UNSW RELOCATION GUIDE
Important information for relocating your family
## Contents

1. Welcome to The University of NSW’s Relocation Program .................................................. 3  
2. Relocation Contact Information .......................................................................................... 4  
3. Relocation and Settlement Support Services Available ....................................................... 5  
   3.1 Removals & Household Goods .......................................................................................... 5  
   3.2 Storage .............................................................................................................................. 6  
   3.3 Pet Transportation ........................................................................................................... 7  
   3.4 Vehicle Transportation .................................................................................................... 7  
   3.5 Grace Valet Home Set-up ................................................................................................ 7  
   3.6 Airport Transfer / Meet and Greet .................................................................................... 8  
   3.7 City Orientation ............................................................................................................... 8  
   3.8 Rental Home Search ........................................................................................................ 9  
   3.9 Partner Support ............................................................................................................... 10  
   3.10 Cross Cultural Support .................................................................................................. 10  
   3.11 School Search ................................................................................................................ 11  
4. The Relocation Process ......................................................................................................... 12  
   4.1 Initial Contact – Move Activation ..................................................................................... 13  
   4.2 Getting Started - The Pre-Move Survey ......................................................................... 13  
   4.3 Your Relocation Schedule .............................................................................................. 14  
   4.4 Transit Insurance ............................................................................................................. 14  
   4.5 Day of Pack - Arrival Time .............................................................................................. 15  
   4.6 Day of Pack - Packing Your Goods ................................................................................... 15  
   4.7 Day of Pack - Condition & Inventory of Your Goods ....................................................... 16  
   4.8 Vehicles ............................................................................................................................. 16  
   4.9 Delivery Day - Arrival Time ............................................................................................. 17  
   4.10 Delivery Day - Unpacking Your Goods .......................................................................... 17  
   4.11 Delivery Day - Condition & Inventory of Your Goods ................................................... 17  
   4.12 Vehicle Delivery ............................................................................................................. 18  
   4.13 Pet Delivery ..................................................................................................................... 18  
5. Insurance Claim Process ....................................................................................................... 19  
6. Your Feedback ....................................................................................................................... 20
1. Welcome to The University of NSW’s Relocation Program

This relocation guide has been specially designed for University of NSW employees to provide you with the information you need to confidently prepare for your relocation.

University of NSW aims to ensure that your relocation is a simple and stress free transition.

Please read through this information pack to gain a clear understanding of the process involved with your relocation including the expectations and requirements for University of NSW, our appointed moving company, Grace Removals, and yourselves.

Your dedicated Grace Relocation Specialist will be there every step of the way to guide you, offer advice and ultimately ensure your relocation is smooth, seamless, and goes to plan. Please ask them about anything you are unsure of – well informed is well armed, and you will be better prepared for the move ahead!
2. **Relocation Contact Information**

Your **Grace Client Service Team** contacts are:

<table>
<thead>
<tr>
<th>Relocation Activities</th>
<th>Service Escalations</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Ms Jacquie Mannion</strong></td>
<td><strong>Ms. Sierra Waterman</strong></td>
</tr>
<tr>
<td>Relocation Specialist</td>
<td>Client Service Manager</td>
</tr>
<tr>
<td>Email: <a href="mailto:JManthon@grace.com.au">JManthon@grace.com.au</a></td>
<td>Email: <a href="mailto:SWaterman@grace.com.au">SWaterman@grace.com.au</a></td>
</tr>
</tbody>
</table>

**Contact the Grace Team**

**Toll Free Number**

1 300 009 425

Your Grace Relocation Specialist will be your day to day contact and is available to answer any questions or queries specific to your relocation.

Additional feedback or service escalations can be directed to Grace’s Customer Service Manager or your University of NSW Human Resource representative.
3. Relocation and Settlement Support Services Available

In line with UNSW’s relocation policy the following services are available to support you with your relocation.

- Relocation of your personal effects
- Storage
- Pet transportation
- Vehicle transportation
- Airport transfer/meet and greet;
- City orientation;
- Rental home search;
- Partner career support services;
- Cross cultural briefing; and
- School search.

Grace’s experience enables them to give practical advice, answer your questions and provide you with a clear understanding of what to expect when moving to Australia or a new country or city.

The following provides you with a brief overview of each services available to UNSW employees. If you are interested in utilising this valuable level of support please contact your Grace Relocation Specialist on 1300 009 425, they will explain the programs to you in greater detail and provide you with a fee quote so you can make an informed decision.

3.1 Removals & Household Goods

Grace Removals Group is an experienced and respected global removal company. In any one year, Grace handles in excess of 10,957,000 kg of personal effects internationally through its Grace International Removals division. This is the equivalent of around 3,500 shipping containers.

Grace’s people understand that moving house can be an emotional and stressful time for you and your family. It is for this reason that they offer practical and personal support at all stages of your relocation.
Grace controls the largest branch network within the Australasian industry, including more than 35 branches across Australia and New Zealand. Their expansive network means they can guarantee that only Grace staff will handle your personal effects for moves in Australia and New Zealand.

For worldwide relocations Grace are members of Fédération Internationale des Déménageurs Internationaux (FIDI) – the peak governing body for the international moving industry – and work with a network of carefully selected service partners. This enables them to reliably and efficiently relocate you and your family to or from any point on the globe.

When you require support with an international move, Grace will provide you with two competitive quotations for removal, storage and insurance. The Quotations will reflect the full service rate for each relocation and will also include all general packing, unpacking to bench top and placement of furniture in rooms as directed by yourself.

All UNSW relocations will be facilitated by your dedicated Relocation Specialist.

Refer Section 4 for more information about the move process.

3.2 Storage

All Grace locations throughout Australia and New Zealand can provide you with long or short-term storage solutions. Their modular designed storage containers are made of ply timber and keep contents clean, secure and free from dust. Their storage facilities have regular maintenance programs in place to deal with issues such as vermin control and security systems.

For the convenience of UNSW employees, all Grace storage branches can re-deliver stored items. A key feature of the Grace service is that Grace delivers the stored items to the destination residence in the storage module. This direct store to residence service eliminates double handling and improves the security and safety of your consignment.
3.3 Pet Transportation

Moving a pet can be one of the most worrying parts of a family move. Grace offers specialised pet relocation to all local, interstate and overseas locations through expert pet travel companies who they have grown to trust over many years.

The pet relocation service includes:

- Pick up from residence and delivery to airport
- Arrangement of all necessary permits
- Veterinary treatment, as required
- Boarding at quarantine kennels, as required
- Planning and booking of flights
- Supply of IATA approved travel modules
- Post relocation report

3.4 Vehicle Transportation

Grace offers vehicle transportation within Australia through a major car transport specialist which has proven its reliability and quality over time. This service includes 4WD vehicles, cars, boats, caravans and motorcycles. Insurance cover to market value is also included in the rate. Vehicles can also be stored at Grace facilities where they are properly maintained during the storage period if required.

3.5 Grace Valet Home Set-up

An optional service you may wish to take advantage of is the Grace Valet service. This program is designed to turn a house into a home as quickly as possible. As part of this service Grace will:

- Pre-clean the kitchen
- Place unpacked items into appropriate cupboards, cabinets, wardrobes and bookcases
- Make beds with linen
- Pack food into cupboards and refrigerators
- Set-up laundry and linen press
- Any other services required, such as setting up a nursery
3.6 Airport Transfer / Meet and Greet

Your Grace Relocation Specialist can arrange transport from the airport to your temporary accommodation if this is something that you require.

You will be met at the airport and assisted with your luggage to your transfer vehicle, which will accommodate excess baggage and come already equipped with child safety seat etc.

The professional driver will transport you to your accommodation ensuring that you do not have the added stress or safety issues associated with having to negotiate your way through an unfamiliar city.

3.7 City Orientation

The aim of the orientation program is to provide you with insights into the new location you will be moving to. It is designed to help you feel comfortable with the area and the different accommodation and lifestyle options available.

The program includes:

- New neighbourhood overview
- Leisure amenities and facilities
- Overview of the education system – pre-school / primary / secondary
- Overview of health facilities – doctor, dentist, hospitals, health insurance
- Registering with local Council for parking permits etc
- Provision of an area information pack

The ‘one on one’ program can be offered as a half or full day service depending on your specific needs and budget.
3.8 Rental Home Search

Grace can help you find a new home and assist with the administration and management of setting up your utilities and, if applicable, any rental furniture.

Your Grace Relocation Specialist will work with you to complete a detailed needs analysis before assigning you to a professional relocation consultant who will conduct the pre-selected home viewing program. The needs analysis takes into account school, recreation and financial considerations – all within the terms of the UNSW relocation policy.

Once Grace know what lifestyle considerations need to be taken into account, the rental home search program commences.

The program includes:

- Research and shortlist suitable housing from information contained in the detailed Needs Analysis
- Accompanied viewing of pre-selected properties
- Area overview
- Tenancy application assistance
- Lease negotiation & review
- Connection of basic utilities (Gas & Electricity)
- Information & contact details for ancillary services including but not limited to: Telephone, Internet & Cable TV suppliers & packages
- Attendance at lease signing
- Assistance with completion of In-going Property Condition Report

This program is designed to save you time out of the office and reduce the stress associated with navigating a new city whilst also becoming familiar with the local Residential Real Estate Market.
3.9 Partner Support

It is widely recognised that the success of any relocation is inextricably linked to the integration and vocation of your accompanying spouse / partner. With this in mind, Grace has developed a partner support program that will help your partner assimilate into their new environment as quickly and seamlessly as possible.

Typical services include:

- Job search, CV writing, reputable agencies and media
- Charities and expatriate support programs
- Academic and lifestyle alternatives, colleges and courses
- Local networking groups, recreational and community activities

Each program is customised to meet the individuals specific needs, so if this is something of interest, please speak with your Grace Relocation Specialist.

3.10 Cross Cultural Support

Cultural briefings tackle common problems individuals may experience in a new location, allowing you and your accompanying family members the ability to settle in more quickly.

The briefing will provide you with practical solutions in a number of crucial areas:

- Values, attitudes and behaviour
- Social styles, courtesy, hospitality, listening and conversation
- Business styles, leadership, decision making and negotiating
- Culture, customs and religion
- Understanding culture shock and how to deal with it

This program is tailored to meet your specific needs and to blend in with your relocation timeline.
3.11 School Search

Grace provides a dedicated program to meet the needs of families with children. It caters for all ages and education needs and includes:

- Advice on admission procedures
- School performance information
- Arrangement of viewing appointments
- Organising and assisting with registration

Grace’s relocation consultants have worked and grown up within various international education systems to bring firsthand experience to any relocation. Their consultants are fully briefed on the Australian School systems which allows them to assist you in making an informed decision on which school will best suit their child/children’s needs. They also understand the long-term implications of a placement – this may involve special educational requirements, continuity of educational style, the appropriate academic emphasis and the ability to transfer into other educational systems in the future.

If required, an introduction to an “Education Specialist” will be arranged. This is recommended for students:-

- Transitioning into senior school with the view to attending a university in their home location.
- With special learning needs
4. The Relocation Process

- **First Contact**: Obtain UNSW Human Capital Representative approval for Removal and Transportation of Goods.
- **Second Contact**: UNSW Human Capital provide Grace with your details and approved allowances / support package. Allowances are noted in the Policy.
- **Pre-Move Briefing**: Grace to contact client and agree a time with your Grace Mobility Specialist to conduct your pre-move telephone briefing.
- **Pre-Move Survey**: Grace and Client to agree a time for Grace to visit your home to conduct a pre-move inspection survey to view the items to be relocated. (Grace agrees to conduct inspection within 3 days of move approval).
- **Quotation**: Grace will provide a Quotation to UNSW specific to Grace Agreement and UNSW policy.
- **Order**: UNSW will issue an Order subject to Quotation raised and forward to Grace.
- **Relocation Plan**: As Grace conducts the pre move inspection survey, Grace will discuss your desired relocation schedule based on the results of the pre-move survey and answer any additional questions you may have. A plan will be discussed and agreed at this point.
- **Packing**: Grace will pack all of your personal effects. They will supply the appropriate cartons and packaging materials for your move.
- **Uplift**: The Grace crew will document all items packed and loaded. Any existing damage to goods will be noted, agreed and signed by both parties.
- **Delivery Day**: Grace will unpack goods and furniture within the appropriate rooms as directed by you. Unpacking to bench tops shall be done as appropriate. Unpacking includes assembly of bed / furniture where disassembled by Grace for the transfer.
- **Satisfaction Survey**: Grace is responsible for removing packaging waste and associated cartons / boxes from the residence on the day of delivery, or at a time convenient to yourself.

*Complete the UNSW Post Relocation Satisfaction Survey issued by Grace.*
4.1 Initial Contact – Move Activation

Once your University of NSW’s Human Resources representative has approved your relocation, you may contact your Grace Relocation Specialist to activate your move.

When speaking with Grace, they will

- discuss the services you require,
- inform you about the move process,
- answer any initial questions you have, and
- agree with you a day to complete your Pre-Move Survey.

4.2 Getting Started - The Pre-Move Survey

Grace would like to ensure your household items are packed to ensure a successful relocation. A Pre-Move Survey or site inspection of your goods is an opportunity for you to talk with Grace about any items that require special wrapping and clarify which items can or cannot be transported.

The Pre-Move Survey also enables Grace to determine what type of packing materials should be used, analyse the items to be moved so they can determine how long they need to allocate to packing, loading and then transporting your items and can determine the appropriate resources needed to perform your removal within the desired relocation timeline.

During the Pre-move Survey, Grace will prepare an electronic inventory of all of the items you wish to take to your new home. Grace’s sale representatives will walk through each room with you and make a note of the items that need to be transported.

Make sure you show them the belongings stored in cupboards, under the house, and in the roof if you want these to be moved. Be sure to include items from the garden shed, the verandah and in the garden too.

Once the pre-move survey is completed, Grace will prepare a fee quote and forward this to you and your HR Representative for approval.

For international moves, Grace will obtain two quotes for you from different suppliers so that you can compare prices within your relocation allowance.
4.3 Your Relocation Schedule

Your Relocation Specialist will contact you once the Pre-Move Survey has been completed to discuss the timing of your move.

They will

- Clarify the items that will be transported, making note of any changes you may have made since the Pre-Move Survey was completed.
- Discuss any dates that need to be considered when determining the most appropriate days to book in to pack and uplift your goods (e.g., lease expiry dates, travel arrangements, work commitments, your availability etc)
- Clarify the size of your shipment and how many days the crew will need to professionally pack your items and then load them into the transportation containers
- Explain the transit times and link these with your delivery schedule
- Explain any additional services that you may require which will not be covered by the allowance provided by the University of NSW
- Clarify the type of insurance coverage you require
- Confirm the relocation process and discuss what you can expect moving forward
- Answer any questions you may have regarding preparing yourself for the arrival of the removals team.

4.4 Transit Insurance

There are two insurance programs you can choose from - Standard and Premium.

While discussing the logistics of your move with your Grace Relocation Specialist, you should advise Grace which level of insurance you wish to apply to your move.

To ensure your Standard Insurance Cover is applied you will need to

- provide a total replacement insurance value to Grace at least two days prior to packing
- complete the insurance inventory that Grace has provided you, setting out those items you wish to have covered
- familiarise yourself with the terms and conditions of the insurance cover and the rules around under-insuring.

For information regarding the scope of the Standard and Premium Insurance cover, refer to the insurance documentation provided to you during the Pre-Move Survey.
If you choose the Premium Cover option you will not need to complete the itemised inventory or provide individual values, as the insurance cover provided is pre-determined.

4.5 Day of Pack - Arrival Time
Grace, or the nominated agent for international moves, will contact you and confirm the arrival time of the Removal Team the day before the working day of the move. The removals team are very experienced and all removals will be carried out between the hours of 8am and 4pm, Monday to Friday unless agreed otherwise.

The Removal Team will arrive and commence packing all the items to be moved.

All cartons will be marked with a general description of the contents so they can be readily identified on delivery at destination.

For international moves, Grace may only commence packing your goods if your visa to enter Australia has been approved and your HR Representative has provided them with a copy of the documentation.

4.6 Day of Pack - Packing Your Goods
When the prepack crew arrives at your home, spend some time showing them through the house, pointing out any items you will not be taking with you. Make sure you have separated and clearly labelled all the items you are taking yourself or not taking to ensure they do not get packed by Grace.

You may want to set aside some items that you will need as soon as you arrive at your new location (Cups, plates, toiletries, matches etc). This is often referred to as a “Survival Kit”. Let the packing team know that this is to be the last carton loaded and marked as “Survival Kit”, so it is the first item unloaded at the other end of your journey.
Grace will provide all necessary packing material, including plastic covers for mattresses and upholstered furniture, as well as materials to ensure the protection of all furniture and floor coverings in case of adverse weather conditions.

If you are planning to stay overnight in your current residence before the day of the uplift, ask Grace to leave bedding for packing and loading on the move day.

4.7 Day of Pack - Condition & Inventory of Your Goods

A detailed Condition and Inventory Report will be raised by the packing crew, covering all items going into store or being transported.

You should ensure you agree with this report before you sign it as, in the event of an insurance claim, this document will be used to help determine the outcome.

Make sure you sign the condition and inventory report and the pre-pack docket before the truck leaves.

4.8 Vehicles

All vehicles being transport must be empty. Prior to the day of collection, remove all personal items such as sunglasses, CDs, clothing, water tanks and petrol tanks from your vehicle. The driver will arrive to load your vehicle. He will inspect the vehicle with you, noting any existing scratches or other damage on a condition report which you’ll need to sign off.

Leaving items in your vehicle during transit is not permitted.
4.9 **Delivery Day - Arrival Time**

Should there have been any delays in transit (floods, road closures, cyclones, industrial action etc) your Relocation Specialist will have discussed this with you prior to your scheduled delivery day and worked with you to book in a new date.

Grace will contact you the day prior to your estimated delivery date to confirm the arrival time of the Removal Team.

It is extremely important that you are present to answer questions and clarify where items should be placed during the delivery process.

4.10 **Delivery Day - Unpacking Your Goods**

All the personal and household effects that were packed by Grace will be unpacked by the Removal Team onto a safe flat surface at bench height. Make sure they have enough room to unpack all of the boxes.

The removals team will reassemble any furniture they disassembled and remove all empty cartons and packing material.

4.11 **Delivery Day - Condition & Inventory of Your Goods**

You should walk around the house with the Removal Team before they leave to ensure everything has been placed in the correct position, dismantled items have been reassembled, and to check for any possible damage.

Please check items off against your copy of the Inventory as they are brought into your home, as Grace will ask you to sign for their receipt.
4.12 Vehicle Delivery
On delivery of your vehicle to your new home, it is important that you inspect the vehicle again with the driver to take note of any scratches or damage that may have been incurred during transit. If this damage is not noted on the condition report, it will not be covered by the vehicle transportation company. Please ensure that you agree with the content of the condition report before you sign off on it.

You will be asked to sign a condition report prior to the removal team departing. It is important any damage or loss incurred during transit is noted on this report before you sign it otherwise loss or damage may not be covered.

4.13 Pet Delivery
As there is a lot of activity taking place on the day of delivery it is recommended that the pets are not introduced to the new property until all your items have been delivered to your property and you can secure the residence.

Please discuss the logistics of having your pet bought to your new residence with your Grace Relocation Specialist as they and the pet transportation team will be able to advise on the most stress free option available to you and your pets.
5. Insurance Claim Process

There is an inherent risk associated with moving goods out of your home and transporting them via sea, rail, road or air. However, every effort has been made to ensure the transportation of your personal effects takes place without any loss or damage.

Should there be any damage or loss incurred, as a result of the transporting of your goods, Grace are committed to the expedient settlement of insurance claims. For this reason, Intercept Loss Adjustors will be assigned to manage any claim process.

The following maps out the claim process for your reference.

Contact your Mobility Specialist immediately you notice any damage / loss. Confirm the damage / loss in writing, including any circumstances surrounding the claim. Provide photographs for support.


Intercept will issue an acknowledgement that your claim has been lodged.

A Claims Consultant will contact you via Email/Telephone/Letter to discuss the claim.

In assessing your claim, Intercept will consider the circumstances and review the following documents:
- Delivery Docket
- Inventory
- Insurance Declaration
- Contract

Intercept will arrange for someone to inspect the damaged items.  
Intercept will arrange for someone to come out and repair the items.  
Intercept will arrange to reimburse you for the loss or damaged item in line with insurance cover.  
Intercept will reject claim.
6. Your Feedback

University of NSW believe that we achieve great success when we collaborate as a business. We also trust each other to deliver on our respective promises. With this in mind, we are keen to ensure your relocation was a smooth and stress-free one - your feedback is therefore very important to both Grace and University of NSW.

At the end of the move, University of NSW and Grace will ask you to complete a customer satisfaction survey. Please take the time to complete this document.

We want to know what went well or if something didn’t go as planned.

In this way, together we can work as one team to adopt new and better approaches.