



Australia Post expands Parcel Locker network as demand for flexible delivery grows

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Australia Post today reported a 20% increase in Parcel Locker usage over the past year, as growing demand for flexible delivery options reshapes the Australian eCommerce landscape. To support this growth, Australia Post plans to significantly expand its Parcel Locker network over the next five years.

With more than two million Aussies now registered to use the service, Australia Post expanded its Parcel Locker network by more than 60% year-on-year, helping to grow its broader out-of-home network to more than 5,000 collection points nationwide.

Australia Post is continuing to expand Parcel Lockers in convenient and accessible locations for customers, including Post Offices, residential precincts, shopping centres and transport hubs. The rollout is being supported through partnerships with some of Australia's largest retail property groups, helping bring more parcel collection options to communities across the country.

The investment reflects changing customer expectations, with more Aussies shopping online and seeking delivery options that fit around work, family and busy schedules. Seven in ten consumers want a range of delivery options at checkout, while almost one in three would switch retailers to access

out-of-home delivery options[1]. Aussies are also increasingly embracing Parcel Lockers for returns, with usage for returns growing 36% year-on-year, highlighting the growing role convenience and choice play in the online shopping experience.

Australia Post Executive General Manager, Parcel, Post and eCommerce Services Gary Starr said the surge in Parcel Locker usage reflects the changing way Australians live, work and shop. Australia Post is also evolving its post offices, increasingly adopting more parcel-focused formats, including agency models and parcel-focused locations, Post Parcels, designed to meet changing customer needs.

"Australians are looking for delivery options that give them greater flexibility and control, and Parcel Lockers provide a secure and convenient way to collect parcels when it suits them.

"As shopping habits continue to evolve, we're



investing in the infrastructure and delivery solutions that help businesses connect with customers across Australia while making it easier for people to access their parcels.

"With more than two million registered users and demand continuing to rise we're focused on expanding our Parcel Locker network in convenient locations and strengthening the capacity needed to support Australia's growing eCommerce economy," Mr Starr said.

Forever New Head of Digital & eCommerce, Callum Shaw said, "Since introducing the Australia Post Parcel Locker widget at checkout, we've seen a steady increase in customers choosing Parcel Lockers as their

preferred delivery option, particularly among Millennials and customers in inner metropolitan areas. The integration was straightforward and has enabled us to offer greater delivery choice. We've also seen a reduction in missed deliveries by -12%, helping deliver a more convenient, reliable experience and a better overall online shopping experience for our customers."

Australia Post's Out of Home network provides customers with access to more than 5,000 collection points nationwide, including over 1,500 Parcel Lockers.

Source: [Australia Post](#)