

Deliveries to a safe place

When a sender dispatches a parcel for us to deliver to you, they choose whether the delivery requires a signature or can be left in a safe place. If your parcel has been sent with the Authority to Leave or Standard Delivery service, the courier may assess whether a safe place is available to deliver your parcel.

Locations deemed safe are:



✓ Left as per instructions.



✓ At the front door without blocking or obstructing its opening, if under cover and more than 5 metres from the street or footpath.



✓ Down the side of the house, if under cover.



✓ In a letterbox.



✓ With a concierge.



✓ Within a business if within business hours.



✓ In a safe place that can't be accessed by animals and is protected from the weather.

If the courier is unable to leave your parcel in a safe place, it will be delivered to the nearest Parcel Connect agent. You'll be notified to collect it at a time that suits you.