

Australia Post unveils next-generation Post Office to meet parcel boom

17-06-2025

Australia Post has unveiled Australia Post Parcels – a new, modern format Post Office designed to make sending, collecting and returning parcels faster and more convenient for Australians.

Dedicated to parcel services, Australia Post Parcels' focused approach allows for a streamlined experience, helping customers get in and out quickly, with added flexibility through 24/7 self-serve options and secure 24/7 free Parcel Lockers.

The latest of Australia Post's next generation Post Office officially opened today in Fitzroy, VIC – following the opening of Waterloo, NSW last week. Additional locations in St Leonards (NSW) and Chadstone (VIC) will open soon.

Australia Post Executive General Manager Retail, Brand and Marketing, Josh Bannister said Australia Post Parcels has been designed with flexibility and convenience at its core, ensuring Australia Post continues to service customers where and when they need it most.

"The number one reason a customer visits the Post Office is to collect a parcel, so we're making it easier and quicker to collect and send parcels at a time that suits them. With Aussies shopping more online than ever before, we're evolving our network to keep pace with how our customers are using postal services." Mr Bannister said.

Australia Post Parcels blends in-person assistance with convenient self-service options, including 24/7 access to secure Parcel Lockers. Many locations will also

feature a dedicated 24/7 self-service zone, accessible via a one-time entry code generated in the Australia Post app. This allows customers to enter the space outside of assisted ours and send parcels at a time that suits them.

Customers can collect or return online purchases around the clock, and trial sites also feature 24/7 accessible vending machines stocked with packaging, stamps and other mailing essentials.

This next-generation format is designed to be flexible and scalable, with some featuring a smaller physical footprint but a highly efficient back-of-house setup to manage increased parcel volume.

A Future-Ready Network

The rollout is underpinned by extensive customer insights and behavioural research, ensuring the format reflects what customers need today— while also preparing the network for future growth.

Australia Post has carefully selected trial locations based on parcel data, local sending and receiving patterns, as well as proximity to other nearby Post Offices, where full-service offerings remain available.

This trial is part of Australia Post's broader vision to create a smarter, more agile Post

Office network — ready to serve the evolving needs of customers and communities across the country.

Source: [Australia Post](#)

