

# YOUR MOVING GUIDE

A complete  
guide to help  
prepare for  
your big  
move



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# YOUR MOVING GUIDE

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## Your Complete Moving Guide

Moving into your new home is an exciting experience. It's a fresh start in a brand new property that you can customise and call your own.

During your move, you'll need to organise an array of tasks, such as hiring removalists, setting up utilities, packing and unpacking.

To ensure your move is as stress-free and easy as possible, use this guide to help you on your way, so you can begin life in your new home.





# PLANNING IS THE KEY

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## Planning Is The Key

Moving can be a stressful process, so it's best to be prepared.

If you don't plan ahead of schedule, you may be delayed on moving day, which is sure to cause a headache or two.

Here are some important points you'll need to consider before moving day.



## Do I Need Storage?

When is the exact possession date for your new property? If it occurs after the vacate date for your old home then you'll need to consider storage options.

This gap could range anywhere from a week to more than a month, so it's best to gain a few quotes for this service before setting on one.

Alternatively, you could contact your agent to see if you can shift the moving in day forward so you can smoothly move into your new home.



# PLANNING IS THE KEY

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## Organise The Essentials

- Create a list of everything that needs packing in each room to estimate logistics or storage
- Measure larger or bulky furniture items and take note of height and width
- Measure the rooms and doorways in your new home to work out where furniture can go
- Draw up a floor plan of your new home to figure out where to place items
- Find out where the easier points of access are in your new home for moving in furniture
- Check if the driveway at your new home can accommodate a small truck or moving van, and if not, contact the city or town to reserve street parking

## Documents

There are some essential documents that you might need to have on hand during your move, such as:

- Your old and new tenancy agreements (if renting)
- Contracts/documents for your new home purchase
- ID documentation (passports, birth certificates etc.)
- Floor plans
- Checklists
- Utility provider contact numbers
- Plane tickers, visas and etc. (if moving overseas)

Collate all of these important moving documents in one easy-to-find place or folder and keep them on hand during your move.



# PLANNING IS THE KEY

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## Clear Out

It's good to give your house and contents a clear out when you move, as it will help to reduce the amount of items you'll need to move.

Once you've found all of your unwanted items, you can:

- Organise a garage sale to sell off the more valuable and usable items
- Donate furniture to local schools or charities such as the local Salvos
- Give items away to friends or families
- Sell items online or through local community newspapers

## School

If your children are moving to a new school or preschool, then you will need to organise their transfer.

Contact the principal at your child's old school and provide him or her with details of the new institution to which your child is transferring.

School administrators should organise everything else from there.



# ORGANISING THE MOVE

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## Organising The Move

From lifting heavy boxes, to loading and emptying trucks, to unpacking it all at the other end, moving can be exhausting.

Some people are too busy to do the move themselves, but others may prefer to save the money and rope in some friends to help them.

Here are some tips to keep in mind for whichever option you select.

## Using A Professional

If you're going to use professional services, then it's likely you'll be spoiled for choice. This means you should take the time to obtain more than one quote.

Aim for at least three quotes from different providers for the services you're seeking.

You'll also need to decide which type of service you want. This might be a full pack, removal and unpack at your new home, or removal only. Most removalists offer insurance on top of their services, and this can be a useful tool to protect your contents from accidental loss or damage.

Create a list of all the belongings that need to be shifted and provide it to your removalist. This will help to give you a more accurate quote. For those moving overseas, there are specific items that may be prohibited. Check with the removalist to see which items you can and cannot take with you, or refer to our list of prohibited items.

If your pets will be moving to your new home with you, a professional can provide this service to you. Buy a proper pet cage and make sure there are blankets and ample water and food to make their trip more comfortable.



# ORGANISING THE MOVE

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## Doing it Yourself

If you're opting to go down the road of DIY, then you'll need some help with furniture removal. Ask a few friends or family members if they can assist you during a weekend, as extra hands will definitely make the workload a lot lighter!

Be sure to offer your helpers food or drink as a way of saying thanks, and offer to return the favour whenever they take on their next home.

You'll also need to organise transport. This might be through a truck rental, ute hire or even a trailer on the back of your personal vehicle. Don't forget to organise ropes, blankets and ties to ensure everything stays safe and secure in transit.

Before moving items out of the house, ensure all hazards have been identified and removed. This includes items sitting in the doorway, cables running along the floor, children and pets running around and uneven or slippery surfaces.

When lifting heavy objects, make sure you're using the proper technique. Lift with the legs rather than the back, and for bigger items, try to spread the weight evenly across a few people. Use a trolley for extra support when moving refrigerators and other large items.

# HAVE YOU CONSIDERED STORAGE

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## Have You Considered Storage?

Depending on your move-in date for your new home, you might have to use storage facilities to keep your contents safe and secure.

In Australia, there are two main types of storage services you can use. As with removalist services, make sure you obtain a few quotes to find the best deal possible.

## Container Storage

This is a simple and easy method of storing your contents. Prior to your move, the company will deliver a storage container to your home. You fill it up and organise the provider to pick it up from your property to place it in a storage facility.

This service is usually called a 'self load container service' and is quite popular due to the minimal need for handling. However, the service can be quite costly due to the delivery and pick up features.

## Self Storage

Through self-storage, you can choose an appropriately sized space to suit your needs. With this process, you'll be the one moving your items in and out of the space.

Self-storage locations are very secure and will usually come with a padlock, which will give you peace of mind, as you will be the sole keyholder.

Usually, you'll sign up for a set rental period for your storage space. This can be month by month or longer terms over 6 months to give you flexibility.

Alternatively, you could ask friends and family if you can store items at their houses for a short period of time. This will help to cut down costs significantly, as every little bit counts.



# HAVE YOU CONSIDERED STORAGE

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## Organising Accommodation

You might need to organise temporary accommodation to fill in the time between moving out of your old home and into your new one.

Check with serviced apartment providers or motels for weekly rates. Otherwise, see if you can stay with family or friends for a few days.



# PACKING UP YOUR BELONGINGS

## Packing Up Your Belongings

After you've organised storage and removalists, it's time to take on the nitty-gritty part: packing your belongings.

This can take quite sometime, but be sure to do a proper job so it's easier to unpack at the other end!

Before you begin to pack, set aside the essentials you'll need in the last few days in your old home. These will also likely be the first items you'll unpack in your new home.

This could be a couple changes of clothes, some cookware, toiletries and any essential documents you need. Keep these in a smaller suitcase or backpack so you'll easily be able to access them when needed.

### How To Pack



- ✓ Make a room-by-room checklist to ensure you don't forget any items
- ✓ Set up a workstation in each room, containing boxes, tape, markers and newspaper
- ✓ To ensure you meet your moving deadline, make sure you keep a timetable and aim to have most things packed two days before moving day
- ✓ Sort boxes into rooms and label them with a marker (eg. master bedroom wardrobe, ensuite)
- ✓ Try to limit box weight to no more than 15kgs, as this will make them easier to move
- ✓ Once you have finished packing a room, sort boxes into order by weight for easy removal

# PACKING UP YOUR BELONGINGS

## Packing Technique

- ✓ Purchase quality boxes from a removalist company
- ✓ Ensure the bottoms of the boxes are sturdy, well taped up and can support weight
- ✓ Wrap glassware and other breakables in newspaper
- ✓ Stuff fragile boxes with packing peanuts or rolled up newspaper, then place more on top of breakables
- ✓ Fill in gaps between items with newspaper or packing peanuts
- ✓ Try vacuum packs for items such as clothing, linen and laundry for better usage of space
- ✓ Don't overfill boxes - make sure they can be taped closed and are not bulging
- ✓ Label each box with your name, phone number and address for shipping
- ✓ For couches and tables, tape legs and footholders onto the bottom so they don't get lost
- ✓ Screws, bolts and other items you'll need to reassemble furniture should be kept in plastic well-labelled sandwich bags
- ✓ Cables for refrigerators and washing machines should be tied and secured to the back of the appliance
- ✓ Any water in washing machines should be siphoned out, and the hoses should then be secured



# WHAT NOT TO PACK

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## What Not To Pack

The following items cannot be transported with your move (mainly travelling overseas) and if you are in any doubt speak to your move consultant.

### Explosives

- Ammunition
- Flares
- Fireworks
- Black Powder

### Flammable Gases

- Oxygen
- Chlorine Gas
- Methane
- LPG

### Flammable Liquids

- Petrol
- Kerosene
- Varnish
- Turpentine
- Oils
- Paint
- Methylated Spirits

### Firearms

Firearms will not be carried or stored in any form

### Toxins & Poisons

- Pesticides
- Weed Killers
- Polishes
- Arsenic
- Photographic Developers

### Corrosives

- Oxides
- Mercury
- Caustic Soda
- Hydrochloric Acid
- Sulphuric Acid

### Miscellaneous

- Magnesium
- Phosphorus
- Gas Cylinders (unless purged and certified)
- Aerosol Cans
- Lighters
- Life rafts, pressurised vessels
- Explosive devices of any kind
- Any radioactive materials
- Home soft drink makers
- Methane Black
- Flammable Solids
- Wet Batteries

# CONNECTING YOUR NEW HOME

## Connecting Your New Home

Moving into your brand new home or rental property means you'll need to organise the connection of utilities.

An important note to remember is that many service providers can offer discounts if you pay your bills on time, so be sure to keep up with payments to limit your expenses!

### Electricity

Electricity is likely to be the most important utility you'll want to have connect as soon as possible. Imagine opening the doors to your brand new home to move in some furniture to find that you can't switch on the lights?

Make a point to have electricity connected a couple of days before you start moving into your new home.

Most electricity providers are quite happy to organise a connection date with you in advance, so speak to a company at least a week or two before you're due to move in.

If the property you're moving into has recently been built, electricity could take a couple of weeks to be fully connected. To ensure there aren't any holdups, make sure the property has a functioning electricity meter installed.

### Change Of Address

Another extremely important service you'll need to sort out is mail redirection. This can be done through Australia Post for a small fee. The service can run for a fixed period of time, usually 3-12 months, so you have time to update your change of address for banks, magazines and other organisation that send you mail.

# CONNECTING YOUR NEW HOME



## Gas

Before you move into your home, you'll need to check if it uses gas. Many homes across the country use gas for stove top cooking, hot water and general household heating, but not all properties are connected to a main gas line. Some may just use cylinders or tanks, which you'll need to have filled up as they run out.

If your home is connected to a gas line, it will have a gas meter. Your provider checks this to see how much gas you've used for the month so they can bill you.

Many electricity providers will also offer gas, so it may be cheaper to obtain both services from the same company.



## Landline Phone

Phone services are relatively quick to connect when you move house, so this one can be left up to a week before you relocate.

If the property doesn't already have a second line installed, which could be used for internet or calling, acquiring it might come at an extra cost.

There may be other extra fees you'll incur if the phone line was disconnected by the previous occupant, or if the home hasn't been connected to phone services before.



## Internet

Depending on where you live in Australia, you might only have a small selection of internet services available.

There are six main types of broadband connections you can obtain – Naked DSL, ADSL, ADSL 2+, wireless, satellite and cable.

There is a wide selection of internet plans available, which include different options for data caps and speed. You can check what services are available to you through various providers.



# MOVING DAY

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## Moving Day

Moving day can be extremely hectic and exhausting. But the process can all run a lot smoother if you come well prepared!

## Helping The Removalists

To ensure moving day goes swimmingly, help the removalists while they work between your old and new home.

When removalists arrive, tell them where the best place is to park and walk them through your old home to determine which item need to be moved first.

Let them know if there are any item that are fragile and have special handling requirements.

Remove any hazards to ensure there is clear access to both properties. This could be furniture blocking entrances and exits, cables running on the floor, pets or children.

Give removalists a copy of the floor plan for your new home, which should detail where furniture needs to be placed.



## The Essentials

Once you've finally gotten all your boxes to your new property, you'll probably want to enjoy at least some of the comforts of home straightaway.

Pack an easy-to-access box with a few items that will help you feel settled that first and second day:

- Bedding
- A few changes of clothes
- Coffee & tea
- Plates & bowls
- Cutlery
- Mugs & glasses
- Electric kettle
- Snacks
- Toys for the kids
- Pet food & water bowls
- Toiletries
- Bath towels & tea towels
- Cleaning cloths & products
- Toilet paper
- Bottle/can opener
- Tools
- Broom
- Mop
- Torch
- First aid kit



### helpful hint

As you shift in the last few boxes or pieces of furniture, it's likely you'll want to call it quits for the day early and relax. Make sure you set up the bedrooms first so you can get to bed and finish unpacking the next day.

Aim to have any kids' bedrooms and play areas set up on the first day too so they feel comfortable in their new home.



## Other Important Considerations

### Other important considerations

- If you rented your old home, organise the handover of the keys to the landlord or property manager
- Ensure rental property has been cleaned on day of handover
- Organise final readings of gas and electricity meters
- Notify utility providers that you're shifting to a new property and settle accounts
- Make sure all taps are turned off at the property
- Gather up all copies of keys and put them in a central location





# PREPARING YOUR CHILDREN

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## Preparing Your Children For The Move

Children can become quite upset when moving house – whether it's the unfamiliar surroundings or perhaps leaving friends behind.

As a parent, there are a number of steps you can take to make sure your child is happy during the moving process.



## Prior To Moving Day

A family meeting is often the best way to explain that you are moving house. This way, you can address any questions or concerns your children might have in an environment where they'll feel secure and supported.

Explain to them that you'll need their help and cooperation so they feel like they're part of the process. Even if you only give them a small job to do, such as packing up their toys and books, they'll feel they're playing a vital part.

You might find that taking your child along with you to view potential new houses will make them more comfortable with the transition. Their feedback on the home is extremely important, so take some of their comments and concerns into consideration.

Moving cities or states can be an extremely hard process for some children, as they'll need to leave their friends behind. make sure you host a leaving party for you kids at your home or at their school to ensure all proper goodbyes and "see you soon's" are said.

# PREPARING YOUR CHILDREN

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## Moving Day

When moving day rolls around, give your children an array of small tasks they can complete themselves.

These jobs may include holding on to some of their favourite toys during the trip or unpacking some items in their new play areas.

Set up the children's bedrooms and play areas on the first day at your new home, and, if they are old enough, give them a say about how their furniture is arranged.

This helps to create familiar surroundings for them and gives them areas in which they can occupy themselves while you unpack.

# MOVING YOUR PETS

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## Getting Ready To Move Your Pets

Moving houses can be just as stressful for your animal companions as it is for you. You'll need to make sure their journey and transition to your new home is made as comfortable as possible.



## Prior To Moving Day

If you're moving states and own a dog, you'll need to organise the registration of your pet in your new destination through the city council.

It's best that you and your pet take a quick trip to the vet to ensure it's in good health. While you're there, you can update your pet's ID tags and microchips and discuss any concerns about moving with your vet.

You can also ask for recommendations for vets in your new area, and then make sure to register your pets there in time for any follow-up appointments.

If you plan to move your pet by car and it has not done much car travel, you could take a few steps weeks before the move to get them more comfortable.

Begin by letting your pet explore the back seat of the car while it's parked and turned off. Then you can move on to take short trips around the block to get them used to the movement.



# MOVING YOUR PETS

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## Moving Day

Relocating a pet - and travelling long distances - can take a toll on their bladder and digestive systems, so try not to feed your pet within six hours of the move - especially if it's going on a long journey.

Make sure your animal has access to a supply of water and has its own pet cage in your car. Place newspaper in the bottom of the crate or cage to soak up any accidents or spills.

At your new home, set up an area where the animal can enjoy a stretch, Outside, dogs should be kept in a fenced area where they can survey their new surroundings, but you should let them have free rein of the house so they can sniff everything out.

Cats should be confined to a particular room for a few days with food, litter and some familiar toys so they get used to their new home. After that, you can start slowly introducing them to new areas of in the house.

# ASSISTING THE ELDERLY AND DISABLED

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## Assisting The Elderly And Disabled During Your Move

Unfamiliar surroundings can be quite a shock to the system for anyone, but it can be especially disruptive for the elderly and disabled.

If you have older loved ones moving with you, you'll need to organise a few things before moving day.

### Prior To Moving Day

Any care providers your elderly or disabled loved one has will need to be altered for the move. Some of these services might need to be reorganised at your new address, such as home care assistance, nurses or transportation.

Doctors, nurses and other medical professionals will also need to be updated on the change of address, as records might need to be transferred to another office or branch in the new location.

Medical records and other important documents should be kept in a safe and easy-to-access place so that they are not misplaced or accidentally packed away.

Your elderly or disabled loved one will likely need some assistance with packing. Be kind and understanding of items they wish to hang onto on moving day, or items they wish to bring with them to their new home.

The new home might need some minor alterations to accommodate for your loved one. Take some time before you settle them in to install handrails, ramps or handles in the home for their safety.



# ASSISTING THE ELDERLY AND DISABLED

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## Moving Day

Special equipment, such as wheelchairs or mobility scooters, will need to be in the car with you on moving day to help your loved ones get around.

Pack any essential medications that are needed for the day and keep the rest in a safe place.

as you arrive at your new home, make sure the property is easily accessible for you elderly or disabled loved one.

Set up furniture in a way that will be easy and safe for your loved on - making sure walkways are wide and clear to offer optimal mobility.



# SETTLING INTO YOUR NEW HOME

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## Settling Into Your New Home

Congratulations! The hard part is over, and now you can enjoy settling into your new home.

This is the time to unpack your furniture, customise your home as you see fit and get on with starting your new life.

### Settling In

Before the removalists leave your new home, make sure all the furniture is set where you'd like it to be. It can be hard shifting heavy furniture yourself, so it's best to rearrange while you have the help.

Check that all of your utilities such as gas, electricity, water and internet have been connected. Some connections can take a couple of weeks to be fully hooked up to your home, but you can check the status with your providers.

If your home is missing council-provided rubbish or recycling bins, then simply get in touch with your local city council to have these delivered to your property.

### Renting Checklist

If you have just moved into a rental property, take the time to conduct your own initial inspection. Take note of the condition of the property and photograph any damages, marks, spots, rips or wear and tear that is present when you moved in.

Ensure the pictures are dated and kept in a safe place and send them to your landlord or property manager for their own records.

This will help you when you move out of the property, as you'll have evidence of the condition when you took possession of the rental.

# SETTLING INTO YOUR NEW HOME

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## Get To Know The Neighbourhood

As you're probably new to the neighbourhood, take the opportunity to get to know others in the area.

Introduce yourself to your next door neighbours and any other residents you encounter on the street.

These can prove to be valuable relationships, as people in your neighbourhood can help you settle into your new life. They can offer you recommendations for local schools, doctors and other amenities in the area – helpful information if you're in a completely new city!

Spend some time looking for the best cafes, restaurants, shops and parks for you and your family to enjoy.

There are a number of ways to get involved in your community, such as attending local sports events, joining a school group, volunteering in community groups and participating in social sporting teams.



# MOVING CHECKLIST

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## Moving Checklist

Moving into your new home is an exciting experience. It's a fresh start in a brand new property that you can customise and call your own.

During your move, you'll need to organise an array of tasks, such as hiring removalists, setting up utilities, packing and unpacking.

To ensure your move is as stress-free and easy as possible, we have put together a checklist to help you on your way, so you can begin life in your new home.

- ☐ Organise storage option if needed
- ☐ Put essential documents in one box
  - Passports
  - Birth Certificates
  - Contracts/Agreements
  - Utility Contacts
  - Floor Plans
- ☐ Clear out any things you don't need – giveaway, sell or throw out
- ☐ Organise school transfers
- ☐ Book in removal truck/removalists
- ☐ Packing boxes
- ☐ Packing tape
- ☐ Bubble wrap/newspaper
- ☐ Permanent markers
- ☐ Packing peanuts
- ☐ Arrange electricity connection
- ☐ Arrange gas connection
- ☐ Arrange internet connection
- ☐ Arrange landline connection
- ☐ Put essentials (change of clothes, food, drink, cutlery, dishware, toiletries, cleaning products, toilet paper, toys for kids, chargers etc) in an accessible box to open first
- ☐ Organise hand over of keys to property manager (if renting)
- ☐ Organise transport for pets



# MOVING CHECKLIST

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- ☐ Change of address – notify the below companies
  - Australia Post (redirect mail)
  - Utility providers
  - Insurance providers: house contents, health, life and car
  - Employer
  - Bank, credit union or building society
  - Finance services
  - Services Australia – Centrelink, Medicare, Child Support
  - Australian Electoral Commission
  - Child/family day care
  - Dentist and doctor
  - Paper deliveries/subscriptions
  - Car registration
  - Drivers Licence
  - School/university/TAFE
  - Superannuation funds
  - Roadside assistance (RACQ)
  - Veterinary surgery
  - Australian Tax Office (ATO)
  - Pet registration (local council)
  - Pet microchip registry
  - Linkt (toll tags)



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