International Post Corporation

Australia Post taking action to protect its people and the community

16-03-2020

Australia Post is taking action to help protect the health and safety of our staff and customers in relation to the spread of coronavirus COVID19.

From today, the Self Service Terminals at Post Offices will be temporarily unavailable to ensure customers and staff keep a safe distance from one-another.

Further, to minimise the risk of contracting or spreading coronavirus, all parcels - be it at a post office or at a residence - will no longer require a signature for delivery or collection.

In all cases, whether a driver or postie delivers to the door or a customer goes in to their local Post Office to collect a parcel, an Australia Post staff member will ask and record the customer's name and sign on their behalf.

The customer will still need to be present for this to occur, but contact will be minimised by either leaving the parcel at the door until the driver or postie has left the premises or left for the customer to pick up on the counter.

This is in addition to measures already introduced to protect our people, including asking customers to not visit our post offices if they are showing symptoms, and for all other customers to keep a distance of at least one metre from people, and continue to practice good hygiene.

We also remind our customers that in addition to picking up deliveries at a post office, they are also able to select delivery to occur to one of our over 400 parcel locker locations across the country. More information on how to sign up to a free MyPost account and to use parcel lockers can be found on the AusPost website.

Australia Post is committed to continuing delivery throughout our network and as any disruptions resulting from Coronavirus occur, we will keep customers updated.

There are currently international delivery delays due to the coronavirus, and we are working with partner airlines and other postal operators to move items as quickly as possible.

We are acting to ensure that we can minimise transmission now as much as possible,

protecting our customers and staff, while still continuing to deliver for Australians.

Source: Australia Post

CLASSIFICATION: CORPORATE | WWW.IPC.BE © 2026