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how to redirect mail australia post

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How to Redirect Mail with Australia Post: A Complete Step by Step Guide

Moving to a new home, starting a new job, or simply wanting to keep your mail safe while you're away can all create the need to redirect your post. In Australia, the most common way to ensure your letters, bills, and important documents arrive at the right place is through **Australia Post's Mail Redirection service**. Whether you're relocating within the same city or across the country, this article walks you through every detail you need to know: the benefits, the process, the costs, and the common pitfalls to avoid.

Why Consider Mail Redirection?

Mail redirection—also known as mail forwarding or address change—offers a simple yet powerful solution for maintaining uninterrupted communication. Here are the top reasons why you might want to redirect your mail:

- Relocation: When you move houses or cities, your old address still receives mail unless you redirect it.
- Vacation or Travel: If you'll be away for weeks or months, forwarding keeps your mail safe.
- Business Continuity: A company changing office locations can redirect business mail to the new address.
- Legal and Financial Security: Important documents, such as bank statements or court notices, should reach you without delay.
- Peace of Mind: Redirection eliminates the risk of losing critical correspondence.

Understanding Australia Post's Mail Redirection Options

Australia Post offers several redirection methods, each designed for different needs. Knowing the differences helps you choose the right service for your situation.

1. Online Redirection

Through the Australia Post website, you can set up redirection for up to 12 months. This method is quick and convenient—no paperwork required, and you can manage everything from your computer or smartphone.

2. In Person Redirection

Visit any Australia Post retail outlet or your local post office to complete a redirection form. This option is useful if you prefer face to face assistance or need help with the form.

3. Redirection for Business

Businesses can use the **Business Address Management**service to redirect all mail, parcels, and e mail notifications. This service includes advanced features such as bulk redirection and integration with accounting software.

4. Temporary Redirection

If you only need to redirect mail for a short period—say a few weeks for a trip—you can opt for a temporary redirection, which typically lasts up to 30 days.

Step by Step: How to Redirect Mail with Australia Post (Online)

Below is the most common and streamlined method—setting up mail redirection online. Follow these steps carefully to ensure a smooth transition.

From the dashboard, click on *“Mail & Post”* then select *“Redirection”* from the dropdown menu.

Fill in the details for both your current address (the one where mail is currently arriving) and the new address where you want it forwarded. Double check for accuracy—misspellings can cause delays.

Choose the period you need—up to 12 months. You can also set the service to automatically end after the chosen period.

Review all details. Australia Post will display a summary of the redirection, including any associated fees.

Payments can be made via debit, credit card, or PayPal. The standard fee for 12 months is **$25.00**(subject to change), but discounts may apply for students or senior citizens.

Once the payment is processed, you’ll receive a confirmation email. Keep this for your records.

Inform banks, insurance companies, utility providers, and other important contacts of your new address to ensure all future mail is sent directly.

That’s it! Your mail will now be forwarded automatically, and you can track the status through your Australia Post account.

Step by Step: How to Redirect Mail with Australia Post (In Person)

Prefer a hands on approach? Here’s how you can redirect your mail by visiting a local post office.

Ask the staff for a *“Mail Redirection”*form. Some branches may have digital kiosks where you can fill it out on a tablet.

Provide your current address, new address, and the intended start and end dates for the redirection. The staff may verify your identity with a photo ID.

Fees are the same as online—typically $25.00 for a 12 month period. Payment can be made via cash, debit, or credit card.

Keep the receipt; it serves as proof of the redirection request.

It’s a good idea to log in to your Australia Post account and confirm the redirection details match what you submitted.

Costs and Payment Options

The cost of mail redirection depends on the duration and the type of service you choose. Below is a quick reference guide.

- Standard Redirection (12 months) – $25.00 (discounts may apply)
- Temporary Redirection (up to 30 days) – $10.00
- Business Address Management – Starts at $35.00 per year, varies with volume
- Student & Senior Discounts – 10% off for eligible customers

All fees are payable online or in person using debit, credit card, or PayPal. Australia Post occasionally runs

promotions, so keep an eye on their website for savings.

What Happens to Your Mail After Redirection?

Once you activate redirection, the Australia Post system will automatically forward every piece of mail that arrives at your old address to the new one. The process typically takes 24–48 hours for each item, but large parcels may take slightly longer.

Key points to remember:

- Redirection does not alter the delivery method—your mail will still arrive via the standard postal service.
- Redirection only applies to first class and standard mail; express or registered items may require separate arrangements.
- If you receive a registered mail item, the sender will be notified that the recipient is unavailable, and the item may be held for collection at a post office.
- Mail that is delivered to the new address before the redirection starts will not be forwarded.

Common Issues and How to Resolve Them

Even with a straightforward process, some people encounter hiccups. Here's how to troubleshoot common problems.

1. Mail Not Forwarding

Check that the redirection period is active and that the start date has passed. If you set a future start date, the mail will only begin forwarding on that date.

2. Incorrect Address

Typos in the new address can cause delays. Verify the address with the Australia Post postcode lookup tool.

3. Missing Redirection Confirmation

Sometimes the confirmation email may go to spam. Search for "Australia Post Redirection" in your inbox. If you still can't find it, log in to your account or call **13 22 00** for assistance.

4. Redirection Fees Not Applied

Ensure you've completed the payment step. If you paid online but haven't received confirmation, double check your payment history or contact customer service.

5. Business Mail Not Redirected

Business addresses often have multiple recipients. Confirm that the business address management plan includes all intended mailboxes and that you've added all relevant email addresses.

Tips for a Smooth Mail Redirection Experience

Here are some best practices to ensure your mail keeps flowing smoothly during the transition.

- Update Your Address Early – Give Australia Post at least two weeks before you move to set up redirection.
- Notify All Key Contacts – Banks, credit card companies, utility providers, and subscription services should receive your new address.
- Check Your Mail Regularly – After setting up redirection, keep an eye on your inbox for confirmation and any potential delays.

- Use the Postage Calculator – If you're sending mail from your old address, use the postage calculator to ensure correct postage.
- Keep a Record – Store the redirection confirmation and any receipts in a safe place.
- Set a Reminder – If you're only redirecting for a short period, set a calendar reminder to cancel the service when you're back.

Alternatives to Australia Post Redirection

While Australia Post is the most common provider, other options exist for specific scenarios.

1. Private Mail Forwarding Services

Companies like *Mail Boxes Etc.* or *Postage & Parcel*offer forwarding services for business and personal use. These can be handy if you need additional features, such as scanning or digital delivery.

2. Email Forwarding

For digital communication, set up email forwarding rules in Gmail, Outlook, or other email clients to redirect incoming mail to a secondary address.

3. Third Party Address Management Platforms

Platforms like *AddressBook* or *Postmates*can automatically update your address with various services, reducing the need for manual changes.

Frequently Asked Questions (FAQ)

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