

Draft Transition Plan Innaloo Post Shop, WA

Innaloo Post Shop (Westfield Innaloo Shopping Centre, 388 Scarborough Beach Road, Innaloo, WA) will permanently close at 5:00pm on Friday, 23 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 Innaloo 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

- The Innaloo Post Shop will permanently close at 5:00pm on Friday 23 October 2026.
- Team members will be supported through this transition.

Reasons for the decision

- Changes in customer behaviour have resulted in a decline in customer visits to Innaloo Post Shop over the past 4 years.
- Changing customer behaviour has also resulted in Innaloo Post Shop operating at a sustained financial loss since 2021.
- Osborne Park Business Centre is within 1.97km of Innaloo Post Shop and able to provide the same services.

Customer and community insights

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

- There are 3 alternative post offices within 2.31km, however some customers may experience longer travel times, increased walking distances or may need to use public transport to access services.
- Older community members, including residents from nearby aged care facilities, may need additional support to transition their services.
- Innaloo customers have a relatively high use of bill payments, meaning some customers may need additional support to access alternative ways to pay their bills.

Proposed support and transition measures

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

- Existing PO Boxes will remain at Westfield Innaloo Shopping Centre.
- Parcel lockers were installed at Westfield Innaloo in May 2026, enabling customers to continue to collect parcels at the shopping centre.
- Identity services currently located at Innaloo Post Shop will be transferred to Osborne Park Business Centre, located 1.97km away. This will provide customers with a nearby alternative for accessing these services.
- Australia Post will work directly with aged care facilities in the surrounding area to provide tailored support and information, helping residents continue to access the postal services they use most.
- Support from Innaloo Post Shop team members to assist customers to understand which nearby outlet could best suit their needs.
- 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 Innaloo Post Shop*
Osborne Park Business Centre	8 Collingwood St, Osborne Park, WA, 6017	1.97km
Woodlands Licensed Post Office	Woodlands Shopping Centre, Shop 13, 84 Rosewood Avenue, Woodlands WA, 6018	2.01km
Innaloo Licensed Post Office	12a Morris Pl, Innaloo, WA, 6018	2.31km
Osborne Park Post Shop	Shop 7/212 Main St, Osborne Park, WA, 6017	3.88km

*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/Innaloo to complete our survey before **11:59pm on Sunday, 9 August 2026**.
- Fill in a feedback form at **Innaloo Post Shop** before **5:00pm on Friday, 7 August 2026**.



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

Outcomes will be shared via community.auspost.com.au/Innaloo and made available at Innaloo Post Shop.

