

Transition Plan

Caringbah Business Centre

25-27 Koonya Circuit, Caringbah, NSW, 2229

Caringbah Business Centre (BC) will permanently close at 5:00pm on Friday, 13 November 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 Caringbah BC is closing, and customers will need to access services at alternative locations.

PO Box services will be relocated to Caringbah Post Shop with no change to PO Box numbers and keys. A letter outlining how to update your mail delivery arrangements has been placed in PO Boxes.

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 11 August and 30 August 2026. Your feedback has helped determine the support measures to be put in place:

PO Box customers will receive 12-month transition support to help them update their postal address details following the relocation of services.

New PO Box and Parcel Locker lobby at Caringbah Post Shop to support parcel lodgements, collections, sending and returns.

Enhanced business services, including bulk lodgements, assisted lodgements, parcel collections and support for businesses transitioning their postal arrangements.

Dedicated service information to help customers navigate the changes, including alternative nearby outlets, available services, transport and parking.

Postal services will continue to be available at:

Post Office	Address	Trading hours	Distance*
Sylvania Waters Post Office	Shop 10, 12-14 Murrumbidgee Ave, Sylvania Waters	M-F 10:00am to 3:00pm	1.8km
Caringbah Post Shop	341 Kingsway, Caringbah	M-F 9:00am to 5:00pm	1.9km
Miranda Post shop	94 Karimbla Road, Miranda	M-F 9:00am to 5:00pm	2.7km

*Approximate walking distance from Caringbah 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.

Our existing retail network, with 8 outlets within 5km, will be able to support our customers.

Caringbah Post Shop and Sylvania Waters Licensed Post Office (LPO) are located less than 2km from Caringbah BC and can provide the same services.

The area surrounding Caringbah BC is primarily big-box retail, with limited residential catchment, resulting in lower levels of customer visitation.

The large premises at 25-27 Koonya Circuit is no longer required following the relocation of operational functions to a new facility in 2025.

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

Some customers may require ongoing access to postal services outside standard trading hours through self-service and alternative service options.

Business customers may require support to transition their mailing and parcel lodgement activities and maintain continuity of operations.

PO Box customers may require support to relocate their service to another location.

Find out more

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



Questions?

Speak to a team member at Caringbah 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.

