

Draft Transition Plan Caringbah Business Centre

Caringbah Business Centre (BC), 25-27 Koonya Circuit, Caringbah, NSW, will permanently close at 5:00pm on Friday, 13 November 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 customers 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 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 Caringbah BC will close at 5:00pm on Friday, 13 November 2026.
- PO Box services will be relocated to Caringbah Post Shop, with no change to PO Box numbers and keys.
- Team members will be supported through the transition.

Reasons for the decision

- 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

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

- Banking transactions represent a very small proportion of total transactions at the Caringbah BC.
- PO Box customers will require support to relocate their PO Boxes to Caringbah Post Shop or another location of their choice.
- Although Caringbah Post Shop and Sylvania Waters LPO are within 1.88km of Caringbah BC, 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 Caringbah BC will need to transition to alternative lodgement locations and will require support during this process.

Proposed support and transition measures

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

New services for business customers, including collection services for bulk lodgements and assisted bulk lodgements through the Caringbah Delivery Centre.

Construction of a new PO Box and Parcel Locker lobby at Caringbah Post Shop, which will enable PO Boxes from Caringbah BC to be relocated before closure.

A free 12-month mail redirection for PO Box customers who choose to move their PO Box to another location.

An increase in Parcel Locker capacity at Caringbah Post Shop to 180 compartments, enabling more customers to collect, return and send parcels.

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 Caringbah BC*
Sylvania Waters LPO	Shop 10, 12-14 Murrumbidgee Ave, Sylvania, Waters, NSW	1.81km
Caringbah Post Shop	341 Kingsway, Caringbah, NSW	1.88km
Miranda Post Shop	94 Karimbla Road, Miranda NSW	2.72km

*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/caringbahbc to complete our survey before **11:59pm on Sunday, 30 August 2026**.

Fill in a feedback form at **Caringbah Business Centre** before **5:00pm on Friday, 28 August 2026**.

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

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

