

International Defence EasyMove Guide

VERSION 7, August 2023

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A hand is holding a globe, with a map of the Americas visible. A ruler is placed across the globe, symbolizing international movement and defence. The background is a solid red color.

TOLL

International Defence EasyMove Guide

VERSION 7, August 2023

TOLL TRANSITIONS



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1 Getting started

Introduction

This guide sets out the important points in preparing for your international relocation, whether it be moving from Australia or returning to Australia. It also includes information about the storage of goods which may remain in Australia whilst you are overseas.

If you require any assistance, please refer to page 38 for International Toll Free Numbers.

It covers:

- the relocation documentation and where to go to complete your relocation request online,
- what can and cannot be moved and stored,
- your responsibilities,
- the removalist's responsibilities,
- uplift and delivery procedures,
- the Toll Transitions Warranty System (for effects uplifted, removed, stored and delivered within Australia and its territories),
- requirements in relation to any consignment into or out of storage in Australia which may be supported as part of your international removal.

First steps

Moving from Australia

Once you are in receipt of your posting notification please read the Toll Transitions International Defence EasyMove Guide available at www.tollgroup.com/movemaestro/defenceinternational

This guide includes information to assist with your removals and the relocation documentation you need to complete in order for the Department of Defence Overseas Administration Team (OAT) to approve your removal. Once approved Toll Transitions will be advised to proceed with arranging your removal.

This process includes:

- Sign-Up and/or Login to Toll's International Defence website www.tollgroup.com/movemaestro/defenceinternational
- Submitting your Request for Removal and your completed inventory (or inventories) online via Toll's International Defence website www.tollgroup.com/movemaestro/defenceinternational

Returning to Australia

Once the Authorising Officer has received from Toll your:

- Request for Removal and your completed inventory (or inventories) submitted online via Toll's International Defence website and has approved your removal back to Australia, they will notify Toll Transitions. Toll Transitions will email you to advise that the removal process has commenced.

Removals in the case of marriage breakdown

In cases where there has been a marriage breakdown, a non-Service spouse or a non-Service interdependent partner will generally be entitled to a one-off removal. This may apply when the spouse or interdependent partner and estranged partner have reached agreement on the division of furniture and effects. Please contact your Desk Officer at Post or your Case Manager in the OAT for more information.

Toll Transitions

Toll Transitions International Procurement Team, located in Melbourne, Australia, manages all international removals. This includes your requirements for storage in Australia.

To contact us

Email us: intert@tollgroup.com

Or visit our website www.tollgroup.com/movemaestro/defenceinternational

Call us:

Within Australia call **1800 819 167** or SMS **0488 855 796**

From outside Australia call **(Toll Free)**

T 011 80066644403 (Toll Free from Canada)

T 00 80066644403 (Toll Free from Malaysia)

T 00180066644403 (Toll Free from Thailand)

T 011 80066644403 (Toll Free from the USA)

T 00 80066644403 (Toll Free from the UK)

T +61 3 9124 5314 if outside of the above countries

Ask for the Procurement Centre International Team

Alternatively you can write to us:
Procurement Centre – International Team
Toll Transitions
PO Box 14399
Melbourne, VIC AUSTRALIA 8001

Remember

We welcome your comments on any aspect of your removal, our service or this guide. If you have praise, criticism or a suggestion, please contact us.



2 Moving overseas

Planning your removal

The following pages outline the steps involved in moving your possessions from Australia or between posts overseas.

You should also read Chapter 3 if you intend to leave goods in Australia in storage (i.e. a domestic component of your international removal).

Identifying which goods will move to your new location overseas and which are going into storage in Australia should be your first priority.

Overview for moving overseas

The following steps need to be completed for goods going from Australia or between overseas countries:

- complete your Request for Removal and the relevant inventory (or inventories) online via Toll's International Defence Website www.tollgroup.com/movemaestro/defenceinternational

It is important that you give yourself enough time to complete your relocation documentation including your online inventory/ies and have them approved so that Toll Transitions receives Defence authorisation in time to make the necessary arrangements for you.

Please keep in mind the following when you complete your Request for Removal:

- allow time for Customs to clear your goods at their destination,
- airfreight and seafreight – most export consignments for Defence are door to door removals. The removalist will arrange customs clearance and delivery,
- if your belongings are traveling by air it may take up to three weeks to arrive at the destination – the transit time will vary according to your destination,
- Jewellery (to be carried in personal hand luggage).

How to complete your inventories

- give yourself enough time to properly prepare your inventories,
- login to Toll's International Defence Website **www.tollgroup.com/movemaestro/defenceinternational**
- an inventory needs to be created or edited for each type of service eg. Air, Sea, Domestic Storage,
- ensure all inventories you wish to use reflect the physical uplift address of the items to be removed,
- upon submission of your Request for Removal to Toll, a PDF copy of the inventory (or inventories) will be emailed to you,
- value each item realistically – this will help you determine your international insurance,
- include important information, such as brand, model, serial number and age for each item,
- provide a detailed description of valuable or attractive items,
- state the size and the approximate weight of unusual items,
- Defence delegates have the authority to reduce the size of the inventory and individual items being moved overseas.

Please contact your Case Manager in the OAT (or your Authorising Officer for uplifts outside of Australia) if you are uncertain of what you can or cannot include in your inventory.

Items that cannot be part of your international removal

The items below cannot be moved under any circumstances and heavy penalties apply if they are included in a removal. Any such charges and penalties incurred will be the sole responsibility of the member.

Examples are provided below of goods that are not acceptable.

- dangerous and Hazardous goods,
- explosive, flammable, combustible or corrosive items,
- items that contravene Customs or quarantine regulations, in Australia or the host country,
- plants, wooden items not allowed through Customs.

The Commonwealth will not approve removal for any of the items below, except under special conditions.

- furniture, (except in special circumstances subject to Commonwealth Defence Force approval) i.e. beds,
- non-portable items that cannot be carried by one person, i.e. large televisions and stereos, pianos,
- private vehicles or towable items of any kind, i.e. caravans, hobby vehicles, cars, trucks, motorcycles, scooters, go-carts,
- water recreational equipment, i.e. boats, yachts, jet skis, outboard motors.

Remember

For more information about scheduling your relocation, hazardous goods or other details, please contact Toll Transitions on **1800 819 167 (Toll Free)** or Outside of Australia **(Toll Free)**

T 011 80066644403 (Toll Free from Canada)

T 00 80066644403 (Toll Free from Malaysia)

T 00180066644403 (Toll Free from Thailand)

T 011 80066644403 (Toll Free from the USA)

T 00 80066644403 (Toll Free from the UK)

T +61 3 9124 5314 if outside of the above countries

The removalist will pack your goods and will certify that the goods are in line with international customs and security requirements. Should you choose to pack your own goods, the cartons must be left unsealed to allow the removalist to certify the contents of the goods accordingly.

- household furnishings and appliances, i.e. carpets, mats, rugs, blinds, awnings, bean bags, mops, brooms or linen baskets,
- air conditioners. However, in Papua New Guinea outside Port Moresby, approval may be granted for personal air conditioners to be moved at Commonwealth cost,
- large or heavy gardening equipment, i.e. ride-on lawn mowers, garbage bins, wheelbarrows, stepladders, garden furniture, sheds, greenhouses, cubby houses, large or heavy barbecue equipment including gas bottles,
- perishable foods of any kind, including packaged or frozen food.

Airfreight

It may take up to two weeks for an air freight consignment to reach the terminal at your destination. Your goods will then need to clear customs. You should plan for this in deciding what personal goods to take with you or send as airfreight.

Airfreight, as opposed to checked baggage, travels by air on a 'space available' basis. It is unlikely to be on the same flight as you.

Machinery, spare parts, money or dangerous goods must not be included in airfreight. (Note: dangerous goods cannot be moved or stored as part of your removal. Please refer to page 16 for some examples of hazardous goods). Toll Transitions advises that jewellery or high-value items should not be included in airfreight.

If you require more detail on airfreight, please contact Toll Transitions on **1800 819 167** or if outside Australia please refer to page 38 for International Toll Free numbers. Alternatively send Toll Transitions an email: **ttcsc@tollgroup.com**

Seafreight

If your effects are travelling by seafreight, Toll Transitions will advise you of estimated timeframes and schedules. After arrival at port, your goods will need to be cleared through customs.

Hazardous goods

All airlines, removal and shipping companies have strict regulations regarding the transport and storage of hazardous goods.

If you have doubts about whether items can be moved, please contact Toll Transitions on **1800 819 167** (Toll Free) or if outside Australia please refer to page 38 for International Toll Free numbers.

Worldwide Multiple Risks Insurance

Toll Transitions does not provide or arrange Worldwide Multiple Risks Insurance for your belongings moved to, from or between overseas countries.

Some removalists can provide insurance; alternatively you will need to make your own arrangements.

Please refer to your Case Manager in the OAT (or your Authorising Officer for moves between overseas posts).

Packing of your goods for International Removal

The removalist will pack your goods and will certify that the goods are in line with international customs and security requirements. Should you choose to pack your own goods, the cartons must be left unsealed to allow the removalist to certify the contents of the goods accordingly.

Our removalist's role before uplift

Pre-removal visit

The removalist will carry out a pre-removal visit when sufficient notice of the removal is provided to them.

It is possible that there will be two pre-removal visits if different removalists are used for the international and domestic (removal to storage facility in Australia) components of your removal (where applicable).

Pre-removal visits ensure the removalist looks at the particular needs of your removal and makes the necessary arrangements to meet them.

The removalist will call you to arrange a suitable time to visit you in your home. If you are difficult to contact, please call the removalist yourself to make arrangements – contact details are supplied within your removal confirmation letter that will have been forwarded to you. Pre-removal visits are usually conducted during normal working hours.

During the pre-removal visit, show the removalist any unusual features of your consignment or residence that should be noted before uplift. Let the removalist know of any changes to the original inventory, including additions and deletions. **The OAT (or your Authorising Officer for removals between overseas locations) must be notified of any additions or deletions to your inventory as soon as you are aware of them. However, it should not be assumed any additions will be automatically approved.** They will in turn advise Toll Transitions where appropriate.

Any additions or deletions should be noted on the pre-removal survey form; a copy will be given to you by our removalist on completion of the survey.

Confirming your removal arrangement

Prior to the day of uplift you will be contacted by the removalist or their representative who will confirm the time of your uplift and other removal arrangements.

Please discuss any special needs with the removalist. If contact is not made or if you have doubts or questions, please call Toll Transitions on **1800 819 167** or if outside of Australia refer to page 38 for International Toll Free numbers.

Pre-pack

If your international consignment requires a pre-pack, the removalist will pack your packable goods, (except clothing), into cartons the day before uplift. These cartons are loaded the next day, along with your other goods. Other than small removals, most moves involve a pre-pack

Appointing an agent

It will be necessary for you or your agent to be present at all times throughout your uplift and delivery.

If you cannot be at your uplift and/or delivery and you appoint an agent to represent you, it is critical that you advise your agent of the particular aspects of your removal for which they will be responsible. Your agent must be a responsible adult and is required to be on site while the removalists are working.

Make sure your agent is aware of your obligations by referring him or her to this International Defence EasyMove Guide.



Your uplift

It will be necessary for you or your agent to be present throughout the uplift.

Remember, if you're not present, you will be responsible for any decisions made by your appointed agent.

Our contract with removalists requires that they leave your residence and await your return should you need to leave for any reason. The removalist cannot continue packing/unpacking whilst you or your agent are not present.

Pre-removal visits ensure the removalist looks at the particular needs of your removal and makes the necessary arrangements to meet them.

Remember

Our contract with removalists requires that they leave your residence and await your return should you need to leave for any reason. The removalist cannot continue packing/unpacking whilst you are away from your residence.

Please be aware that you may be liable for down time costs incurred should the removalist have to cease work under these circumstances.

Need help? Contact Toll Transitions on **1800 819 167** or if outside of Australia refer to page 38 for International Toll Free numbers.

Uplift from Australia and from overseas

During the uplift:

- discuss the removal timetable and any details or concerns with the removalists when they arrive. This will help ensure a mutual understanding of needs and how they will be met,
- remain in attendance at all times throughout the removal. Keep a count of the cartons being removed and ensure all items are uplifted. The removalist will number all cartons,
- ensure the descriptions noted against items on the removalist's Inventory Condition Report (ICR) are a true description of your furniture, including its condition. If you disagree note the inventory accordingly. The removalist will apply a numbered sticker to each furniture item and carton – ensure you agree that all items have been numbered and uplifted before signing the removalist's inventory. The removalist will ask you to sign the ICR and provide you with a copy before they depart your uplift residence,
- ensure the removalist includes any additions or deletions you make to your inventory on the removalist's uplift inventory,
- accompany the removalist whilst inspecting your property to ensure that everything required has been uplifted.

Contact Toll Transitions on **1800 819 167** if you have any problems or are unsure of what to do. If you are outside Australia refer to page 38 for International Toll Free numbers.

What the removalist must do at your uplift

- park the removal vehicle on the road adjoining your home. If you allow the vehicle to be parked elsewhere, it can be difficult to obtain compensation if property such as lawns, paths, driveways are damaged,

- provide sufficient cartons, packing material, plastic covers and pads to pack and protect all your belongings,
- carry out the uplift within the agreed Defence hours (7am to 7pm Monday to Friday during September to May, 7am to 6pm Monday to Friday for the remainder of the year in Australia),
- protect mattresses and upholstered furniture with plastic covers,
- dismantle items of furniture such as beds (except waterbeds and cots), mirrors from dressing tables and castors from chairs,
- number all cartons and items,
- on wet days, take additional care to protect carpets and cover your furniture when it is being moved between the house and the removal vehicle.

Delivery to overseas

When moving overseas, the removal of your household and personal effects will either be a 'door to door' or a 'door to port' move.

Door to door goods are delivered to your new residence by an approved agent of the removalist who uplifted your goods in Australia. Toll Transitions manages your move from uplift to the final delivery and will keep you informed through all stages. The door to door move is applicable for most destinations.

A door to port removal is one in which your goods are delivered to a port or airport near you and your Overseas Post has arrangements in place for the delivery from the port or airport to your new residence. In a door-to-port removal, Toll Transitions' management responsibility finishes when your goods reach the destination port or airport.

In a removal to any overseas destination, you will need to compile the following documents and items and forward them to the removalist who will be conducting your uplift before your departure:

- copy of your Passport,
- copy of your Packing List (our removalist will provide this to you),

The removalist will apply a numbered sticker to each furniture item and carton – ensure you agree that all items have been numbered and uplifted before signing the removalist's inventory. The removalist will ask you to sign the ICR and provide you with a copy before they depart your uplift residence.

- duplicate keys for locked trunks and boxes*,
- customs forms as required by destination country (will be provided to you by removalist).

You should advise Toll Transitions of your contact details at your destination as soon as you know them. This will enable us to keep you informed. For door-to-door removals, it will help us ensure that you are kept informed of the removalist's delivery schedule.

Need help? Contact Toll Transitions on **1800 819 167** or on the International Toll Free numbers listed on page 38 if outside Australia. Alternatively send Toll Transitions an email: **ttcsc@tollgroup.com**

Customs and Quarantine clearance

Overseas locations will have specific requirements as it relates to customs and quarantine and you are encouraged to make yourself familiar with them prior to departure. We suggest you contact the Australian Department of Home Affairs (see Key Contacts details on page 39) prior to leaving Australia to discuss items you intend to take overseas or to ask any questions. You can also ask the staff at the Embassy or High Commission of the country to which you are moving for information about their local customs and quarantine regulations. Your employer may also be able to provide you with relevant information.

Whilst each country may have its own rules and regulations, typically upon arrival in your new country, your goods will be transported to and held at a premises registered to detain imported goods before they have been inspected from a customs and quarantine perspective. After clearance is complete you will be contacted to arrange a delivery date. Normally items that attract duty, require a safety check or need quarantine treatment are held until payment, checks and/or treatment have been completed.

* If keys are not available, when goods are presented to customs and quarantine, locks may be forced if goods need to be inspected. Alternatively, goods may remain in high cost storage until keys are available and you may be charged for costs incurred.

At delivery the removalist will:

- unpack all cartons onto a flat surface, except those containing clothing. To ensure unpacking proceeds in a timely and effective manner we recommend that you attempt to clear the surface by placing items into cupboards, drawers etc., as they are going to be unpacked. The removalist is not required to put items away in cupboards,
- place your furniture and cartons in any reasonable position you request of them. Our contract only requires removalists to place items once,
- take care to protect carpets and floor coverings,
- reassemble all furniture the removalist dismantled at uplift,
- cover surfaces onto which they unpack, such as dining tables, with pads and cloths,
- remove all cartons, paper and debris associated with removal,
- provide you with your copy of the ICR, which you must sign after you have recorded any obvious losses or damages on it. **Note:** if you disagree with the removalist's notations, briefly record your concerns before you sign the document,
- cease work if you or your agent is not present.

Remember

Prior to your move you are advised to contact the Australian Department of Home Affairs and the Australian Department of Agriculture and Water Resources who can help you with anything you are unsure of. Their contact details are on the Contacts page of this guide.



3 Storage of goods remaining in Australia

Separate consignment

In an international removal, the goods you have going to store in Australia are treated as a separate consignment. This consignment may be uplifted by a different removalist than the one conducting the international removal of your personal effects.

Preparing for your removal is important. Cleaning and preparation will protect your goods, as well as other consignments that may travel with yours or be kept in the same store.

If you have goods to be stored complete your Request for Removal and the relevant inventory (or inventories) online via Toll's International Defence Website

www.tollgroup.com/movemaestro/defenceinternational

You will need to complete a door to store inventory in addition to your air or sea inventory.

Full or partial unpack

For all domestic removals ADF members will be required to elect whether they wish to have a full unpack or a partial unpack when they return to Australia and their items are delivered out of storage.

If you elect a full unpack the removalist will unpack all cartons other than those containing clothing. If you elect a partial unpack, the removalist will only unpack those cartons containing breakable items (as agreed with you at uplift). All other personal effects will be unpacked by the ADF member/partner including clothing packed by you and cartons that had been packed by the removalists (non-breakables) at your uplift location.

The ADF member/partner can change the election up to and including the time the removal is delivered. Please note that changing from a partial to a full unpack late in the process may mean that the removalist may have to return to complete the unpack on another day.

- whilst the removalist will disassemble (and reassemble) items such as beds (except waterbeds and cots), and mirrors from dressing tables, you must disassemble prefabricated furniture (furniture which has been designed for quick and easy assembly normally requiring allen keys, e.g. computer desk) – place loose items such as bolts and screws in a container and place the container with the item for packing,
- you must also disassemble garden sheds and outdoor play equipment – swing sets, trampolines, etc.,
- you must disconnect electrical cords from computers, televisions, videos, sound systems, etc.,
- you should remove DVDs, CDs, USBs, disks, etc. from machines,
- cots – dismantle,
- for BBQ gas bottles or LPG cylinders to be carried by the removalist they must be purged by a licensed party and a certificate obtained and attached to the bottle to verify this,
- all items permissible to move from patio/ outdoor areas, such as BBQs, compost bins, garden furniture sets, must be cleaned prior to removal,

Preparing for your storage removal

Your responsibilities are:

- all items must be cleaned prior to being moved and stored,
- washing machines and refrigerators must be drained and wiped dry, and cleaned; washing machine bowls should be secured by you (refer to manufacturer's instructions),
- all fuel and oil must be drained from lawn mowers, whipper snippers and other fuel driven appliances,

Preparing for your removal is important

Cleaning and preparation will protect your goods, as well as other consignments that may travel with yours or be kept in the same store.

Be aware that if the removalist does not pack all items, other than your personal clothing, then as detailed in Chapter 5 of this guide, the Toll Transitions Warranty System will not apply.

- scuba tanks should be prepared to manufacturer's instructions,
- waterbeds – dismantle and empty, roll and wrap bladders,
- dismantle TV antennae and supports,
- batteries – must be removed from battery-operated appliances,
- clocks – remove weights and pendulums,
- filing cabinets, etc. – pack personal papers into book cartons,
- fishing rods – separate reels (they will be packed by the removalist),
- computers and accessories – prepare according to manufacturer's instructions, label all components,
- remote control units,
- push bikes – high value bikes will be packed in a bike carton. Bike cartons will be supplied by the removalist. You are responsible for packing the bike in the carton and appropriately preparing the bike, e.g. adjusting/removing pedals, loosening handle bars and lowering the seat, to ensure it fits safely in the carton. If the bike is longer than the carton the front wheel must be removed and secured beside the rear wheel. Any items removed from the bike must be wrapped securely and packed in the carton with the bike.

The removalist is required to check the bike in your company prior to it being packed. At this time, any existing damage will be noted on the ICR. The removalist will seal the carton after checking the bike has been loaded reasonably. At delivery the removalist will unpack the carton and, in your company, check the bike for any damage (noting it on the ICR as appropriate).

All your household furniture and personal effects (corrosives, flammables and other hazardous goods excepted), including outdoor furniture and the contents of sheds and storage areas, can be moved and stored. Refer to page 16 for more information on what can be moved and stored and what cannot be stored as part of your removal.

Technical assistance

Removalists engaged by Toll Transitions are not responsible for providing the technical support listed below:

- dismantling or installing TV antennae,
- dismantling or installing spas,
- emptying or filling waterbeds,
- dismantling or installing security alarm systems,
- dismantling or installing window mounted air conditioners; and/or
- disconnecting or installing ice making fridges that require a plumber.

Technical Assistance reimbursement may be available for dismantling and assembling items. If you require specialist help to prepare any item, ask your Case Manager in the OAT whether you may seek reimbursement of costs.

Other important things to do before your uplift

- advise us of your temporary contact details in both the uplift and delivery areas,
- advise us through your OAT of any changes to the delivery address,
- if your belongings are to go to one destination, leave crystal, linen, crockery and similar items in their cupboards or cabinets for the removalist to pack,
- if you have belongings going into storage and belongings going overseas with you (refer Chapter 2 Moving Overseas), separate items for each destination and clearly tell the removalist what goes where,
- bring out any items stored in hidden places, such as under the house or in sheds, to ensure they are not left behind,
- separate or clearly identify items to remain in your uplift residence to ensure they aren't moved by mistake (e.g. permanent fixtures),
- obtain a current valuation certificate for paintings, antiques and other high value items prior to uplift. You must pack any certificates separately or carry them with you and note the inventory appropriately.



“Packed by owner” (PBO) items

Our contract with removalists requires them to pack all your belongings, except personal clothing. We do not accept any responsibility for any loss or damage to items you pack yourself except in the case of loss of, or obvious damage to, a carton or container caused by the removalist.

Packing your clothing

You are required to pack all clothing going into storage. Clothes can be packed in cartons or suitcases. Keep a record of what you pack where.

Clearly mark cartons you have packed as PBO “Packed by Owner” and list the room and a brief description of items on the carton – for example “bedroom 3, children’s clothing”. Make a record on your copy of your inventory.

Remember

You are required to pack all clothing going into storage in Australia.

What items can be stored?

In addition to normal **household goods**, the following can be stored:

- removable and portable outdoor items such as shelving in your garden shed, swing sets, trampolines, large outdoor toys, lawn lockers and tool sheds if they have been cleaned, dismantled and packed securely by you (PBO) and are later reassembled by you,
- BBQ bottles where certified 'empty' by a licensed provider,
- scuba tanks – prepared to manufacturer's specifications.

What items cannot be stored?

The following items cannot be stored for any period:

- non corrosive liquids,
- furs,
- granulated and powdered garden fertilisers,
- bulk fuel or building materials, such as garages, carports, bricks, firewood and coal,
- dangerous items such as firearms including ammunition,
- living items, such as birds and poultry, livestock and plants, including indoor plants, shrubs and trees,
- cash (in any currency),
- soiled items,
- jewellery,
- stamp and coin collections,
- private papers (wills, passports, etc).

Under no circumstances are dangerous, hazardous or flammable items to be moved or stored as part of your removal. It is your responsibility to ensure that these items are NOT included in your consignment.

Dangerous and hazardous items cannot be moved or stored

Dangerous, hazardous or flammable items cannot be part of your removal.

Toll Transitions' suppliers which include airlines, removalists and shipping companies must comply with strict regulations about the removal and/or storage of dangerous, hazardous or flammable items.

Under no circumstances are dangerous, hazardous or flammable items to be moved or stored as part of your removal. It is your responsibility to ensure that these items are NOT included in your consignment.

Heavy penalties may apply should injury to property or person result from inclusion of these items.

Examples of dangerous, hazardous or flammable items that cannot be moved as part of your removal are:

- petrol, kerosene, paints, varnish, turpentine, methylated spirits, pure alcohol, oils,
- photographic developers, oxygen, methane, chlorine gas, mercury, caustic solutions,
- oxides, pesticides, weed killers, polishes, arsenic, flares, fireworks, black powder,
- LPG cylinders that have not been certified as empty by a licensed provider,
- gas cylinders for home soft drink makers, aerosol cans, matches, butane lighters,
- irritants, home brew, life rafts, pressurized vessels, explosive devices of any kind,
- household cleaners and disinfectants, thermometers (mercury), antiseptics, adhesives, nail polish and remover.

Non-portable items cannot be stored

Non-portable items that cannot, due to size, shape or weight, reasonably be carried by two people and require additional lifting equipment (such as cranes or forklifts) cannot be moved into storage. If, however, the non-portable item can be dismantled and packaged by the owner it may be approved by the OAT for removal as a PBO item into storage.

Valet unpacking service

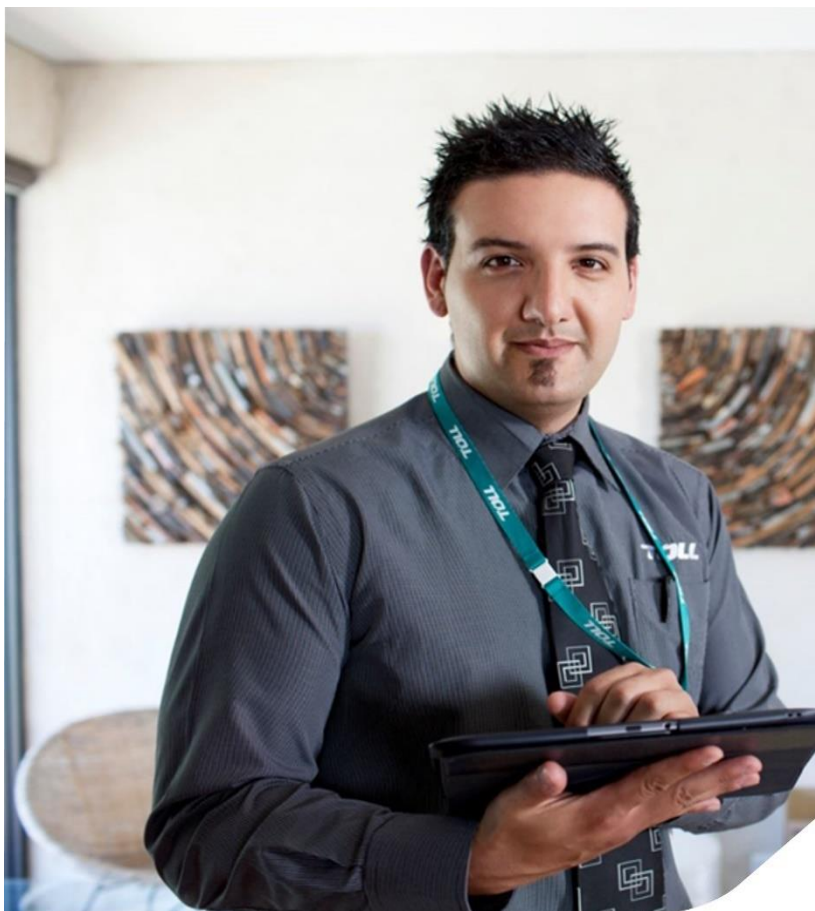
Toll Transitions can provide valet unpack services if requested by you, at your expense. Please refer to Pages 27-28 in the Returning to Australia chapter for further information about your goods coming out of storage when you return to Australia.

Pre-Removal Visit (PRV)

Toll Transitions may, depending on the size, complexity, lead time and location of your removal, arrange a PRV. The purpose of the PRV is to clarify all of the particular needs of your removal, such as access conditions, whether items need special attention, confirming the size of your move, and making whatever arrangements are necessary to meet your needs, including the provision of additional cartons.

The Pre-Removal Consultant will call you to arrange a suitable time to visit your home. If you are difficult to contact please call Toll Transitions so we can help you work out a suitable time.

PRVs are usually conducted during normal Defence working hours, however special arrangements may be made outside of these hours by agreement. If you have a dog/s, your Toll Case Manager will discuss the safety requirements with you. They must be sufficiently restrained or offsite for the duration of all services. If you have an unrestrained dog/s, the PRV will not be completed. During the PRV, show the consultant any unusual features of your consignment or residence that could cause problems during uplift or require special



handling or preparation. Let the consultant know of any changes to the original inventory, including additions and deletions.

Your OAT must be notified of any additions or deletions to your original inventory as soon as you are aware of them. However it should not be assumed any additions will be automatically approved.

Remember

Dangerous, hazardous or flammable items cannot be part of your removal.

Heavy penalties may apply should injury to property or person result from inclusion of these items.

Prior to your uplift the removalist or their representative will contact you to confirm the time of your uplift and other removal arrangements. If contact is not made or if you have doubts or questions, please call Toll Transitions on 1800 819 167.

Uplift of your goods to be stored in Australia

Your responsibilities

It is important that you take control at removal time and manage your move. Toll Transitions is your move partner and will act on your behalf, but we cannot attend every uplift. Whilst we are only a phone call away at any time it is important to remember your responsibilities at uplift.

Your responsibilities include:

- ensuring you have provided up to date contact phone numbers to your removalist,
- being present at all times to supervise the removals crew – if you or your nominated representative is not present at uplift the removals crew will not commence or will cease packing until you or your representative are present,
- being satisfied that all items have been uplifted,
- clearly nominating to the removalist those items which you do not want packed.

Removal confirmation

Prior to your uplift the removalist or their representative will contact you to confirm the time of your uplift and other removal arrangements. If contact is not made or if you have doubts or questions, please call Toll Transitions on **1800 819 167** or visit our website **www.tollgroup.com/movemaestro/defenceinternational**

Pre-pack

In a pre-pack, usually the day before uplift, the removalist packs your packable effects into cartons (except personal clothing) and prepares furniture for uplift. These cartons are loaded the next day, along with your furniture and other goods. Other than for small removals, most moves involve a pre-pack.

At uplift the removalist will:

- park the removal vehicle on the road adjoining the house, not on the driveway or lawn unless prior approval from DHA (if the property is managed by them) or yourself (if it is your own home or a Rent Allowance (RA) property) has been given for the removalist to park on the driveway or lawn,
- discuss your removal timetable and any details or concerns with you when they arrive. This will help ensure a mutual understanding of needs and how they will be met,
- provide sufficient cartons, packing material, plastic covers and pads to pack all your belongings,
- consult with you to identify and agree on the contents of the cartons, including breakable items, and will record these on the ICR before both you and the removalist sign the ICR. (Should you subsequently elect a partial unpack at delivery the removalist will unpack those cartons with breakable items and leave the remaining cartons for you to unpack),
- carry out the delivery within agreed Defence hours (7am to 7pm Monday to Friday during September to May, 7am to 6pm Monday to Friday for the remainder of the year),
- cover mattresses and upholstered furniture with plastic covers,
- dismantle items of furniture such as beds (except waterbeds and cots), mirrors from dressing tables and castors from chairs,
- pack paintings and prints in the most appropriate packing material which may include pictures packs or crates,
- take care to protect carpets and floor coverings,
- cover your furniture when it is being moved between the house and removal vehicle on wet days,
- accompany you in inspecting your property to ensure all items to be moved have been uplifted,
- cease work if you or your agent is not present.

When your agent signs papers for your removal, he or she acts as and for you, and commits you to his or her decisions. Our contract with removalists requires that they leave your residence and await your return at uplift if you or your agent needs to leave for any reason.

Importance of the Inventory Condition Report (ICR)

The removalist completes an electronic Inventory Condition Report (ICR) via a tablet device as the uplift takes place. There may be some instances where the removalist completes a paper copy of the ICR however the principles below still apply.

- the removalist will apply a numbered sticker to each furniture item and carton. This number is then noted against the furniture piece or carton on the ICR,
- the ICR will describe and note the condition of each item being moved,
- the removalist will also number cartons and provide a general description of the contents on the carton's exterior,
- the ICR identifies the contents of each carton and those that have breakable items that will be unpacked by the removalist,
- the ICR will show cartons uplifted by room, noting clearly whether they are 'packed by removalist – PBR' or 'packed by owner – PBO',
- any damage to your residence or surrounding property caused by the

removalist should be recorded on the ICR and signed for by the removalist and yourself. Before signing off and completing the ICR, you will be prompted to advise whether there was any property damage. If you select "yes" you will be taken to a screen where you can record the damage,

- prior to signing off on the ICR please check that your default email address as it appears on the ICR is correct and accessible. You will have the option to update your email address if required.

When your uplift is complete and you and the removalist have both signed off the ICR on the tablet, you will automatically receive a copy of the ICR. It is an important document and you or your agent should read it carefully before signing.

Be sure you agree that all items have been numbered and uplifted and that you agree with all notations on the condition of your effects as noted on the ICR before signing.

If you don't agree with the uplift condition as recorded by the removalist you will be able to add your comments on the ICR on the last page just prior to signing off and then call **1800 819 167** for assistance.

Upon completion of the delivery of your goods out of storage, be sure to check that all items listed on the ICR have been delivered and accounted for prior to signing off. Any missing items or damages must be noted on the ICR before signing.

Remember

If you don't agree with the uplift condition as recorded by the removalist, note this on the ICR then call Toll Transitions on **1800 819 167** for assistance.



4 Return to Australia

Overview

This chapter includes information for members and their families returning to Australia from an overseas posting. Once your Authorising Officer at Post has received your a) Request for Removal of Household Goods and Furniture and b) Inventory (or Inventories) completed online on Toll's Defence website and your removal has been approved, they will notify Toll Transitions.

You will need to complete your inventory online on **www.tollgroup.com/movemaestro/defenceinternational**

Here you will be able to complete your Request for Removal.

A separate inventory for each service type eg. Air and Sea will need to be created or edited.

Upon submission of your Request for Removal to Toll, a PDF copy of the inventory (or inventories) will be emailed to you.

Once Toll Transitions has received the approval from your Authorising Officer you will be advised via email that the removals process is underway.

Consignments to Australia

For removals to Australia all goods are subject to Customs and Quarantine Clearance, safety checks and any related duties or charges.

Prior to your move you are advised to contact the Australian Department of Home Affairs and the Australian Department of Agriculture and Water Resources who can help you with anything you are unsure of. Their contact details are on the Contacts page of this guide.

Applicable items, as well as any you are uncertain about, should be packed separately so you can identify them for the relevant officials. You can streamline clearances by listing a summary of the contents on the outside of each box. You may wish to differentiate boxes using notations such as AC – for customs, AQ – for quarantine and SC – for safety checks.

When your belongings arrive in Australia they will be collected and cleared through customs and quarantine. Your removalist will advise you on the documents required for your goods to move through these requirements with minimal delay. The removalist must provide cargo report information about your consignment to the Australian Department of Home Affairs before arrival at the first Australian port – at least two hours for aircraft and at least 48 hours for sea vessels. The documents required may include some or all of those listed below:

- a completed Unaccompanied Personal Effects Statement for Personal Effects and Unaccompanied Baggage (Form B534),
- a copy of your Passport,
- photocopies of receipts or invoices for items subject to customs or other duties,
- copy of the removalist's Packing List,
- duplicate keys for locked trunks and boxes*,
- original Fumigation Certificate.

* If keys are not available, when goods are presented to customs and quarantine, locks may be forced if goods need to be inspected. Alternatively, goods may remain in high cost storage until keys are available and you may be charged for costs incurred.

Customs and Quarantine clearance

When your belongings arrive at the port/ airport in Australia we will arrange for collection and move it to an approved bond store. This is a premises registered with Quarantine or Customs for the detention of imported goods prior to their completion of import requirements.

Your belongings will be held in the removalist's bond store until Customs and Quarantine clearance is finalised. After clearance is complete, Toll Transitions will contact you to arrange a delivery date. We will contact you if your presence is required at a Customs and Quarantine clearance inspection.

Items that attract duty, need quarantine treatment or require a safety check will be held by the removalist until all treatment and checks are complete and all duties or charges are paid.

Remember

The formal and local policy applicable for your return to Australia will be advised and actioned by your local Post Administration area.

Unaccompanied Personal Effects Statement

When you are returning to Australia, the Australian Department Home Affairs requires you to provide a Unaccompanied Personal Effects Statement (B534) for consignments that do not travel with you.

Complete this statement carefully, making sure you fill in all spaces and boxes. Incomplete statements can delay the delivery of your goods. You may also be fined for giving false or misleading information. If you have questions or require further information call Australian Department of Home Affairs (see Contacts page 39).

Airfreight

It will take approximately two weeks for an air freight consignment to reach the terminal at your destination. Your goods will then need to clear customs. You should plan for this in deciding what personal goods to take with you or send as airfreight.

Airfreight, as opposed to checked baggage, travels by air on a 'space available' basis. It is unlikely to be on the same flight as you. Machinery, spare parts, money or dangerous goods must not be included in airfreight. (Note: dangerous goods cannot be moved or stored as part of your removal. Please refer to page 16 for some examples of hazardous goods). Toll Transitions advises that jewellery and other high value items should not be included in airfreight.

If you require more detail on airfreight, please contact Toll Transitions on **1800 819 167** or if outside Australia refer to page 38 for International Toll Free numbers. Alternatively send Toll Transitions an email: **ttcsc@tollgroup.com**

Seafreight

If your effects are travelling by seafreight, Toll Transitions will advise you of estimated timeframes and schedules. After arrival at port, your goods will need to be cleared through customs.

Hazardous goods

All airlines, removal and shipping companies have strict regulations regarding the transport and storage of hazardous goods.

If you have doubts about whether items can be moved, please contact Toll Transitions. Page 16 includes examples of hazardous goods.

Items that cannot be part of your international removal

The items below cannot be moved under any circumstances and heavy penalties apply if they are included in a removal. Any such charges and penalties incurred will be the sole responsibility of the member. Examples are provided below of goods that are not acceptable.

- dangerous and hazardous goods,
 - explosive, flammable, combustible or corrosive items,
 - items that contravene Customs or quarantine regulations, in Australia or the host country,
 - plants, wooden items not allowed through Customs.
- The Commonwealth Department of Defence will not approve removal for any of the items below, except under special conditions.
- furniture, (except in special circumstances subject to Commonwealth Defence Force approval) i.e. beds,
 - non-portable items that cannot be carried by one person, i.e. large televisions and stereos, pianos,
 - private vehicles or towable items of any kind. i.e. caravans, hobby vehicles, cars, trucks, motorcycles, scooters, go-carts,
 - water recreational equipment, i.e. boats, yachts, jet skis, outboard motors,
 - household furnishings and appliances, i.e. carpets, mats, rugs, blinds, awnings, bean bags, mops, brooms or linen baskets,

• air conditioners. However, if approval was provided for a personal air conditioner in Papua New Guinea (outside Port Moresby) upon arrival in Papua New Guinea, approval may be granted for the removal of the air conditioner upon your return to Australia. Please check with your Authorising Officer,

It takes approximately two weeks for an air freight consignment to reach the terminal at your destination. Your goods will then need to clear customs. You should plan for this in deciding what personal goods to take with you or send as airfreight.

- large or heavy gardening equipment, i.e. ride-on lawn mowers, garbage bins, wheelbarrows, stepladders, garden furniture, sheds,
- greenhouses, cubby houses, large or heavy barbecue equipment including gas bottles,
- perishable foods of any kind, including packaged or frozen food.

Insurance of your goods

It is highly recommended that your Worldwide Multiple Risks (WWMR) insurance policy continues for at least three months after your return to Australia. This is to provide adequate cover for your overseas goods and effects until delivery to your home address.

Removal – uplift and delivery

Formal and local policy will be advised and implemented by your local Post Administration Area. Personal goods and effects will be removed by sea and/or air in accordance with local policy.

The removalist will pack your goods and will certify that the goods are in line with international customs and security requirements. Should you choose to pack your own goods, the cartons must be left unsealed to allow the removalist to certify the contents of the goods accordingly.

Removal confirmation

Prior to your uplift the removalist or their representative will contact you to confirm the time of your uplift and other removal arrangements. If contact is not made or if you have doubts or questions, please call Toll Transitions on the International Toll Free numbers listed at the end of this page. Alternatively send Toll Transitions an email: **ttcsc@tollgroup.com**

Pre-pack

In a pre-pack, usually the day before uplift, the removalist packs your packable effects, (except personal clothing), into cartons and prepares furniture for uplift. These cartons are loaded the next day, along with your furniture and other goods. Other than for small removals, most moves involve a pre-pack.

Your uplift

It will be necessary for you or your agent to be present throughout the uplift. Remember, if you're not present, you will be responsible for any decisions made by your appointed agent.

Our contract with removalists requires that they leave your residence and await your return should you need to leave for any reason. The removalist cannot continue packing/unpacking whilst you are away from your residence.

Please be aware that you may be liable for down time costs incurred should the removalist have to cease work under these circumstances.

Need help?

Contact Toll Transitions on

T 011 80066644403 (Toll Free from Canada)

T 00 80066644403 (Toll Free from Malaysia)

T 00180066644403 (Toll Free from Thailand)

T 011 80066644403 (Toll Free from the USA)

T 00 80066644403 (Toll Free from the UK)

T +61 3 9124 5314 if outside of the above countries.

Alternatively send Toll Transitions an email:

ttcsc@tollgroup.com

Remember

It is highly recommended that your Worldwide Multiple Risks (WWMR) insurance policy continues for at least three months after your return to Australia.

During the uplift:

- discuss the removal timetable and any details or concerns with the removalists when they arrive. This will help ensure a mutual understanding of needs and how they will be met,
- remain in attendance at all times throughout the removal. Keep a count of the cartons being removed and ensure all items are uplifted. The removalist will number all cartons,
- ensure the descriptions noted against items on the removalist's Inventory Condition Report (ICR) are a true description of your furniture, including its condition. If you disagree note the inventory accordingly. The removalist will apply a numbered sticker to each furniture item and carton – ensure you agree that all items have been numbered and uplifted before signing the removalist's inventory. The removalist will ask you to sign the ICR and provide you with a copy before they depart your uplift residence,
- ensure the removalist includes any additions or deletions you make to your inventory on the removalist's uplift inventory, (Remember to advise your Authorising Officer of any additions/deletions to your inventory as soon as you are aware of them),
- contact Toll Transitions on **+61 3 9124 5314** if you have any problems or are unsure of what to do,
- accompany the removalist whilst they are inspecting your property to ensure that everything required has been uplifted.

What the removalist must do at your uplift

- park the removal vehicle on the road adjoining your home. If you allow the vehicle to be parked elsewhere, it can be difficult to obtain compensation if property such as lawns, paths, or driveways are damaged,
- provide sufficient cartons, packing material, plastic covers and pads to pack and protect all your belongings,
- carry out the uplift within agreed hours,
- protect mattresses and upholstered furniture with plastic covers,

- dismantle items of furniture such as beds (except waterbeds and cots), mirrors from dressing tables and castors from chairs,
- pack paintings and prints in the most appropriate packing material, which may include picture packs or crates,
- number all cartons and items,
- on wet days, take additional care to protect carpets and cover your furniture when it is being moved between the house and the removal vehicle.

At delivery the removalist will:

- park the removal vehicle on the road adjoining the house, not on the driveway or lawn unless prior approval from DHA (if the property is managed by them) or yourself (if it is your own home or a Rent Allowance (RA) property) has been given for the removalist to park on the driveway or lawn,
- unpack all cartons onto a flat surface, except those containing clothing. To ensure unpacking proceeds in a timely and effective manner we recommend that you attempt to clear the surface by placing items into cupboards, drawers etc, as they are going to be unpacked. The removalist is not required to put items away in cupboards. **Call Toll Transitions immediately if the removalist refuses to unpack cartons on 1800 819 167,**
- carry out the delivery within agreed Defence hours (7am to 7pm Monday to Friday during September to May, 7am to 6pm Monday to Friday for the remainder of the year),
- place your furniture and cartons in any reasonable position you request of them. Our contract only requires removalists to place items once,
- take care to protect carpets and floor coverings,
- reassemble all furniture the removalist dismantled at uplift,
- cover surfaces onto which they unpack, such as dining tables, with pads and cloths,
- remove all cartons, paper and debris associated with removal,

At delivery the removalist will unpack all cartons onto a flat surface, except those containing clothing. To ensure unpacking proceeds in a timely and effective manner we recommend that you attempt to clear the surface by placing items into cupboards, drawers etc, as they are going to be unpacked.



- present you with the ICR to review and sign after you have recorded any obvious losses or damages on it - note if you disagree with the removalist's notations, record your concerns on the ICR before you sign off on the tablet device or paper version,
- if you elect to unpack cartons the removalist will return once to collect the empty cartons within three weeks of your delivery, provided you have flattened the cartons and stored the waste wrapping paper in mattress covers, or similar. You will need to contact the removalist directly to organise a time/date for the collection of those cartons. Removalists are not required to pick up wet or damaged cartons or paper.

Remember

At delivery the removalist will present you with the ICR to review and sign after you have recorded any obvious losses or damages on it - note if you disagree with the removalist's notations, record your concerns on the ICR before you sign off on the tablet device.

Removal of vehicle on return to Australia

Where a member elects to store their motor vehicle when posted overseas, and continues to retain ownership of that vehicle during the period of the overseas posting, the member may be granted a removal of that vehicle from the last posted locality in Australia to the new locality. You must inform the OAT if you have a motor vehicle in storage.

The limit of reimbursement for removal of a motor vehicle on return to Australia is based on removal costs from the member's last posted locality in Australia prior to serving overseas to the subsequent posting locality in Australia. All other transport costs, including travelling expenses, from any other storage location are the member's personal responsibility.

Should you be eligible for a vehicle relocation you will need to complete the form, Request for Removal of Motor Vehicles, Motorbikes, Boats, Caravans, Trailers, etc., available from your Authorising Officer/OAT. Once approved by the OAT, Toll Transitions will proceed with arranging the removal of your vehicle from its storage facility to your new posting locality.

Insurance: very important

The vehicle carrier suppliers Toll Transitions work with take every care in moving your vehicle. However, there may be occasions when despite the best of intentions incidents occur. By working together we can reduce the stress this places on you and your family.

Our arrangement with Defence does not provide for insurance on vehicles while being moved. You are therefore responsible for making the decision on how or if you insure your vehicles while they are being moved.

Our arrangement with Defence does not provide for insurance on vehicles while being moved. You are therefore responsible for making the decision on how or if you insure your vehicles while they are being moved.

Any decision to take up insurance for a vehicle must be undertaken prior to the day of uplift. If you transport your vehicle and have no insurance and you suffer loss or damage through no negligence of the vehicle carrier you may not recover your loss or damage.

There are currently two options available to you:

1. You may elect to take up protection offered by the vehicle carrier. There may be a fee and an excess may apply if you claim. You need to be clear about the terms and conditions of the protection that may be offered to you including the payment of an excess if required.
2. If you have insurance already on your vehicle it may cover your vehicle in transit – you need to confirm this with your insurer. Be aware that if you claim against your policy you may be required to pay an excess and you may suffer a loss of no claim bonus.

Any decision to take up insurance for a vehicle must be undertaken prior to the day of uplift. If you transport your vehicle and have no insurance and you suffer loss or damage through no negligence of the vehicle carrier you may not recover your loss or damage.

A member who elects to drive their vehicle, in lieu of removing the vehicle, is not entitled to travelling allowance or leave travel but may claim reimbursement of the cost for which the Commonwealth would have been liable had the vehicle been removed from the old to the new posting locality. Claims for this purpose are to be referred to the OAT.

If you have an entitlement to relocate a vehicle within Australia or a claim for reimbursement please contact your Case Manager at the OAT.

Valet unpacking service

Toll Transitions can provide valet unpack services if requested by you, at your expense. The removalist is only required to unpack to a flat surface. The valet unpack service therefore offers an additional unpack service as detailed below.

Valet unpack services include:

- goods unpacked with care and put away in cupboards,
- cupboards, shelves and benchtops wiped clean before and after unpacking,
- beds made,
- colour coding linen,
- furniture arranged and effects unpacked, in accordance with your requirements,
- cartons emptied fully and collapsed ready for pickup by removalists.

Valet unpacking services are available in all capital cities and major regional centres. Prices are subject to change. To discuss valet unpack services and pricing further please email Toll on ttcsc@tollgroup.com or call on **1800 819 167** or use our International Toll Free numbers, available on page 38, if outside Australia.

Please note: all valet unpack services must be paid for at the time of the booking via credit card.

Your Housing Solution

If you are not returning to your own home and require subsidised housing please log on to the Online Services section of the Defence Housing Australia (DHA) website at www.dha.gov.au.

If you have never received login details to gain access to DHA Online Services please contact DHA, www.dha.gov.au/contact or phone **139 DHA (139 342)** to request log in details.

To apply for Service Housing please complete:

- A Notification of Housing (NOH) and forward to DHA with a copy of your
- Posting Signal

Submit your documents to DHA (The DHA website www.dha.gov.au provides guidance on how to do this).

Delivery of your goods coming out of storage in Australia

If you had goods in storage whilst on your overseas posting, please contact your Case Manager at the OAT who is responsible for:

- arrangements for your out of store delivery,
- payment of the appropriate allowances, e.g. Disturbance Allowance, TAASA.

Removal confirmation

Prior to your delivery the removalist or their representative will contact you to confirm the time of your delivery out of storage and other removal arrangements. If contact is not made or if you have doubts or questions, please call Toll Transitions on **1800 819 167**.

Remember

If you are not returning to your own home and require subsidised housing please log on to the Online Services section of the Defence Housing Australia (DHA) website at www.dha.gov.au

Your responsibilities

It is important that you take control when your goods are delivered out of storage. Toll Transitions is your move partner and will act on your behalf, but we cannot attend every delivery. Whilst we are only a phone call away at any time it is important to remember your responsibilities at delivery.

Your responsibilities include:

- ensuring you have provided up to date contact phone numbers to your removalist,
- being present at all times to supervise the removals crew – if you or your nominated representative is not present at delivery the removals crew will not commence or will cease packing until you or your representative are present,
- being satisfied that all items have been delivered,
- clearly nominating to the removalist where items are to be placed at delivery.

At delivery of your storage items the removalist will:

- park the removal vehicle on the road adjoining the house, not on the driveway or lawn unless prior approval from DHA (if the property is managed by them) or yourself (if it is your own home or a Rent Allowance (RA) property) has been given for the removalist to park on the driveway or lawn,
- if you elect a full unpack, the removalist will unpack all cartons onto a flat surface, except those containing clothing. To ensure unpacking proceeds in a timely and effective manner we recommend that you attempt to clear the surface by placing items into cupboards, drawers etc, as they are being unpacked. The removalist is not required to put items away in cupboards. Call Toll Transitions immediately if the removalist refuses to unpack cartons,
- if you elect a partial unpack at delivery, the removalist will unpack all cartons with breakable items onto a flat surface and irrespective of any election on your part to leave other cartons packed (LP). The removalist is not required to put items away in cupboards. Call Toll Transitions

immediately if the removalist refuses to unpack cartons with breakable items.

- carry out the delivery within agreed Defence hours (refer page 29 for details of agreed Defence hours),
- place your furniture and cartons in any reasonable position you request of them. Our contract only requires removalists to place items once,
- take care to protect carpets and floor coverings,
- reassemble all furniture the removalist dismantled at uplift,
- cover surfaces onto which they unpack, such as dining tables, with pads and cloths,
- remove all cartons, paper and debris associated with removal,
- carry present you with the ICR to review and sign after you have recorded any obvious losses or damages on it - note if you disagree with the removalist's notations, record your concerns on the ICR before you sign off on the tablet device or paper version,
- carry if you elect to unpack cartons the removalist will return once to collect the empty cartons within three weeks of your delivery, provided you have flattened the cartons and stored the waste wrapping paper in mattress covers, or similar. You will need to contact the removalist directly to organise a time/date for the collection of those cartons. Removalists are not required to pick up wet or damaged cartons or paper.

Lost or damaged items

Please refer to Chapter 5 if loss or damage to your goods occurs as a result of your domestic Australia removal service.

Your responsibilities include ensuring you have provided up to date contact telephone number to your removalist.

Agreed hours for uplift and delivery

Agreed Defence hours for removal services to be conducted are Monday to Friday between 7am and 7pm from September to May, and 7am and 6pm the remainder of the year (June to August). You may agree to have the removalist work outside these hours.

If the removalist is pressuring you to work outside these hours call Toll Transitions on **1800 819 167**.

Storage upon discharge

Members who cease service or employment with Defence and have furniture and effects held in storage paid for by the Commonwealth will become responsible for storage charges with effect from their discharge date. Members will be entitled to a final removal for the furniture and effects held in store to be delivered from storage within a defined entitlement period in accordance with PACMAN. This entitlement period will not exceed 12 months after the date the member ceases service or employment with Defence, e.g. discharge date.

Members effecting a discharge relocation where the consignment is to be stored, are responsible for storage costs from the date the consignment is delivered to the storage facility. This also applies where a removal occurs prior to the Discharge date.

Storage charges will be payable by members monthly in advance. Please note that on and from the date on which the entitlement for a removal from store ceases, Toll Transitions Warranty no longer applies and members are required to ensure they have appropriate insurance in place for items remaining in store.



Your responsibilities

Provide up to date contact phone numbers so that your removalist is able to advise you of timings.

Be present at all times to supervise.

You must retain your copy of the uplift ICR and present this to the removalist at delivery for reinsertion into the set.



5

Lost or damaged items?

Toll Transitions Contractual Warranty is only applicable for goods moved or stored within Australia.

Overview

Toll Transitions and its panel of removalists observe the highest possible service standards in each removal. Occasionally, despite everyone's best efforts, loss or damage can occur. If the loss or damage arises during domestic Australian removal services, then subject to the following, we will make good that loss or damage.

How we will manage your Notice

We will:

- carry confirm the receipt of your Notice of Loss or Damage to you in writing,
- contact you after the receipt of your Notice of Loss or Damage to discuss resolving the loss or damage,
- on a regular basis keep you informed of the progress of repairs, replacement and/or compensation action,
- at the conclusion of your Notice contact you to ensure all elements of the Notice are resolved.

We will manage the process of making good the loss or damage and will, where possible, provide recommended repairers and suppliers.

To lodge a Notice of Loss or Damage:

1. The preferred method is to lodge your Notice of Loss or Damage online through the Toll Transitions International Defence Website at **www.tollgroup.com/movemaestro/defenceinternational**. When logged in to the website homepage, locate the move from which the damage or loss have occurred in the "Current Relocations or Past Relocations" section (located at the bottom of the page) and click the "Add report" link, or

Post or fax your Notice of Loss or Damage form (which is available on Toll's website **www.tollgroup.com/movemaestro/defenceinternational** or by calling Toll on 1800 819 167) to: Warranty Management Centre, PO Box 15294, City East QLD 4002. Fax: **07 3149 2704**; or

2. Lodge your Notice of Loss or Damage form in person at any Toll Transitions office.

Notices of Loss or Damage need to be lodged with Toll Transitions as soon as possible after discovery of loss or damage. Lodgement can be made online at **www.tollgroup.com/movemaestro/defenceinternational**

Our Warranty

If an item suffers removal related loss or damage, we will, subject to the exclusions

and conditions detailed on pages 33-34, pay:

- for the cost of repairs as substantiated by a quotation if those repairs are possible and/or economical,
- for the supply of a like item, taking into account age, style and condition;
- for a new replacement item, where an item within a predefined category (see Table 1 on page 32) is not economical to repair. This category is an addition to the existing Warranty Scheme. It applies from 1st March 2016 for loss or damage to items (within a predefined category and age-based) from consignments uplifted on and from the 1st March 2016 including consignments uplifted from storage.

The payment of compensation for loss of value resulting from minor damage, undertaking repairs where economical to do so, or the replacement of the damaged item with the new item will be at Toll Transitions sole discretion. Toll Transition's may:

- repair damaged items,
- replace damaged items with the closest equivalent new items,
- compensate the cost of repair and/or replacement,
- compensate for minor damage (e.g. rub marks/scratches/minor dents).

Where repair or replacement is not possible or practicable:

- compensation equivalent to the extent of loss/damage sustained, taking into

NOTE: Notices of Loss or Damage need to be lodged with Toll Transitions as soon as possible after discovery of loss or damage.

Important

Toll Transitions Contractual Warranty is only applicable for goods moved or stored within Australia.

Not every item that sustains damage will be replaced with a new item or compensation paid at new value. In the first instance damaged items will be repaired where practicable and compensation paid for minor damage.

account age (as per Table 1 on page 32), style, condition and/or diminution in value.

Not every item that sustains damage will be replaced with a new item or compensation paid at new value. In the first instance damaged items will be repaired where practicable and compensation paid for minor damage.

When items within a certain age limit (see Table 1 on next page) are written off as uneconomical to repair, a new item will be provided or compensation paid at the new replacement value. Where a new item cannot be supplied a payment would be made to the value of a new item.

Some items which are uneconomical to repair will be replaced with a like-for-like item as per the aged based criteria outlined below.

Any item which is replaced by the supply of a like item or a new item (as per the criteria in Table 1 below), or for which equivalent compensation is paid then becomes the property of Toll Transitions and we will arrange with you to collect the affected item.

Where required, we will also pay for the reasonable additional costs of transportation and/or installation incurred as a result of repairs or supply.

Should we, or you at your option, engage another party to provide advice as to whether an item has suffered removal related damage and whether it is economical to repair, we will pay those reasonable costs

if it is determined that the damage is removal related.

Example: A television is uplifted on 10th February 2016 and when delivered, following a short period of storage, on the 7th March 2016, is found to have suffered significant damage and cannot be repaired or is uneconomical to do so. The television was manufactured (not purchased) on the 10th June 2008 so at the time of uplift it was 7 years and 8 months old. The current equivalent television's new replacement value is \$980, so it qualifies as a "Major electrical item" (>\$500) and the damaged item was less than 10 years old at the point of uplift. Therefore the television will be replaced with a new current equivalent. If however the television was 10 years and 1 day old at the point of uplift it would be subject to "like for like" settlement.

Toll Transitions will require the make, model and serial number to either replace with a like for like item or a new replacement as applicable. New replacement will be based on the age based item inclusions table below.

Private Insurance

In the event you have arranged private insurance for your household goods under removal/storage and on discovery of loss/damage it is your intention to claim under that policy, you will need to advise Toll Transitions that you are taking this action.

Likewise you should advise your private insurer that Toll Transitions has a warranty

Table 1: Age -Based Item Inclusions

Item	If the notice of loss/damage is for...	and the date of manufacture is	then the item may be replaced
1.	an electrical item with a new replacement value of \$500 or more Examples: Television, Surround Sound Audio System, Vacuum Cleaner	within 10 years of the removal uplift date	new-for-old.
		10 years or more before the removal uplift date	like-for-like.
2.	an electrical item with a new replacement value of less than \$500 Examples: Computer Monitor, Kettle, Small Television	within 5 years of the removal uplift date	new-for-old.
		5 years or more before the removal uplift date	like-for-like.
3.	an electrical white-good Examples: Refrigerator, Freezer, Microwave, Washing Machine, Dryer, Dishwasher	within 15 years of the removal uplift date	new-for-old.
		15 years or more before the removal uplift date	like-for-like.
4.	a furniture item Examples: Bed, Dining Table, Chest of Drawers, Lounge Suite	within 10 years of the removal uplift date	new-for-old.
		10 years or more before the removal uplift date	like-for-like.
5.	other items Examples: Picture frames, bicycles, BBQ, crockery, plastic tubs	within 7 years of the removal uplift date	new-for-old.
		7 years or more before the removal uplift date	like-for-like.

management process which you are eligible for, where the underlying principal is a like for like item. Please be aware that submitting a claim to an insurance company and simultaneously lodging a Notice of Loss or Damage to Toll Transitions for the same item(s) may constitute a breach of State/ Federal Laws.

Loss or damage to essential items

If essential items like your washing machine, refrigerator, clothes dryer, or television are lost or inoperable, we may arrange for immediate repair or hire of a loan item. If an essential item is a washing machine and a suitable hire/loan item is not available, then we will pay for the cost of using a self-service laundry service, up to the maximum cost of hiring a like item.

If an essential item is lost or damaged, please call Toll Transitions immediately on **1800 819 167**.

Damage to other property

If the removalist damages the residence, outbuildings or letterbox during your removal, you should note this on the ICR and advise Toll Transitions immediately on 1800 819 167. Before signing off and completing the ICR, you will be prompted to advise whether there was any property damage. If you select "yes" you will be taken to a screen where you can record the damage. Ideally, telephone contact with Toll Transitions should be made while the removalist is still at your residence, or as soon as possible thereafter. Toll Transitions will make good any removal related damage to your residence, outbuildings or letterbox.

What is not covered

We will not repair or pay you for any loss or damage to or caused by:

- watercraft in excess of 5.7 metres in length and/or weighing more than 51 kilograms,
- the failure to comply with or carry out your responsibilities as outlined in Chapter 3,
- PBO items are not covered by the Warranty, except in the case of loss or of obvious damage to the carton, caused by the removalist. You should ensure that any carton with obvious damage is unpacked by the removalist in your presence and any

damage noted on the ICR. You will be able to add your comments on the ICR on the last page just prior to signing off,

- the contents of cartons that were identified as "breakable" by you and the removalist during uplift unless the carton(s) shows signs of damage at delivery and this is recorded on the ICR. You should ensure that any carton with obvious damage is unpacked by the removalist in your company and any damage to contents noted on the ICR,
- fragile and delicate collectables unless there is loss of or obvious damage to the carton caused by the removalist and/or if the loss or damage was a result of you failing to adequately wrap and pack the items to prevent damage during normal handling,
- items not removed or stored by the removalist (this includes items you carry with you),
- gas BBQ's purchased outside Australia are not eligible for Domestic Relocation Warranty unless evidence of an Australian compliance plate/certificate is made available in the event of damage,
- washing machine when the bowl has not been secured in accordance with manufacturer's instructions,
- granulated and powdered garden fertilisers
- furs (unless there is loss of or obvious damage to the carton caused by the removalist). All furs must be packed by yourself,
- Keys (unless there is loss of or obvious damage to the priority carton caused by the provider),

NOTE: We will not make good the loss or damage if it is caused by fraud (in which case we may take further action). We will not pay compensation for emotional distress caused by loss or damage to furniture and effects.

You need to obtain a current valuation certificate for paintings, antiques and other high value items. Remember to pack any certificates separately or to carry them with you, and note your inventory appropriately.

Remember

Notices of Loss and Damage need to be lodged with Toll Transitions as soon as possible after discovery of loss or damage. Please lodge online at **www.tollgroup.com/movemaestro/defenceinternational**

If you need assistance lodging online please contact Toll Transitions on **1800 819 167**.

NOTE: Toll Transitions Contractual Warranty is only applicable for goods moved or stored within Australia. Please contact the Warranty Management Centre immediately if you are having problems completing the Notice of Loss or Damage form in a timely manner.

- soiled items,
- firewood, coal,
- dangerous, hazardous or flammable items (see page 16 for definition),
- dangerous items such as firearms including ammunition,
- bricks or timber,
- garages and carports,
- jewellery, medals (other than military medals), bullion, money, precious metals and stones,
- stamps, private papers (wills, passports and similar items),
- batteries,
- collections* without a valuation certificate,
- irreplaceable items**,
- the removal of any item listed under 'Other items not able to be moved' in Chapter 3.

Where the item is part of a pair, set, system or collection*, we will only pay the value of the item itself. We will pay the value that item has as a proportion of the combined pair, set, system or collection. Where there is a significant degradation in utility, appearance, function, value or purpose of the remaining pair, set, system or collection, we will pay compensation for the reduced value. This payment will be inclusive of the payment for the lost or damaged item.

We will not make good the loss or damage if it is caused by fraud (in which case we may take further action).

We will not pay compensation for emotional distress caused by loss or damage to furniture and effects.

You need to obtain a current valuation certificate for paintings, antiques and other high value items. Remember to pack any certificates separately or to carry them with you, and note your inventory appropriately.

***Collections**

A number of like or complementary items for which the value resides in the integrity of each of its parts.

****Irreplaceable items**

An item in respect of which a like for like replacement cannot be found, and whose value cannot be objectively determined.

Conditions

We will not make good the loss or damage if you:

- replace or repair or dispose of damaged items or replace lost items without the prior written approval of Toll Transitions,
- do not notify us in a timely manner of the details by using the Notice of Loss or Damage form.

Please contact the Warranty Management Centre immediately if you are having problems completing the Notice of Loss or Damage form in a timely manner. Early lodgement of your notice enables investigations/assessments to proceed promptly and accurate current feedback to be sought from all parties involved.

Disallowed items

Where an item has not been accepted due to lack of physical damage or other evidence indicating the item may have been damaged during the removal (e.g. malfunctioning electrical and mechanical items) you can seek an assessment from a reputable repairer. If the assessment then indicates, through supporting documentation, such as a technical report that damage has occurred through the removal, Toll Transitions will reconsider the item.

If the item is subsequently accepted by Toll Transitions all assessment costs will be refunded to you. To assist in this process, Toll Transitions will provide details of suitable repairers/assessors in your area and their contact details. Should you have any difficulties in arranging an assessment please contact the Warranty Centre for assistance.

Dispute resolution process

If you disagree with our decision on how your notice of loss or damage is dealt with you may request a review of the notice, preferably in writing. You may ask for a review through your Toll Transitions Regional Relocations Service Centre, your Warranty Case Consultant at the WMC, or through your Defence Relocation and Housing Manager (DRHM). Please refer to pages 40-41 for additional information about DRHMs.

Toll Transitions' Warranty Management Centre (WMC) will then review the Notice



and make an assessment on liability and any repairs or compensation based on all available evidence including removalists' paperwork, repair reports, discussions with you, etc. You will then be advised of the outcome of the review.

If, following the review by Toll Transitions, you still disagree with the decision you may proceed to the Removal Appeals Process. It is not possible to proceed to the appeals process until you have requested a review by Toll Transitions WMC, and have not agreed with the outcome of that review.

Your appeal should be lodged with the regional DRHM, who will then convene a Regional Removal Appeal Committee with representatives from Toll Transitions and DRHM. Decisions made by this committee are binding on Toll Transitions and the Department of Defence.

Should you not be satisfied with the outcome of the Regional Removal Appeal, you may request the Director of Relocations and Housing (DRH) to convene a National Removal Appeal. All supporting documentation must accompany this request. Should additional information come to hand following the Regional Appeal decision, the Regional Removal Appeal Committee is to be reconvened. The National Removals Appeal committee is to verify that the Regional Appeal Committee's

decision adhered correctly to normal guidelines and the approved warranty procedures. The National Removals Appeal Committee consists of senior managers from DRH and Toll Transitions, and their decisions are binding on both the Department of Defence and Toll Transitions.

If you require any further information or assistance please do not hesitate to contact Toll Transitions on our Freecall number **1800 819 167**.

Further information regarding the Regional and National Removals Appeal process can be found in PACMAN, reference 6.5.9 and 6.5.10.

Note: The underlying principle of Warranty is an age based scheme whereby in the first instance damaged items will be repaired where practicable and compensation paid for minor damage. However should an item be uneconomical to repair, a new item or a like-for-like item will be provided or compensation paid to the value of a new item or a like-for-like item as per the age-based inclusions as outlined in Table 1 on page 32.

Warranty Management Centre

PO Box 15294,
City East QLD 4002
Phone: **+61 7 3149 2702**
Fax: **+61 7 3149 2704**
Email: **wmc@tollgroup.com**



6 Quarantine

This chapter provides an overview of quarantine arrangements for goods entering, leaving or moving within Australian States and Territories.

Quarantine regulations apply to the movement of goods from, within and into all Australian States/Territories. These regulations are subject to change at short notice and it is your responsibility to ensure compliance with relevant legislation. This extends to pest and disease outbreaks such as Fire Ants (Queensland) and Equine Influenza (nation-wide).

Failure to comply with legislative requirements may result in:

- your consignment or part of it being quarantined,
- your removal being delayed,
- confiscation of items,
- you incurring costs of impoundment, fumigation, additional handling and removal costs, quarantine inspection and other costs,
- prosecution under the applicable legislation.

The Commonwealth Department of Agriculture and Water Resources has implemented strict controls on the importation, exportation or general movement of restricted* material.

*Restricted material includes (but is not necessarily limited to) fruit, vegetables, plants, cut flowers, honey, nuts, seeds, animals, soiled animal skins and wool, soil, hay, used vehicles, used fruit and vegetable containers, fishing equipment/waders, horse riding equipment/clothing, salmon or other seafood products, bees wax, honeycomb or used apiary equipment, timber, un-tanned skins or hides, used agricultural and horticultural machinery and tools.

In terms of household removals, items that may be affected by these arrangements include:

- motor vehicles,
- lawn mowers and garden tools,
- compost bins,
- plants/soil (Note: Defence does not approve the removal of plants),
- animal skins,
- PBO cartons (used fruit and vegetable cartons),
- horse riding equipment and clothing,
- seafood products,
- apiary equipment,
- scrap timber.

We will provide you with any information updates. However, we will not be responsible for any delay or cost associated with the removal or subsequent cleaning of inappropriate or inadequately prepared items from, within and into any State or Territory.

In the case of removals into Western Australia and Tasmania, you will be required to complete a declaration for the movement of unaccompanied personal effects. It is also likely that this requirement will extend to other States/Territories in the near future so please check with the relevant authorities.

If a removalist discovers contaminated or prohibited items in a consignment, they are required to contact Toll Transitions immediately. They may also (subject to the prevailing legislative requirements) be required to report this to the Commonwealth Department of Agriculture and Water Resources and seek their direction. Depending on the nature of the find, the removalists may be directed by the Department to:

- a.do nothing; or
- b.hold the goods for inspection and/or have the goods cleaned/fumigated by an approved company.

Costs

- there are costs associated with vehicle cleaning. This may be done on site or additional transport costs may be involved if the vehicle has to be taken to a cleaning site,
 - cost of cleaning other items will depend on the size and nature of the item,
- there is an inspection cost if the Department has to attend an inspection and this will vary from location to location,
- there may be charges for transporting items to and from approved cleaning companies. This will depend on the size of the item and the distance and timing of any additional work.

NOTE: THESE COSTS WILL BE YOUR RESPONSIBILITY

Invasive Exotic Ant Species

Care needs to be taken with consignments being uplifted from areas of the Northern Territory, including Darwin and Queensland to help reduce the risk of Yellow Crazy Ants spreading.

For further information refer to <https://nt.gov.au/environment/animals/feral-animals/exotic-ants-in-nt>

Consignments being uplifted from areas of Queensland, and from Brisbane in particular, are subject to Fire Ant Regulations under the control of Queensland Department of Agriculture and Fisheries (DAF).

For further information refer to www.daf.qld.gov.au/business-priorities/biosecurity/invasive-plants-animals/ants or contact the DAF on **13 25 23**.

Domestic quarantine enquiries

For domestic quarantine enquiries contact your relevant local and interstate quarantine authorities available through Australian Interstate Quarantine at www.interstatequarantine.org.au/travellers/contacts/

For information on entry requirements or quarantine zones within your own state contact your local quarantine authority on freecall **1800 084 881**.

You can also visit the Commonwealth Department of Agriculture and Water Resources website at www.agriculture.gov.au/biosecurity for further information or call the Commonwealth Department of Agriculture and Water Resources on **1800 020 504**.

The National Pests and Disease outbreaks website at www.outbreak.gov.au gives details of current domestic threats and legislative requirements. This site also provides links and contact details for State and Territory authorities.

Should you require further assistance please contact Toll Transitions on our freecall **1800 819 167**.

International quarantine enquiries

For international custom and quarantine enquiries Toll Transitions recommend that you refer to the relevant destination government websites and/or contact your Overseas Administration Team (OAT) representative or your Authorising Officer at Post. Your removalist will also be able to provide you with advice.

NOTE: vehicles, machinery, tools etc may be 'restricted' if they are contaminated by underbody or adhering soil, vegetable matter, etc.

For Domestic quarantine enquiries regarding movement within your own state call Freecall 1800 084 881.

For Domestic quarantine enquiries regarding interstate movement go to <https://www.interstatequarantine.org.au/> to find contact details for your destination state contact.

For information in and out of Australia call the Department of Agriculture and Water Resources on 1800 020 504.

For International quarantine enquiries, your removalist can assist with information on what you can and cannot move.



7 Your key contacts

Toll Transitions International Procurement Department

PO Box 14399, Melbourne VIC 8001

Freecall **1800 819 167** within Australia or SMS **0488 855 796**

Telephone Outside of Australia **(Toll Free)**

T01 1 80066644403 (Toll Free from Canada)

T0 0 80066644403 (Toll Free from Malaysia)

T0 0180066644403 (Toll Free from Thailand)

T01 1 80066644403 (Toll Free from the USA)

T 00 80066644403 (Toll Free from the UK)

T +61 3 9124 5314 if outside of the above countries

Please ask to speak with the International
Procurement Team

Facsimile **+61 3 8696 6001**

Email **intert@tollgroup.com**

Toll Transitions Warranty Management Centre

PO Box 15294, City East QLD 4002

Telephone **+61 7 3149 2702**

Facsimile **+61 7 3149 2704**

Email **wmc@tollgroup.com**

Web **www.tollgroup.com/movemaestro/
defenceinternational**

Should you require advice or assistance please contact Toll Transitions on our freecall 1800 819 167 or from outside Australia on the numbers listed above or via email ttcsc@tollgroup.com

Commonwealth Department of Home Affairs

Telephone **+61 2 6275 6666**
(Within Australia **1300 363 263**)

Contact available via website:
<https://www.homeaffairs.gov.au>

Web **<https://www.homeaffairs.gov.au/about/contact>**

Commonwealth Department of Agriculture and Water Resources

Telephone **+61 3 8318 6700**

Freecall **1800 900 090**
(from within Australia – calls from mobiles and public phones may incur additional charges)

Web **www.agriculture.gov.au/biosecurity**

Email available via website
<http://www.agriculture.gov.au>

Defence Housing Australia (DHA)

Housing and customer service enquiries

139 DHA (139 342)

between 8:30am–5:00pm AEST

Monday to Friday

Web **www.dha.gov.au**

Email **info@dha.gov.au**

Overseas Administration Team (OAT)

Level 6 Defence Plaza Melbourne
661 Bourke Street, Melbourne VIC 3000

Freecall (within Australia) **1800 333 362**

Email

overseas.adminteam@defence.gov.au

Domestic quarantine enquiries

For all other domestic quarantine enquiries contact your relevant interstate quarantine authorities through Quarantine Domestic on Freecall **1800 084 881**.



Department of Defence

Defence Relocation and Housing Managers (DRHMs)

DRHMs are located in all larger posting locations and provide regional supervision of housing, relocation and removal services delivered by contractors. They can also assist ADF members and their families in consultation with Toll Transitions, DHA and the DCO to make relocations as easy as possible for members and their families.

The DRHM is there to ensure Defence receives the appropriate standard of relocation services by being aware of what is expected of our contractors and what the members and their families are experiencing. The ultimate aim of the DRHM is to ensure that members and their families experience high quality customer service as they undergo a removal or change to their housing situation.

The DRHM network is very proactive and will seek feedback from members on their full relocation experience. This feedback is used to provide Defence management and service providers with information on difficulties and areas of improvement.

A DRHM may visit a customer during an uplift or delivery to discuss and assess the standard of service being provided, and to receive feedback on the service being provided. In some instances they will contact members after a relocation to discuss whether the relocation met his/her expectations.

These discussions can identify region-wide trends or issues that need to be addressed with contractors.

If a member has an inquiry regarding his/her housing maintenance/allocation or relocation services, they can contact the DRHM for advice and assistance. Also if a member is dissatisfied with the service provided or decision made by Toll Transitions or DHA, the DRHM will assist him/her to resolve their concerns.

In summary DRHMs are available to:

- provide relocation and housing advice to members and their families,
- maintain customer/provider relationships by participating in regular meetings and discussions with Toll Transitions and DHA managers to resolve issues, identify trends and improve services,
- resolve issues raised by members regarding housing provision, maintenance, allocation, itinerary management and removals,
- assist members and their families resolve disputes with Toll Transitions or DHA from the provision of removal and housing services.

The Defence Relocation and Housing Manager (DRHM) is your dedicated relocation and housing representative, and is based in each Defence Support & Reform Group (DSRG) regional office.

The Defence Relocation and Housing Manager (DRHM) is your dedicated relocation and housing representative, and is based in each Defence Support & Reform Group (DSRG) regional office.

DRHM contact information

Australia Wide

drh.drhm@defence.gov.au

Did you know?

The Defence Relocation and Housing Managers (DRHMs) are your dedicated relocation and housing representatives, and are based in key locations.



8 Privacy statement and customer feedback

Privacy statement to customers of Toll Transitions

Toll Transitions ("Toll") collects your personal information ("Information") as a customer or potential customer for the primary purpose of establishing and maintaining records in order to conduct business with you currently and in the future.

Personal information is principally held in electronic databases maintained within Toll's computer network. We use a range of security processes to protect the confidentiality and security of personal information held.

Toll may disclose your Information to organisations that provide goods or services

to Toll where such information is related to the primary purpose for which your Information is used. This includes disclosures to related bodies corporate, and to statutory entities authorised to have access to the Information.

If you do not provide us with Information as requested from time to time, we may not be able to efficiently conduct business with you.

Toll's Personal Information Management Statement is available on its website at **www.tollgroup.com/privacy-policy**

Toll Transport Pty. Ltd. ACN 006 604 191 trading as Toll Transitions.

We value your opinion

Toll Transitions is committed to providing a high level of personal service that meets your removals' management requirements. If our services do not meet your expectations, or if you have a suggestion or compliment we would like to hear from you.

Your feedback is very important to us because it helps us understand your needs and improve our service. If your feedback is in relation to the performance of the removalist/s, please contact us immediately on **1800 819 167** or on the International Toll Free numbers listed on page 38 if you are outside Australia.

How to provide feedback

Talk to our staff

You can speak to one of our Toll Transitions Customer Service Consultants by calling **1800 819 167** or on the International Toll Free numbers listed on page 38 if you are outside Australia.

Send an e-mail

You can e-mail our Customer Care Manager to: **defencecare@tolltransitions.com.au**

Our commitment to you

Our commitment is to provide a prompt response to your feedback. We will contact you to confirm receipt of your feedback and will then ensure that it is passed on to the relevant manager/s for timely followup and action.

Positive feedback

If one of our employees has exceeded your expectations, we will ensure your positive feedback is passed on to the relevant employee and their manager.

Continuous improvement

If you have an improvement suggestion, we will ensure that your suggestion is referred to the relevant manager for review and, if appropriate, implementation of your suggestion.

Resolution

Toll Transitions will ensure that our expert staff will address your concerns and, where possible, seek a resolution within one working day.

There may be some complex issues that take longer to resolve. For complex issues, we will advise you in writing of the course of action to be taken to achieve a satisfactory resolution.

If your concern is regarding an issue with your removal or the conduct of your removalist whilst they are on your premises, please contact Toll Transitions immediately on **1800 819 167** or on the International Toll Free numbers listed on page 38 if you are outside Australia.

Notice of Loss or Damage – Dispute Resolution Process.

If you disagree with our decision on how your notice of loss or damage is dealt with, you may ask us to review the decision. Please refer to pages 34-35 for further details of the Dispute Resolution and Appeal Process.

Not satisfied with our response?

If you are not satisfied with the resolution or outcome of any of your concerns, please call or write to us and we will review the situation.

If, after contacting Toll Transitions about a service issue or a decision made by Toll Transitions, you are still dissatisfied please contact your local DRHM. The DRHM contact details are listed in Chapter 7.

