

Draft Transition Plan Adelaide Business Centre, SA

Adelaide Business Centre (BC), Shop 1/216 Gouger Street, Adelaide, SA, 5000, will permanently close at 5:00pm on Friday, 30 October 2026.

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.



We recognise this change will impact how some customers access Australia Post services and we're committed to supporting the Adelaide community through the transition. This Draft Transition Plan outlines upcoming changes to local postal services, reasons for the closure and the support measures we are planning to help customers transition. We are also inviting community feedback to help inform the final Transition Plan.

What's changing

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

PO Boxes will no longer be available on site. To continue with a PO Box service, customers will need to relocate their PO Box to another post office.

Adelaide Business Centre team members will be supported in the transition.

Reasons for the decision

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

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

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

Customer and community insights

We've carefully reviewed customer usage data and publicly available information about the Adelaide community and identified the following key considerations:

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

While City West LPO, Adelaide GPO Post Shop and Adelaide Rundle Mall Post Shop are within 1.7km of Adelaide Business Centre, some customers may experience longer travel times, increased walking distances or may need to use public transport.

Business customers who currently lodge mail and parcels at Adelaide Business Centre will need to transition to alternative lodgement locations and will require support during this process.

Elderly residents will require support to easily transition the services they use most.

Proposed support and transition measures

To help customers continue accessing postal services with minimal disruption, we're proposing:

Free 12-month mail redirection for PO Box holders.

Support from team members at Adelaide Business Centre to assist customers to transition their PO Box service to nearby outlets.

We will seek to maintain the parcel locker currently installed at Adelaide Business Centre to continue supporting street-carded parcel collections made at the outlet each day.

Targeted support for business customers, who make up a large proportion of over-the-counter transactions at Adelaide Business Centre. We will work closely with these customers to help them transition to alternative outlets.

Ongoing support through the Australia Post Customer Contact Centre on 131 318.

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

Postal services will also continue to be available at:

Post Office	Address	Distance from Adelaide Business Centre*
City West Campus LPO	14-18 Fenn Place, Adelaide, SA, 5000	1.12km
Adelaide GPO Post Shop	2/10 Franklin St, Adelaide, SA, 5000	1.15km
Adelaide Rundle Mall Post Shop	58a Gawler Place, Adelaide, SA, 5000	1.7km
Adelaide Halifax Street Post Shop	252-254 Halifax St, Adelaide, SA, 5000	2.12km

*Approximate walking distance.

Post Your Say

We want to understand whether the proposed support measures will effectively meet community needs and welcome your feedback. To share your feedback and ideas:

Visit community.auspost.com.au/Adelaidebc to complete our survey before **11:59pm on Sunday, 16 August 2026**.

Fill in a feedback form at **Adelaide Business Centre** before **5:00pm on Friday, 14 August 2026**.



All feedback will be considered in the development of the final Transition Plan.

Outcomes will be shared via community.auspost.com.au/Adelaidebc and made available at Adelaide Business Centre.

