

About the Mail Redirection service

Period of service

Australia Post needs **three full working days** (Monday to Friday) from the date your application is lodged to start your Mail Redirection service.

For a **permanent** move, you must select from either the one, three, six or twelve month service. For a **temporary** move, you must select a date for the service to finish.

Check the applicable fees with an Australia Post outlet or visit www.auspost.com.au/movingservices.

Mail to premises with many people

Applications may be **refused** if it will be difficult to isolate mail from other mail to be delivered to the same address (such as private mail addressed to a caravan park, hotel, motel or business premises).

Mail addressed to more than one person

Where mail is addressed to two or more people and only one of those persons has applied for mail redirection, the mail will be delivered as addressed (that is, it will **not** be redirected).

Where mail is addressed to more than one person, and more than one of the addressees has applied for a redirection to a different destination, the mail will be treated as 'left address' and returned to sender.

Applicant name variations

All mail addressed to variations of the names listed will be redirected — for example, if the applicants' names are Fred and Lisa Smith then mail addressed to F. Smith, F & L Smith, Fred L. Smith will be redirected. Mail addressed to names that are not variations to the names listed will be assumed to be new or remaining occupants of the address and will not be redirected.

All applicants who wish to have their mail redirected must have their names listed on the form.

More than seven names

If there are more than seven names to be included in your "Application to Redirect Mail", attach another signed form with the additional names.

Redirecting mail to "care of post office"

Applications to redirect mail to "care of post office" are only accepted where there is **no** street delivery available, or the applicant does **not** have a fixed address.

Private AND business applications

If an application is for **both** private and business mail, the **business fees** will apply.

To alter or cancel your Mail Redirection service

If you wish to:

- **alter** your Mail Redirection service (extend or reduce the period of service, or add or remove names), or
- **cancel** your Mail Redirection service

you must complete and lodge the form "Alter or Cancel Mail Redirection or Mail Holding service" and lodge in person at any Australia Post outlet.

Please note: A non-refundable service fee applies for cancellation of a Mail Redirection service. For further details refer to www.auspost.com.au/movingservices, or ask at any Australia Post outlet.

If you wish to change your Mail Redirection service to a **different address**, you must **cancel** your existing Mail Redirection service (using the form "Alter or Cancel Mail Redirection or Mail Holding service") and lodge a new "Application to Redirect Mail" at any Australia Post outlet.

Altering or cancelling can only be done in person by the person who lodged the original application, or by a person who has written authority from that person or from the business/organisation. However any person can add or remove their own name and that of any dependant aged under 18 years.

The same **proof of identity** requirements will apply.

When you lodge the form "Alter or Cancel Mail Redirection", it will help us if you provide the **copy of your original application** with the **receipt** attached.

If you have a street address and a PO Box

If you wish to redirect mail from more than one address, including a PO Box, you must lodge a **separate** application for each address.

End of service

All mail received after the finish date will be delivered **as addressed**.

Please allow for some mail which will be **in transit** and which may arrive at the new address after the finish date.

Redirecting to an overseas address

Mail can be redirected to an overseas address.

However mail will **not** be redirected if such items require customs documentation, or it was originally sent by domestic services such as Registered Post, Cash on Delivery, Parcel Post or Express Post. These articles may be returned to sender.

Australia Post can only ensure that redirected mail will leave Australia.

If the redirection service is cancelled, Australia Post may refund only a part of the original fee. Contact your nearest Australia Post outlet or go to www.auspost.com.au/movingservices for further details.

Private individual

Proof of identity

To safeguard your mail, Australia Post will need to sight proof of identity when you lodge this form. The following documents are accepted:

- **photo ID** such as a drivers licence or passport (student cards and credit cards are not accepted), **or**
- **one of each** of the following:
 - (a) a document with your **name and address** (such as a bank statement, rates notice or residential lease), **and**
 - (b) a document which shows your **signature** (such as a credit card, student card or Statutory Declaration).

Eligibility for concession

You may receive a concession if the Mail Redirection service application **only** includes eligible concession cardholders and their dependants (as listed on the concession card).

To be eligible, you must be a **current holder** of one of the following cards:

- Centrelink Pensioner Concession Card (PCC)
- Department of Veterans' Affairs Pensioner Concession Card (DVA-PCC)
- Centrelink Health Care Card – **Type Sickness Allowance only** (HCC-Type SA).

Other concessions may apply. Contact an Australia Post outlet or visit www.auspost.com.au/movingservices

Continued on the next page

Applying for other people

You can only include other people or apply on their behalf if you have **authority** to do so.

If there is some **doubt** about you having authority, Australia Post may ask you to provide **written evidence** that you have such authority.

It is a criminal offence to redirect another person's mail without their authority. Giving false or misleading information is also a serious offence.

Business or organisation

The application must be lodged by an **authorised person** of the business or organisation (such as a managing partner, company secretary, trustee, office-holder) or by a person acting as an **agent**.

An agent must have **written authority** to act as an agent, signed by an authorised person of the business or organisation. The authorisation must be on official letterhead and include the full name and residential address of the agent. A copy of the authorisation must accompany the application.

Proof of identity requirements

- proof of identity of the **person** lodging the application — as per the requirements for a private individual
- where applicable — an original or certified copy of the **Business Registration Certificate**
- for a club or association — a certified copy of the **minutes** of the Annual General Meeting appointing the office-holders
- for a company or company trustee — where applicable, the **company seal** must be applied to the application next to the signature.

For further details, please refer to Section 8 of the Terms and Conditions (on the back of the customer copy of the attached form).

Deceased estate

The application should be lodged by the **executor** or **administrator** — a copy of the grant of probate or letter of administration must accompany the application.

If an executor or administrator has **not** been appointed, a **family member** may lodge the application.

Proof of identity

Proof of identity of the **person** lodging the application is required — as per the requirements for a private individual.

Privacy and other information

Scope — This statement is required by the *Privacy Act 1988* (Cth) and explains how your, or a co-applicant's, personal information is handled when using our Mail Redirection service and associated services.

Information about other people — Where you give us the personal information of another person you undertake to tell them you have done this and why, and of the contents of this Privacy Statement.

Primary use — We only use your, or any co-applicant's, personal information to administer our Mail Redirection service.

Secondary use — With your consent, we can also use your personal information to:

- send you valuable information to help you in your new home
- advise organisations of your new address details, or
- send you e-mails or SMS containing valuable information to help you in your new home.

Disclosure — Australia Post will not disclose your, or any co-applicant's, personal information to any third party **unless** it is:

- required by, or authorised under, law — for example, Australia Post can be compelled to disclose its customers' personal information to such organisations as Centrelink, Child Support Agency, Australian Electoral Commission, Australian Taxation Office, law enforcement agencies and other government agencies who may lawfully request access to this information
- with either your express or implied consent in relation to our other services
- to our contracted service providers — such as mailing houses, printers and approved licensees for our National Change of Address Update service, who help Australia Post with aspects of the administration of this service.

Access — Subject to some exceptions allowed by law, you, and any co-applicant, are entitled to request access to your personal information while we store it. All requests shall be assessed as required by law and we will tell you why if access is denied.

Further information — You can get further information on how we handle your personal information from:

- the Privacy page at our website www.auspost.com.au, or
- by writing to:
Chief Privacy Officer
GPO Box 1777
Melbourne VIC 3001

Free Address Update service (for permanent movers only)

— Australia Post can further assist with the prompt and efficient delivery of your mail. With your express consent we can give your **new address details** to those organisations that **already know** your name and previous address and who have asked us to update their records.

These organisations include industries such as public utilities, financial services, direct marketing, consumer goods, retail, charities, professional and other services.

To protect your personal information and your privacy, all Licensees for our National Change of Address Update service, and every organisation to which your new address information is provided, must enter a strict contract with Australia Post ensuring they comply with the Privacy Act 1988 (Cth) and other legal requirements. For more information, see clause 2.7 and 11 of the Terms and Conditions of your Mail Redirection Application.

Australia Post also licenses this service to third party organisations. Details of these organisations are available upon request.