

Community Bank Kinglake Branch is closing.

As a Bendigo Bank customer, you have a choice in how you want to bank – be it online, via app, over the phone or in-branch. Many of our customers are choosing to bank online or with our app, which means we're seeing fewer and fewer people requiring our branch services.

As a result, we've made the difficult decision to close our Community Bank Kinglake branch at 4/1 Victoria Road, Kinglake VIC 3763 on Friday 5 June 2026.

We recognise this closure might bring about changes to the way you bank with us, and we're here to support you in every way we can.

Where else you can bank

If you prefer to bank in-person, your nearest branch and Post Office details are listed below.

Nearest alternative branch:

Branch	Community Bank Hurstbridge
Address	808 Main Road, Hurstbridge VIC 3099
Opening hours	Monday – Friday 9.30am – 5.00pm
Facilities	ATM, Teller Services
Phone number	(03) 9718 0431
Distance by road	25km

Nearest Post Office offering Bank@Post:

Bank@Post gives you access to a range of banking services* at more than 3,500 Post Offices in communities across Australia. Services include:

- Cash deposits and withdrawals using your PIN enabled card linked to your Bendigo Bank account
- Cheque deposits
- Account balance enquiries using your PIN enabled card linked to your Bendigo Bank transaction account

Post Office name	Kinglake LPO
Address	1/14 Whittlesea-Kinglake Road, Kinglake VIC 3763
Opening hours	Monday – Friday 9.00am – 5.00pm
Distance by road	200m

Nearest Bendigo Bank fee-free cash access points:

ATMs are a convenient way to continue to access your money, check your balance, and transfer funds with your Bendigo Bank card and PIN. The nearest Bendigo Bank ATM you can access, without any fees, is located at:

ATM description	Community Bank Hurstbridge
Features available	Change PIN
Address	808 Main Road, Hurstbridge VIC 3099
Distance by road	25km

Business banking customers

If you make regular business deposits or require business change, we have a range of options available. Please contact your business specialist or call **1300 236 344**.

Why we made this decision

The decision to close a branch is not something we take lightly, as we know how important banking and financial services are to Australian communities. After all options were considered, the main reasons for this closure were:

- With more people choosing to bank online, fewer customers are visiting branches to do their banking
- When customers do visit a branch, it is much less often – approximately 32% of our customers in Kinglake only visited this branch once in the last year
- More than 16% of these customers have chosen other locations to conduct their banking

How banking with us is changing:

Here's how Community Bank Kinglake customers are currently banking with us:



80%

are registered for e-banking and/or phone banking



72%

regularly use e-banking and/or phone banking



16%

choose to bank in branch only

How customers have used this branch

Branch visitation over the last year 01/02/2025 - 31/01/2026

Customer segment	Regular (3+ visits)	Heavy (12+ visits)
Personal bank customers	275	102
Business bank customers	101	101

Number of personal banking transactions

Year	Cash withdrawals	Cash deposits	Cheque deposits
01/02/2021 - 31/01/2022	745	870	195
01/02/2022 - 31/01/2023	822	846	201
01/02/2023 - 31/01/2024	1002	928	182
01/02/2024 - 31/01/2025	1045	966	108
01/02/2025 - 31/01/2026	836	789	88

Number of business banking transactions

Year	Business deposits	Cheque deposits
01/02/2021 - 31/01/2022	1311	155
01/02/2022 - 31/01/2023	1491	155
01/02/2023 - 31/01/2024	1334	140
01/02/2024 - 31/01/2025	1251	99
01/02/2025 - 31/01/2026	1228	46

Other ways to bank with Bendigo

We offer a range of simple, secure and convenient ways to manage your banking if you're unable to visit a branch.



Use Bendigo e-banking via our website or app to:

- View balances, transactions and statements
- Make real time payments with Osko
- Pay bills with BPAY®
- Set up automatic payments
- Register a PayID
- Order, activate, lock and enable your cards
- Change personal information



Use phone banking by calling us on 1300 236 344 to:

- Get account information
- Transfer funds
- Pay bills
- Order a statement by mail
- Change your PIN
- Provide feedback
- Speak with us



Bank@Post

With over 3,500 Post Offices providing access to banking services, you can use your card to:

- Deposit cash or cheques
- Withdraw cash
- Check your account balance

You can continue to access your money using your Bendigo Bank card and PIN via ATMs and EFTPOS at participating outlets. ATMs are a convenient way to check your balance, transfer funds and get cash with your Bendigo Bank card[^].

Additional support

We understand there may be times when your personal circumstances change. You may experience an unexpected event or changes outside of your control like losing your job, suffering an illness or injury, being affected by a natural disaster, or a downturn in your business.

As a result, if you can't afford the minimum repayment on your loan or credit card, and would like us to consider if we can provide financial difficulty assistance, please visit bendigobank.com.au/support for more information.