

MEDIA RELEASE

Community Concerns Over Coles Store Renovations and Closure – Calls for Better Communication and Support

Pittwater, 19 November – Local State MP Jacqui Scruby has expressed frustration over Coles' handling of its planned renovations to the Coles Newport supermarket, following a lack of communication with customers and the community. With the works set to commence in January, the peak period for the Peninsula, there are serious concerns about the impact on local residents, traffic, and everyday life.

“It’s unacceptable that Coles has still not communicated directly with its customers, and I’m disappointed the community wasn’t consulted, particularly around the date of works. January is peak period on the peninsula, and this will have impacts on customers, traffic, and day-to-day living,” said Ms Scruby.

In response to these concerns, Ms Scruby has raised the possibility of delaying the commencement of works or offering additional support to mitigate the disruption. However, Coles has confirmed that it will not meet the request to establish a satellite store, similar to the solution offered by Woolworths during its Avalon supermarket renovation.

“I have asked Coles whether commencement dates can be pushed back or additional support be provided to mitigate impacts. Coles has confirmed that they won’t meet my request to establish a satellite store, similar to what Woolworths did with its Avalon supermarket renovation,” Ms Scruby added.

With particular attention to the needs of vulnerable community members, such as elderly customers and those without access to transport, Ms Scruby has been proactive in seeking alternative solutions. After expressing concerns for those who rely on the supermarket for their daily essentials, Ms Scruby reached out to MWP Care, a volunteer-run organisation that provides a shopping service for older members of the community.

“I’m delighted that they have agreed to support elderly customers and that our community can rally together to ensure no one is left behind. I thank them for their support,” Ms Scruby said.

Another issue raised by Ms Scruby is the potential impact on local businesses, should Coles decide to introduce additional service lines such as takeaway coffee. Ms Scruby is calling for Coles to engage with the community to ensure that any offerings meet local needs and do not undermine existing businesses.

“I’m also concerned that if additional service lines, such as takeaway coffee, are offered, this will have negative impacts on local business. Coles should consult with the community about what items they want and need,” Ms Scruby stated.

Despite the disruptions caused by the closure, Ms Scruby encourages local residents to support nearby businesses in Avalon, Newport, and Mona Vale during the renovation period.

“Despite the inconvenience, the closure period is an opportunity to support local businesses in Avalon, Newport, and Mona Vale to supplement shopping, something I hope everyone will do,” Ms Scruby concluded.