

**Senate Standing Committee on Environment and Communications**  
**Answers to Senate Estimates Questions on Notice**  
**Additional Estimates February 2017**  
**Communications Portfolio**  
**Australia Post**

**Question No: 69**

**Australia Post**

**Hansard Ref: Page 63, 28/02/2017**

**Topic: Post office box rental terms and conditions**

**Senator Hanson-Young, Sarah asked:**

**Senator HANSON-YOUNG:** In your post office box terms and conditions schedule, schedule 14, which I have pulled up from the Australia Post website, it does not say anywhere that if, as a consumer, I pay Australia Post to rent a post office box, I cannot get anyone else deliver parcels to that box; does it? It does not say that you can only receive packages as delivered by Australia Post?

**Ms Corbett:** I do not have the terms and conditions in front of me, but I am happy to take that on notice.

**Senator HANSON-YOUNG:** Can you take that on notice. I have read through schedule 14 and I cannot see anywhere where it says that those conditions are put on it; that, as a consumer having paid to rent that box, I can only use delivery services as listed by Australia Post.

**Ms Corbett:** I am happy to go through the terms and conditions and take that on notice for you.

**Senator HANSON-YOUNG:** Thank you.

**Answer:**

The Post Office (PO) Box service Terms and Conditions (T&Cs) govern the relationship between the customer (that is, the addressee - in the context of the PO Box service) and Australia Post. These T&Cs do not govern the relationship between Australia Post and any third party carriers. The T&Cs do not specifically prohibit third party carriers from arranging delivery to PO Boxes. If postage is paid then any article will be delivered to a PO Box irrespective of the original carrier.