

Transition Plan

Adelaide Business Centre

Shop 1/216 Gouger Street, Adelaide, SA, 5000

Adelaide Business Centre (BC) will permanently close at 5:00pm on Friday, 30 October 2026.



We recognise this change will impact how some customers access Australia Post services and we're committed to supporting the community through the transition. This Transition Plan outlines upcoming changes to local postal services, reasons for the closure and the support measures available to assist customers.

What's changing

The Adelaide BC is closing, and customers will need to access services at alternative locations.

PO Box services will no longer be available at this site. A letter outlining how to update your mail delivery arrangements has been placed in PO Boxes.

Following our earlier commitment, we have worked extensively to keep the Parcel Lockers at the current Adelaide BC site. Unfortunately, despite considerable effort, we have not been able to secure the leasing arrangements required for them to remain in place. We are continuing to explore alternative nearby locations for the Parcel Lockers and will keep customers informed as arrangements progress.

Support and transition measures

Thank you to everyone who shared their ideas and feedback during community engagement on the proposed transition and support measures between Friday, 31 July and Sunday, 16 August 2026. Your feedback has helped determine the support measures to be put in place:

PO Box customers who choose to move their PO Box to another post office can receive 12 months of free mail redirection.

Our Adelaide Business Centre team will assist customers whose PO Boxes are being removed to transfer their service to a nearby post office.

We'll work with business customers to support their transition to alternative outlets and minimise disruption.

Support will be available throughout the transition, in-person at Adelaide BC and via our Customer Contact Centre on 13 13 18.

Adelaide Rundle Mall Post Shop has also recently been upgraded, enhancing capacity to support customers transitioning from Adelaide BC.

Postal services will continue to be available at:

Post Office	Address	Trading hours	Distance*
City West Campus LPO	14-18 Fenn Place, Adelaide	M-F 10:00am to 3:00pm	1.12km
Adelaide GPO Post Shop	2/10 Franklin St, Adelaide	M-F 9:00am to 5:00pm	1.15km
Adelaide Rundle Mall Post Shop	58a Gawler Place, Adelaide	M-F 9:00am to 5:00pm	1.70km
Adelaide Halifax Street Post Shop	252-254 Halifax St, Adelaide	M-F 9:00am to 5:00pm	2.12km

*Approximate walking distance from Adelaide BC

Reasons for the decision

Australia Post has been evolving to meet the changing needs of Australian communities for more than 200 years.

As community needs continue to change, some Australia Post services will be delivered differently, or in different places, and we'll work with communities to make sure they can still access the essential services they rely on.

Changes in customer behaviour have resulted in a significant decline in customer visits at the Adelaide BC over the past 5 years.

Our existing retail network, with 19 outlets within 5km, will be able to support our customers.

Adelaide GPO Post Shop, Adelaide Rundle Mall Post Shop and City West Campus LPO are located within 1.7km and provide the same services.

Customer and community insights that have helped inform support and transition measures

As the outlet's primary user group, business customers who currently lodge mail and parcels at Adelaide BC may require support to transition.

Some customers may experience longer travel times, increased walking distances or may need to use public transport.

Older residents may require support to transition the services they use most.

PO Box customers may need support to understand the process to relocate their PO Box to another location.

Find out more

Scan the QR code or visit community.auspost.com.au/Adelaidebc for what you need to know about the transition, including previous communications and the latest updates.



Questions?

Speak to a team member at Adelaide BC or contact the Australia Post Customer Contact Centre on **13 POST (13 76 78)**.

Interpreter and translation support is also available through the Translating and Interpreting Service (TIS) on 131 450.