

Your Guide to Importing Household Goods and Personal Effects into Australia



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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 business 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).

Find more about Nuss [here!](#)

Nuss has created a video on living in Australia and it can be viewed [here.](#)

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 in 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 now 27 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/Territory	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
Victoria (VIC)	Melbourne	Melbourne	Melbourne
Western Australia (WA)	Perth	Perth	Fremantle
Australian Capital Territory (ACT)	Canberra	Sydney	Sydney
Northern Territory (NT)	Darwin	Brisbane	Brisbane

* 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

Consignment Details and Instructions

Please find [here](#) our consignment instructions. If in doubt, you can check with us for a 'green light' before dispatching a shipment to Nuss.

Australian Customs regulations require that all "cargo reporters," i.e., shipping companies, freight forwarders, and International Removalists, notify Australian Border Force (Customs) **at least 72 hours prior to a shipment's 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

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.

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 packing may normally be imported duty and tax- free. There are certain exceptions, such as alcohol, tobacco and motor vehicles, which are not duty/tax free. Should duty and or tax be applicable the rates vary depending upon the nature of the item. The owner's goods may be cleared through customs in advance of the owner's arrival.

Documents Required:

For returning citizens / permanent residents / temporary visitors:

- Completed Customs Form ([B534 Form](#)) – a separate form is required for both air & sea shipment
- Passport (photo page with signature)
- Visa
- Express Release BL/AWB
- Packing List
- Any relevant approvals for prohibited / restricted goods, i.e. CITES permit
- Alcohol inventory, if any (must be marked and listed on inventory) - we highly discourage shipping of alcohol
- Food inventory, if any (must be marked and listed on inventory) - we highly discourage shipping of food stuff. Please refer to the 'Restricted Items. Section.

For Inheritance Goods we will require the additional documents:

- Copy of Will
- Inventory of goods with values
- Copy of Death Certificate
- Weight, number of packages, freight charge and insurance for the shipment

For Diplomatic Shipments:

- Passport (photo page with signature)
- Completed Customs Form ([B615 Form](#)) – a separate form is required for both air & sea shipment. B615 is required to be presented and endorsed by ACBPS Diplomatic Section, Canberra Office, 6 Constitution Avenue Canberra.
- Express Release BL/AWB
- Packing List
- A letter of authority for the quarantine officer to inspect belongings without the owner present is required to be presented and endorsed by ACBPS Diplomatic Section, Canberra Office, 6 Constitution Avenue Canberra.

Find more detailed Customs Regulations [here](#)

How to Complete B534 Form

If the customs form is not completed correctly or fully then customs will require another form to be completed in accordance with The Customs Act 1901 (as amended) and this will result in a delay which could result in consequential costs, not least bond storage costs which are much higher than normal storage.

The guide below reflects the most common questions we receive when completing the B534 Form. If your question is not covered by the below guide, please contact your Nuss move manager.

Every question must be answered except for final fields on first page as instructed below.

First Page:

- Please complete all fields with your personal information.
- Address MUST be completed; this can be a temporary address or a relative's address. Do NOT insert a business address.
- **"How I arrived or intend to arrive in Australia"** – this must be completed in full with the details of your flight, airport of arrival, date and country of departure.
- **"For returning residents only"** – this must be completed if you're a returning Australian citizen or a returning resident. Please list countries visited at the best of your ability. Period of absence must be from the last time you lived in Australia.
- **"How my personal effect arrived or will arrive"** – Please mark the appropriate box (e.g. sea or air). A separate form must be complete for each consignment/shipment. **ALL OTHER DETAILS BELOW THIS BOX MUST BE LEFT BLANK**

Second Page:

- Section Two
 - **"Did you pack the goods yourself?"** – In most cases the answer will be NO and you must name the moving company that packed your belongings at origin.

Third Page:

- Section Four
 - **"Medicines"** – please write any medicines in the shipment including over the counter ones. Please click [here](#) for more information on importing prescription medicines.
- Section Five
 - All questions must be answered. Duty & Taxes may apply on those items, and you must list them on the appropriate table on B534 Form if that's insufficient space you can provide a separate inventory.
 - Any goods (used or new) purchased overseas within the last 12 months prior to shipment are subject to import duty and tax in Australia and must be declared.

Page Six:

- Section Eight
 - **"Furniture or other articles of wood, cane or bamboo"** – You must declare any furniture made of these items even if they're store bought and were treated by the manufacturer at point of purchase. If there is not enough space you can provide a separate list, stating on the form "please refer to attached list".

IMPORTANT:

- Please date and sign each page. Signatures must match passports. E-signatures are NOT allowed.
- This is a legal document and must be completed faithfully.

Quarantine Inspections by DAFF (department of agriculture fisheries and forestry)

ALL household goods (HHG) and personal effects (PE) without exception are physically inspected at a bonded warehouse by Bio Security officers before they are released for delivery.

Nuss Sydney is licensed by both Australia Border Force (Customs) and Bio Security (Quarantine) to operate a Customs and Quarantine approved bonded warehouse. Customs Officers and Quarantine Officers therefore come to our warehouse to carry out their clearance procedures.

Quarantine officers 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.

Items of interest to Bio Security (Quarantine) officers:

DAFF (Quarantine) is seeking to prevent entry into the country of any plant diseases or insects which may pose a risk to the balance of nature in Australia. Consequently, the laws and regulations may appear to be somewhat strict. There are some items, which will be confiscated and destroyed but other items if considered a risk can be released after appropriate treatment. The following list is not exhaustive but a consignment containing any of these items is likely to be looked at by Quarantine Officers.

Items that will normally be destroyed include (but not limited to):

- those with seeds including dried flowers and pine cones (often used in Christmas decorations).
- raw or untreated timber
- some animal products such as skins
- foodstuff containing, meat or dairy products
- plants
- items made of endangered species.

Items which will be inspected for evidence of soil, plant life (i.e. grass cuttings etc) or woodworm (known as borer) include inter-alia:

- any outdoor tools or furniture
- bicycles
- golf clubs
- rattan, bamboo or antique furniture
- vacuum cleaners
- lawn mowers
- plant pots

It is advisable for you to clean any belongings that contain any contaminating agent (e.g. soil, dirt, rust etc) prior to shipment. Should Quarantine officers believe that any soil, borer, insect or plant be present then fumigation, gamma irradiation or steam cleaning will be ordered; Nuss can arrange this on your behalf but it can be costly.

Please see list of restricted items [here](#). If you are unsure if a certain item can be imported please use this tool: [Can you bring it in?](#)

Note: It is unusual for an entire container to be fumigated, we suggest that this not be done prior to shipment as certificates of fumigation issued and the methods used overseas are not always acceptable; indeed unless DAFF specifically so orders, fumigation overseas may be an unnecessary expense.

Customs & Quarantine Process

After arrival at the seaport/airport consignments are brought under bond from the port/airport to a Nuss customs bonded warehouse for clearance. It generally takes 2-5 days get a consignment from the port/airport to the bonded warehouse, depending upon which terminal the vessel/flight arrived into, the day of the week and when consignments are made available for collection at the wharf/airport.

Once at the bond store the containers / liftvans /air containers are unloaded into the bond areas to await inspection. Inspections by quarantine and customs officers are carried out in the secure and controlled conditions of the bonded warehouse with skilled packers to re-pack and re-wrap the items after they have been checked. Normally only selected items are inspected, including items deemed 'high risk' as well as those at random.

If items are assessed for duty/GST, the owner/another party will need to make payment to customs prior to release. 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.

Please note that until we receive clearance from Australian Border Force and Biosecurity Department of Agriculture, we are not able to schedule a delivery date as the inspections and clearance carried out by these government departments are outside of our control.

Normally clearance process ranges from 2 to 4 weeks from the date of vessel arrival until the time belongings will receive clearance from customs and quarantine and be ready for delivery; an air shipment would be cleared normally in about 7 working days. Please expect clearance time frames to take longer if any items are held by quarantine or if formal entry is required.

Delivery Process

Once a consignment is cleared, delivery can then be arranged. Our delivery crews will unwrap and set up dismantled basic furniture in the appropriate rooms and will unpack cartons to bench top (such as the counter, table or bed), they will not place items on the floor. The crew will take away packing materials when they leave ('same day removal'). Re-assembly of complex or specialist items such as climbing frames or waterbeds can be arranged on your behalf with ancillary service providers. Our uniformed crews are trained to be as helpful as possible, are assessed and receive regular refresher courses.

We ask that an adult family member be present for the delivery and unpacking. Please also make sure that no other services are scheduled for this day (eg: painters, builders, cleaning services, etc).

Debris removal (of packing materials) will be done on the same day as the delivery, however if we are required to return on a subsequent day to collect debris/empty cartons there will be an additional charge. Please note that we do not collect wet cartons/ packing material so please keep the same dry.

Additional Services we can provide during delivery:

- **Handyman Services** - We offer handyman / repair services, for tasks such as assembling complex furniture, picture hanging etc. We can also organise specialist services, such as electrical or plumbing if required.
- **Full Valet Unpacking** - 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.

Importing a Motor Vehicle

Before importing a road vehicle into Australia, you must obtain an approval to import the vehicle from the Department of Infrastructure, Transport, Regional Development and Communications. There are several options to apply for a permit to import a road vehicle. For the outlines of each type of approval, please visit [Infrastructure.gov.au](https://infrastructure.gov.au). Importers should select the one suited to their circumstances.

For more information on the steps involved in importing a road vehicle, visit the [8 steps to import a vehicle](#) web page. This page gives a step-by-step overview of the process for importing a road vehicle into Australia. The process involves multiple government agencies. You should familiarize yourself with each agency's requirements before importing a vehicle into Australia.

We will require the following information to prepare the Customs Declaration for a motor vehicle:

- Import Permit
- Address of Consignee in Australia
- Overseas Address of Consignor
- Registration papers
- Completed Customs Form ([B534 Form](#))
- Passport (photo page only with signature)
- Motor Vehicle Sheet ONCE PERMIT APPROVED
- Value of Motor Vehicle
- Cost of Freight
- Cost of Insurance

IMPORTANT: Under Section 22 of the Road Vehicle Standards Act 2018 (RVSA), it is an offence to import a road vehicle into Australia without approval. Should your road vehicle arrive in Australia without an import approval, the Australian Border Force (ABF) will not release it from customs control. Storage costs for such vehicles can be considerable and all costs incurred are the responsibility of the importer.

Vehicle that is not a road vehicle:

If you are importing a vehicle that is not a road vehicle, for example, a motorised wheelchair, quadbike or golf cart, then road vehicle import approval is not required however a certificate to substantiate this must be obtained.

Application to the department for an Advisory notice confirming that your 'thing' is not a road vehicle. Having an advisory notice may help clear your non-road vehicle through customs.

For more information, visit the [advisory notice that thing is not a road vehicle web page](#).

Quarantine:

Vehicles are also inspected by DAFF (Quarantine). To avoid treatments/destruction requests by Quarantine (which can be very costly) it's advised that you clean your car extensively and remove all soil, dirt or any other contaminating agent from your vehicle (including underside) prior to shipping to Australia.

Customs duty, GST, LCT

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:

- The Customs Duty is currently 5% of the FOB value.
- The GST payable is 10% on the VOTI. VOTI is the sum of (Customs Value + Duty + Overseas Freight + Insurance).
- There is a 33% Luxury car tax (LCT) payable on high value vehicles. The current LCT threshold 1st July, 2024 is Motor Vehicles with a "luxury car value" exceeding A\$80,567.00 (for specified fuel efficient vehicles \$91,387.00)
- Vehicles over 30 years of age are Duty Free; if the vehicle has not been so substantially modified as to constitute a newly manufactured vehicle
- Note that these rates of duty/tax can change and so they should be checked before a decision is made to import.

Importing Alcohol

Australian Customs do allow the importation of alcohol in household goods shipments however duty and tax will be levied. Australian Customs require a detailed list of all alcohol being imported.

Duties & Taxes:

Aside from duty & tax. Wine and other similar fermented beverages are subject to a value-based tax called Wine Equalisation Tax (WET). WET applies to grape wine, fruit and vegetable wine, cider, perry, mead, sake, and grape wine products such as marsala, vermouth, wine creams and cocktails. See below approx. rates:

- Wine duty 5% + WET 29% + GST 10%
- Spirits duty 5% + tax A\$ 101.85 per litre of alcohol + GST 10%
- You can find more information on excise duty [here](#). Note that these rates of duty/tax can change and so they should be checked before a decision is made to import.

Completing an Alcohol Inventory:

The [Alcohol Declaration List](#) must be completed and sent to us prior to shipment's arrival. Below some tips:

- Type of Alcohol - Please state; (e.g. whisky, gin, red wine, sparkling wine etc.).
- Origin Country - country of manufacture (not country where bottle was bought).
- Volume of bottle - e.g. 750 ml, 1 litre etc.
- Alcohol strength % - The alcohol volume (strength shown as a percentage). It is normally written on the label (e.g. 40% proof)

Please be aware there may also be additional costs and/or delays incurred while Government Authorities (e.g. Customs) assesses duty and tax or examine the items which may be charged back to you. Most Insurers won't cover any damage caused by spillage of Alcohol. We suggest our clients should contact their Insurance provider to understand what cover they may or may not have in the event of damage or loss by spillage of liquids such as alcohol.

Note: Duty & Tax rates are subject to change at any time.

Bringing cats and dogs to Australia

A cat or dog may be imported into Australia under strict import conditions, directly from an approved country. Different planning and government regulations are involved depending on the origin country. Cats and dogs entering Australia must arrive into Melbourne as the Post-Entry Quarantine Facility is located in Mickleham near Melbourne, Australia.

The conditions which a cat or dog must meet can vary depending on the approved country. A cat or dog must also undergo veterinary preparations and certification in the approved country before importing into Australia. Cats and dogs intended for import to Australia must be identified by a microchip that can be read by an ISO compatible reader.

Quarantine:

Australia is free from a number of cat and dog diseases and has a highly favorable animal health status. In order to protect this status, cats and dogs must undertake a period of quarantine upon arrival in Australia. This quarantine period allows the Australian Department of Agriculture, Fisheries and Forestry to monitor the animal's health and become aware of any disease concerns prior to the animal's release into Australia. The length of their quarantine will depend on factors including, what import category they are classified and if they are a returning pet into Australia.

For more information: [How to Import a Cat or Dog](#)

Talk to the Nuss team if you're thinking on bringing your pet so we can guide you accordingly!

Storage

Nuss has warehouses available specifically and exclusively used for the high security storage of household goods and personal effects. Nuss is a specialist removalist and forwarder of household goods & personal effects, so you may be assured that your belongings would not therefore be stored alongside industrial equipment or such like.

As our facilities are bonded by Customs we are able to store prior to clearance as well as after clearance. Storage prior to clearance is deemed 'bonded storage' and incurs a higher storage cost. Should belongings need to be stored for a short period ('storage in transit or 'SIT') or longer term ('permanent storage') before taking delivery then we can provide this service.

We operate both module storage systems and steel containerised storage so belongings would be loaded into wooden storage modules and stacked inside our clean secure facility until or, stored in weathertight steel containers until delivery. On subsequent delivery the modules or containers would be loaded into specialised trucks and driven to your new home, thus avoiding the potential for damage due to double handling.

Settling in Program

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 Nuss Relocations team are all 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 relocation packages (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.

Home Search

Should clients be a returning resident or a first time arrival, finding a place to call "home" is a priority however long or short the duration of the stay. We can research the market even before arrival and start working on finding the right property. These services include:

- Temporary Accommodation
- Property search and selection
- Tenancy negotiations
- Furniture and appliance rental
- Inventory check-in/out
- Purchase Programs

City Orientation

This package will enable clients to make informed decisions on which area will best suit their family's needs. A Nuss relocation consultant will provide an accompanied area orientation which will help transferees get to know the local area and ultimately help them settle into their new home quickly and easily.

Clients would be picked up from their hotel or serviced apartment and guided around the city or suburbs. They will be provided with unbiased answers to their questions together with valuable information allowing them to make a decision on where they and their family will call home. A typical area orientation will include:

- Housing Styles
- Local Amenities
- Sports and Leisure facilities
- Hospital & Health Service facilities
- Shopping amenities
- School and Educational facilities
- Local transport facilities

School and Education Package

Finding the right school for children is of paramount importance and this can often be the most challenging aspect of the relocation process. The schooling system, location, historical results (not available in all States) and "the right fit" are all to be considered when choosing a school suited to the children. Nuss can advise accordingly. Our school search service includes:

- Introductory overview of the Education system in the destination city
- Detailed Needs Analysis
- Personal or phone consultation with an Education Consultant
- Research availability and coordinate appointments at the selected schools
- Further Educational or Vocational searches (with Education Specialist)

Visa and Immigration

As part of our relocation management portfolio, Nuss Relocations can provide assistance with all forms of visa and immigration services. This is an area of very specific expertise and as such Nuss works with selected partner companies who



are specialists and licensed in this field. Our partners have proven to us that they are very capable of resolving the most challenging corporate immigration cases, regardless of complexity.

There is **no one size fits all** when it comes to immigration services and so each case has a tailored strategy developed. Nuss works hand in hand with our chosen partner and ensures that the process adopted is sound, strategic and seamless in application, keeping all stakeholders up to date with information and status reporting throughout the program. Couple this with one of our full relocation and household goods moving packages and a transferee will benefit from a real single source service from start to finish.

There are various visa categories for Australia all of which require very specific planning. The Nuss Relocation consultant will be able to select which of our partners would be best suited to give advice and guidance based on individual circumstances including:

- Temporary entry visas
- Permanent entry visas
- Work visas
- Visitor visas
- Business visas

Cross-cultural and Language Training

Individually designed programs are available for either each person or for the whole family. Specially trained facilitators help by guiding the transferee through several modules of a typical training program. Each module is designed to help shed light on those things that shape a culture. Direct comparisons between varying cultures are made so that understanding and awareness is gained. The objective is to create cultural awareness enabling the transferees to communicate and perform more effectively.

Delivered by Country specialists in addition to full time trainer, our cross-cultural training programmes typically cover the following:

- Impressions of the New Country and Culture
- Culture Shock
- Benefits and Challenges of the new assignment
- Successful Intercultural Adaptation
- Issues for the Expat partner and family
- Everyday life in the New Country
- Developing Social Skills
- Preparing for departure
- We work with accredited local educators to provide a unique blend of language training. There are a variety of programs available, from simple introductory language courses through to multiple-month, comprehensive language courses. Both group or individual instruction is available.

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 transferees.

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

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.

Nuss has created a video on living in Australia and it can be viewed [here](#).

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.

Prior to the arrival of Europeans, Australia had been populated for 60,000 years and the traditions and culture of the traditional owners live on today. There is much opportunity to learn more about the history and culture.

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.

Visit our [Resource Sheet](#) for more information on: Transport, Housing, Schools, Healthcare, Banking, Shopping and more!