



RECOMMENDED INDUSTRY MINIMUM STANDARDS FOR PACKING, LOADING & STORAGE



UPDATED 2024



Recommended Industry Minimum Standards for Packing, Load & Storage

AFRA requires its members to supply a comprehensive service for the packing and unpacking,

Transportation and, as required, storage of household and personal effects within Australia and to, from and between Australian Overseas Territories.

SERVICE STANDARDS

AFRA has developed Service Standards, which its members agree to meet in all its removals they undertake.

The Service Standards are:

- Doing the job professionally and completing the work;
- Meeting all agreed times and dates;
- Demonstrating respect for the Customer, their family, their circumstances and their belongings;
- Consulting with the Customer and keeping the Customer informed throughout the move;
- Dealing fairly and honestly;
- Maintaining a professional business relationship with AFRA



TABLE OF CONTENTS

| | |
|---|----|
| PROTECTIVE & PACKING MATERIALS | 3 |
| Section 1: GENERAL PACKING PROCEDURES..... | 5 |
| Section 2: PACKING AND CRATING STANDARDS..... | 7 |
| Section 3: VEHICLES, CONTAINERS & EQUIPMENT..... | 19 |
| Section 4: DELIVERY | 26 |
| Section 5: REMOVAL SCHEDULE | 27 |
| Section 6: STORE HOUSE | 28 |
| Section 7: FIRE PROTECTION | 31 |
| Section 8: HOUSEKEEPING | 34 |
| Section 9: PROTECTION AGAINST DAMAGE BY PESTS | 35 |
| Section 10: STOWAGE..... | 37 |
| Section 11: IDENTIFICATION..... | 39 |
| Section 12: HANDLING OF GOODS IN STORE..... | 40 |
| Section 13: INVENTORY/CONDITION REPORT (ICR) | 43 |
| FLOW CHARTS..... | 47 |
| PACKING SCALE | 53 |
| CUBIC MEASUREMENT TABLES | 54 |

PROTECTIVE & PACKING MATERIALS

The follow materials are required on any removal to pack, wrap & protect household furniture and personal effects.

- **Paper** – AFRA approved white wrapping paper
- **Tissue Paper** – acid free
- **Filling Material** – various types
- **Bubble Wrap** – various types
- **International Wrapping materials** – various types
- **Crates** - for paintings, artwork including statues as specified
- **Packing Cartons** – AFRA approved, various types for specific requirements
- **Crates** - for paintings, artwork inc statues as specified.



Protective Covers:

- **Plastic Covers** - for upholstered furniture, mattresses
- **Linen/calico** – for upholstered furniture including leather
- **Furniture pads/felts/blankets** - for whitegoods, polished and painted furniture
- **Hessian** - for laminex, chrome, items such as garden implements (note: not for upholstered or wooden items)
- **Note** - customer's linen, cushions etc. must not be used as wrapping or cushioning material.



Recommended Industry Minimum Standards for Packing, Load & Storage

These materials, which must be clean, in good condition and in general use in the removals industry, are to be used, as required, during packing, furniture van and container loading, and storage. Where items are moved for which, there are no minimum standards, removalists are required to exercise professional discretion and pack items in a manner which is not likely to damage them or other items they may come in contact with in consignments.



SECTION 1: GENERAL PACKING PROCEDURES

1.1 Preparation

Before packing commences the removalist should remove carpet runners from floors so they will not become soiled during the operation. If this is not practical protective coverings should be placed over areas where foot traffic will be heavy.

If the Client approves the use of a table for packing purposes, removalist covers the surface with felt or quilted pads to protect surfaces.

Protect floor coverings where necessary.

Items that are not to be packed are to be put aside by the client e.g. keys, airlines tickets, passports etc.

1.2 Working Environment

The removalist must always maintain a safe and tidy work area.

1.3 Dismantled Items

If items are dismantled or their castors, handles etc, are removed, the individual parts should be wrapped in butchers' paper and written on what item they are from and the room they are from (eg, bedbolts, bedroom1) and be packed into a Priority Carton and the carton noted on the inventory/condition report (ICR). If any dismantled items are too large for cartons they are to be appropriately padded and stickered and written on the ICR. (e.g., flat screen TV stands)

1.4 Use of Inventory and Condition Report

For checking and acquitting purposes, Removalists must complete an Inventory and Condition Report (ICR) on interstate, international and storage relocations.

1.5 Removalist Not To Pack

Removalists are not to pack explosives, hazardous goods such as chlorine, fuel, gas bottles (unless purged and certified). Reference the **"Items Ineligible for Removal"**.



Recommended Industry Minimum Standards for Packing, Load & Storage

If storage is involved, they should also not pack foodstuffs (other than canned foods), or items with original seals broken.

1.6 On Completion of Packing

On departure Removalists are to remove their debris.



SECTION 2: PACKING AND CRATING STANDARDS

2.1 Standard Pack

The following standard requirements apply to the packing by removalists of effects into cartons and containers:

- line the bottom of each carton with crushed paper or other approved cushioning material that is pressed down firmly and evenly to a depth of 5 centimetres
- place a layer of approved cushioning material to a depth of 5 centimetres between each tier of articles packed in carton
- fill empty spaces in the sides of cartons with approved cushioning materials
- fill in empty space between the top tier and lid of each carton with adequate cushioning material to a minimum depth of 5 centimetres
- stow heavy items on the bottom and light on the top
- no more than six items, separated by paper, are to be packed per bundle (for example, plates)
- to prepare a bundle: completely wrap each item with paper ensuring edges are adequately protected
- wrap with paper to form a bundle of no more than six items (for example, plates)
- stow all bundles in the carton on their edge
- pack bundles tightly together to prevent movement, but do not bow sides or tops of cartons
- to the maximum extent possible, pack items such as parts of sets, etc., in a single carton
- **Very Important:** seal each carton with adhesive tape as soon as it is packed, then identify it showing **clients name, room from which it was packed and the contents.**
- e.g.: “**Smith, kitchen, pots and pans**”

2.2 Crockery and China

2.2.1 Plates

Dinner plates, side plates, soup bowls, sweet dishes, saucers etc. can be packed up to six per bundle in the following manner:

- Place one plate on top of a sheet of paper;
- Place sheet of paper on top of plate;



Recommended Industry Minimum Standards for Packing, Load & Storage

- Place second plate on top of second sheet of paper;
- Repeat this process of sheet of paper, plate, sheet of paper until no more than six plates have been used;
- Wrap into a bundle using two or three sheets of paper;
- Plates must be placed in an upright position in the cartons.

2.2.2 Cups

Wrap cups individually using a minimum of two sheets of paper. Place in carton, drinking edge down.

2.3 Glassware

2.3.1 Glasses

Wrap drinking glasses individually using a minimum of two sheets of paper. Place in carton, drinking edge down.

2.3.2 Long stemware

Long-stemmed glasses and other long stemware should be individually wrapped using a minimum of two sheets of paper per glass. Place in carton, always on the top layer, drinking edge down. Be careful as not to wrap the paper too tight around the glasses.

2.3.3 Stoppers, Lids, etc.

Stoppers of decanters and lids of items such as salt and peppershakers, casserole dishes, etc. must be regarded as individual pieces of glassware. Some items will allow for the stopper left in by turning it upside and placing it back in the item separated by paper. If wrapped separately, it is important to keep the separated items in the same carton.

2.4 Ornaments, Vases etc.

China or pottery ornaments may occasionally be packed in cartons containing chinaware. Similarly, glass ornaments may occasionally be packed in glassware cartons. It is best to pack ornaments together in a carton, or cartons.

Some articles are highly susceptible to damage because of their shape, for example:

- figurines;



Recommended Industry Minimum Standards for Packing, Load & Storage

- glass or china animals;
- religious statues; and
- filigree or latticework china.

Articles such as these, with delicate spikes, protrusions etc. must be reinforced. Wrap with paper wadding or other suitable protection before wrapping in paper. These articles must be placed in the carton upright - that is, they stand on their base.

2.5 Silver, Bronze & Pewter Ware

Silver, bronze, copper and pewter tarnish when their surfaces come in direct contact with paper. To counter this, each item must be completely wrapped with acid free tissue paper before being wrapped in paper.

2.6 Small Electrical Appliances (toasters, mixers, irons, percolators etc.)

Each item is to be completely wrapped in at least two sheets of paper before being placed in cartons.

2.7 Kitchenware (saucepans, kettles, serving utensils, cutlery etc.)

Cushioning material is not necessary when wrapping similar items in bundles. Simply wrap the item in paper to prepare bundle.

Lids of kettles, teapots etc., can be wrapped together with main items, provided lids are inverted to prevent damage to knobs.

Matched sets of saucepans and canisters may be telescoped inside each other, provided sheets of paper are placed between and around each item to prevent scratching or other damage. Lids of matched sets must be packed into a separate, telescoped bundle with sheets of paper placed between each lid.

Cutlery is to be wrapped in the groupings in which Client keeps it. For example, everyday cutlery that is normally kept in tidies in kitchen drawers does not need to be individually wrapped. It can be wrapped in bundles using paper, if there is sharp knives or other objects from the knife drawers once wrapped write on the bundle with a marking pen "Sharps" with an arrow pointing towards the sharp end. This is making the person that is unpacking the carton aware of potential hazard.



Recommended Industry Minimum Standards for Packing, Load & Storage

If the client stores cutlery pieces separately (for example in a canteen), suitable acid free packing must be used to prevent cutlery pieces moving in the canteen. Canteen is then wrapped and packed.

2.8 Toys

Pack toys in a manner that is consistent with the way in which the client keeps such items.

For example:

- Fragile toys such as electric train sets, electronic games etc. must be wrapped in paper, placed in cartons, and covered with adequate cushioning material. Remove batteries from all toys.
- Other toys such as building blocks, plastic aeroplanes etc., that are not normally stored separately by clients, do not need to be wrapped individually.
- Use suitable cushioning and lining

2.9 Cassettes, Records and Compact Discs

2.9.1 Audio and Video Cassettes, Records, DVD's and Compact Discs

These items may be encountered in one or any combination of the following forms:

- In loose form, that is, the protective jacket in which the item was purchased has been discarded.
- In the original protective jacket; and in 'manufacturer's sets or albums.
- These items in any form must be packed on their edge.

2.9.2 Audio and Video Cassettes - Loose

These can be packed up to six per bundle in the following manner:

- Place one cassette on top of a sheet of paper; and
- Place another sheet of paper on top of the cassette. Place second cassette on top of second sheet of paper. Repeat this process until no more than six cassettes are stacked together.

Wrap into a bundle using at least two sheets of paper.



2.9.3 Records, DVD's and Compact discs - Loose

Records in polythene envelopes should be regarded as loose if the jackets are not available. These can be packed up to 10 per bundle in the following manner:

- Place one record or disc on top of a stack of paper;
- Place one sheet of paper on top of record or disc;
- Place second record or disc on top of sheet of paper;
- Repeat this process until no more than 10 records or discs form the stack; and
- Wrap the records or discs into a bundle using several sheets of paper as an outer wrap.

2.9.4 Audio and Video Cassettes, Records, DVD's and Compact Discs in Original Protective Jackets

These items should be packed in the following manner:

- Leave items in their jackets and place up to 10 together (flat) on top of a stack of paper; and
- Wrap them into a bundle using several sheets of paper for the outer wrap.

2.9.5 Audio and Video Cassettes, Records, DVD's and Compact Discs in Manufacturer Sets or Albums

These items should be packed in the following manner:

- Leave items inside the pack and wrap the pack using several sheets of paper.

2.10 Paintings, Pictures, Wall Mirrors, Plaques etc.

Each item is to be wrapped individually in paper/bubble wrap or other appropriate art packing materials and the placed into an picture pack on a bed of crushed paper on the base then cushioning downs the sides and on the top. Tape up the picture pack then label with the clients name, the room it came from and the type of art work it is



Recommended Industry Minimum Standards for Packing, Load & Storage

(e.g., canvas, glass, oil painting). The only time 2 pictures can be put in the same picture pack is if they are the same size and then once wrapped separately, they can be placed back-to-back in the picture pack. If the picture/artwork is too large for a picture pack they can be wrapped in pads and bubble wrap and or crated in preparation for loading. Marked as “artwork, keep upright, fragile”, clients name and from what room it came.

Mirrors, glass panels, pictures and paintings that contain glass and are prepared as above, must be stowed in an upright position at all times.

2.10.1 Crating of Paintings

Paintings, prints, framed tapestries etc. that are of high value or as identified by the client, must be suitably packed into separate crates. These crates are to be transported in an upright position at all times.

2.11 Books

Book cartons must be used for packing books.

2.11.1 Types of Books

Removalist will encounter two types of books:

- Paperback books and inexpensive children’s storybooks; and
- Hardcover and leather-bound books (encyclopaedias, professional and technical books).

2.11.2 Paperbacks etc.

If they are packed in such a way as to prevent damage, these books may be placed in cartons without being individually wrapped.

2.11.3 Hardcover and Leather-Bound Books

Pack these items in the following manner:

- Place one book on top of a sheet of paper;



Recommended Industry Minimum Standards for Packing, Load & Storage

- Place sheet of paper on top of book;
- Place second book on top of second sheet of paper placing volumes front to back to protect spines;
- Repeat this process of 'sheet of paper, book, sheet of paper'; and
- Wrap into a bundle using 2 or 3 sheets of paper.

2.11.4 Cushioning & Bundling

No cushioning material is required, except to fill in any empty space between top tier of books and lid of carton. Bundles should be placed on edge in cartons; however, there is no objection to laying flat bundles forming the top tier.

2.12 Linen, Blankets Pillows, Cushions etc.

- Prepare cartons by lining bottom and sides with clean paper.
- Fold linen etc. neatly and lay flat in carton.
- Cover top tier of linen etc. with layer of clean paper. Note: no cushioning material needs be used in cartons containing only linen. The Client's linen, blankets etc. must never be used as wrapping or cushioning material.

2.13 Lampshades

- Lampshades must not be placed in cartons with other items. Avoid handling a lampshade's fabric. These fabrics deteriorate through exposure to electric light and can tear easily if handled.
- Prepare the carton by placing a layer of properly crushed paper or other approved cushioning material compressed to 5 centimetres in the bottom of the carton.
- Place lampshade in an upright position (as it normally stands when in use) inside carton.
- Drape lampshade with two or three sheets of paper.
- Gently press properly crushed paper between lampshade and sides of carton to prevent sideways movement.
- Fill space between top of lampshade and carton with approved cushioning material to prevent upwards movement.
- 'Telescoping' (placing larger lampshades on top of smaller ones) may be done when there are multiple lampshades, and their sizes are suited to this type of



Recommended Industry Minimum Standards for Packing, Load & Storage

packing.

- When 'telescoping' lampshades, follow the procedures already described, and ensure the lampshades are not touching each other.
- Lampshades can be kept apart by placing a bed of crumpled paper underneath the rim of the larger one. This 'bed' should be deep enough to raise the frame of the larger lampshade above the top of the smaller one.
- Place crumpled paper or other suitable cushioning material between the lampshades to prevent sideways movement.

2.14 Computers and Computer Components

- The client is responsible for preparing the computer, components, tapes, disks etc. for removal.
- The client should unplug cables, cords, leads, adaptors etc. and bundle them and it is suggested that these items are placed in the 'priority carton'. If such items remain attached to the equipment, they should be tied and secured to the machine.
- If the client does not provide manufacturer's boxes and packing, use suitable protective material.
- Written material for software programs (manuals etc.) should be packed as books.

2.15 Home Entertainment Equipment

- The client is responsible for preparing the home entertainment equipment for removal
- The client should unplug cables, cords, leads, adaptors etc. And bundle them and it is suggested that these items are placed in the 'priority carton'. If such items remain attached to the equipment, they should be tied and secured to the machine.
- If the client does not provide manufacturer's boxes and packing, use suitable protective material.

2.16 Televisions – Large Rear Projection, LCD or Plasma Units

These units require special preparation and handling, as they are sensitive and easily damaged. Remove the base from the TV, place the TV into TV carton, securing with the appropriate foam blocks. Wrap and place the base into a standard



Recommended Industry Minimum Standards for Packing, Load & Storage

carton and label as such.

- The client is responsible for preparing the television units for removal
- **The removalist should always check that the TV is working before it is disconnected (take photo of screen).**
- The client should unplug cables, cords, leads, adaptors etc. and bundle them and it is suggested that these items are placed in the 'priority carton'. If such items remain attached to the equipment, they should be tied and secured to the machine.
- If the client does not provide manufacturer's boxes and packing, use suitable protective material.
- They must be transported up high along the wall of the container/truck in an upright position. Never place on the floor and load on top of the TV.

2.17 Small Essential Items

Small essential items which are necessary to complete a delivery e.g. bed bolts, wall unit plugs, remote controls, bed legs etc, or any other items deemed essential, are to be placed in a specific carton identified as a **priority carton**.

2.18 Carpets

Carpets must be rolled firmly, pattern in and packed this way. Carpets and rugs must not be folded or crushed.

2.19 Bundling Items

Before bundling items, such as carpets or shelves, a protective material e.g. paper, is to be placed around the bundle before tape is applied to hold the bundle together

2.20 Other Packable Items

It is recommended that any item that can be packed into a carton should be packed into a carton.

2.21 Hanging Clothing



Recommended Industry Minimum Standards for Packing, Load & Storage

It is recommended that clients packed their own personal clothing.

- Domestic removals hanging clothing should be packed into portarobes.
- International removals all clothing should be packed into Clothing Packs.

2.22. Owner Packed Cartons (PBO's)

Contents of all PBO's must be identified.

PBO cartons may not be acceptable for international removals.

2.23 Minibikes

Motor bikes, trail bikes and minibikes, with less than 100cc engine capacity are required to be suitably crated and drained of fuel and oil by the Customer. The Removalist should confirm that this has been done.

2.24 Ride on Mowers

Mower must be prepared for removal by the Customer and be in a clean state.

They must be drained of fuel and oil and not present a risk of injury to persons or property.

The Provider is to suitably crate (top cover only) or tier above the unit to ensure that there is no risk of damage to the unit (steering wheel, controls or panels).

Tiering or open crating must be suitable to support safe top loading without risk of collapse during transit.

2.23 Hazardous/Prohibited/Dangerous Goods

Some commodities cannot be accepted for transport by air, sea or road under general conditions. The following, in their classes, are a few examples.



Recommended Industry Minimum Standards for Packing, Load & Storage

| Class 1: Explosives | Class 2: Flammable gases |
|--------------------------------------|--|
| 1. Ammunition | 1. Oxygen |
| 2. Flares | 2. Acetylene |
| 3. Fireworks | 3. LPG |
| 4. Black powder | 4. Methane |
| Class 3: Flammable liquids | Class 4: Flammable solids |
| 1. Petrol | 1. Matches |
| 2. Paints | 2. Magnesium |
| 3. Turpentine | 3. Phosphorous |
| 4. Methylated spirits | 4. Fire lighters |
| Class 5: Oxidising substances | Class 6: Poisonous and toxic substances |
| 1. Calcium Hypochlorite | 1. Pesticides |
| 2. Ammonium Nitrate | 2. Weed killers |
| 3. Sodium Nitrate | 3. Photographic developers |
| 4. Hydrogen Peroxide | 4. Arsenic |
| Class 7: Corrosive substances | Class 8: Miscellaneous |
| 1. Oxides | 1. Scuba tanks |
| 2. Caustic soda | 2. Gas cylinders |
| 3. Hydrochloric acid | 3. Aerosol cans |
| 4. Sulphuric acid | 4. Explosive devices |

NOTE: Gas cylinders are to be carried in accordance with company policy and the appropriate dangerous goods code/legislation.



2.24 Legislated Requirements

State quarantine requirements may restrict the movements of some goods between states.



MINIMUM STANDARD FOR FURNITURE VAN AND CONTAINER LOADING OF HOUSEHOLD FURNITURE AND EFFECTS

SECTION 3: VEHICLES, CONTAINERS & EQUIPMENT

Transport of containers and modules must be done in accordance with state legislation.

Only fully enclosed properly constructed conventional furniture vans or ISO containers and containers carrying vehicles may be used for the removal. Containers must be well sealed to prevent the entry of dust and water and vermin.

Vehicles must be painted, and sign written with the trading name.

The interior of furniture vans and containers must be clean before any removal commences. Items in consignment must not be used as an aid for stowing. Suitable equipment must be used such as a step ladder, trolleys and appropriately constructed walk up boards.

Container Specifications

The nominal cubic capacity is usually located on the rear door of each container and is used as a guide to determine total capacity.

The “actual” volume of furniture that could be stowed in a shipping/rail container will be less than the nominal cubic capacity figures shown particularly when furniture items are included in the load resulting in areas of the container left unused.

Storage modules can be used for the removal of consignments to or from residence or store.

All modules used must be structurally sound.

3.1 Preparation for Loading

Once your vehicle is safely parked and prepared for packing/loading before loading commences the removalist should place runners on floors/carpets for protection.



Recommended Industry Minimum Standards for Packing, Load & Storage

Items that are not to be loaded are to be put aside by the client.

Before commencement ensure that working environment is safe and clear of hazards.

3.2 Stowage in Furniture Vans and Containers

General

Polished, painted or upholstered surfaces of all furniture items must be completely protected against scratching using a furniture pad.

Furniture must be secured against movement inside the furniture van or container with felt and webbing or tape straps. Items must be well padded where straps make contact, to prevent rubbing etc. Rope must not be used to secure furniture. When stowing furniture in a furniture van or container, heavy items should form the bottom tier and light items in upper tiers. Always consider the weight, size and fragility of the item when loading.

Tools, brooms, garden implements etc. must be grouped together and bundled. Bundles must also be wrapped to be protected and to avoid damage to other items such as polished, painted or upholstered surfaces of furniture.

During wet weather, all items should be covered by a suitable material while being moved between residence and furniture van or container in a safe manner.

Tailboard loading is no longer allowed.

Identification labels are to be placed on all items to be loaded into the furniture van or container.

Identification labels must be self-adhesive labels that can be easily removed from furniture after the removal. Identification labels must not be placed on polished, painted or upholstered surfaces.

3.3 Stowage

3.3.1 Wardrobes

When a packed wardrobe is being placed in the furniture van or container, if appropriate it is to be placed on blocks to take pressure off the legs.

Doors should be locked and keys carried by the client. Alternatively, keys may



Recommended Industry Minimum Standards for Packing, Load & Storage

be packed in a priority carton. Protect all polished or painted surfaces with a furniture pad.

3.3.2 Upright Pianos

Must always be placed in the truck /container with the keyboard to the wall, double padded and tied to the wall, it is the best practice method for protecting the keyboard and pedals. Castors may be removed, or the piano may be raised from the floor using blocks if appropriate. Protect all polished surfaces with a piano cover or other suitable material. Confirm that the owner has removed any protruding fittings.

3.3.3 Grand or Baby Grand Pianos

Equipment:

Piano cradle or shoe, piano trolley, pads, tools

Remove as below:

1. Keyboard cover, music rest
2. Lid and pins and hinges
3. Foot pedals
4. Remove front left leg, lower the left keyboard end onto pads
5. Remove remaining legs, remember to number them
6. Position and roll piano onto slipper or piano trolley, (it is now ready to wheel out to the truck)
7. Wrap and label all screws pins and hinges into a priority carton.

Double pad the piano and floor before securing it to the wall of container/truck.

3.3.4 Refrigerators and Freezers

Confirm that the client has prepared refrigerators and freezers for removal (for example, defrosting, cleaning, drying and bolting motors down as needed).

Nothing is to be packed inside refrigerators or freezers.

Remove all trays, crisper dishes etc. unless these are securely fixed or not to be removed as per the manufacturer's recommendation, and pack separately.



Recommended Industry Minimum Standards for Packing, Load & Storage

Refrigerators and freezers must be transported in an upright position. Protect painted surfaces with a furniture pad.

If these items are over stowed, they must be bridged or otherwise protected.

3.3.5 Television Sets

Remove legs/base and cover the screen with non-static sleeve place, into an appropriate TV carton using foam blocks to support the TV. Do not wrap a TV in pad or bubble wrap as they have a history of scratching. TVs are to be loaded up along the sidewall of the truck or container, never across the truck/container. Do not place the TV carton on the floor and load on top of them.

3.3.6 Microwave Ovens

Remove turntable or tray, as appropriate, and wrap and pack separately in a carton. Do not pack anything inside the oven. In some cases microwaves will fit into a standard carton, if not pad it and stow upright. Microwave ovens should be top loaded.

3.3.7 Washing Machines and Dishwashers

Dishwashers must also be prepared by owner. The Removalist is to check that this has been done. Nothing is to be packed inside these items. Protect painted surfaces using a furniture pad and load upright.

3.3.8 Lounge Suites and Armchairs

Place plastic, calico, or linen cover over each unit. Completely wrap each unit with a furniture pad. Pad floor of furniture van or container in areas where upholstery makes contact.

Leather lounge suites are to be placed in an appropriate cover unless the owner instructs otherwise and then outer wrapped in suitable felt padding, never use plastic covers on leather lounges as they will sweat. Lounges can only be loaded on their end if the end has a flat and strong surface.

They are to be loaded up in the load on a flat surface on their back or knees.



Recommended Industry Minimum Standards for Packing, Load & Storage

Note: Plastic, calico, linen covers are only to protect against becoming dirty, and must remain on units throughout transport, transshipment and storage operations. Completely wrap each unit with a furniture pads.

In case of awkward access on uplift or delivery, the covers may be placed on or taken off immediately outside the residence. In such cases, precautions should be taken against marking the lounge.

3.3.9 Bicycles

The client is responsible for any special or technical care needed to prepare bicycles for removal. The Removalist is to confirm this has been done.

Bicycles that exceed \$500 and/or have a carbon fibre frame must be packed into a bicycle carton.

Bicycle cartons will be supplied by the Provider. The Customer is responsible for packing the bike in the carton and appropriately preparing the bike, e.g. adjusting/removing pedals, loosening handle bars and lowering the seat, to ensure it fits safely in the carton. If the bike is longer than the carton the front wheel must be removed and secured beside the rear wheel. Any items removed from the bike must be wrapped securely and packed in the carton with the bike. The Provider is required to check the bike in the Customer's presence prior to it being packed. At this time, any existing damage will be noted on the e-ICR. The removalist will seal the carton after checking the bike has been loaded reasonably. At delivery the removalist will unpack the carton and, in the client's presence, check the bike for any damage (noting it on the e-ICR as appropriate).

Bicycles of high value must be packed into a specific 'Bike Cartons'. It is the client's responsibility to dismantle and pack the bicycle, including pedals and front wheel.

3.3.10 Mattresses and Bases

Place plastic envelope covers on all mattresses. Mattresses should be stowed upright and padding on the floor and wall if that's where they are to be stowed.

3.3.11 Cots



Recommended Industry Minimum Standards for Packing, Load & Storage

The Customer is responsible for any preparation and re-assembly of Cots. Any bolts or screws need to be placed in the priority carton, with reference notated on the ICR of location. This is a firm requirement due to safety and the nature of the items use.

3.3.12 Fragile Items

Cartons containing fragile items must be labelled, fragile, top load only.

3.3.13 Pendulum Clocks (grandfather, mantle, and cuckoo clocks)

The client is responsible for removing weights, pendulums, and keys, and tying chains and bracing chimes. The Removalist should pack weights, pendulums and keys separately (preferably in a priority carton) and wrap clocks. Pack mantle and cuckoo clocks in cartons, floating in at least 5 centimetres of approved cushioning material.

3.3.14 Carpets

Carpets and rugs must be rolled firmly with the pattern facing inwards and stowed this way. Carpets and rugs must not be folded or crushed.

3.3.15 Dining and Kitchen Chairs

Place plastic envelope cover over each upholstered chair as an inner wrap before removal from residence. Completely wrap with a furniture pad when being stowed in furniture van or container. Leave plastic wrap on chairs during transport, transshipment, and storage operations. Covers are not to be removed until chairs have been placed in the delivery residence.

3.3.16 Prefabricated Furniture

Prefabricated furniture must be dismantled and prepared for removal by the owner otherwise the item will be moved at the owner's risk.



Recommended Industry Minimum Standards for Packing, Load & Storage

3.3.16.1 Bunk Beds

The Customer is responsible for any preparation and re-assembly of all bunk beds.

Any bolts or screws need to be placed in the priority carton, with reference notated on the ICR of location.

This is a firm requirement due to safety and the nature of the items use.

3.3.17 Miscellaneous Items

Outdoor items, garden implements, sporting goods, general hardware and so on must be protected. Before loading, these items must be suitably wrapped to prevent damage to other articles.

All items containing fuel such as lawn mowers, whipper snippers etc must be drained by the owner of all fuel and oils in preparation for loading.

BBQ's must be cleaned and emptied of all rocks and litter by the owner prior to removal. Gas bottle is the client's responsibility.

Portable spas must be loaded flat into vehicles, bottom stowed, never stowed on their sides, never stowed diagonally or over stowed.

3.3.18 Final Check

Before leaving the residence at uplift, the Removalist is to accompany the client in making a final check of the home and outbuildings to confirm that all items to be included in the consignment have been removed.



SECTION 4: DELIVERY

General

Once your vehicle is safely parked and prepared for delivery before unloading commences the removalist should place runners on floors/carpets for protection.

- Delivery of furniture and unpacking of packable is to be effected in a manner agreed with the client.
- It is recommended that when furniture is being delivered after a period of storage, the removalist should remove any dust from each item before installing in residence.
- Furniture and effects must be placed in rooms requested by the client or agent. This is limited to one placement only (Removalists are not required to move items from place to place).
- If contracted to the Removalist is responsible for unpacking all cartons except those containing personal clothing.
- The client or the client's agent is responsible for stowing articles in cupboards, drawers, etc.
- Furniture that was dismantled by the Removalist for storage and handling (such as legs or castors from television sets and lounge suites, mirrors from dressing tables etc.) must be re-assembled by the Removalist.

On departure, Removalists are to remove their debris.



SECTION 5: REMOVAL SCHEDULE

The Removalist should confirm all details with regards to scheduling prior to arriving onsite.

It is recommended that the client or their agent is present at all times throughout the removal process.

On direct door-to-door removals, confirm with the Customer or Customer's agent the agreed times and date of the removal, so they can arrange to be present to receive the consignment. If the removalist uplifting the consignment is not arranging a direct delivery, they should not advise the Customer or the Customer's agent of the delivery date unless certain of the arranged schedule.



MINIMUM STANDARD FOR THE STORAGE OF HOUSEHOLD FURNITURE AND EFFECTS

SECTION 6: STORE HOUSE

6.1 Exterior Walls

Exterior walls must be constructed of brick, concrete (includes tilt slab construction) or timber or steel frames covered with corrugated galvanised iron or equivalent. Base sections must be properly damp-coursed if brick. Walls must not conduct moisture.

6.2 Roof

The roof must be constructed of tiles, corrugated galvanised iron, steel decking, and corrugated/fibro cement or aluminium sheets and be securely fixed. Guttering and downpipes must be sound and clear of obstruction.

If requested, Companies providing storage facilities must be able to provide an inspection certificate confirming the sound condition of the storehouse roofing and downpipes. This certificate must be updated annually and completed by a roofing specialist or registered plumber.

6.3 Floor

Floors must be constructed of concrete or timber. The entire surface must be sound, free of breaks and clean.

Mezzanine or elevated floors, these floors must comply with State, Territory and local government structural, safety and fire protection regulations.

6.4 Ventilation

Ventilation must be adequate for the prevailing climatic conditions.

6.5 Direct Sunlight



Recommended Industry Minimum Standards for Packing, Load & Storage

If the storehouse has natural lighting from windows, skylights, etc., this light must not come in contact with unprotected furniture stacks, lounge racking, etc.

6.6 Lighting and Power

If requested, Companies providing storage facilities must be able to provide an electrical inspection certificate confirming the sound condition of the storehouse electrical system. This certificate must be updated annually and completed by a registered electrician.

6.7 Security

Storage facilities must adequately secure buildings against unauthorised entry, theft and pilferage of contents, and must have in place a security monitoring system.

6.8 Interior Partitioning

All interior partitioning must conform to local building requirements.

6.9 Carpet Rooms

Carpets consigned to or held in storehouses.

Carpets must be stored in an approved carpet room - a separate, fully enclosed area used solely for storing carpets and rugs. The carpet room must be separate from main furniture stacks and storage modules, and must be designed so rolled carpets and rugs can be stowed separately (without carpets placed on top of one another or otherwise over stowed).

Carpet rooms must be fully enclosed to ensure vermin and other pests cannot enter, and that pest strips or routine fumigation can perform effectively.

If carpets are not currently stored, a Provider's Operating Plan must include an approved means for storing carpets and rugs.

6.10 Access to and Within Storehouses



Recommended Industry Minimum Standards for Packing, Load & Storage

Access should be made available to clients via prior arrangement with management by appointment.

Access to and within storehouses must be adequate in width and height to enable items to be moved through, stowed and unstowed without risk of damage. Access includes doorways, openings, stairways, ramps and passageways.

6.11 Shared Premises

A removalist who provides storage cannot share a building with another tenant unless the section used as a furniture store is completely fire isolated (walls, ceiling, and floor) and the storage.

Removalist has sole access to that area.



SECTION 7: FIRE PROTECTION

7.1 Smoking

Smoking is not permitted within any building set aside for storage, including packing areas, and "No Smoking" signs must be prominently displayed at entrances to and within all these areas.

7.2 Combustible Materials

7.2.1 Packing Materials

Bulk stocks of wrapping paper, cartons, felt pads and other similar materials must be held apart from storage consignments.

There must be suitable hand fire extinguishers in all packing areas.

7.2.2 Flammable Liquids

Stocks of paint, turpentine, petrol, oil, and other flammable materials must be stored apart from the storehouse in a suitable building or fireproof metal cabinet or storage module. If cabinets or storage modules are used:

- stocks must be kept at minimum operating requirements (not to include bulk drum stocks); and
- a suitable hand fire extinguisher must be in close proximity to the storage module.

7.2.3 Contaminated Rags and Waste

Rags and/or waste contaminated with flammable liquids must not be dropped or left lying about. These must be placed in a separate airtight metal storage module that is emptied daily.

7.3 Fire Fighting Equipment

Each storehouse must be equipped with the types and number of hand fire extinguishers recommended by the local fire authority, the Insurance Council of



Recommended Industry Minimum Standards for Packing, Load & Storage

Australia or other body acceptable to AFRA.

All extinguishers must be installed, serviced, and maintained according to Australian Standard 1851.1.

Extinguishers must be suitably placed. Nothing should obscure them from easy view and access.

Each extinguisher must display legible instructions for use, and a metal tag stating when the last service was completed.

7.4 Fire Break

Area surrounding the storehouse must be kept clear of all rubbish and debris. Any grass and undergrowth must be mowed or cleared to a safe distance. Tree branches must not overhang storehouses.

7.5 Storage beneath Buildings

Nothing flammable may be stored under the floor of a storehouse.

7.6 Use of Flame Tools

Flame tools and welding are not permitted in any storage area, or in any area not fire-isolated from the storage area. The exception: if flame tools and welding are essential for completing repairs or alterations to the building, this type of work must be carried out only when there is continuous supervision by the officer in charge of the store.

7.7 Heating Appliances

Open-flame or element-heating appliances are not permitted to be used in furniture storage areas.

7.8 Inspection Report

Any structural or other changes to a storehouse will require inspection and report by



Recommended Industry Minimum Standards for Packing, Load & Storage

the local fire authority, the Insurance Council of Australia.



SECTION 8: HOUSEKEEPING

8.1 Cleaning

Storehouses must be clean and orderly at all times.

Cleaning should be done in a way that prevents dust spreading. For example, an industrial vacuum cleaner can be used, or a suitable sweeping compound (such as damp sawdust) can be applied prior to using conventional cleaning.

Furniture coming out of store must be cleaned of dust before being sent to the delivery residence.

Discarded packing and wrapping materials must not be left in storage bays, aisles and so on. Such materials and any other rubbish must be placed in suitable storage modules. These storage modules must be regularly and systemically emptied.

8.2 Aisles and Clearways

Traffic aisles must be suitably defined. Aisles must be wide enough to allow safe handling of goods, including straight-line travel, corner turns, stowing and unstowing.

Furniture stacks must never protrude into traffic aisles.



SECTION 9: PROTECTION AGAINST DAMAGE BY PESTS

General

Companies providing storage must guard against damage to consignments by pests such as rats, mice, birds, moths, silverfish, carpet beetles, termites and borers. Storehouses and consignments must be regularly inspected by Removalist for any sign of an attack. An infestation must be dealt with immediately.

9.1 Vermin

Companies providing storage must use bait or other suitable form of eradication to protect storage areas against rats and mice.

9.2 Moths, Silverfish, Carpet Beetle

To prevent the breeding of moths, silverfish and carpet beetles, storehouses must be fogged if required with pyrethroids at least quarterly.

Removalist wishing to use insect control other methods other than fogging pyrethroids must seek written approval from AFRA.

Any request must be accompanied by objective evidence that the alternative treatment is at least as effective as the minimum standard requires.

Each year, the removalist must provide AFRA a certificate, for each storehouse, stating that pest control work has been carried out. If a removalist chooses not to use a licensed pest controller, the certificate must be accompanied by objective evidence that sufficient and suitable pesticides have been purchased.

If requested, Companies providing storage facilities must be able to provide a certificate confirming that sufficient pest control measures are implemented and maintained on an annual basis.

9.3 Borers and Termites

When it appears that borers and termites may be active in a furniture consignment, the Removalist must not accept the goods for storage until the consignment has



Recommended Industry Minimum Standards for Packing, Load & Storage

been fumigated.

9.4 Birds

All measures must be taken to prevent birds from entering or building nests in storehouses.



SECTION 10: STOWAGE

General

The types of storage available include loose/open stack, container and storage module.

10.1 Storage Methods

Consignments must be stowed inside within storage modules or open / loose stack or in ISO containers preferably under cover.

10.2 Storage Module Construction

Sides, ends, top and floor of a storage module must be constructed of solid panels. Each storage module must be strong enough to withstand the weight of other storage modules being over stowed, and the strain caused by frequent movement using forklift trucks.

Storage modules must have no cracks or holes, and be reasonably flush fitting, tight seals where panels are joined.

10.3 Creating Stacks

General Requirements

Protection of goods is paramount in the storage process. Storage modules, ISO Containers and stacks must be stowed in such a way that no item can be damaged by pressure, crushing, rubbing, scratching, rolling or folding. When over stowing is necessary, heavy items must form the bottom tier. Only lightweight items can be placed in upper tiers. Certain items must not be over stowed. Some items must be stored upright.

There must be at least 15 centimetres clearance between external and/or adjoining storehouse walls.

Clearance between the top of a stack and a storehouse's roof (or any overhead fire sprinklers) must be at least 50 centimetres.



10.4 Additional Requirements for Loose Stack

When possible, a consignment must form a single stack. Any stack exceeding 5 cubic metres must abut an aisle.

Each stack must be clearly defined and identified. Corrugated cardboard or similar materials can be used to separate stacks.

A stack must be stable and must ensure the safety of all items. Stacks cannot exceed 2.75 metres in height.

All stacks must be protected by dust covers (caps) made from plastic or suitable material. Hessian is not acceptable.



SECTION 11: IDENTIFICATION

General Requirements

Each loose item, carton or bundle must be identified with the consignment number in an appropriate manner, for example, the use of the Removalist tags or stickers.

Identification marks (may be in form of card) must be used for every consignment and include the following information:

- name of owner;
- consignment / removal number; and
- date of receipt into store.

This must be displayed in a prominent position on the face of the stack, storage module or ISO container. Any items (such as carpets or lounges) not stored in the stack or storage module should be noted on the card, with their location accurately stated.

Additional Requirements for Storage Modules

1. Each storage module must be identified by a separate identification number, which must be painted on all sides.
2. The Removalist must maintain a record system to keep track of all storage modules and consignments.



SECTION 12: HANDLING OF GOODS IN STORE

General

This section covers the handling of goods for storage (including in loose/open stack, ISO Containers and storage modules).

12.1 Cartons etc.

All cartons and small storage modules, irrespective of their contents, must be sealed, numbered, and labelled before being placed into a stack, ISO Container or a storage module. Cartons must be stored upright unless otherwise marked.

12.2 Hard Furniture

Polished, painted, laminated, glass, tile, or similar surfaces (including pianos and pianolas) must not come into contact with any other item. All items must be padded when stowing in store, paper and hessian are not acceptable.

A plastic envelope cover must individually protect upholstered items such as dining or other chairs.

12.3 Mattresses and Bases

Before being placed in a stack, ISO Container or a storage module, mattresses and bases must be put in strong fibreboard cartons, heavy gauge plastic envelope covers or multi-wall paper envelope covers.

Mattresses and bases must not be over stowed so as to cause damage or used as cushioning. They should be placed upright, in a manner that prevents sagging.

12.4 White Goods (Refrigerators, Freezers, Washing Machines, Dishwashers, Microwave Ovens etc.)

White goods must be suitably protected. Prior to storage, white goods must be wrapped in a suitable material that will not damage seals (for example, approved felt or blanket material). Doors must be secured to prevent them swinging open; however, adhesive tape must not be applied directly to any painted surface.



Recommended Industry Minimum Standards for Packing, Load & Storage

Ensure lightweight metal cabinets, sensitive touch pads and switching mechanisms are not damaged. When over stowing is unavoidable, the over stowed items must be lightweight.

Refrigerator and freezer (both upright and chest) doors must be kept ajar from the cabinet. Prop doors or lids open with a suitable buffer. Ensure seals are not damaged. Chest freezers must not be over stowed.

12.5 Carpet, Floor Rugs etc.

Carpets and rugs must not be folded or crushed. They must be firmly rolled, pattern in, and stored in a fully enclosed area set aside for the sole purpose of storing carpets, floor rugs etc. Carpets and rugs may be stored in normal storage modules if they are no larger than the largest horizontal dimension of the storage module and are stowed horizontally and not over stowed. Carpets and rugs must be wrapped in plastic.

12.6 Lounge Suites, Armchairs etc.

Lounge suites, armchairs and so on must be stored upright, with no nesting and no other items over stowed.

Before being placed in storage, lounge suites, armchairs and so on must be individually wrapped in plastic and padded (unless the Customer confirms that this action is not acceptable).

Note: Plastic or calico/linen covers are used as an inner wrap to protect against soiling, and must remain on units throughout transport, transshipment, and storage operations. In addition to a plastic envelope inner wrap, items being stored in storage modules or ISO Containers must have an outer wrap of pad, or corrugated cardboard.

Lounge and chair cushions must be stored, in place, on the lounge or chair to which they belong. If packing tape is used to secure plastic covers onto lounges, the tape must not be applied so tightly that indentation or fabric damage occurs.

Lounges, armchairs and so on can also be stored (if properly wrapped and protected) in strong fully enclosed multi-tiered storage modules, open multi-shelved racks or areas solely set aside for storing lounges.



12.7 Lampshades

Before being placed in a stack, ISO Container or storage module, all lampshades must be packed in a separate carton designed for this purpose. Other items must not be stacked on top of lampshade cartons.

12.8 Brooms, Rakes, Spades etc.

Before being placed in a stack, ISO Container or storage module, all brooms, rakes, spades, and similar items must be bundled together. When necessary, wrap these items in hessian, blankets, or other suitable material. These items must be suitably wrapped to prevent damage to other articles.

10.9 Outdoor Items, Sporting Goods, General Hardware Items etc.

Outdoor items, garden implements, sporting goods, general hardware and so on must be protected. Before stowing, these items must be suitably wrapped to prevent damage to other articles.



SECTION 13: INVENTORY/CONDITION REPORT (ICR)

The Inventory/Condition Report has numerous purposes;

- It is a form that is used to list and note the condition of items; the company has removed from the client's home.
- It used to check the consignment as it moves via long term or transit store, proof of final delivery, and the condition at delivery.
- It identifies the client/agent and the removalist at both the Origin and Destination.
- In the event of a damage or loss occurring, the notations are made on the Inventory/Condition Report in the available section "condition at destination".

At a minimum the Inventory/Condition Report must have the facility to;

- Identify the client and their uplift and delivery details.
- Contact details of the client.
- Uplift container/vehicle details.
- Identify the pre-packing staff.
- Number of the particular sheet and total number of sheets to the consignment.
- It has a legend of descriptions, exceptions, and location of damage, symbols.
- Note a unique client number.
- An area that checks when the items enters or exits storage, and the location while in store.
- Confirm the goods listed are a true and complete record of those uplifted and the quantity and condition is as stated.
- Confirm that the client has received a copy of the Condition/Uplift Report.
- Confirm that the client has accompanied the removalists in inspecting the property to ensure that all items to be removed have been uplifted.
- Confirm that the client is satisfied with the quality, timeliness and professionalism of service provided by the removalist who undertook the uplift.
- Confirm that the client has received the conditions of removal and storage and agreed to those conditions.
- Declare that the items listed above do not contain hazardous or inflammable material.
- Declare that at destination, with exception of damage or discrepancies noted in the "condition at destination columns" the goods have been delivered in their uplift condition.



Recommended Industry Minimum Standards for Packing, Load & Storage

- Confirm that the client is satisfied with the quality, timeliness and professionalism of service provided by the removalist who undertook the delivery.
- Confirm that I (the client) have received a copy of this delivery Inventory Condition Report.
- Confirm that the unpacking done to our complete satisfaction.

In order to achieve the above, details must be clearly noted.

Listed are the minimum symbols to be used for describing the condition of goods and the position of any discrepancies.

| Code | Meaning | Code | Meaning |
|----------------------------|------------------------|----------------|---------------------|
| DESCRIPTION SYMBOLS | | | |
| PBO | Packed by Owner | OR | Owners Risk |
| PBR | Packed by Removalist | DBO | Dismantled by Owner |
| LP | Left Packed | B&W | Black & White TV |
| UR | Unpacked by Removalist | C | Colour |
| TYPES OF DAMAGE | | | |
| BE | Bent | ML | Mildew |
| BW | badly worn | NS | Not signed |
| BR | Broken | RI | Ripped |
| BU | Burned | R | Rubbed |
| CH | Chipped | RU | Rusted |
| CR | Cracked | ST | Stained |
| CU | condition unknown | SC | Scratched |
| D | Dented | SS | Surface Scratched |
| F | Faded | SO | Soiled/Dirty |
| G | Gouged deeply dented | T | Torn |
| L | Loose | WE | Worm eaten |
| ME | Moth eaten | WD | Water Damaged |



Recommended Industry Minimum Standards for Packing, Load & Storage

| MG | Missing | √ | same (as previous) |
|---------------------------|---------|-----------|--------------------|
| LOCATION OF DAMAGE | | | |
| 1 | Bottom | 8 | Top |
| 2 | Corner | 9 | Leg |
| 3 | Front | 10 | From |
| 4 | Left | 11 | Arm |
| 5 | Rear | 12 | Edge |
| 6 | Right | 13 | Veneer |
| 7 | Side | 14 | Inside |

Examples of Applying the Above:

A description of item:

Item No 22 Hoover washing machine has a dent on the front and a scratch on the top.

Be specific:

Item No 22 Hoover W/Machine, D3, SC8. Laundry.

- **(Brand names and or colours of items are important)**
- Note the room in which the item is located.
- An accurate account, of any cartons, packed by the owner.
- This is denoted by the letters "P.B.O" against the item.

For example:

Item No 17 Std Ctn Clothing P.B.O, bed 1.

An accurate account, of all the cartons, packed by the removals crew.

This is noted by the letters "PBR (packed by removalist) and marked against each item on the inventory.

Item No 19 Std Ctn Clothing P.B.R, Bed 1



Recommended Industry Minimum Standards for Packing, Load & Storage

If a bundle, note the number of items in the bundle.

Item No 5 Bundle of fishing rods (5 rods) 1 BR tip. Garage

Item No 7 Golf bag (9 irons, 3 woods). Garage

A record of information pertaining to each item, such as “Keep Forward” (K.F.) where the owner will collect the item, or “Pending Earlier Delivery”.

All this information must be clearly marked on the Inventory/Condition Report.

Rule off at the end of listed items.

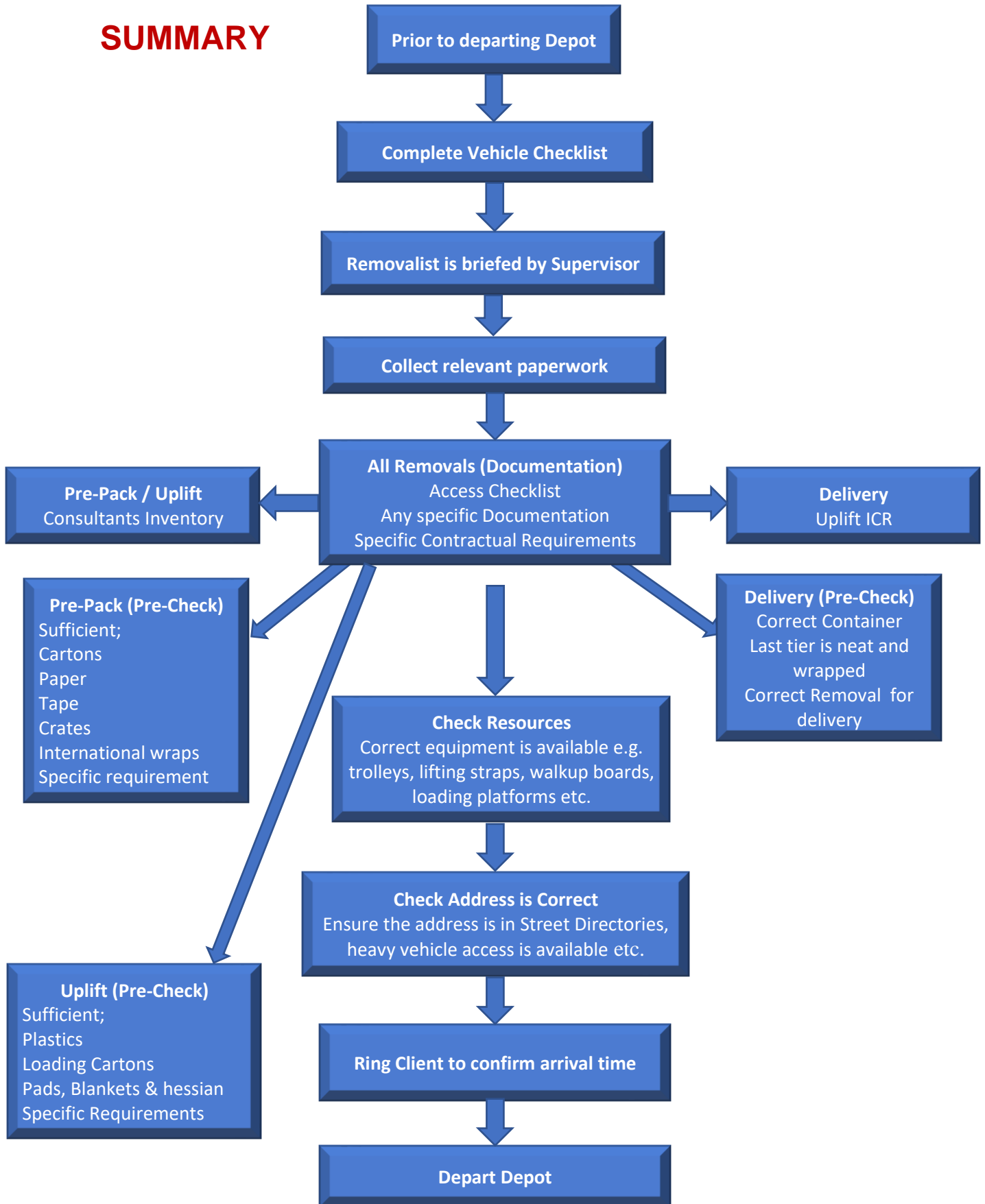


FLOW CHARTS

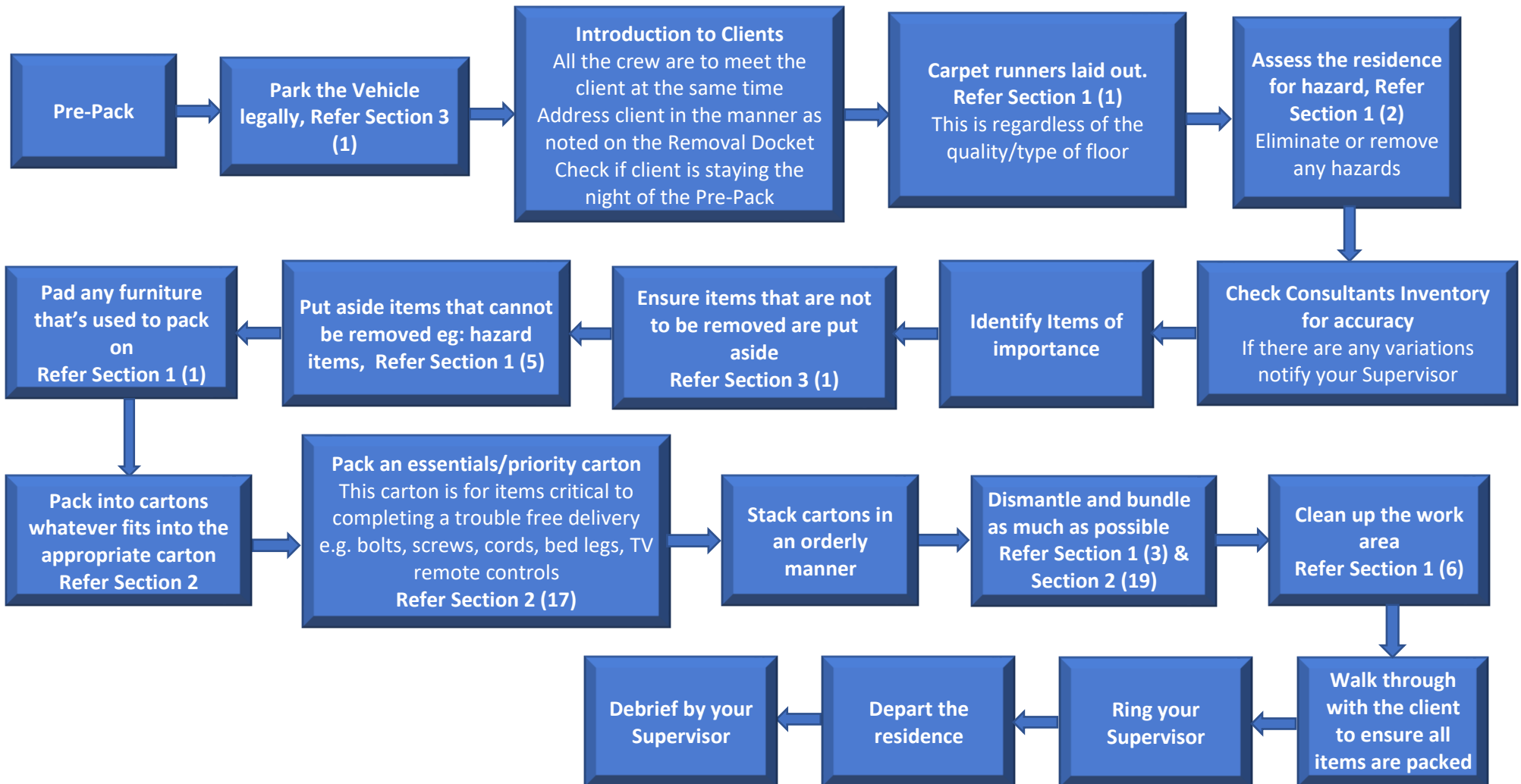


Recommended Industry Minimum Standards for Packing, Load & Storage

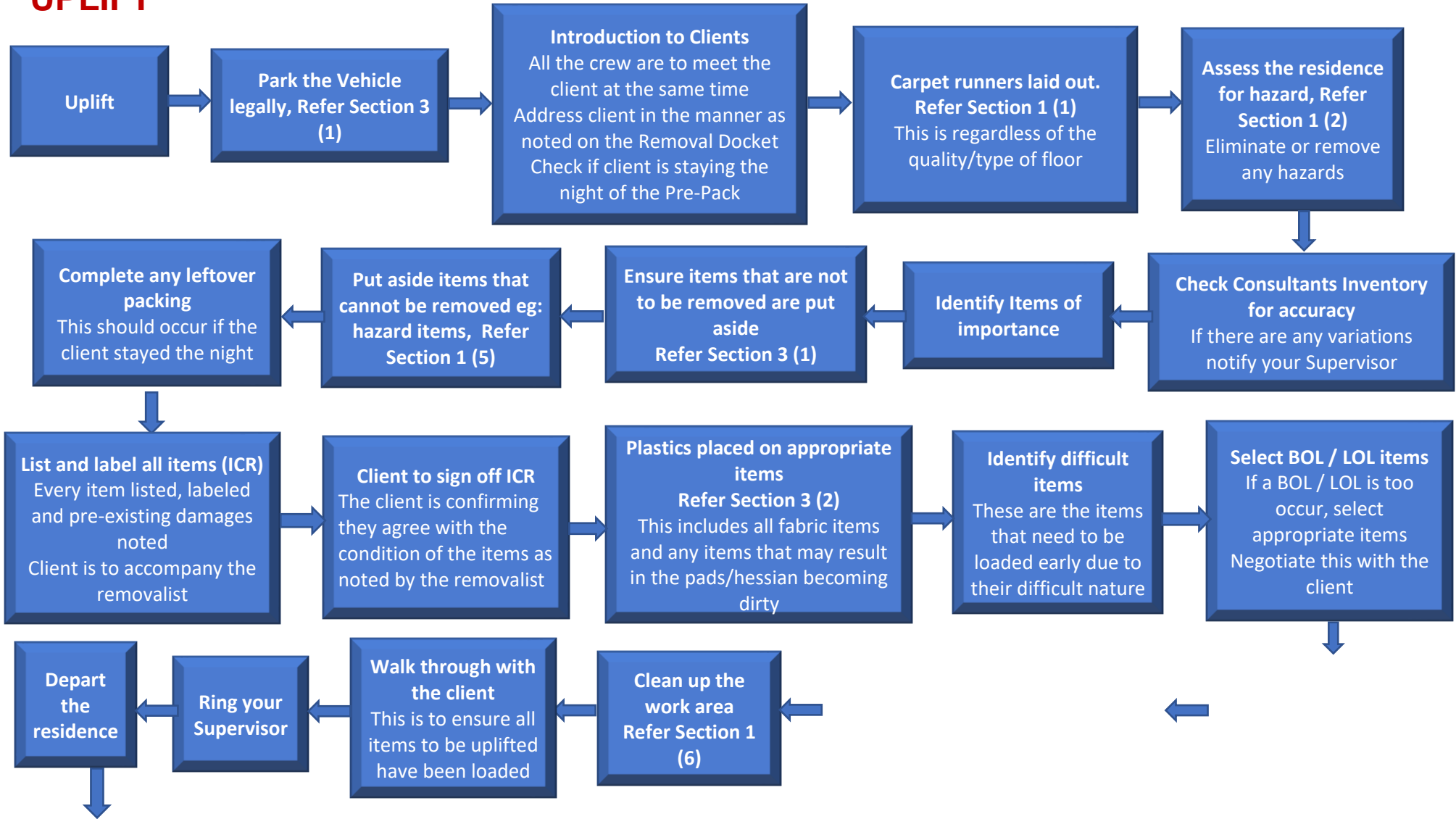
SUMMARY

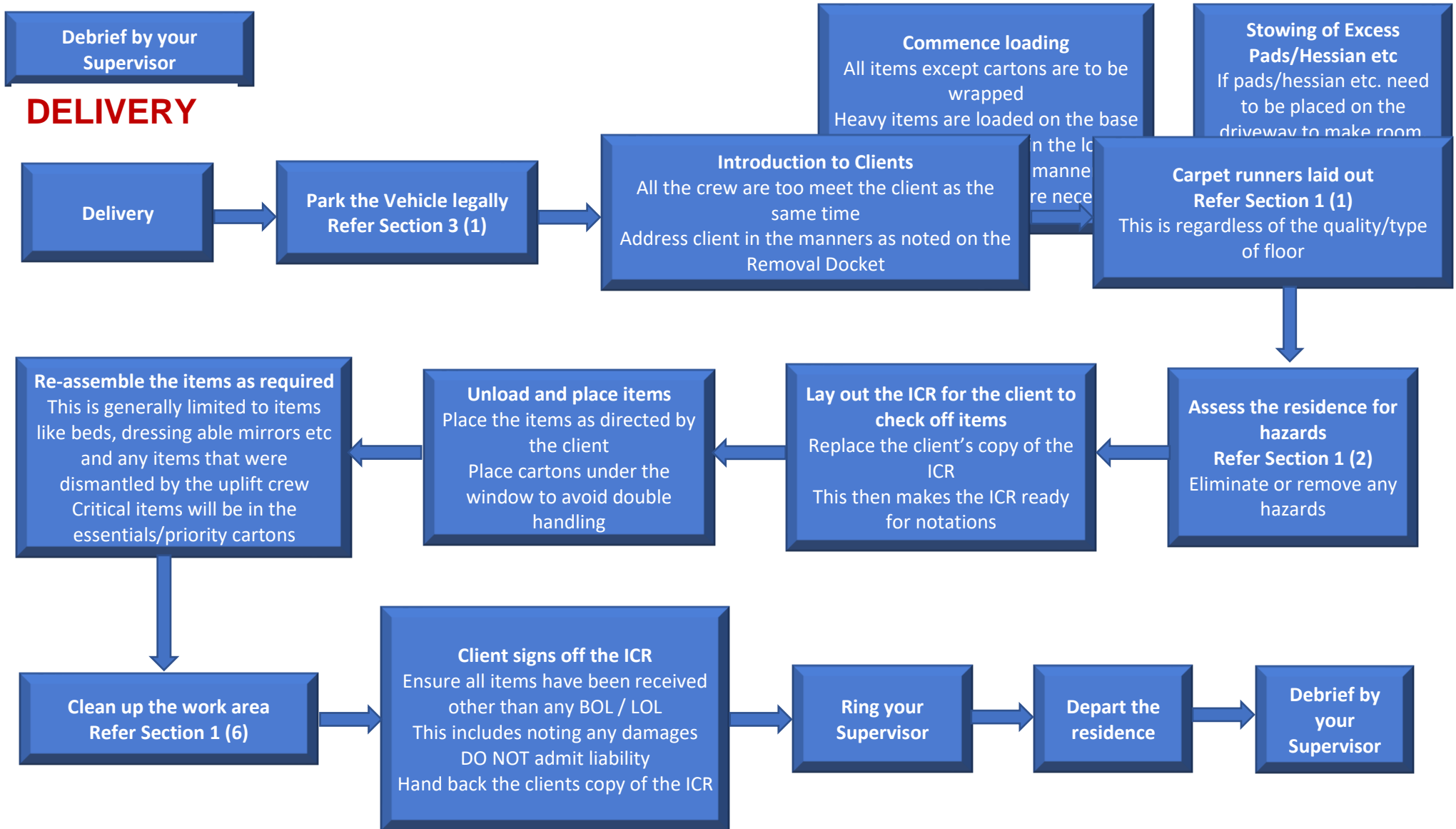


PRE PACK

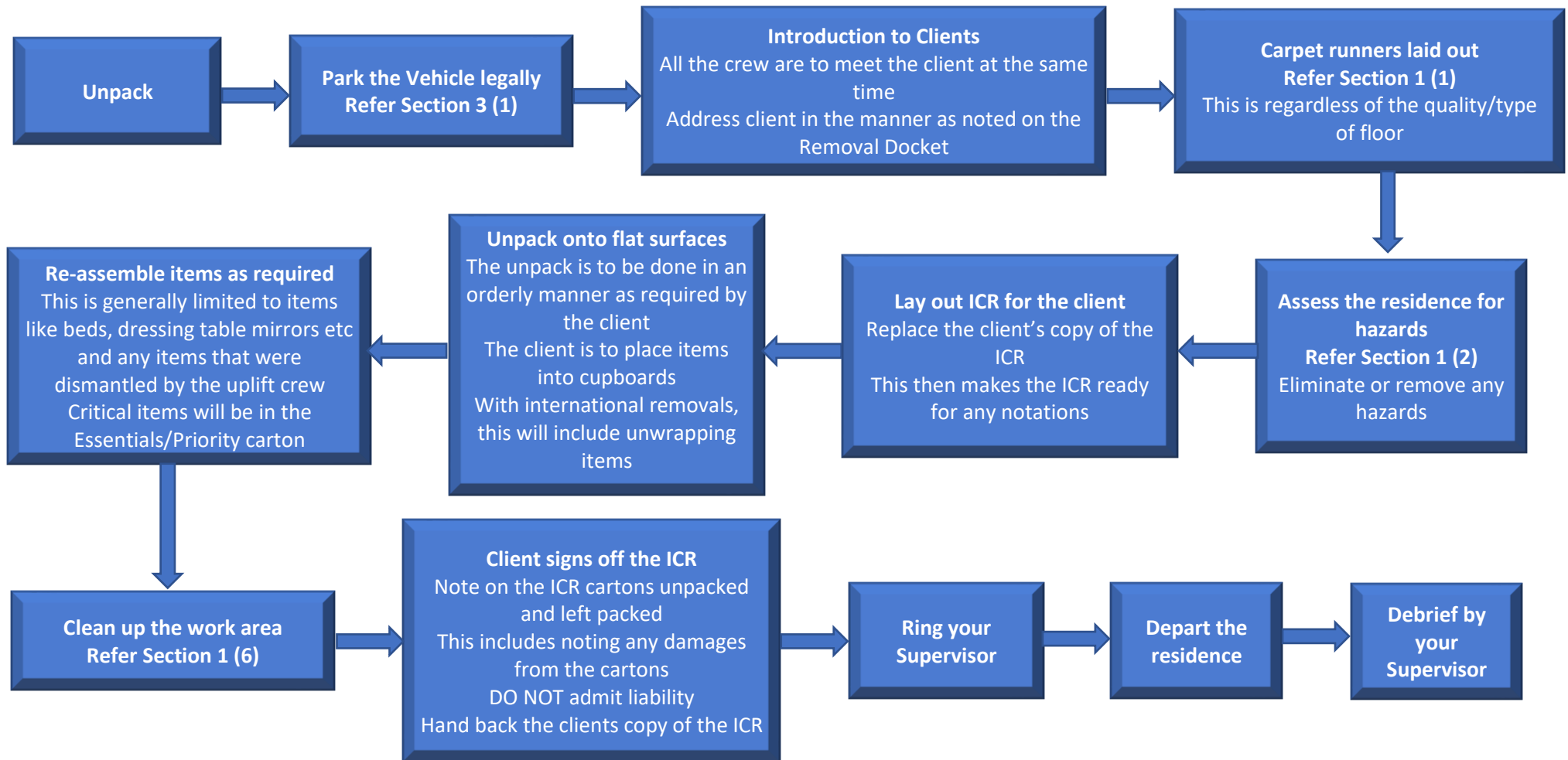


UPLIFT





UNPACK





PACKING SCALE

The following is the anticipated packing/carton scale for a removal.

The carton/packing scale has been calculated from an average of 20 removals with volumes ranging from 9 to 70 cubic metres.

For every cubic metre of household items to be moved, it is expected that on an average pack, you need to add 1.5 Standard Cartons, for an above average pack you need to add 2.0 standard cartons/m³.

It has been agreed that on average there are 7 standard cartons per cubic metre.

For example:

If you have a phone quote and the items noted by the client to be moved, calculates to 30m³.

You then add 30 multiply by 1.5 which equal 45 standards, or 6.75 m³.

The total anticipated volume is now 36.75 m³.

CUBIC MEASUREMENT TABLES

CUBIC MEASUREMENT TABLE

| 0.05 | 0.10 |
|-----------------------|----------------------|
| Baby bath | Aquarium (small) |
| Bird cage stand | Aquarium stand |
| Broom | Bird cage |
| Bucket | Carpet sweeper |
| Camp stretcher | Cheval mirror |
| Card Table | Esky (small) |
| Car fridge .15 | Golf bag |
| Car ramps | Keyboard electric |
| Clothes airer/horse | Ironing board |
| Fan | Ironing machine |
| Fireside box | Laundry trolley |
| Flower pot (concrete) | Linen basket |
| Folding chair | Piano accordion |
| Folding table | Picnic table folding |
| Footstool | Planter stand |
| Golf buggy | Playpen |
| Guitar | Speaker (large) |
| Hobby horse (folding) | Saw horse |
| Hose | Scooter (childs) |
| Kitchen Tidy | Skis |
| Magazine rack | Stool |
| Picnic basket (small) | Suitcase (small) |
| Pouffe | TV (portable) |
| Saucepan stand | TV stand |
| Step ladder (small) | Vacuum cleaner |
| Violin | Wading pool (shell) |
| Watering can | Drums 20 ltr |
| | Jerry can |

CUBIC MEASUREMENT TABLE

| 0.15 | 0.20 |
|--|----------------------------|
| Bassinet | Air conditioner (small) |
| Bassinet stand | BBQ (small) |
| Bedside cabinet | Bean bag |
| Bedside chest | Bookcase (small) |
| Beside table | Bundle (garden tools etc) |
| Camp mattress | Coffee table (small) |
| Chair (standard) dining, kitchen, garden child, hall | Folding screen |
| Commode | Microwave |
| Drawing board | Mobile draw unit |
| Dust bin | Plastic tub |
| Heater | Rug |
| Ladder (small) | Sewing machine (portable) |
| Pusher/stroller | Surfboard |
| Suitcase (large) | Table & chair set (childs) |
| Tool chest | Toy box trunk |
| Tricycle | |
| Trunk | |
| Umbrella stand | |
| Valet | |

CUBIC MEASUREMENT TABLE

| 0.30 | 0.50 |
|-------------------------------|---------------------------|
| Camphorwood chest | Bicycle |
| Car roof boot/rack | Bookcase (medium) |
| Chair bedroom, cane, fireside | Bookshelf (medium) |
| Coffee table (large) | Bureau |
| Compressor | Cabinet, crystal, china |
| Desk computer, (chair's) | Chest of drawers (medium) |
| Desk return | Clothes dryer |
| Folding bed | Desk, student |
| Glory box/chest | Dishwater |
| High chair | Dog kennel |
| Ladder (large) | Filing cabinet (3 drawer) |
| Lawn mower & catcher | Freezer (chest) |
| Mattress (single) | Grandfather clock |
| Outboard motor (small) | Hall stand |
| Pool lounge | Mattress (double) foam |
| Refrigerator (bar) | Modular lounge chair |
| Rocking horse | Ottoman |
| See-saw | Pram |
| Slippery dip | Table, garden (small) |
| Standard lamp | Table tennis table |
| Table sewing, massage | Television |
| Tent (camping) | Washing machine |
| Tray mobile/Trolley | Wash stand |
| What not | Wheelbarrow |
| Workmate | |

CUBIC MEASUREMENT TABLE

| 0.70 | 1.0 |
|---|---|
| BBQ 4 burner Bar (small) Chair, arm, lounge Chest of draws Cot Double bunks Dressing table Entertainment unit low line Garden bench Laundry cupboard Mattress double Organ Outdoor heater Queen base Swing set (dismantled) Single bed ensemble Table, kitchen, gateleg Tall boy Trampoline (dismantled) Trampoline (dismantled) | Buffet Cane lounge (small) Canoe Desk, other Divan Exercise equipment (average unspecified) Per Piece Freezer upright Kayak King bed base Kitchen hutch Lawn locker/tool shed (dismantled) Mattress queen Refrigerator Sideboard Table (dining)/6 seater Wall unit Wardrobe, single Whipper snipper Workbench |
| 1.20 | 1.50 |
| Double bed (incl headboard, rails and slats) King bed mattress Outdoor setting (6 stackable chairs) Settee (unspecified) Wardrobe (unspecified) Waterbed, double (incl headboard) | Billard table (to 3/4 size) Exercise equipment (large, unspecified) per piece Settee (3 seater) Wardrobe, double |

CUBIC MEASUREMENT TABLE

| OTHER | |
|--|------|
| Bedroom suite (unspecified) main room | 5.00 |
| Bedroom suite (unspecified) other room | 3.00 |
| Billiard table full size | 3.50 |
| Car top boot | 2.00 |
| Combination wall unit | 3.00 |
| Dining suite (unspecified) | 2.50 |
| Lounge suite (unspecified) | 4.00 |
| Piano | 2.50 |
| Quad bike | 3.50 |
| Ride on mower | 2.00 |
| Timber outdoor setting (6 seats) | 3.00 |
| CONTAINER | |
| Carton standard | 0.15 |
| Carton other | 0.10 |
| 2 x book cartons | 0.15 |
| Portarobes | 0.60 |
| Picture Pack | 0.10 |

Bulk items not included on these lists should be equated to a like item and given the appropriate measurement