Australia Post offers free PO Boxes to support people experiencing homelessness in Adelaide

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People experiencing homelessness in Adelaide will soon have access to a free PO Box for 12 months, helping them securely receive important mail and stay connected to essential services.

Starting in March 2026, Australia Post will offer a 12-month free PO Box service at selected Adelaide Post Offices, supporting individuals who may not have a fixed address to safely receive mail such as identification documents, medical information or correspondence related to housing and employment.

To apply, eligible individuals must attend a participating Post Office in person and present a letter of referral from Toward Home Resolve at The Salvation Army, which supports people experiencing homelessness to access housing and wrap-around services.

Australia Post General Manager, Retail Operations South, Kate Foley said access to a secure postal address can play a critical role in helping people reconnect with the community.

"Something as simple as a safe and secure place to receive mail can make a meaningful difference for people doing it tough. It provides peace of mind that important documents won't be lost, stolen or withheld, and helps people stay connected to the services and opportunities that support stability and recovery.

"We believe everyone in our community deserves the opportunity to feel connected and supported, and this initiative is about removing a small but significant barrier for those who need it most," Ms Foley said.

The free PO Box service will be available at the following participating Post Office locations:

Adelaide GPO Post Shop, 2–10 Franklin Street, Adelaide
Adelaide Rundle Mall Post Shop, 59 City Cross Arcade, Adelaide
Adelaide Business Centre, Shop 1/216 Gouger Street, Adelaide
Adelaide Halifax Street Post Shop, 252–254 Halifax Street, Adelaide

The Salvation Army Social Mission State Manager for South Australia, Kim Herbert said, "The Salvation Army is proud to partner

with Australia Post on this important initiative. For people experiencing homelessness, not having a safe and reliable way to receive mail can create real barriers to securing housing, employment, healthcare and identification. Something as simple as a PO Box can help people stay connected, regain stability and move forward with confidence.

Through Toward Home Resolve, we see every day how vital connection is to a person's wellbeing and recovery. This partnership removes a practical barrier for people who are rough sleeping and provides a secure foundation for the next steps in their journey. We're grateful to Australia Post for their commitment to supporting some of the most vulnerable members of our community."

Toward Home Resolve supports people experiencing homelessness to access housing and wrap-around services. Individuals seeking a referral can visit Toward Home Resolve at 277 Pirie Street, Adelaide, or contact the service on 0438 555 946 or via email at .

The Adelaide rollout builds on the success of similar initiatives in Sydney, as Australia Post continues its commitment to supporting vulnerable members of the community with practical services that foster connection, dignity and stability.

Source: Australia Post

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