

Nuss

Your Guide to Importing Household Goods and Personal Effects into Australia

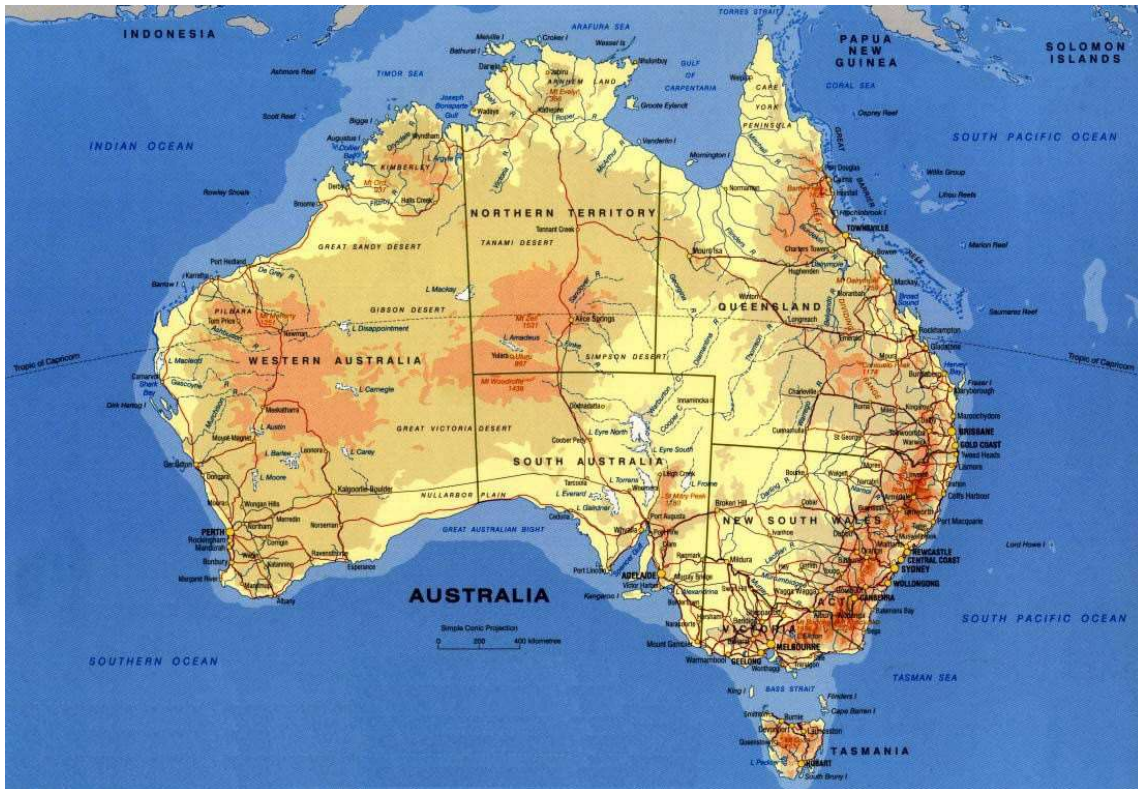


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Section 1

Introduction to Nuss

Nuss provides Removal Services from and to any part of Australia

We provide service to blue chip multi-national and private companies, the Australian Government and to private individuals, all of whom require a reliable, professional moving service.

It was over a hundred years ago that George Nuss began a Removal Company in Sydney. Today, as an integrated moving and relocation service provider, Nuss undertakes the provision of not just moving and storage services but through Nuss Relocations, a full range of Relocation Services.

Nuss consists of two main operating divisions:

- **Nuss Removals**
- **Nuss Relocations**

Nuss Removals provides moving and storage services both within Australia and overseas, through selected partners around the world.

Nuss Relocations provides a range of services that assist individuals and families to settle into their environment quickly and easily; these services include:

- Home search
- Orientation
- School search
- Settling in services
- Language training
- Partner career counselling
- Support line number
- Other services as required (further information on the services provided by Nuss Relocations is available upon request).

Memberships and Accreditations



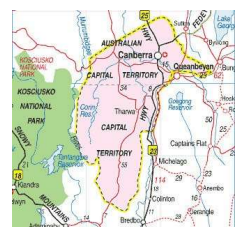
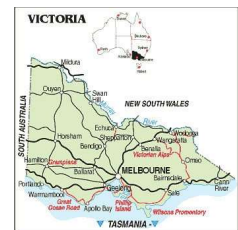
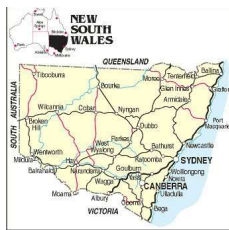
International Ports and Airports of Australia

Australia is made up of 6 states and 2 Territories. The capital of Australia is Canberra that is located the Australian Capital Territory (A.C.T.). The A.C.T is a landbound territory in the southern part of New South Wales. The population of Australia is 25 million.

Approximately 95% of Australia's population live in 5% of the landmass around the coastline with the East Coast containing most of the residents.



State		State capital	Airport	Seaport
New South Wales	NSW	Sydney	Sydney	Sydney
Queensland	QLD	Brisbane	Brisbane	Brisbane
South Australia	SA	Adelaide	Adelaide	Adelaide
Tasmania	TAS	Hobart	Hobart	Hobart
Shipments to Tasmania, can be sent via POE Melbourne, where they will be cleared and moved across from the mainland via the ferry across Bass Strait				
Victoria	VIC	Melbourne	Melbourne	Melbourne
Western Australia	WA	Perth	Perth	Perth
Territory		Capital	Airport	Seaport
Australian Capital Territory	ACT	Canberra	Via Sydney	Via Sydney
Northern Territory	NT	Darwin	Darwin	Darwin



Consignment Details and Instructions

Please consign shipments to Nuss as follows :

Sea freight and Airfreight

Consignee:

Clients name as per passport
c/o Nuss International
708B Mowbray Road West
Lane Cove NSW 2066
Sydney Australia
Ph: +61 2 9425 4600
Fax: +61 2 9420 2914
Email: imports@nuss.com.au

Notify Party: Same as above

Description of Goods: Used household effects

The Australian Customs regulations require that all “cargo reporters” i.e. shipping companies, freight forwarders, International Removalists, notify Australian Border Force (Customs) at least 72 hours prior to a shipments’ arrival into the port or airport to avoid delays and penalties.

Please ensure all documents, including OBL/AWB, Inventory, Australian customs forms B534e and passport copies - photo page with signature (and VISA for non-Australian citizens), are e-mailed well in advance, this will ensure Nuss is able to lodge with customs, and avoid any penalties imposed.

All documents must be emailed to us prior to the arrival of the shipment into port or airport.

Customs Regulations

Household Goods and Personal Effects

All goods entering into Australia are normally subject to Australian Border Force (Customs) and Bio Security (Quarantine) inspection prior to clearance.

Unaccompanied baggage and household goods may be imported into Australia free of customs duty providing the personal and household effects have been owned overseas for (12) twelve months or more preceding the customer's departure for Australia. Items not in this category, which have been owned for less than twelve months, will be subject to duty and Goods and Services Tax (G.S.T), these include and are not limited to, alcohol (all alcohol is dutiable and must be declared, even partly used bar stock.), tobacco products and road vehicles. The rates applicable vary and purchase receipts, invoices or the like will be required to substantiate values involved.

Australian Border Force and Bio Security (Customs and Quarantine)

A Customs form B534 Unaccompanied Personal Effects Statement must be signed and completed by the owner of the goods to clear the shipment when it arrives in Australia. Photocopies of passport pages including Australian entry stamp and VISA together with a full descriptive inventory in English are required to clear Customs. (Original passport may be required by Customs for car clearance). Please ensure that the completed Customs declaration, passport copies and inventory are attached with the shipping documents and received by Nuss prior to the arrival of the shipment. This will allow Nuss to complete the Customs requirements including notification to Customs of impending shipment arrival.

Please note: All shipments are moved from the wharf or airport, with customs permission, to a Nuss customs controlled bonded warehouse, where we unload from the container into the warehouse in preparation for inspections by customs (if required) and Bio Security officers. **Please note that Australian Bio Security (Quarantine Inspection Service) inspect every Personal Effects and Household Goods shipment prior to release for delivery to residence.**

Customs will inspect based on the information in the B534 form and inventory, as well as on a random basis. Please note, the shipment must be cleared by both Customs and Bio Security before we can arrange delivery to residence.

The Australian Border Force (Customs) website contains import restrictions and other useful information, including references and contacts of other government departments.

<https://www.abf.gov.au/entering-and-leaving-australia/moving-to-australia/upe>

How to Complete the Unaccompanied Effects Statement Form B534 (July15 or later version)

This form can be printed from the Australian Border Force (Customs) website:

<https://www.abf.gov.au/entering-and-leaving-australia/moving-to-australia/upe>

****Important****

- **Every section / question must be answered** with the exception of bottom of page 1, from “How my personal effects arrived or will arrive” and “clearing your personal effects”.
- Always initial any errors.
- Never use typex, whiteout or any other substance to remove errors.
- The top of the first page relates to the address where the signatory will be residing in Australia. This does not have to be the delivery address, it must be an actual address of where the signatory is residing in Australia. E.g. hotel, friends, serviced apartments or relations.
- **Do not use a postal box number, or business address.**
- The next section relates to personal flight arrival details. **All details must be completed.**
- The next section, **“For returning residents only”**. A returning resident must complete this section otherwise customs will reject the form.
- **All Sections**, 1 through to 8 must be answered by placing a ‘tick’ (‘check’) in the relevant square.

Please note every page of this declaration must be signed and dated

- In the event that the customs form is not completed in detail correctly, Customs will require you to complete a new form in accordance with the Customs Act 1901 as amended. This will delay clearance.
- **Remember to attach a photocopy of the signature/ photo page of the passport and a copy of the visa page is also required, if not an Australian citizen**
- If the items being imported are from a deceased estate, a copy of the Will and Death Certificate or a letter from the Executors of the Estate stating that these items were bequeathed to the importer will be required. Also a declaration from the importer, signed by a JP, stating the relationship to the deceased and that the goods are not for lease, sale or hire.

Please remember: “This is a legally binding document and may be used as evidence”, therefore Nuss are unable to alter, change or modify any of the declaration.

Customs and Quarantine Overview

Importing Household Goods and Personal Effects into Australia

The procedures are governed by the rules, regulations and laws administered by Australian Border Force (Customs) and Australian Bio Security (Quarantine Inspection Service). These rules or their interpretation can change from time to time and without notice however we provide the information below based upon our understanding at the time of writing.

General

- 1 Shipments, air or sea, must receive clearance from Customs and from Quarantine before they are available for delivery.
- 2 Generally, household goods and personal effects which have been owned by the consignee and/or his/her family for at least 12 months prior to shipment may be imported duty and tax-free. There are certain exceptions, such as alcohol, tobacco and motor vehicles, which are not duty/tax free. Goods and services tax (GST) will apply. Specific questions related to duty/GST liability may be faxed to any Nuss office for immediate advice.
- 3 The consignee must complete a B534e Customs form "Unaccompanied Personal Effects Statement" form. A clear and legible photocopy of the form is accepted by Customs. All questions must be answered including a street address in Australia (PO Box and business addresses are not accepted).

Procedures

Sea Shipments

- 1 Consignments – either FCL or LCL – are brought under bond from the port to a Nuss Customs bonded warehouse for clearance. It generally takes 2-5 days, depending upon which terminal the vessel arrived at and whether it is FCL or LCL, before consignments are available at the Wharf.
- 2 Once in the bond store the containers and liftvans are unloaded into the bond areas to await inspection.

- 3 Customs and then Quarantine officers visit on set days each week. Quarantine officers will always inspect certain items (for examples refer to the next page) however, items inspected by Quarantine or Customs officers will be re-packed and/or re-wrapped by our skilled removalists.
- 4 If items are assessed for duty/GST, client/another party will need to make payment to Customs prior to release.
- 5 If items are ordered for steam cleaning/fumigation/gamma-irradiation or destruction, we will arrange this and will normally seek instructions from the consigning mover on whom to invoice.
- 6 From vessel arrival to the time sea shipments are available for delivery, approximately 10-14 days will elapse.

Air Shipments

- 1 Quarantine officers will inspect all air shipments. We will bring the consignment under bond from the airport to our bonded warehouse for examination in the presence of our skilled removalists who will re-pack prior to delivery. From touchdown to being available for delivery about 5-7 days will elapse.

Items of Interest to Bio Security (Quarantine) Officers

The following list is not exhaustive but a consignment containing any of these items is likely to be looked at by Quarantine Officers.

- 1 Outdoor items: furniture, garden tools, bicycles, sports equipment and the like. Before packing, these should be hosed down to remove all loose soil, grass cuttings or seeds etc.
- 2 Lawn mowers. These should be cleaned.
- 3 Cartons marked “kitchen misc”, “kitchen items”, “kitchen sundries” or “PBO”. These will be inspected as they may contain foodstuffs, the entry of which in a household goods consignment is prohibited (spices are generally allowed in).
- 4 Christmas decorations, dried flower arrangements, pine cones, twigs, bark etc may have seeds in them. These items are generally ordered for quarantine treatment or destruction.
- 5 Bamboo, rattan or antique furniture. These will be inspected for borer (worm). If evidence of recent infestation is found then the item(s) will be taken for fumigation or gamma irradiation and the costs are borne by the consignee unless the consigning mover accepts the charges.
- 6 Golf clubs (small amounts of soil and grass can accumulate inside the golf bag).
- 7 Vacuum cleaners. The bag may contain dirt and dust. These are generally ordered for treatment or destruction.
- 8 Alcohol/tobacco.

Customs officers may inspect any items declared on the B534e form as well as other items selected at random. Items often selected from the inventory for inspection include alcohol, drugs, firearms, weapons, electrical items etc.

If a dutiable/taxable item has been omitted from the B534e form is discovered, a complex and time consuming process will follow which may necessitate the consignee producing a Statutory Declaration by way of explanation, and penalty charges may apply.

Australia is, happily, free of many of the plant and animal diseases that exist elsewhere in the world and it is the purpose of Quarantine inspection to help prevent the import into Australia of such diseases.

Below is a list of goods that are strictly prohibited for importation. These items should not be included in any shipments into Australia.

- **Dairy, eggs and egg products**
Includes whole, dried and powdered egg and some products with egg as an ingredient (infant formula accompanying an infant, and NZ dairy products are allowed).
- **Live animals**
Includes birds, birds' eggs, fish, reptiles and insects.
- **Meat and meat products**
Includes all uncanned or fresh, dried, frozen, smoked or salted meat.
- **Seeds and nuts**
Includes raw unroasted nuts, raw peanuts, chestnuts and popping corn.
- **Fresh fruit and vegetables**
Includes all fresh and frozen fruit and vegetables.
- **Live plants**
Includes cuttings, roots, bulbs, corns, rhizomes and stems.
- **Handicrafts and souvenirs that contain or are made from seeds.**
- **Salmon and trout products** - ask about special import conditions (canned salmon is allowed).
- **Biological materials** - includes human/animal vaccines and therapeutic goods (ask about special import conditions).
- **Deer horn/velvet, edible birds nest packaged products** - deer horn and/or antler from NZ are allowed (with certification).
- **Soil and sand** - includes items filled with soil or sand (rocks free of soil and sand are allowed).

Please note Quarantine will charge the importer for the destruction of prohibited items.

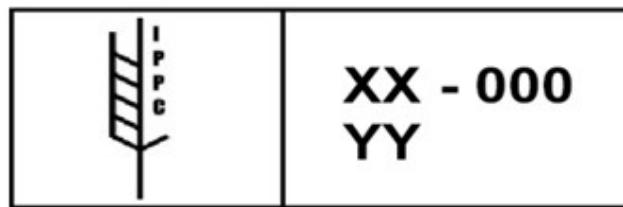
The weblink below will provide you with more detailed information regarding items of interest to Bio Security (Quarantine) officers.

https://www.agriculture.gov.au/travelling/moving-immigrating/personal_effects#general

ISPM 15

Australia has implemented the full requirements of the 'International Standard for Phytosanitary Measures' (ISPM 15) on all sea and air consignments arriving into Australia. From that time all solid timber packaging and dunnage will be required to be compliant with ISPM 15 and accordingly be treated and stamped and compliant. Non-compliant timber arriving into Australia after that date will be subject to treatment, destruction or re-export at the importers expense.

ISPM 15 Mark:



For future information, please visit the below website:

<https://www.agriculture.gov.au/import/goods/timber-packaging/ispm-15>

Note: Information in this guide is correct at the time of publishing. Bio Security (Quarantine) conditions may change without notice.

If you have any questions please contact Nuss for a swift response!

Imports@nuss.com.au

(Information current at time of publishing, subject to change without notice.)

Importing motor vehicles, including cars, motor cycles / scooters, trailers and caravans

When importing a motor vehicle, motorcycle, trailer, new or secondhand, the client must obtain an import permit. **This permit must be obtained prior to shipping.** Detailed information regarding vehicle importation scheme can be found at:

<https://www.infrastructure.gov.au/vehicles/imports/>

Please see the following list of necessary documents for importing a motor vehicle that will be required at the time of clearance through customs:

- 1 Motor vehicle importation approval. Please note you must obtain this permit before shipment of the vehicle from the origin. A permit may not be issued after the vehicle arrives in Australia.
- 2 A completed Australian customs form B357.
- 3 Copy of the bill of sale covering the purchase of the vehicle (ie receipt).
- 4 Overseas registration papers.
- 5 Bill of Lading.
- 6 Copy of current passport (photo and signature page) and copy of the Visa of registered owner.
- 7 Insurance papers for the vehicle.
- 8 De-registration papers from the origin country.
- 9 Letter from importer stating that he/she is importing the motor vehicle for personal use and do not intend to import any further motor vehicles into Australia.

Any person may import a motor vehicle or a motorcycle into Australia as directed in the section Motor Vehicle Standards Act detailed below. If you plan to drive the vehicle on Australia's roads it is essential that you contact the Vehicle Safety Standards Branch before importing the vehicle to ensure that the vehicle can meet the safety requirements and to obtain a permission to import the vehicle.

All privately imported vehicles are subject to the same rates of Customs duty and Goods and Services Tax (GST) and, where applicable, Luxury Car Tax (LCT) as commercially imported vehicles. The Customs duty is based on the Customs value of the vehicle. The rate of Customs duty payable is that which applies to the particular type of vehicle on the date it is entered for Customs purposes in Australia. GST and, where applicable, LCT applies at the date you import the vehicle into Australia. Without a permission to import, which can be obtained from the Vehicle Safety Standards Branch, a special duty of \$12,000 may apply. As Customs duty varies according to vehicle design and value, and is subject to change it is advisable to make enquiries before the importation into Australia.

If an air-conditioning unit is used in the imported motor vehicle, you must advise the type of refrigerant used. The type of refrigerant that is accepted into Australia is R134A (HFC). Otherwise, customs will order the refrigerant to be de-gassed.

Quarantine

To prevent the entry of diseases, noxious weeds and insect pests into Australia, Quarantine authorities inspect all vehicles on arrival and may require them to be properly cleaned. This is usually effected by steam cleaning. You should remove all soil and any other matter from your vehicle (including the underside) prior to exportation to Australia.

Vehicles Manufactured in Australia

You may import an Australian manufactured motor vehicle or a motorcycle without paying Customs duty on it, and there are no outstanding Australian duties, taxes or charges owing on it. However, you will be required to pay GST and, where applicable, LCT on the vehicle if no GST or applicable LCT was paid when the vehicle was originally exported from Australia. The Office of Road Safety permit is required unless the vehicle was previously registered in Australia. Refrigerant compliance requirements will also apply to these vehicles.

<https://www.officeofroadsafety.gov.au/about>

Motor Vehicle Standards Act

The Motor Vehicle Standards Act 1989, which is administered by the Vehicle Safety Standards Branch, came into effect on 1 August 1989. Under this legislation it is an offence to import any new or secondhand vehicle unless:

- It meets the safety and emissions standards applying to vehicles to be used on Australian roads, or
- Arrangements are in place to modify the vehicle to meet these requirements after its arrival in Australia.

Before importing any vehicle it is essential that you ensure it will be able to meet the conditions of the act. Further information can be found at:

<https://www.infrastructure.gov.au/vehicles/legislation/index.aspx>

(Information current at time of publishing, subject to change without notice.)

Customs Value

One issue that creates great interest for all parties concerned is the means of determining the Customs Value of the vehicle in question. As stated, there are many factors that affect the calculating of the Customs Value.

Many factors such as the availability of documents, local market values etc can influence the means of calculating the true correct Customs Value of a vehicle. It is advisable therefore to provide individual vehicle information prior to shipping to determine what value may be used as a basis for the payment of Duties and Taxes.

Duties/Taxes

The payment and collection of Customs Duty and Taxes is dependent upon a number of factors such as the vehicle type, date of purchase and condition upon importation into Australia. In all circumstances it is advisable to make contact with **Nuss** before shipping to determine the approximate costs for the vehicle concerned. It can be said however that generally the duty rates are as follows:

- Standard Passenger Motor Vehicles (less than 30 years old) - 10%
- Standard Passenger Motor Vehicles (more than 30 years old) - Duty Free
- Offroad Four Wheel Drive Motor Vehicles - 5%
- Motorcycles – Duty Free
- Campervans and Mobile Homes - 15%

GST is 10% of the Value of the Taxable Importation (VoTI). The definition of VoTI can be given as the sum of the Customs Value + Customs Duty + Overseas Freight and Insurance (being the cost to ship the vehicle to Australia and the cost of insurance covering the transit).

There is a 33% Luxury car tax (LCT) payable on high value vehicles. The current LCT threshold 1st July, 2017 is Motor Vehicles with a “luxury car value” exceeding A\$68,740.00.

Further information on LCT cars can be found via:

- Australian Taxation Office - <https://www.ato.gov.au/rates/luxury-car-tax-rate-and-thresholds/>
- Department of Home Affairs - <https://www.abf.gov.au/importing-exporting-and-manufacturing/importing/cost-of-importing-goods/gst-and-other-taxes/luxury-car-tax-exemptions>

Summary

In conclusion it is vital that enquiries be made to **local authorities** prior to the shipping of the vehicle. In this way the importer is aware firstly if the vehicle is allowable for importation and secondly of the approximate duties and taxes that may be payable.

(Information current at time of publishing, subject to change without notice.)

Importing Alcohol

Australian Customs do allow the importation of alcohol in household goods shipments however duty and tax will be levied. A requirement is a detailed list of all the alcohol being imported. A sample list may be found on the next page.

Please note the following:

- Approx. duty rates Wine: duty 5% + Wine Equalisation Tax (WET) 29% + GST 10%

Wine (Australian/NZ origin) + Wine Equalisation Tax (WET) 29% + GST 10%

Spirits / Liqueurs duty 5% + liquor tax A\$69.57 per litre of pure alcohol + GST 10%.
- Type of Spirit: Please state (e.g. whisky, gin, red wine, sparkling wine etc.)
- No. of bottles: How many bottles?
- Alcohol % (volume): The alcohol volume (strength shown as a percentage). It is normally written on the label (eg 40% proof)
- Size of bottle: (eg 750ml, 1 litre etc.)
- Total AUD \$ Value: The value in Australian dollars, if the value's not known you will need to find out, i.e. ring or go to a bottle shop and get the price from the shelf.

Please return the completed inventories as soon as possible with any other relevant documents.

Note: The WET and liquor tax is subject to change at any time

<https://www.ato.gov.au/Business/Excise-on-alcohol/Lodging,-paying-and-rates---excisable-alcohol/Excise-duty-rates-for-alcohol>

(Information current at time of publishing, subject to change without notice.)

Wine / Spirits / Liquor Inventory

- All Bottles to be included OPEN and UNOPENED.
- Customs will not clear consignment, if alcohol is declared, unless this form is completed in full.
- If you are unable to complete the form, Customs may order an inspection.
- This cost will be for your account.

Client Name: Ref. No:

TYPE OF WINE (if still or sparkling)/SPIRIT/LIQUOR	COUNTRY OF PURCHASE	NO. OF BOTTLES	SIZE OF BOTTLE (I.E. 750ml)	ALCOHOL % (VOLUME)	OPENED/ UNOPENED	TOTAL AUD\$ VALUE

SIGNATURE: _____

DATE: _____

Importing Dogs and Cats to Australia

Pets can only come into Australia through the following airports, Kingsford Smith Airport in Sydney (New South Wales), **or** Tullamarine Airport in Melbourne (Victoria) **or** Perth Airport in Perth (Western Australia). Other entry points can only be used with the prior consent of the Dept of Agriculture.

The Department of Agriculture does not place any restrictions on the airline to be used. However the pet must travel as “Manifested Cargo”, not in the cabin, in an International Air Transport Association (IATA) approved container for dogs and cats. Strict compliance with container specifications is vital for the safe and secure transport of the animal.

Problems will occur if the pet can escape from this container or if any part of its body (nose/limbs/tail) can protrude. The selected airline can help you with these requirements and further information can be down loaded from the Departments web page. <https://www.agriculture.gov.au/animal>

It may be cheaper to transport the pet if the owner travels on the same flight. All dogs and cats must go into quarantine on arrival at 1 of 3 Live Animal import quarantine station within Australia, they are located in Sydney, Melbourne and Perth. The Australian Quarantine stations are well funded by the Government, ensuring comfort and safety for the pets at all times.

The airline notifies the Department of agriculture Australian Quarantine Inspection Service prior to arrival that there will be a dog/cat on board and the quarantine service sends a van to pick the dog/cat up and take it directly to the quarantine station.

At the quarantine station, a vet will inspect the pet and a quarantine officer will then decide how long the quarantine must be. It is a minimum of 1 month and a max of 6 months, the length of time depends upon what type of dog it is, when it had its last injections and which country it is coming from.

The regulations are quite complicated but can be found via the following link: <https://www.agriculture.gov.au/animal>

The charges for quarantine etc are invoiced by the department directly to the owner of the dog/cat, therefore Nuss is not involved with any of the process. However, once the dog/cat is cleared from Quarantine, Nuss is able to arrange transport to any part of Australia.

As this is general information only, it is essential that anyone thinking of bringing a pet into Australia check the latest rules and regulations at that particular time for the most up to date requirements.

(Information current at time of publishing, subject to change without notice.)

Importation of Firearms and Weapons into Australia

FIREARMS:

Australian Border Force (Customs) restricts the importation of certain firearms/weapons into Australia. In most cases prior to Customs allowing entry into Australia of certain firearms and weapons, a permit or licence from the local state authorities must be obtained.

FIREARMS SHOULD NOT BE PACKED WITH AND SHIPPED IN A HOUSEHOLD GOODS CONSIGNMENT.

The website listed below will provide information on the rules/regulations and restrictions associated with importing firearms.

<https://www.abf.gov.au/importing-exporting-and-manufacturing/prohibited-goods/categories/firearms>

OTHER WEAPONS:

For information on importing general weapons please go to:

<https://www.abf.gov.au/importing-exporting-and-manufacturing/prohibited-goods/categories/weapons>

We recommend that you contact Nuss prior to making any arrangements to ship firearms or weapons.

(Information current at time of publishing, subject to change without notice.)

Section 2

Relocations

Nuss has the resources and expertise to not only physically move Household Goods in and out of Australia, but through its **own** Relocation division provide the right services to smooth and assist these transitions for the individuals and families involved.

Our range of Relocation Services are extensive and are provided by the combined experience / skills of our team, which consists of exceptional Australians and expatriates. The Relocations Team are customer service focused, understanding the worries and concerns associated with relocating and are always prepared to go that 'extra mile' to ensure the satisfaction and peace of mind of our clients.

Nuss Relocations provides the following core programs (which are flexible and can be tailored as needed). Nuss prides itself on specifically designing these programs to meet the individual needs of our clients.

Nuss Relocations Core Programs

1 Look See / Familiarisation program

Suited to the client wishing to have an overview of the city and surrounding housing suburbs. Open forum on daily living needs and housing options. Welcome / information pack included.

On going help line.

2 Home Finding Program

This can be a one, two or three day program, or longer. Accompanied viewing of carefully selected properties suitable to budget and lifestyle needs. Lease negotiation. Utility connection. Welcome / information pack included. Schooling needs can be incorporated into this program.

On-going help line.

3 Settling In Services

This program may incorporate any of the following, but is not restricted to:

- In going property report
- Rental furniture / purchase
- Opening a bank account
- Registering for Tax File number (TFN)
- Familiarisation of local shopping / markets
- Utility connections eg: Electricity and gas
- Car hire / purchase
- On going help line.

4 Departure Services

This program may incorporate any of the following, but is not restricted to:

- Outgoing property report
- Negotiate Rental Bond refund
- Disconnection of utilities
- Cancellation of memberships
- Organise cleaners / garbage collections
- On-going help line.

Nuss Relocations would be delighted to discuss these and any of our other services, which include Property Purchase, Tenancy Management, Short Term accommodation and Expense Management with you.

Please contact relocations@nuss.com.au or telephone +612 9425 4600

Section 3

Additional Services Available Through Nuss

Full Valet Service:

Full Valet Service is available, this service includes, Clothing hung into wardrobe/into drawers, books arranged onto shelves, dishes, cutlery, pot and pans put away, beds made, linen sorted and put away.

Handyman Service:

Nuss maintains a fully equipped woodwork facility specialising in building custom crates. We have an in-house handyman / repair service, for tasks such as picture hanging etc. Specialist Services, such as electrical or plumbing require licensed operators in the specific fields, as per government regulation, these services can be organised through Nuss.

Storage:

Nuss maintains a high security storage area with a capacity of 1200 wooden storage modules (approx. 7m³ volume). The Lane Cove location contains both an Australian Customs / Quarantine licensed bonded warehouse allowing easy access and movement into storage of shipments as required. Nuss has a secondary warehouse facility located only 20kms away, this facility has capacity of 1900 storage modules and 200 TEU (20' containers).

Please note: A climate control warehouse is not required in Australia, as the conditions do not vary greatly, eg. Our humidity / temperature difference between summer and winter is only 8-10°C.

Section 4

Standard Inclusions and Exclusions for Destination Services

Service Inclusions:

Collections from wharf, airport, container terminal, with 10 days free storage from this date, normal processing for Customs clearance. Delivery to store or residence, Monday – Friday between 8.00am and 3.00pm, normal access, up to 1st floor (ground + 1st floor), full unpack to bench top, unwrapping, removal of packing material debris and return of empty container to shipping company. Simple re-assembly of beds and tables (providing all materials are available)

Service Excludes:

Quarantine permit and inspection fees. Fumigation and all other treatments if ordered by the Department of Quarantine. Customs duty and Goods and Services Tax (GST). Re-erection of new furniture and knock-down furniture including wall units etc. Demurrage or Bond charges. Payment of port handling charges.

Special Services: Delivery above 1st floor, bad access, Carpenters, Electricians, Plumbers, Crane access etc.
(more information available on these services in Section 3)

Payment Terms

FIDI affiliates are normally extended 30 days credit.

For all other agents, unless prior approval of credit has been arranged with Nuss, we require payment in full prior to vessel arrival into port.

Our bank account details for telegraphic transfers are as follows:

Account Name: RJ Nuss Removals Pty Ltd
Bank Name: Westpac
Branch Address: 138-140 Longueville Road, Lane Cove, NSW 2066, Australia
Swift Code: WPACAU2S
BSB Number: 032-08
Account Number: 16-6080

Please also advise us by e-mail with details of any transfers made to ensure the payments are allocated correctly.

Payment can also be made on our secure payment function on our web site www.nuss.com.au

Section 5

Welcome to Australia!

Australia is big!! With a surface area of over 7.6 million square kilometres, 2.6 million square miles put into comparative terms, it could swallow the whole of Europe and still have some to spare. Or, it is almost the same size as the continental United States. It has more beaches than any other nation and is the lowest, flattest and driest continent, with about a quarter of its surface classed as uninhabitable. It has a great physical beauty of many extremes, with unusual and often very brightly coloured fauna and flora. Many of the National parks have World Heritage status and there are some huge wilderness areas offering the chance for adventure and exploration.

Australia has a history that goes back many thousands of years, with the first immigrants thought to have come from what we now call Indonesia and New Guinea, settling in the northern areas and gradually moving south. The aboriginal peoples and their culture were until recent years badly neglected. There is however, now a strong social awareness of a people with a very important history and life style that should be preserved. Much is being done to preserve the culture and history of the Aboriginal race and rectify past injustices.

The Dutch mapped large areas of southern and western Australia in the early 17th century. In 1770, however Captain James Cook, with a party of British scientists landed in Botany Bay, on the east coast, and raised the British flag. The British used Australia as a penal colony until as late as 1840, by which time over 83,000 convicts had been sent to Australia.

Traditionally, Europe has been the main source of Australia's immigrants however Australia is now attracting large numbers of Asians, although the UK and New Zealand are still the largest source of migrants making a hugely diverse population.

Almost 80 percent of the population is concentrated in the urban areas, predominantly in the south and south-east. Over 25% of the Australian population was born overseas. Australia is a very tolerant nation, and immigrants find their traditions and customs integrate comfortably into the multi faceted and colourful mixture that is Australia. Discrimination on the basis of nationality, sex, age or religious beliefs is strictly illegal; the Australian ideal of "everyone gets a fair go" – ensures the equality of opportunity for everyone.

Australian Nation

Originally Australia was established as a British colony comprising of several states however, in 1901 these states combined to form the Federation. Australia is still a member of the British Commonwealth, with the Queen being sovereign head of state

City	State / Territory	City	State / Territory
Canberra	Australian Capital Territory (ACT)	Sydney	New South Wales
Melbourne	Victoria	Brisbane	Queensland
Perth	Western Australia	Adelaide	South Australia
Hobart	Tasmania	Darwin	Northern Territory

Climate

Australia being in the southern hemisphere, seasons are opposite to those in Asia, Europe and North America. So that January is the height of summer, and July is in the middle of winter.

Being such a huge continent the climate varies substantially from place to place, the southern part of the continent being temperate, and the northern states tropical. The centre of the continent is arid, with the daytime temperatures in summer very high but at night in winter it can be bitterly cold. In the Snowy Mountains of southern New South Wales and the Alps of northern Victoria there is good skiing in the winter months and superb bush walking in the summer.

Average temperatures in degrees Celsius:

	Summer Dec Jan Feb	Autumn Mar Apr May	Winter Jun Jul Aug	Spring Sep Oct Nov
Sydney	18 / 26	15 / 22	8 / 16	13 / 22
Melbourne	14 / 26	11 / 20	6 / 13	9 / 20
Brisbane	21 / 29	17 / 26	10 / 20	16 / 26
Perth	18 / 30	14 / 25	9 / 18	12 / 22
Adelaide	16 / 28	12 / 22	7 / 15	10 / 21
Canberra	13 / 28	7 / 20	0 / 11	6 / 19
Hobart	12 / 22	9 / 17	4 / 12	8 / 17
Darwin	25 / 32	24 / 33	20 / 34	25 / 34

Time Zones

Australia is divided into three time zones. Western Standard Time (Western Australia) is eight hours ahead of GMT. Central Standard Time (Northern Territory and Southern Australia) is nine and a half-hours ahead of GMT, and Eastern Standard Time (New South Wales, Queensland, Victoria and Tasmania) is ten hours ahead. Day light saving operates throughout throughout Australia (excluding Queensland) between the months of October and March, when the clocks are put back one hour in October and one hour forward in March.

Banking and Post Offices

The Australian currency is the Australian dollar (AUD), a decimal system, with the smallest coin being the 5cent piece. Consequently, cash purchases are rounded up or down to the nearest 5cents.

Traveller's cheques can be cashed at any bank, Bureau de Change and some hotels, with proof of identification, normally a passport.

Major banks in Australia include: ANZ, Commonwealth Bank, National Australian Bank and Westpac. All offer national and international banking facilities. Banks are generally open 9.30am to 4pm Mondays to Thursdays, and to 5pm on Fridays. There are many Automatic Teller Machines (ATM) throughout the city and suburbs, from which you can access local currency, using either local or international credit / debit cards. Major credit / debit cards are accepted as payment for most goods and services.

Post Offices are open 9am to 5pm, Monday to Friday, with some of the larger offices and those offices attached to general stores, opening on Saturday mornings. Mail within Australia is normally delivered within one to four days of posting. Deliveries to remote areas are less frequent. Every area in Australia is identifiable by a four-digit code, which aids in sorting and delivery.

Electrical Appliances

Mains electricity supply in Australia is 220 to 240 volts, 50cycles, with plugs being of the three oblique flat blade pin variety. Electrical appliances from the United States will not operate in Australia without the use of an appropriate transformer.

Personal Safety

Australia is a very safe country, and has a low crime rate. However, as in all major cities caution should be taken. Backpacking is one of the most common ways of seeing Australia on a limited budget and there are many budget facilities available in the major cities. Travelling alone is not recommended.

Tipping

Tipping is not the general custom in Australia and service charges are not added to hotel and restaurant bills. However 10% is generally accepted as the standard for good restaurant service. In a taxi, a small tip would be well received for outstanding care and attention.

What to Wear

Australia's lifestyle is very relaxed, and dress tends to be informal. Even in restaurants and night-clubs, neat casual clothes are acceptable. Restaurants will normally inform you at time of booking if men should wear a tie. However, in the central business districts, business wear is still expected and suits and ties are predominant.

Social

Newcomers will find Australians gregarious and welcoming. They are courteous and direct, but impatient with pretence or arrogance. Australians enjoy entertaining friends at home for dinners and barbecues. These are often very short notice invitations and frequently based around a sporting activity, either as a spectator or participant. There are a huge variety of sports in Australia, and this is an ideal way for the newly arrived in Australia, to quickly start meeting people and making friends.



Imports@nuss.com.au

www.nuss.com.au