## Basic services

### Mail classification system (Conv., art. 13.3; Regs., art. RL 120)

<p>| | | | | |</p>
<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Based on speed of treatment of items (Regs., art. RL 120.2):</td>
<td>Yes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1.1</td>
<td>Priority and non-priority items may weigh up to 5 kilogrammes (Regs., art. RL 122.1). Whether admitted or not:</td>
<td>No</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Based on contents of items (Regs., art. RL 122.2):</td>
<td>No</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.1</td>
<td>Letters and small packets weighing up to 5 kilogrammes (Regs., art. RL 122.2.1). Whether admitted or not (dispatch and receipt):</td>
<td>No</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.2</td>
<td>Printed papers weighing up to 5 kilogrammes (Regs., art. RL 122.2.2). Whether admitted or not for dispatch (obligatory for receipt):</td>
<td>No</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Classification of post items to the letters according to their size (Conv., art. 14; Regs., art. RL 121.2)</td>
<td>-</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## Optional supplementary services

### Insured items (Conv., art. 15.2; Regs., art. RL 138.1)

<p>| | | | | |</p>
<table>
<thead>
<tr>
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<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>4.1</td>
<td>Whether admitted or not (dispatch and receipt):</td>
<td>No</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.2</td>
<td>Whether admitted or not (receipt only):</td>
<td>No</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.3</td>
<td>Declaration of value. Maximum sum</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.3.1</td>
<td>surface routes:</td>
<td>No limits</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.3.2</td>
<td>air routes:</td>
<td>No limits</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.3.3</td>
<td>Labels (RL 138.6.3 et 138.6.4) . CN 06 label or two labels (CN 04 and pink &quot;Valeur déclarée&quot; (insured) label) used:</td>
<td>-</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.4</td>
<td>Offices participating in the service:</td>
<td>-</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.5</td>
<td>Services used:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.5.1</td>
<td>air services (IATA airline code):</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.5.2</td>
<td>sea services (names of shipping companies):</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.6</td>
<td>Office of exchange to which a duplicate CN 24 formal report must be sent (Regs., art. RL 197.10):</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Cash-on-delivery (COD) items (Conv., art. 15.2.2; Regs., arts. RL 139.1, RL 139.2 and RL 139.3)

<p>| | | | | |</p>
<table>
<thead>
<tr>
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<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>5.1</td>
<td>Whether admitted or not (dispatch and receipt):</td>
<td>No</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5.2</td>
<td>Whether admitted or not (receipt only):</td>
<td>-</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5.3</td>
<td>Amount of the rate applied in addition to the postage charges applicable to COD items</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5.3.1</td>
<td>ordinary items:</td>
<td>SDR</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
5.3.2 registered items: SDR
5.3.3 insured items: SDR
5.4 Charges on COD items
5.4.1 Levied on the sender of the item: -
5.4.2 Levied on the addressee of the item: -
5.4.3 Do you apply a special charge for delivering cash-on-delivery items in the destination country -
5.4.4 If you answer yes, how much is this charge SDR
5.4.5 Do you require cash-on-delivery items to be sealed -

6 Express items (Conv., art. 15.2.3; Regs., art. RL 140)
6.1 Whether admitted or not (dispatch and receipt): No
6.2 Limited to priority items: No
6.3 Item itself or an advice of arrival delivered by express in the case of an insured item: Item delivered
6.4 Other information Considered under bilateral arrangement

7 Delivery to the addressee in person (Conv., art. 15.2.4; Regs., art. RL 142)
7.1 Admitted for registered and insured items (If admitted according to question 4): No
7.2 Admitted only if registered and insured items are received with an advice of delivery: Yes
7.3 Indication to appear on items sent to your administration: "For delivery to the addressee in person"

8 Items for delivery free of charges and fees (Conv., art. 15.2.5; Regs., art. RL 143)
8.1 Ordinary, registered and insured items. Whether admitted or not: No
8.2 Registered and insured items only. Whether admitted or not: No
8.3 Merchandise return service (Conv., art 15.2.8) -

9 International business reply service (IBRS) (Conv., art. 15.3.1; Regs., art. RL 144)
9.1 International business reply service (IBRS) (Conv., art. 15.3.1; Regs., art. RL 144) Yes
9.2 Operated on a reciprocal basis (Regs., art. RL 144.2.3) No
9.3 Items weighting from 50g to 2000g on a reciprocal basis (Regs., art. RL 144.3.3) No
9.4 If more than 50g but less than 2000g, please specify the upper weight limit g
9.5 Items excluded from IBRS with certain contents other than the ones specified in Conv., art. 18 (Regs., art. RL 144.3.4) -
9.5.1 If yes, please specify:
9.6 Open to bilaterally agreement to any further extensions of the service (Regs., art. RL 144.3.5)? Yes

10 International reply coupons (Conv., art. 15.3.2; Regs., art. RL 146). Whether sold or not (Regs., art. RL 146.1): Yes

11 Radioactive materials (Conv., art. 18.3; Regs., arts. RL 131 and RL 132)
11.1 Whether admitted or not (dispatch and receipt): No
11.2 Whether admitted or not (receipt only): -
<p>| | | |</p>
<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td><strong>12</strong></td>
<td>Requests for withdrawal from the post, alteration or correction of address (Conv., art. 5; Regs., art. RL 152)</td>
<td></td>
</tr>
<tr>
<td>12.1</td>
<td>Whether admitted or not:</td>
<td>No</td>
</tr>
<tr>
<td>12.2</td>
<td>Office to which requests must be sent: (Regs., art. RL 152.3.4):</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Office Name:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Office Code:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Address:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Phone:</td>
<td></td>
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<tr>
<td></td>
<td>Fax:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>E-mail 1:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>E-mail 2:</td>
<td></td>
</tr>
</tbody>
</table>

| **13** | Exempt patient specimens (human or animal) (Conv., art.; Regs., arts. RL 133) |   |
| 13.1 | Whether admitted or not (dispatch and receipt): | Yes |
| 13.2 | Whether admitted or not (receipt only): | - |

| **14** | Category B Infectious Substances (UN 3373) (Conv., art.; Regs., arts. RL 131.1.2, RL 132.2.2 to RL 132.2.6) |   |
| 14.1 | Whether admitted or not (dispatch and receipt): | No |
| 14.2 | Whether admitted or not (receipt only): | - |

| **15** | Literature for the blind (Regs., art. RL 126.5) |   |
| 15.1 | Sound recordings sent by a blind person to any addressee. Whether admitted or not as literature for the blind: | Yes |
| 15.2 | Sound recordings sent to a blind person by any sender. Whether admitted or not as literature for the blind: | Yes |

| **16** | Combination in one item of articles on which different charges are payable (Regs., art. RL 105.4). Whether authorized or not: | No |

**Other information**

| **17** | Small packets exceeding 500 g (Conv., art.; Regs., art. RL 106.1). Delivery charge on domestic items applicable to international items: | SDR |
| **18** | Registered items. Liability (Conv., art. 23.2) |   |
| 18.1 | Whether accepted or non in cases of *force majeure* (Regs., art. RL 159.2): | No |
| 18.2 | Equivalent of the 30 SDR indemnity per item (Regs., art. RL 159.4): |   |
| 18.3 | Equivalent of the indemnity for each M bag – maximum 150 SDR (Regs., art. RL 159.4): |   |

| **19** | Insured items. Liability (Conv., art. 23.4) |   |
| 19.1 | Whether accepted or not in cases of *force majeure* (Regs., art. RL 159.2): | No |
| 19.2 | Whether admitted or not on board ships and aircraft used by the administrations (Regs., art. RL 165.4): | Yes |
21 Registered items in closed envelopes containing the articles mentioned in article 18.6 of the Convention. Whether admitted or not: No

22 Methods of denoting prepayment (Regs., arts. RL 114 and RL 115)

22.1 Prepayment of postage indicated by means of impressions made by a printing press or other printing or stamping process. Whether admitted or not: Yes

22.2 Indication used to denote prepayment: "Postage paid - Australia"

22.3 Can prepayment be denoted by an indication that full postage has been prepaid, for example: "Taxe perçue" (Postage paid)? Whether admitted or not: Yes

22.4 If so, indicate the indication(s) adopted: "Postage paid"

23 Suspected fraudulent use of postage stamps, etc. (Regs., art. RL 116)

23.1 Is the prescribed procedure permitted by internal legislation: Yes

23.2 Office to which advices on suspected fraudulent use must be sent:

Office Name: Corporate Security Group Australia Postal Corporation
Office Code: GPO Box 1777 MELBOURNE VIC 3001 AUSTRALIA
Phone: (+61) 3 9106 7450
Fax: (+61) 3 9206 4138
E-mail 1: corporatesecuritygrouphq@auspost.com.au
E-mail 2:

24 Registered items (Regs., RL 137, RL 180.1 and RL 180.3)

24.1 Replacement of the prescribed CN 04 label by a framed label on which only the letter "R" has been printed: No

24.2 Replacement by a stamp impression or strip: No

24.3 CN 33 special lists. Whether always required or not: Yes

24.4 Bulk entry. Whether accepted or not: No

24.5 Bulk entry in all cases: No

24.6 Bulk entry only within the framework of a bilateral agreement: No

25 Procedures for delivering registered and insured items (Regs., arts. RL 137 and RL 138)

25.1 Handed over against the signature of the addressee or of a duly authorized agent

25.1.1 Registered items: Yes

25.1.2 « This section is no longer valid »

25.1.3 Insured items: Yes

25.2 Whether handed over against the signature of a de facto agent (member of the addressee's family, hotel porter, janitor, etc.)

25.2.1 Registered items: Yes

25.2.2 « This section is no longer valid »
25.2.3 Insured items: Yes

25.3 Number of attempted deliveries for registered and insured items

25.3.1 Registered items 1

25.3.2 « This section is no longer valid »

25.3.3 Insured items 1

25.4 Retention period for registered and insured items once a card has been left after several failed delivery attempts

25.4.1 Registered items 14 Day(s) - Month (s)

25.4.2 « This section is no longer valid »

25.4.3 Insured items 14 Day(s) - Month (s)

26 « This section is no longer valid »

27 Advice of delivery (CN 07 form) (Regs., art. RL 141.3.1)

27.1 Whether signed by the addressee (or his representative): Yes

27.2 Whether signed by the official of the office of destination: No

28 Letter-post items retained or addressed poste restante (Regs., art. RL 151.5.3). Period of retention: 30 Day(s) - Month (s)

29 Inquiries (Regs., art. RL 154 and RL 155).
Offices to which inquiries must be sent regarding (CN 08 form) (Regs., art. RL 154.2.5):

29.1 Ordinary items:
Office Name : Australia Post National Contact Centre
Office Code : 
Address : GPO Box 9911
Brisbane QLD 4001
AUSTRALIA
Phone : (+613) 8847 9045
Fax : (+617) 3109 5910
E-mail 1 : International@auspost.com.au
E-mail 2 :

29.2 Registered items or insured items: See 29.1

29.3 Cash-on-delivery (COD) items:
Office Name :
Office Code :
Address :
Phone :
Fax :
E-mail 1 :
E-mail 2:
29.4 Electronic CN 08 form (Regs., art. 154.2.1) Whether admitted or not: Yes

30 Items subject to customs control (Regs., art. RL 156)

30.1 Number of CN 23 customs declarations needed when the contents exceed 300 SDR in value: 1

30.2 Languages in which the CN 22 label and CN 23 customs declarations may be filled in: English

30.3 M bags (Regs., art. RL 156.9)

30.3.1 Whether the address label of special bags of printed papers requires a CN 22 label:

30.3.1.1 in all cases (whether items have to be submitted to customs control or not): Yes

30.3.1.2 only when items have to be submitted to customs control: -

30.3.2 Any CN 23 customs declaration required, as well as any other accompanying papers, should be attached:

30.3.2.1 to the outside of the bag: Yes

30.3.2.2 to one of the items contained in the bag: -

31 Empty bags (Regs., art. RL 203.5)

31.1 Office of exchange appointed for reception of empty bags in long-distance services:

Office Name: Sydney Gateway Facility
Office Code: AUSYDF
Address: 21-65 Factory Street
CLYDE NSW 2142
AUSTRALIA
Phone: (+61) 02 9204 3016
Fax: (+61) 02 9204 3462
E-mail 1: vnsgf.nsw@auspost.com.au

E-mail 2:

Office Name: Melbourne Gateway Facility
Address: 11-23 Apac Drive
MELBOURNE AIRPORT VIC 3045
Phone: (+61) 3 9920 1162
Fax: (+61) 3 9920 1164
E-mail 1: vnmgf.vic@auspost.com.au
E-mail 2:

Office Name: Perth Gateway Facility
Address: Units 2-5, 71 Affleck Road
PERTH AIRPORT WA 6105
Phone: (+61) 8 9237 4672
Fax: (+61) 8 9237 4708
E-mail 1:
E-mail 2:

31.2 Average value in SDR of bags used by offices of exchange (Regs., art. RL 203.10): 10 SDR

32 Special address for transmission concerning transit charges and terminal dues: CN 43, CN 54, CN 54bis, CN54ter, CN 56, CN56bis, CN 57, CN 58, CN 61, CN 62, CN 62bis, CN 63 and CN 64 forms (Regs., art. RL 240):

CN 54, CN 54bis, CN 56, CN 57, CN 58, CN 61, CN 62, CN 63, CN 64
33 Office(s) of exchange responsible for handling letter post (Regs., art. RL 173.3)

Office Name: Sydney Gateway Facility (Inbound & Outbound)

Office Code: 33

Address: 21-65 Factory St
CLYDE NSW 2142

Phone: (+61) 2 8736 5348
Fax: (+61) 2 9204 3011

E-mail 1: vnsgf.nsw@auspost.com.au
E-mail 2:

33 Office(s) of exchange responsible for handling letter post (Regs., art. RL 173.3)

Office Name: SPF Outbound Air AO only

Office Code: 33

Address: 12 Hume Highway, Chullora NSW 2190

Phone: (+61) 02 8736 5348
Fax: (+61) 02 9204 3011

E-mail 1: vnsgf.nsw@auspost.com.au
E-mail 2:

33 Office(s) of exchange responsible for handling letter post (Regs., art. RL 173.3)

Office Name: Melbourne Gateway Facility (Verification Notes section)

Office Code: 33

Address: 11-23 Apac Drive
MELBOURNE AIRPORT VIC 3045

Phone: (+61) 3 9920 1162
Fax: (+61) 3 9920 1164

E-mail 1: vnmgf.vic@auspost.com.au
E-mail 2:

33 Office(s) of exchange responsible for handling letter post (Regs., art. RL 173.3)
Mails conveyed by sea

Surface letter-post mails

34.1 Name of port(s) of arrival: Sydney

34.2 Name and address of the exchange office of destination to which advance CN 37 delivery bills should be sent:

Office Name: Brisbane Gateway Facility
Address: 25-27 Qantas Drive
EAGLE FARM QLD 4007
Phone: (+61) 7 3000 7080
Fax: (+61) 7 3000 7066
E-mail 1: vnsgf.nsw@auspost.com.au

Office(s) of exchange responsible for handling letter post (Regs., art. RL 173.3)

33
Office Name: Adelaide Mail Centre (Outbound only)
Address: 272 Gouger St
ADELAIDE SA 5000
Phone: (+61) 8 8402 6528
Fax: (+61) 8 8402 6680
E-mail 1: vnmgf.vic@auspost.com.au

33
Office Name: Darwin Mail Centre (Outbound only)
Address: 254 Stuart Highway
WINNELLIE NT 0820
Phone: (+61) 2 8736 5348
Fax: (+61) 2 9204 3011
E-mail 1: vnsgf.nsw@auspost.com.au

33
Office Name: Perth Gateway Facility
Address: Units 2-5, 71 Affleck Road
PERTH AIRPORT WA 6105
Phone: (+61) 8 9237 4672
Fax: (+61) 8 9237 4708
E-mail 1: vnmgf.vic@auspost.com.au

Mails conveyed by sea

Date of last update: 11.11.2016
Office Name: National Shipping Manager Sydney Gateway Facility

Address: PO Box 325
GRANVILLE NSW 2142
AUSTRALIA

Phone: (+61) 2 9204 3405
Fax: (+61) 2 9204 3460
E-mail 1: SGFSEA@auspost.com.au

35 Surface parcel mails (See Parcel Post Compendium)

36 On-line tracking provided

National Holidays

37.1 National holidays available on parcel post compendium
https://parcel.upu.org/Published%20Documents/Parcel_Compendium_AU_AUA_EN.pdf

37.2 Parcel post compendium
https://parcel.upu.org

Delivery standards

38 See the annexes.

Other information

39 Airmail

39.1 Are dues payable for air conveyance of airmails in transit between two airports in your country fixed in the form of a single price?

39.2 Subject to the agreement of the administrations receiving these mails at the airports of their countries, does your administration send surface mail by air with reduced priority (S.A.L.)? See also table D – Details concerning the S.A.L. service published in CN 68: http://www.upu.int/en/activities/transport/publications.html

39.3 If so, are reduced air surcharges collected for S.A.L. mail?

39.4 As an administration of dispatch, have you opted for individual entry of each bag on the CN 38 or CN 41 delivery bill?

39.5 Subject to prior agreement, do you authorize administrations to use your airmail bags for making up mails addressed to you?

39.6 For bags of S.A.L. mail, is use made of CN 35 labels bearing in bold characters the words "S.A.L. surface par avion" (S.A.L. surface airlifted) instead of CN 36 labels?

Letter Post Compendium Online - Annexes

Australian Postal Corporation

Letter delivery standards - Air letter

OE Name
IMPC Code

Date of last update: 11.11.2016
Tel (+)
Fax (+)

Hours of operation

**From the airport of destination to the addressee**

<table>
<thead>
<tr>
<th>Day</th>
<th>Time</th>
<th>Zone 1</th>
<th>Zone 2</th>
<th>Zone 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
<td>-</td>
<td>---</td>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>Tuesday</td>
<td>-</td>
<td>---</td>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>Wednesday</td>
<td>-</td>
<td>---</td>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>Thursday</td>
<td>-</td>
<td>---</td>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>Friday</td>
<td>-</td>
<td>---</td>
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<td>---</td>
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<tr>
<td>Saturday</td>
<td>-</td>
<td>---</td>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>Sunday</td>
<td>-</td>
<td>---</td>
<td>---</td>
<td>---</td>
</tr>
</tbody>
</table>

Definition of zones

**Zone 1:**

<table>
<thead>
<tr>
<th>Postcodes</th>
<th>Cities</th>
</tr>
</thead>
</table>

**Zone 2:**

<table>
<thead>
<tr>
<th>Postcodes</th>
<th>Cities</th>
</tr>
</thead>
</table>

**Zone 3:**

<table>
<thead>
<tr>
<th>Postcodes</th>
<th>Cities</th>
</tr>
</thead>
</table>

**Arrival at the office of exchange:**

**Customs clearance times:**

| Items subject to customs duty: |
| Items not subject to customs duty: |

**Comments:**
**Letter delivery standards - Surface letter**

OE Name

IMPC Code

Tel (+)

Fax (+)

**Hours of operation**

**From the airport/port/office of exchange of destination to the addressee**

<table>
<thead>
<tr>
<th>Day</th>
<th>Time</th>
<th>Zone 1</th>
<th>Zone 2</th>
<th>Zone 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
<td>-</td>
<td>---</td>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>Tuesday</td>
<td>-</td>
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<tr>
<td>Wednesday</td>
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<td>Thursday</td>
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<tr>
<td>Saturday</td>
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<tr>
<td>Sunday</td>
<td>-</td>
<td>---</td>
<td>---</td>
<td>---</td>
</tr>
</tbody>
</table>

**Definition of zones**

**Zone 1:**

<table>
<thead>
<tr>
<th>Postcodes</th>
<th>Cities</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Zone 2:**

<table>
<thead>
<tr>
<th>Postcodes</th>
<th>Cities</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Zone 3:**

<table>
<thead>
<tr>
<th>Postcodes</th>
<th>Cities</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Arrival at office of exchange:**

**Customs clearance times:**

Items subject to customs duty:

Items not subject to customs duty:

**Comments:**