

Housing Options

Packing up and moving

When you are moving house, you will need to decide whether to move yourself with the help of friends or relatives or to employ a furniture removalist.

Considering friends or relatives

You may be able to move yourself with the help of friends or relatives. Before deciding to do it yourself, consider the following:

- Will helpers have adequate physical strength, endurance and have been trained in handling heavy items to avoid injuring their backs?
- Are there at least two helpers?
- Can helpers get adequate time off work to complete the move on schedule?
- Will your household contents policy cover for potential loss in case of accident en route?
- Can they carry heavy items like the fridge, through doorways or up the stairs without damaging them?
- Do you have access to a suitable vehicle to move your furniture and effects?
- Look at all costs, such as truck rental and insurance, carefully.
- Will the rental truck be equipped with trolleys, packing materials and ties and has the vehicle been properly maintained?

If you answered no to any of these questions, it would be advisable to contact professional removal services.

Choosing a removalist

- First decide if you will pack/unpack yourself or if you want the removalist to do this
- If you do not have a recommendation from someone you know, use the Yellow Pages and / or a removalist comparison site such as <https://www.findamover.com.au> (no endorsement to be implied)
- You should get detailed written quotes from 2 or 3 removal companies and compare the level of service and charges. Find out what is included in the quote and what is extra – including insurance
- Whichever way you go, the important thing is to be sure that the removalist will take care of your possessions and provide you with insurance for any damage that occurs (see section on insurance)
- It is important not to be rushed into a big move and you should take your time in choosing a removalist

Be wary of quotations far below others or that have obligations attached. If the removalist is unknown to you, try to find reviews from previous clients. Beware of ‘subject to increase’ clauses or hidden charges. Make sure the quote clearly states the total amount including GST.

Always ensure that you understand all the terms and conditions of your moving contract such as the hourly rate, start and finish times, how the fees are specified and any special charges that may apply.

Make sure that you are agreed on the method of payment and that clear instructions are given as to when payment is required.

Some questions to ask:

Do you pack or must I do it? Do you provide cartons and at what cost? Are there particular packing requirements for items such as pictures and mirrors? Can you store my possessions if necessary, and if so, at what cost?

Is all-risks insurance included in your quote, and if not, what is the cost?

Does your quote include driver and assistant? Is the truck open or enclosed?

Will you place furniture and boxes in the correct rooms in the new home? Is a discount available for seniors?

Transit insurance

You may wish to consider transit insurance, through a contents policy or from your removalist. Transit insurance can help provide financial cover for your possessions if they are damaged and/or lost while in transit from your old home to your new one. It can be purchased as a standalone product from a specialist insurance provider or through the removalist. Alternatively some contents insurance providers may include transit insurance as a feature of their policies, so if you have a contents or home and contents policy on your old home, it could be worth checking whether it includes transit cover before you cancel it (information from www.canstar.com.au/).

Planning timetable - 6 weeks to go

1. Contact your landlord or real estate agent if you are renting. Confirm the date you are leaving and arrange final inspection
2. Clear out any unwanted goods. Have a garage sale. A charity shop may collect items of worth
3. Start a central file for documents related to the move

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4. Book the removal company/rental truck. Obtain a quote and written confirmation of the booking
5. Make a list of all valuables to assess the value of your goods for insurance purposes and later on for checking that nothing has gone missing. It is also recommended to take pictures of valuable items.
6. If packing yourself, collect packing boxes or arrange to purchase/borrow cartons from the removalist. Organise packing tape and marking pens
7. Arrange for the adequate disposal of items like fuel, garden chemicals, paint and other flammable/hazardous items
8. Plan to use up frozen food before you leave
5. Drain fuel from lawnmower, empty any gas cylinders/bottles (your local garage may be able to help) and remove batteries from any battery-powered devices which will not be used by the removal day
6. Make arrangements to get your keys to new occupiers and collect keys for your new residence
7. Confirm insurance cover for furniture etc. during removal, collect dry cleaning and tidy the garden

One day to go

1. Empty and defrost fridge, empty garbage bins
2. Arrange access to your new home so you can tidy it up before your things arrive

The day you move

1. Check that nothing has been left behind. Turn off appliances, lights and gas in the house as well as at the mains. Lock all windows and doors. Leave your home clean for the new owner
2. Give the keys to the agent for the new owner
3. Check that all boxes and items of furniture arrive at your new home
4. Check the electricity, gas telephone etc. are connected. Turn on the hot water system

After you move

1. Don't try to do the unpacking all at once. Take your time
2. Organise newspaper and other regular deliveries
3. Draw up a list of who you need to notify of your change of details and what you need to include in the letter e.g. account number, policy number etc. (See suggested list attached)

Four weeks to go

1. Organise with the post office for your mail to be redirected
2. Start packing boxes if you are doing your own packing. Pack items from the same room in the same box to make unpacking easier. Number and label the boxes with room identification. Keep a separate list of contents for each box
3. Pack appliances in their original boxes if possible and wrap fragile items with bubble wrap or newspaper. Mark these boxes 'Handle with care'

Two weeks to go

1. Continue packing
2. Arrange final readings/disconnection for telephone/Internet, water, electricity and gas supplies and ensure supplies will be on at your new home
3. Return any library books, DVD, etc.

One week to go

1. Complete packing or at least nominate boxes that will not be packed until the last minute. Place items you will need to use when you arrive in separate boxes clearly identified
2. Create/obtain a floor plan of your new home and plan the placement of furniture
3. Cancel newspaper and other regular deliveries. Make a list of things to do on moving day
4. It is a good idea to arrange for your pets to be collected the day before you move. Ensure any travel arrangements for your pets have been confirmed.

Decluttering and downsizing

Some people may benefit from engaging the services of a professional organiser to assist with decluttering and planning the downsizing process, including options for disposal of items that will not fit the new home. If hiring such services make sure you have clear information about what is included and the total cost.

For a list of professional organising services providers check the directory of the **Institute of Professional Organisers** (www.iopo.com.au/find-an-organiser) or contact Catalyst Foundation (including Seniors Information Service), **tel. 8168 8776**, email information@catalystfoundation.com.au.

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Checklist – Who you should notify when you move

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- Any relatives and friends
- Doctor, dentist, optometrist, chemist, vet, etc.
- Employers/organisations where you volunteer
- Executor of your will, person who has power of attorney/substitute decision maker
- Clubs and associations - seniors, social, sporting and church
- Charities and subscriptions
- Council - rates, pet registration, etc.
- Banks, credit unions, credit cards
- Investments and share registrar
- Delivery services – newspaper, meals, etc.
- Superannuation funds
- Insurances – home and contents, life, car
- Do Not Call Register (if the phone number was registered and has changed), www.donotcall.gov.au, tel. 1300 792 958
- Ambulance service
- Electoral Commission SA, tel. 1300 655 232 to be sent a form, or use online tools at www.aec.gov.au/enrol/update-my-details.htm
- Your providers of home support and care services, and My Aged Care (1800 200 422) or National Disability Insurance Agency (1800 800 110) if applicable. Alternatively use MyGov*.
- Medicare, tel. 13 2011*; private health fund
- Australian Taxation Office, tel. 13 28 61*
- Centrelink, tel. 13 23 00 (Age Pension / Cth. Seniors Health Card); 13 27 17 (Disability Support Pension or carer benefits); Dept of Veterans' Affairs, tel. 1800 555 254*
- Funeral plots/bonds/insurance or pre-paid funeral plans for yourself or if you are the family contact advise relevant cemetery administrators
- Frequent flyer clubs, retail store accounts, loyalty cards
- Land tax, emergency service levy– RevenueSA, tel. 8226 3750
- Lawyer, solicitor, stockbroker, accountant, financial advisor
- Library (if you have a membership card)
- Registration and Licensing – car and boat registration, driver's license, tel. 13 1084 or online (using EzyReg or mySAGOV account) - see details and links at www.sa.gov.au/topics/driving-and-transport/update-your-details
- Post office (mail re-direction) – at your local post office or on the website <https://auspost.com.au/receiving/manage-your-mail/redirect-hold-mail/redirect-mail>
- Roadside assistance service (e.g. Royal Automobile Association - RAA)
- SA Water, tel. 1300 729 283, website www.sawater.com.au/residential/buying,-moving-and-selling
- Other utilities - electricity, gas
- Telephone, Internet provider, pay TV
- Security service (if you protect your property)
- Concessions SA (if receiving household concessions), tel. 1800 307 758 or at www.sa.gov.au
- State Seniors Card, tel. 1800 819 961
- Your country's consulate (if you hold a citizenship other than Australian)

* You can use MyGov (<https://my.gov.au>) to update your contact details with Medicare, Centrelink, Department of Veterans' Affairs, Australian Taxation Office, My Aged Care, My Health Record, Child Support, National Disability Insurance Scheme, etc..

Catalyst Foundation (including Seniors Information Service) can assist you with creating a MyGov account and with linking services.

Updated February 2022

Catalyst Foundation is supported by the Australian Government Department of Health. Visit the website www.health.gov.au for more information. Although funding for this publication has been provided by the Australian Government, the material contained herein does not necessarily represent the views or policies of the Australian Government.