

Tips from NZ Post and Police to keep your parcels secure this festive season

20-10-2025

NZ Post Chief Customer Officer Bryan Dobson says theft of mail and parcels is a very disappointing occurrence. "We are coming up to the busy season for NZ Post and our teams will be working hard to get parcels and mail items where they need to be. We offer a range of delivery options to help our customers protect themselves from parcel theft."

Bryan says customers should consider downloading the NZ Post app, which allows easy access to services such as leave my parcel and collect my parcel.

"If you're not going to be home, there's our leave my parcel service, where you can tell us a safe spot to leave your parcel on your property. With 'leave my parcel' you can arrange this for all of your parcels delivered to your property or just one delivery. Or alternatively you can have your parcel sent to one of our convenient locations around New Zealand for collection."

"We also encourage Kiwis to clear their letterbox regularly, and consider installing a lock or investing in a parcel locker style mailbox. I'd also like to remind people not to send gift-cards, vouchers and money through the post."

If a parcel or mail item is stolen after NZ Post completes delivery of the item, the theft becomes a Police matter and needs to be

reported to the Police.

"We encourage Kiwis to report any suspicious behaviour, such as individuals hanging around letterboxes, or vehicles acting suspiciously, to the Police by phoning 105 or submit a 105 report online," says Bryan.

Police are continuing to urge the public to immediately report any thefts of parcels and mail.

"We encourage anyone who has been the victim of dishonesty offending to report it as soon as possible," says Inspector Brett Callander, National Community Prevention Manager.

"If you see any suspicious activity, such as people loitering around letterboxes or properties, please contact Police."

"Another prevention measure is to have your mail or parcels delivered to a trusted

neighbour if you are not going to be home when it is delivered."

Police encourage people to join a Neighbourhood Support group as it can be a good way to deter theft with more people in your neighbourhood keeping an eye out for suspicious activity.

Other top tips to reduce the risk of mail theft include:

- Clear your letterbox in a timely manner and put a hold on your mail delivery if you're going away.
- Use the NZ Post app or website to leave my parcel, allowing you to

arrange a safe spot on your property for one, some, or all of your deliveries.

- Use the NZ Post app or website to collect my parcel, where you can have your parcel sent to one of our convenient locations around New Zealand for collection.
- Provide clear delivery instructions for couriers to leave a package safely hidden or secured within your property.
- Consider installing security cameras and/or security camera messaging near your letterbox or front of property.

Source: [NZ Post](#)