

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 affect how some customers access Australia Post services and we're committed to supporting the community throughout the transition.

This Transition Plan outlines upcoming changes, the reasons for the closure, and the support measures available to assist customers.

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.

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 24 July and 9 August 2026.

Your feedback helped inform the following support measures:

- 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.
- Ensuring customers can continue to access identity services through nearby alternative service locations.
- Innaloo Post Shop team members will assist customers to understand which nearby outlets could best suit their needs.
- Ongoing support will be available through the Australia Post Customer Contact Centre on 131 318.
- Interpreter and translation support will be available through the Translating and Interpreting Service (TIS) on 131 450.

Postal services will also continue to be available at:

Post Office	Address	Trading hours	Distance from Innaloo Post Shop*
Osborne Park Business Centre	8 Collingwood St, Osborne Park, WA, 6017	M-F 9am-5pm	1.97km
Woodlands Licensed Post Office	Woodlands Shopping Centre, Shop 13, 84 Rosewood Avenue, Woodlands, WA, 6018	M-F 8am-6pm Sat 8am-6pm	2.01km
Osborne Park Post Shop	Shop 7/212 Main St, Osborne Park, WA, 6017	M-F 9am-5pm Sat 9am-12:30pm	2.31km
Innaloo Licensed Post Office	12a Morris Pl, Innaloo, WA, 6018	M-F 9am-5pm	3.88km
Karrinyup Post Shop	Karrinyup Shopping Centre, Shop 1/200 Karrinyup Rd, Karrinyup, WA, 6018	M-F 9am-5pm	5.4km

*Approximate walking distance.

Find out more

Scan the QR code or visit community.auspost.com.au/Innaloo

Questions?
Speak to a team member at Innaloo Post Shop or contact us on **13 POST (13 76 78)**

