

**AUSPOST - BREACH****AUSPOST – BREACH - Australia Post Mail Theft****Headline Response**

Mail theft incidents are treated seriously, and affected customers are advised to contact their providers.

**Facts and Figures**

- Four security incidents occurred at the Melbourne GPO Box Room (380 Collins Street) between 6 and 17 July 2025.
  - On 3 occasions, offenders gained unauthorised access to secure areas of the site and stole mail articles from PO boxes.
  - On the fourth occasion, offenders were deterred by enhanced security measures and left the premises without gaining access.
- This breach potentially affects mail lodged between 1 and 17 July 2025, particularly items containing sensitive information or provided to superannuation funds.
  - Impacted individuals are encouraged to contact their service provider for further guidance.
  - There is no current indication that any personal information has been published or sold as a result of these incidents.
- As general mail is not tracked, Australia Post has been unable to identify specific items stolen from affected PO boxes.
- Registered post items and leased PO boxes located on the ground floor of the Melbourne GPO were not impacted.
- All incidents have been reported to Victoria Police and investigations are ongoing.
- Australia Post has progressively enhanced its site security, including upgrades to the locking mechanism and deployment of a security guard during non-staffed hours.
- The site is scheduled to relocate to 385 Bourke Street on 18 August 2025, with enhanced security measures in place at the new location.

**Policy Commitments**

- N/A

## Recent Media Articles

### [Mercer Super reports security breach after Australia Post Melbourne GPO mail theft](#), ABC News, 24 July 2025

#### **In short:**

There were four break-ins at Australia Post's Melbourne GPO Box Room in Bourke Street between July 6 and 17.

Superannuation fund Mercer Super says mail posted to its GPO Box, which contains its members' personal information, was stolen during three of the break-ins.

#### **What's next?**

It is unclear if the thefts will be damaging to Mercer Super customers, or if other mail belonging to other businesses might have been taken.

A superannuation fund does not know how many members have been affected after mail was stolen from Australia Post in Melbourne's CBD.

In an email sent on Wednesday, Mercer Super, which also operates Virgin Money Super, said the breach affected members who posted mail to its Melbourne GPO post box between July 1 and 17.

Mercer Super said it did not know the exact number of members who had been impacted by the theft, but said customers who sent mail during that period should get in contact.

The superannuation fund has more than 1.1 million members, according to its website.

"If no information was posted to us in July, there's no need to take any action," it said in an email to members.

It told customers to be alert for suspicious emails, calls or messages, and to not share personal or financial information unless certain of the source.

The fund does not believe the incident has impacted members' accounts so far.

"Currently there is no indication that any members' personal information has been published externally or sold as a result of this incident," the Mercer Super website said.



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The fund also said it had enhanced its security processes to further protect members, and has contacted the Australian Information Commissioner and the Australian Prudential Regulation Authority (APRA).

### **Investigation continues into post office box break-in**

The offenders allegedly broke into the mezzanine area of the Melbourne GPO Box Room four times between July 6 and 17, an Australia Post spokesperson said.

"The offenders were able to force entry into a back-of-house area used for sorting mail and distributing letters into PO Boxes on three occasions, and on the fourth, left immediately when deterred by additional security measures," the spokesperson said.

"The offenders caused significant damage on entry into the facility, which was promptly repaired, and additional security measures were put in place after each break-in."

The spokesperson said letters were not tracked, unlike parcels, and Australia Post has been unable to identify individual mail or boxes targeted by the offenders.

Australia Post said it had increased security at Bourke St, including after-hours security in the Post Office Box Room.

"Plans are well underway for this facility to move to a new, nearby custom-designed facility next month," the spokesperson said.

No arrests have been made and Victoria Police says the investigation is ongoing.

Anyone with information is urged to contact Crime Stoppers on 1800 333 000.