22.20	40.80	Minus cancellation fee, postage on unused whole months left of the service
Private	13.50	25.50	37.00	68.00	Minus non-refundable service fee, postage on unused whole months left of the service
Business and government	43.00	116.00	219.00	408.00	Minus non-refundable service fee, postage on unused whole months left of the service

Storage / demurrage

A storage fee (demurrage) applies to articles that are imported for commercial purposes and stored at gateway mail facilities only.

For each 24 hours over 96 hours	\$4.80 per item (includes GST)
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Packaging – Packaging material

Packaging products

Product and Size	Weight (g)	Dimensions (mm)	Uses / Features	\$ each
Padded Bags*	Pb1	10	127 x 178	1.05
	Pb2	14	151 x 229	1.10
	Pb3	23	215 x 280	1.35
	Pb4	38	266 x 381	1.85
	Pb5	64	361 x 483	2.25
Recycled*	Pb8	40	245 x 335	1.60
	Pb9	218	360 x 480	2.50
Tough Bags*	Tb1	25	216 x 275	1.20
	Tb2	35	241 x 338	1.30
	Tb3	45	266 x 376	1.50
	Tb4	57	304 x 435	1.60
Expandable* Tough Bags	Tb5	80	370 x 405 with 75mm gusset	1.75
	Tb6	137	405 x 670 with 115mm gusset	2.15
Mailing Boxes*	Bx1	129	220 x 160 x 77	1.75
cubic weight 2kg	Bx2	236	310 x 225 x 102	2.40
cubic weight 4kg	Bx3	412	400 x 200 x 180	2.85
cubic weight 5kg	Bx4	433	430 x 305 x 140	3.35
cubic weight 8kg	Bx5	635	405 x 300 x 255	4.60
	Bx6	80	220 x 145 x 35	1.65
	Bx7	35	145 x 127 x 10	1.55
cubic weight 1.5kg	Bx18	170	180 x 180 x 180	2.30
cubic weight 2kg	Bx19	225	387 x 282 x 68	1.95
cubic weight 20kg	Bx20	1160	350 x 500 x 440	6.95
Expandable Box*	Bx8	415	363 x 212 x 65	2.30
cubic weight 2kg				
Mailer (CDs & Photos)	Bx9	40	150 x 200	1.25
Mailer (A5)	Bx15	41	228 x 170	1.35
Mailer (A4)	Bx14	78	326 x 239	1.95
Mailer (A3)	Bx21		420 x 295	2.95
Bubble Wrap	Bw1	83	300 wide x 3m	3.30
	Bw2	245	300 wide x 10m	7.35
	Bw3	680	700 wide x 10m	15.95
	Bw4	637	280 wide x 25m	17.95
	Bw5	1327	280 wide x 50m	27.95
Satchel Liners	Bw6	13	200 x 340	1.10
	Bw7	20	285 x 390	1.35
	Bw8	36	430 x 505	1.85
Mailing Tubes*	Tu1	90	60 diam. x 420 long	2.45
	Tu2	171	60 diam. x 660 long	3.00
	Tu3	413	90 diam. x 850 long	5.15
Packaging Tape	Ta1 & Ta2		48 wide x 50m (clear or brown)	3.50
Economy Packaging Tape	Ta3		48 wide x 50m (6pk clear tape)	15.95
Tape Dispenser Single Use	Ta4			2.45
Tape Dispenser Low Noise	Ta5			21.95
Wine Box Single	Bx10		132 x 105 x 395	3.85
cubic weight 2kg				
Wine Box Twin	Bx11	612	240 x 105 x 395	5.35
cubic weight 4kg				

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.

Financial and agency services

Australian Money Orders

Ordinary Money Orders	Up to \$5,000 (must be a multiple of 5¢)	\$8.95 per order
Bulk Money Orders	Ordinary money orders are available in bulk at a significant discount on the individual price, and can be overprinted with an advertising message.	
Express Money Orders	\$23.00 per order (max value \$10,000, must be a multiple of 5¢). The order is sent to the nominated paying post office within one business hour.	

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 a personal 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 3,300 post offices – visit **auspost.com.au** for details. Consult your financial institution for terms and conditions of the Bank@Post service.

*Transaction limits apply. Checking account balances can only be done with some financial institutions.

Bill payments

Securely pay over 1000 bill types with Postbillpay. Choose the way that suits you best:

- in person at any post office
- by phone on **13 18 16** or
- online at **postbillpay.com.au**.

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.

Load&Go Reloadable Visa Prepaid Card[#]

Purchase a Load&Go Visa Prepaid card at any participating outlet or online via the Australia Post online shop[†]. Use anywhere Visa is accepted – online, in-store, over the phone and overseas. There are no reload fees and no monthly fees* and funds can be instantly topped up in-store or online via **postbillpay.com.au**.

More information available at **auspost.com.au/prepaidcards**.

[†]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.

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.

Financial and agency services

Travel related services

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

- **American Express Travellers Cheques and foreign currency¹** – Travellers cheques are one of the safest forms of travel money and 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.
- **Multi-currency Cash Passport³** – a prepaid, PIN protected travel money card that lets you access local currencies from more than 1.4 million MasterCard ATMs around the world. You can also pay directly at more than 35 million MasterCard merchants worldwide and when shopping online.
- **Instant passport photos** – available at participating post offices.
- **Load&Go Travel Card⁵** – is Australia Post's multi-currency Reloadable Card (Holds \$AUD, \$NZD, \$USD, €EUR, £GBP). No reload fees, monthly fees⁴ or credit checks. Password, signature and PIN protected. \$0 purchase price plus initial minimum load value of \$100. Simply load the card and off you go. More information available at auspost.com.au/prepaidcards
- **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 A disclosure document will be provided where travellers cheques are sold and are available upon request. You should request an American Express Financial Services Guide and consider the appropriateness of travellers cheques in relation to your individual requirements. American Express Travellers Cheques are issued by American Express Travel Related Services Company, Inc. Incorporated with limited liability in New York, USA. * Registered Trademark of American Express Company. Exchange rates may include a service charge. Commission may apply to travellers cheque and foreign currency purchases made at American Express Currency Exchange stores located inside post offices.

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). Insurance products are issued by Great Lakes Australia ARBN 127 740 532, ABN 18 964 580 576 (AFSL 318603). This is general advice only. Please consider your needs, financial situation and read the relevant Product Disclosure Statements available at auspost.com.au/travelinsurance before making a decision to buy any of our range of travel insurance products and consider whether these products are appropriate for you.

³ Access Prepaid Australia Pty Ltd (ABN 47 145 452 044, AFSL 386 837) (Access Prepaid) 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 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 Card fees and load limits apply. Issued by Heritage Bank Limited ABN 32 087 652 024 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/travelcards before purchasing your card.

Western Union® Money Transfer™ service

The Western Union Money Transfer service can be used to send and receive money overseas at more than 3,200⁶ participating post offices. Western Union Money Transfer services are available at nearly 500,000⁶ Agent locations in over 200⁶ countries and territories around the world.

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

⁶ 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)