



**ON  
THE**

**move**

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MARCH 2025 THE OFFICIAL PUBLICATION OF THE AUSTRALIAN FURNITURE REMOVERS ASSOCIATION

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## IN THIS ISSUE

NEW LAWS FOR PRIVACY AND CYBER SECURITY  
NEW CRIMINAL PENALTIES FOR UNDERPAYMENTS  
THE IMPORTANCE OF TRAINING  
NATIONAL MOVING DAY

Expression of interest

# New product development

Seeking the support for feedback from all AFRA members on a new product concept based on received requests for a cardboard pet carrier for local move opportunities. Sized to fit small to medium cats, small puppies, rabbits, guinea pigs and other small pets where a pet carrier is required for ease of transporting purposes.



## Pak-A-Pet Box Carrier

The Pak-A-Pet Box Carrier has a reinforced base to assist with stability once assembled, and contains vent / peek holes for a pet's comfort with the ease to view and air circulation.

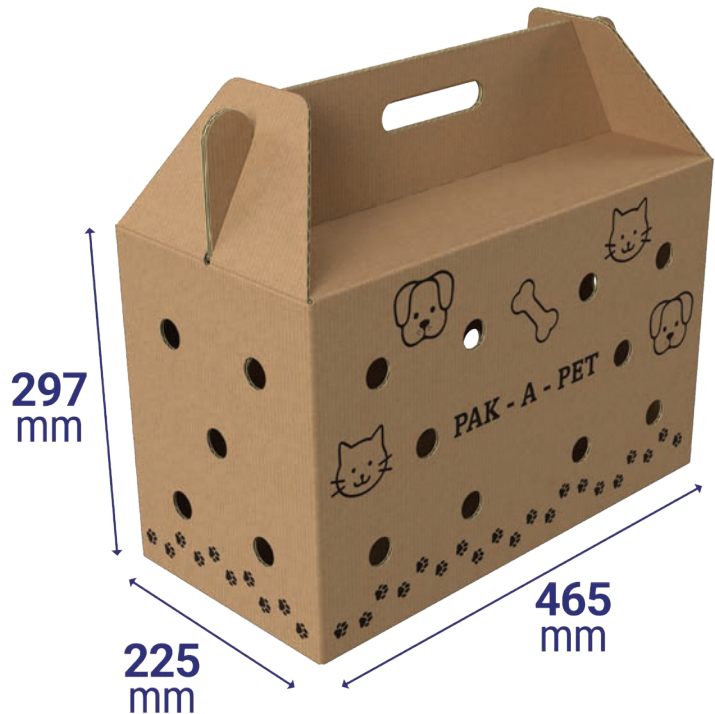
The cardboard carrier has a built-in handle, which also works to secure the box closed before lifting.

### Internal Size

465mm L x 225mm W x 297mm D

### Weight capacity

≈ 10 - 15kg



We would love to receive your feedback and your expressions of interest. Please contact Sonja Becke on **0419 560 022** or email [sonja.becke@visy.com.au](mailto:sonja.becke@visy.com.au) for further information.

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BY NICKI FRENCH

## PRESIDENT'S REPORT

As summer draws to a close, it's the perfect time to shift our focus from the present to the future. One of the most effective ways to find inspiration and drive your business forward is by looking beyond your own company. By observing other companies and actively participating in networking activities, you can gain invaluable insights, foster innovation, and achieve success.

You don't need to limit your observations to companies within your industry. Often, the services you use can provide inspiration. Consider how these services are delivered and think about how you could apply similar strategies to your business. Observing other companies, especially those within your industry, can provide a wealth of knowledge. By analysing their strategies, successes, and failures, you can identify best practices

“Networking is more than just exchanging business cards; it's about building meaningful relationships that can lead to new opportunities and collaborations.”

and avoid common pitfalls. For instance, *The Mover* magazine offers independent commentary on the global moving and relocation industry, providing insights into industry trends, innovative practices, and regulatory changes. While some details may be geographically irrelevant, the general industry trends can be insightful. *The Mover* is a monthly e-magazine that you can subscribe to through search engines or LinkedIn.

Networking is more than just exchanging business cards; it's about building meaningful relationships that can lead to new opportunities and collaborations. Engaging with industry peers allows you to stay updated on the latest trends and developments. Platforms like LinkedIn are excellent for this purpose, offering a space to follow industry leaders, join relevant groups, and participate in discussions. Networking exposes you to diverse viewpoints and ideas. Facebook groups, for example, are a treasure trove of shared experiences and advice from entrepreneurs facing similar challenges.

Sometimes, the best way to gain insights is through direct consultation with industry experts. Such consultants can provide strategic direction, help with compliance issues, and offer solutions to specific business challenges. Mark Oakeshott Consulting has a monthly blog that is always a good read. You can sign up for this blog on his website: Mark Oakeshott Consulting. In his January 2025 blog, he looked ahead to what he thought the year would bring and offered this advice he picked up during a visit to a moving company in New York:

“Every morning in Africa, a gazelle wakes up. It knows it must outrun the fastest lion, or it will be killed. Every morning in Africa, a lion wakes up. It knows it must run faster than the slowest gazelle, or it will starve. It doesn't matter whether you're the lion or a gazelle - when the sun comes up, you'd better be running.” ●



### Introducing the UBEECO™ Group

As a member of AFRA, Ubeeco Packaging Solutions has a growing list of innovative products to offer members. We understand that storage customers want more varied storage options and storage owners need to cater for those changing market demands. Technical Packaging Specialist, Sean Clark said, “you can enhance your ability to service customer needs, give yourself a real point of difference from your competition – and increase revenue.”



#### Portable / Stackable Storage Solutions

Portable / stackable timber storage units provide a real space-saving alternative. Strong, compact and durable – each module can hold 1.44 tonne and can be stacked up to 4 units high (see top right). Sean Clark said “Facilities need every option to optimize the airspace of properties without costly mezzanine floors and large steel units. The smaller lockable / stackable units provide flexibility allowing operators to make the best use of available space and provide options to their customers at a competitive pricepoint.”

#### Collapsible Plywood Storage Solutions

User Friendly, lightweight, durable European design provides excellent stacking capability. With boxes available in flat-pack form, they become a superior solution to cardboard for long term storage of heavy, sensitive or expensive goods. Just like cardboard they can be printed or company branded for a smarter looking finished product. The units are easily assembled by staff or client. Ideal for fine art moving and storage or as a timber tea chest.



#### ISPM-15 Export Certified Timber Dunnage & Custom-Built Crates

Our custom-built crates and certified timber dunnage are a great option for Packing containers, motorbikes, statues and for those other heavy or fragile items where a cardboard option will just not protect the item.



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BY SIMONE HILL

## EXECUTIVE DIRECTOR'S REPORT

**W**e have been grappling with some big questions as we kick off another year here at AFRA. What does it mean to be an industry association in 2025? What should we be delivering for members? For the industry? Is the structure of our Association still relevant and viable? These questions are driving AFRA's direction this year and into the future.

Our industry is constantly adjusting and shifting to stay competitive and efficient. Removals companies today do not operate or organise themselves the way removals companies did in the early 1990s when AFRA was established. AFRA needs to evolve to ensure we stay contemporary, useful and self supporting.

To help the executive and Council make decisions about the future of AFRA, members were required to return responses to a compulsory survey when renewing their membership for this year. Thank you to those members who returned their surveys, and thank you to members who took the time to advise why they did not want to return answers to some or all of the questions asked. All of your feedback and responses will help us form a strategic plan for AFRA's future. If you have not returned your survey or provided AFRA with a response as to why you object to responding, please take the time to do so. Your feedback counts.

What will the future of AFRA look like? We are investigating all areas of AFRA's offering, including what members receive from membership and whether historic categorisation of membership levels – number of trucks in number of locations – remains a relevant assessment

for modern removals business practices and our Association.

In response to the survey we will be modelling a new approach to AFRA membership. This is exciting and of course some might find it a bit unsettling, as change frequently is. It is becoming increasingly clear that change is essential if AFRA is to still function as a feasible entity supporting the removals industry.

AFRA works for you and we rely on your feedback, suggestions, grand visions and criticism to help steer our efforts. To paraphrase Socrates, I don't know what I don't know – so please, I encourage you to communicate to me what you think we should be doing, not doing or could do better.

With an eye on continuing to meliorate and mature our Association, AFRA has – after wading through enough paperwork to last a lifetime – launched not one but two charitable funds.

The AFRA Foundation is our public facing fund. The AFRA Foundation and its charitable work will be the charity predominantly promoted via our social media. Madeleine has been hard at work putting together the Foundation's website and social media pages, and members can stay up to date with our fundraising efforts and donations through these.

The AFRA Support Fund is our membership focused charity, and is intended to assist members' employees and their families who find themselves in dire financial circumstances due to injury or illness. More details will be circulated about this charity later in the year.

The charities formalise AFRA's decades of philanthropic work, and it has been a privilege to

develop this charitable arm of AFRA. The charities are a mark of AFRA's maturity and stability as a professional organisation. Well done AFRA members! I thank Tony Pedemont and Tim Peken for generously agreeing to act as foundation Directors. There is a separate more detailed article about the charities on pages 12.

I will be back out on the road again shortly visiting members and undertaking audits. Audits are a great opportunity for members to proactively and preemptively manage and minimise risk. Although audits are a constitutional requirement for holding AFRA membership, I encourage members to also view audits as an opportunity to review their businesses through a new set of lenses. The fruitfulness of audits is demonstrated to me when members, sometimes very long term members, pick up on an operational or compliance gap in direct response to the AFRA audit. This is a good outcome. Audits are not about 'catching members out', but rather about helping members ensure their businesses are as safe and risk free as feasible possible.

Behind the scenes we are continuing to digitise the AFRA office, and I thank Rose for remaining cheerfully flexible and open to the many changes we have introduced over the past four years, many of which have involved steep learning curves for all of us. We are also getting details nailed down for our Melbourne conference under Madeleine's careful organisation and creative eye. What a great team.

A big year is ahead of us, and I am looking forward to working with you in 2025. ●



BY MADELEINE VUMBACA

# MARKETING & MEMBER SERVICES OFFICE REPORT

**W**elcome to 2025! I hope you all had a successful busy period and managed to fit in a well-deserved break over the holiday season. The new year is well underway with conference planning, branding strategies, and website development.

Looking back on the past quarter, we launched the first annual National Moving Day on 18 December 2024. Thank you all for getting involved and sharing your busiest day of the year across your social media platforms. Currently, I am working on another campaign that will be the forefront of the AFRA branding over the next year. This will be the conference theme for Melbourne 2025. Stay tuned to find out what the focus of the AFRA brand will be this year.

“After the rave reviews of last year’s AFRA’s Got Talent, it is coming back for a second year of laughs and entertainment.”

The annual AFRA conference is in Melbourne this year and it is shaping up to be a great one. After the rave reviews of last year’s AFRA’s Got Talent, it is coming back for a second year of laughs and entertainment. So, make sure to start warming up your vocal cords and practicing your dance routines to raise the most amount of money for charity. The 2025 conference is on from Wednesday 20 August to Friday 22 August, make sure that you save the date! Tickets to the 2025 conference will be available very soon.

The AFRA Foundation has a new website launching shortly that I have been working on. The AFRA websites are a hub for our members and the public to access a variety amount of information to assist them when moving. It is of utmost importance that our websites are user friendly and up to date. The AFRA Foundation website will have a new modern look, with the AFRA website and Members website following the new design later this year. You may have noticed a slight change on the AFRA website already, I freshened up the colours for now, however it will be fully made over later this year.

If you have any issues with the current AFRA website that you think need improvement, or have suggestions for our forthcoming one, please email me on [memberservices@afra.com.au](mailto:memberservices@afra.com.au).

If you are not already, make sure to follow AFRA across our social media platforms:

- Instagram: @afra\_au
- Facebook: Australian Furniture Removers Association
- LinkedIn: Australian Furniture Removers Association (AFRA)

I am always accepting pictures, videos, or articles from our members to be shared and promoted across AFRA’s social media and included in the Week in Wrap. If you have any content from your business, please email it to [memberservices@afra.com.au](mailto:memberservices@afra.com.au).

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# New laws – and obligations – for privacy and cyber security

**K**eeping up with changes in the law for a business can sometimes feel like a difficult task. Particularly topical at the moment are changes to privacy and cybersecurity which create new obligations for some businesses and increasingly regulate businesses' digital activities.

## Updates re the Privacy Act Reforms

The Privacy and Other Legislation Amendment Bill 2024 received parliamentary assent in December, and some of its contents are now in force. A more complete discussion of these reforms can be found in our November column. Some of the provisions which became law include requiring 'reasonable steps' to protect personal information (seemingly mandating better employee training on data protection) and rules regarding giving personal data to overseas recipients.

## New obligations for cyber security

As well as the reforms to privacy law, the Federal government has recently passed new laws for cyber security. Three pieces of legislation were passed in response to the surge in cyber security attacks upon Australian businesses and individuals, with one in particular – the *Cyber Security Act* – likely to be relevant to some members.

### What's in the Cyber Security Act?

The *Cyber Security Act* covers a few areas, including:

1. minimum cyber security standards for smart devices (i.e. an obligation upon manufacturers and suppliers of smart devices for certain standards of cyber safety);

2. establishing a Cyber Incident Review Board;
  3. introducing a Limited Use obligation for the National Cyber Security Coordinator (where information has been voluntarily disclosed by a business following a cyber security incident ('voluntary reporting')); and
  4. introducing a mandatory reporting obligation upon certain businesses regarding ransomware and other extortion ('mandatory reporting').
- The final of these two areas may be applicable to some removalists and thus important to be aware of.

### Who do these areas of the law apply to?

- **Mandatory reporting:** The mandatory reporting obligation applies to an entity that carries on a business in Australia with an annual turnover exceeding the 'Turnover Threshold', or an entity responsible for critical infrastructure assets. Draft rules published by the Minister for Cyber Security have so far set the Turnover Threshold at \$3 million.
- **Voluntary reporting:** the voluntary reporting provisions provide a framework for Australian entities to voluntarily share information with the National Cyber Security Coordinator regarding certain cyber security incidents.

### What obligations arise for these businesses, and what are the consequences for non-compliance?

- **Mandatory reporting:** This obligation requires businesses to give a report to the Department of Home Affairs within 72 hours of a cyber security incident where the business provided (or

“ The new Cyber Security Act – is likely to be relevant to some members. ”

another entity provided on their behalf) a payment or benefit (a ransomware payment) to the cyber extorting entity. The report will be made through an online portal (which is not yet set up), accessible through the Australian Signals Directorate's website. If the business doesn't report the occurrence to the Department within 72 hours, they may be fined up to 60 penalty units (which currently equates to around \$18 780).

- **Voluntary reporting:** There are certain protections provided for entities who share information under the voluntary reporting regime. This includes limits on how the information can be used or disclosed to other government agencies, including regulators.

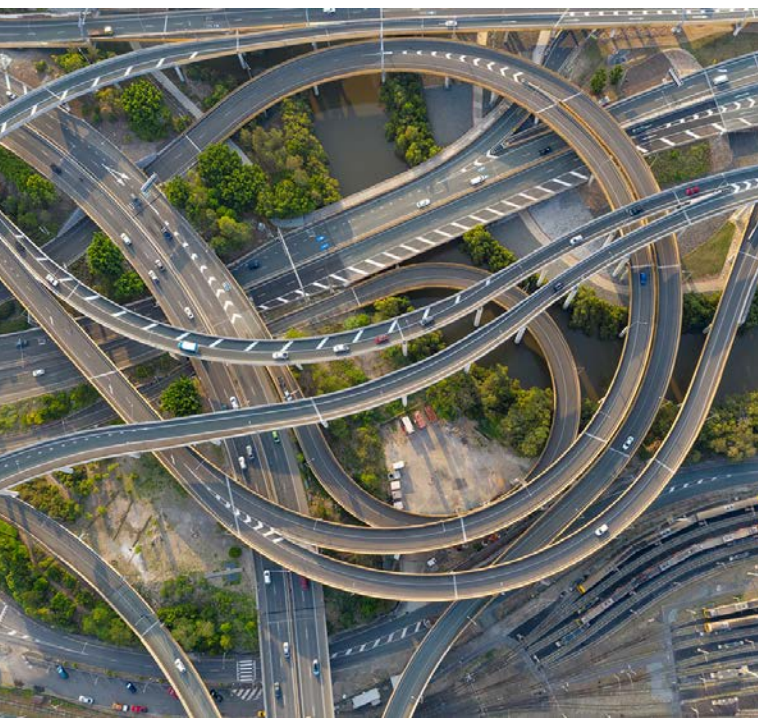
### What now?

As discussed, some businesses need to be aware that they have new obligations under cyber security law. The mandatory reporting obligations will commence on 30 May 2025, or sooner if a proclamation is made by Parliament. ●

**If any part of the new law raises any questions or concerns, please get in touch with us via the AFRA helpline ([afrahelpline@bristowlegal.com.au](mailto:afrahelpline@bristowlegal.com.au)).**

# MEET OUR INDUSTRY SERVICE PROVIDERS

In this edition, we hear from service providers Move Dynamics and KRS. One of the benefits of holding AFRA membership is being eligible to apply for moving panels with these providers. In next edition, we will hear from Toll.



## 3 Where does MoveDynamics provide services? All over Australia?

MoveDynamics provide services all over Australia as well as international locations. With our fantastic partners located all over the country, we are able to service requirements from coast to coast. We aim to look after all of our clients' requirements in the door-to-door relocation of their people and can cater to all aspects of their transfer.

## 4 Domestic and/or international moves?

We manage both domestic and international moves. Many of our clients have requirements for all types of relocations and with the backing of our member panel, we are able to deliver on these requirements. If you have an interest in specifically performing a certain type of relocation, eg, international only, you have that option and can be selective about the type of work you wish to undertake with MoveDynamics.

## 5 How can a removals company undertake work for MoveDynamics?

Our member panel is the reason MoveDynamics have been so successful for over 20 years. We have a great respect for AFRA and the industry in general and value the outstanding work our partners deliver for us. We have built a great relationship with our partners and want to continue to support their businesses moving forward.

To be considered for application to the MoveDynamics panel, reach out to us and complete an application form. We will talk you through the process and assess the application to see if you qualify to be on our panel. If you fall short in any areas, we can offer guidance and support in assisting you to meet the required standard. Even if you are curious about MoveDynamics or would like to learn more about us, don't hesitate to give us a call and have a chat to our friendly team.

## 6 And who should they contact at MoveDynamics to discuss undertaking work?

Raquel Biskup is our Operations Manager and manages our member panel, so she would be the best person to contact. She would be more than happy to answer any questions you may have. ●

**Phone: 02 4645 8035**

**or 0400 439 831**

**Email: [Raquel.biskup@movedynamics.com.au](mailto:Raquel.biskup@movedynamics.com.au)**



## 1 Who is MoveDynamics?

MoveDynamics is a trusted leader in end-to-end corporate relocation management and procurement. Since our inception in 2001, we have earned a strong reputation for providing innovative talent mobility solutions, fostering long-term, successful partnerships with many of Australia's leading government and corporate organisations. We have many AFRA accredited removalists nation-wide who we engage to do our removals and storage work for us, some even since 2001. Our experienced, dedicated team is located in Gregory Hills, Sydney led by General Manager, Petar Ralevski.

## 2 What services does MoveDynamics provide?

We provide a complete range of domestic and international relocation services including removals, storage, pets, cars, flights, accommodation, and other destination services. Decades in the industry have allowed us to expand our service offering and identify innovative solutions to our clients' requirements.





**KRS**

**1 Who is KRS?**

Kent Relocation Services, or KRS for short, is the Relocation Services division of Kent Relocation Group

– a name you’ve likely come across if you’ve explored moving services in Australia. While Kent Relocation Group has been a trusted leader in the industry for decades, KRS focuses on providing specialised solutions to clients through a network of carefully selected partners.

What really drives the KRS Team is ensuring every move delivers value for money and exceptional outcomes for our clients. Whether it’s a government employee relocating interstate, or a family starting fresh in a new location, we’re dedicated to making the experience as smooth and stress-free as possible.

We also believe in supporting local businesses. By working with smaller, independent removalists, we help them grow while ensuring every move is handled with local expertise and genuine care. Backed by Kent Relocation Group’s industry experience and resources, we bring the best of both worlds, personalised service with the confidence of a market leader.

**2 What services does KRS provide?**

At KRS, we see ourselves as a one-stop shop for all things relocation. We know moving can be overwhelming, so we handle the heavy lifting – both literally and figuratively. Through our Managing Contractor model, we collaborate with a trusted panel of accredited service providers to ensure high-quality results every time.

Here’s a quick look at what we offer:

- Household Goods relocation – Whether moving locally, interstate, or internationally, KRS ensures the safe and efficient transport of household goods.
- Storage solutions – We provide secure, flexible storage options for both short- or long-term needs.
- Insurance – Comprehensive insurance coverage is offered to provide peace of mind.
- Vehicle relocation – We handle the safe transportation of vehicles, to their destination.
- Pet Relocation – Specialist services to ensure your pets are safely and comfortably relocated, treated with the care they deserve as part of your family.

In addition to the services mentioned above, we also offer a complete suite of destination services, such as home search, school search, orientation and settling in services along with arranging travel and short term accommodation. Our clients include government departments, large corporations, and individuals, so no matter the size or complexity of the relocation, we’re ready to help.

**3 Where does KRS provide services?**

KRS operates all across Australia, there’s no part of the county we can’t reach. We’ve got physical offices in Darwin, Brisbane, Sydney, Perth, and Melbourne, but our flexible

virtual setup means our team can work from anywhere allowing us to adapt quickly to our clients’ needs.

Beyond that, we’ve built a strong, carefully selected network of trusted partners across every state and territory. Whether it’s a remote rural location or metro hub, we have the right people in place to get the job done smoothly and efficiently.

**4 Does KRS handle domestic and/or international moves?**

Yes. We handle both domestic and international relocations. Across Australia, we partner with a trusted network of service providers, including locally owned businesses, to deliver high-quality, reliable moves. These experts know their communities inside and out, ensuring even the most complex relocations are handled with care and precision.

For international relocations, we have partnered with experienced providers who specialise in overseas moves. Combining our knowledge with their expertise, we navigate customs regulations, border controls, and all the complexities of relocating abroad. Whether it’s a large international network or an Australian company with global capabilities, we ensure you have the right support every step of the way. Wherever life takes you, KRS is here to help you get there.

**5 How can a removals company undertake work for KRS?**

If you’re a removalist company interested in working with KRS, the process couldn’t be easier. We’re always on the lookout for skilled and reliable partners to join our network. Here’s how it works:

- Interest in joining – Simply reach out via email and provide some basic details about your business.
- Submit an application – Helps us understand your business and see if we’re a good fit for each other
- Provide the necessary documentation – This includes proof of insurance and AFRA accreditation to ensure we maintain the highest service standards for our clients.
- Sign an agreement – Once the paperwork is done, you’ll officially be part of the KRS family!

Passionate about supporting smaller, independent businesses. In fact, we’ve helped many grow by meeting the requirements to join our network, opening up new opportunities for success.

**6 Who should removals companies contact at KRS to discuss opportunities?**

Shane Hickey is the best person to speak to. As our Partner Relations Manager, Shane is the friendly face behind our partnerships. He’s dedicated to building strong relationships with our service providers and ensuring everyone feels supported. If you’d like to chat about joining the KRS network or have any questions, Shane is just a call or email away. ●

**Phone: 0435 157 814**

**Email: [shane.hickey@kentrelocationgroup.com](mailto:shane.hickey@kentrelocationgroup.com)**

# TOOLBOX TALKS

## WHY USE AN INVENTORY CONDITION REPORT (ICR)

### What is an ICR?

An Inventory and Condition Report (ICR) is the paperwork or digital record that is completed by furniture removalists to record the client's items, furniture and effects that they are uplifting from one location and delivering to another.

### Why is it important to use an ICR?

- An ICR is required under the AFRA Constitution when a load goes into AFRA member storage OR it is an interstate or country move.
- The ICR also acts as a load list for goods during transit and/or storage.
- The ICR is used to describe and note the condition of each piece of furniture or item being moved.
- It is used to check the consignment as it moves via long term or transit store, proof of final delivery and the condition of the delivery.
- An ICR evidences condition of items at deliver relevant to at time of uplift.
- An ICR can assist protect a removalist from false or fraudulent claims of damage
- It identifies the client/agent and the removalist at both the origin and the destination.

### How to compile an ICR AND label items and boxes during uplift

- ICR be compiled at the residence during/after packing and preparation is completed and before loading of vehicle commences.
- Each item must be on a separate line on the ICR and denote condition of item. The absence of a condition note at origin (uplift) will evidence that the item is in good condition, respective of its age, which could prove costly to the removalist at the point of delivery.
- All electrical items, eg: whitegoods should have the brand name listed, ie: LG, Sanyo etc.
- A numbered or marked sticker is applied to each furniture item and carton. This number is noted against the furniture piece or carton on the ICR
- If box is packed by the removalist, it will be labelled **PBR** (packed by removal company) or if labelled **PBO** (packed by owner).
- The numbered cartons will have a general description of the contents written on the body of the carton or box.
- The sticker includes the client's name, destination and room (eg: M/B/R – main bedroom)
- The ICR should show items or cartons uplifted by room, containing the room name, the item/s, the carton or assigned item number, total items (eg: main bedroom, bedhead, Item #1, Total 1).
- Any fragile or special care items or boxes must be marked "Fragile".

- If you accidentally damage any items or goods, or building (eg: dent walls, scratch furniture, etc. make record on the ICR and it is signed and dated by both the removalist and the client. Remember to report to your office or supervisor of any damages.
- In addition, when recording damaged, scratched items or furniture etc. on the ICR you can also take photos as evidence by using a phone, iPad or camera, which can be stored electronically.

### What else do you need to do when conducting an uplift or delivery of client's goods

- The client or the appointed agent must be present at all stages of the removal process (ie: prepack, uplift and delivery). This will make sure:
  - that the correct items are packed for removal,
  - confirm that all items are packed and recorded, and
  - any damages, scratches are noted on the ICR so there are no discrepancies.
- When finished, do a complete thorough check and final walk around of the house/building, check cupboards, sheds, garages etc. with the client to make sure nothing has been left behind.
- Make sure the client or the appointed agent sign off on ICR paperwork to confirm that all items have been packed and uploaded onto the truck for removal.

### Items that cannot be removed by Removalist:

- Hazard substances
- Firearms
- Jewellery, private papers, currency etc.

### Client's responsibility – you should communicate this to client ahead of move day

The following are some items that the client should prepare or organise prior to the move:

- Any items that require the services of a qualified technician, eg: refrigerator motor may require securing, fixtures and fittings etc.
- Disconnect electric and gas cookers or stoves.
- Dismantle or re-assemble television and wireless aerials.
- Disconnect sophisticated audio or video units.
- Dismantle electric fittings that are wired to the main electricity supply.
- Fridges/freezers have been defrosted and are clean and dry.
- Washing machines have been secured.
- Items containing water must be empty, eg: kettles, irons etc.

Note: Sometimes an uplift documentation can also be called a job sheet or worksheet. ●



## SPOTLIGHT ON ASSOCIATE MEMBER

**A**urizon is Australia's largest rail freight operator and a leading provider of integrated logistics solutions. We move a comprehensive range of commodities, including mining, agricultural, industrial, retail products and furniture for a diverse range of customers across Australia.

### WHAT WE OFFER

At Aurizon, our containerised freight services are designed to offer unparalleled benefits to furniture removal businesses, with a deep understanding of the unique challenges and opportunities they face. As an associate member of AFRA, we are committed to supporting AFRA members by providing reliable, safe, and cost-effective rail transport solutions.

Whether you need to move furniture interstate or beyond, we have the operational capabilities and expertise to meet your needs and support your business. We offer a competitive alternative in the market, driving more competition and providing customers with greater choice. Our new customer booking portal, Rail Flow, will enhance the customer experience by offering greater control and improved visibility of freight within our network.

Our capabilities align closely with the needs of removalists, and we provide a compelling commercial offering for 20-foot containers. Our proactive and responsive customer service and account management team is dedicated to servicing removalists, ensuring their needs are met. Additionally, our unmatched geographical spread from east to west, as well as north to south, links all interstate services. We value and encourage customer feedback on all aspects of our service.

### WHY CHOOSE AURIZON?

Choosing Aurizon means partnering with a company that values your business and strives to exceed your expectations. Our commitment to innovation, quality, and customer satisfaction sets us apart in the industry. We support the removalist industry in efficiently and safely relocating household and office goods across Australia. We strive to streamline the movement of your goods, enabling removalists to provide seamless and stress-free relocation experiences.

Containerised Freight National Network



### We also understand what is important to your business:

- **Customer service:** Clear, timely, and transparent communication.
- **Reputation & reviews:** Positive customer feedback.
- **Experience:** Partnering with a provider that understands your market.
- **Fleet & equipment Reliability:** Maintaining a reliable fleet of well-maintained locomotives, rolling stock, and terminal equipment to reduce customer impact.
- **Technology & innovation:** Aurizon new customer booking portal, Rail flow provides customers with more control over how they move and track their freight.
- **Pricing:** Offering competitive pricing structures without hidden fees.

At Aurizon, we are committed to delivering on our promises and maintaining a solution-oriented approach for our customers. With a large fleet of rolling stock, extensive haulage expertise, and a national footprint, we are well-equipped to meet your needs. We continue to invest in additional locomotives and container wagons, enhancing our capacity on key inter-capital corridors.

### GET IN TOUCH

Discover how Aurizon's Containerised Freight Services can support your removal business. Contact us today to learn more about our offerings and how we can help you achieve your goals. ●

**Ryan Simmons, Sales representative**  
**Mobile: 0436 032 827**  
**Email: [ryan.simmons@aurizon.com.au](mailto:ryan.simmons@aurizon.com.au)**  
**Website: [www.aurizon.com.au](http://www.aurizon.com.au)**

**Check out our Containerised Freight video:**  
<https://youtu.be/B5LcPVWoryg>

## AFRA LAUNCHES CHARITIES

**A**FRA and its members have a long history of philanthropy. Over the decades AFRA has donated generously to Bear Cottage in Sydney and Care Flight. Members have raised funds through various activities for AFRA to donate to charity – including via ‘auctions’ at conference and being ‘fined’ at events. With AFRA now in its fourth decade, the Council were of the belief that it was time for AFRA to formalise this charitable work. Council also felt this was an opportunity to broaden AFRA’s charitable giving.

To this end, AFRA is proud to have established two charities – AFRA Foundation and AFRA Support Fund.

### AFRA FOUNDATION

This charity is a public ancillary fund. The AFRA Foundation can direct charitable funds to any other registered charity. It is the intention that this charity will continue the charitable donations AFRA has traditionally gifted, distributing funds raised via conference events like the Gala Night Auction.

This charity has been established with the intention to both make charitable gifts and to raise awareness of AFRA. Previous donations to charities went unpublicised. Although the primary intention when making a charitable donation is to provide financial support to a worthy cause, is also a marketing opportunity. The AFRA Foundation will be the charitable face of AFRA, and will hopefully assist generate ‘brand recognition’. In the current media environment, AFRA is more likely to attract publicity from charitable donations than it would be for undertaking good quality moves. Any platform on which we can positively promote AFRA has a flow on effect for AFRA and its members.

The AFRA Foundation opens up exciting possibilities for members.

For example, members might elect to have a promotion whereby for a month they donate \$1 from every move to the AFRA Foundation. Associate Members may like to utilise this benefit too, by donating an amount to the charity every time an AFRA member uses their services or purchases a particular product. Or members might go out on social media about an initiative they are running to raise funds for the AFRA Foundation – for example, you may ask for sponsorship for a fun run in your uniform, a trivia night or any other fundraising activity. Fundraising is a positive message to take to your social media audience and provides another and different aspect to your marketing plan.

### AFRA SUPPORT FUND

This charity is a public fund for the purposes of relieving necessitous circumstances. The AFRA Support Fund has been established to assist AFRA member employees and their families in times of dire need. It is the intention that this charity will be funded through specific ‘internal’ fundraising efforts. This charity was established in response to serious and fatal accidents in our industry and the desire to give directly to impacted families. The AFRA Support Fund has taken as its inspiration the UK Removers Benevolent Association, which was established in 1900. Council were committed to setting up a charity that demonstrated AFRA members look after their employees, and it is a long term relationship. At this time we are focusing on getting the AFRA Foundation up and running, and in due course we will focus our attentions on the AFRA Support Fund charity.

### BRANDING

The AFRA Foundation and AFRA Support Fund have logos that reference the AFRA diamond logo.

afra   
FOUNDATION

 afra  
SUPPORT FUND

Members are encouraged to use the AFRA Foundation logo on their website and on social media, and when they are promoting the charity.

AFRA has established accounts for the Charities on Instagram, facebook and LinkedIn. We will promote any fundraising events and charitable works the AFRA Foundation undertakes via these channels. Members who undertake fundraising – for example photos of a charity breakfast whereby funds are being raised for the charity - are encouraged to tag these accounts.

### THE SOCIAL MEDIA ACCOUNTS ARE:

#### AFRA Foundation:

##### Facebook AFRA Foundation

<https://www.facebook.com/afrafoundationau/>

##### Instagram @afrafoundation\_au

[https://www.instagram.com/afrafoundation\\_au/](https://www.instagram.com/afrafoundation_au/)

##### LinkedIn AFRA Foundation Australia

<https://www.linkedin.com/company/afra-foundation-australia/>

The AFRA Foundation also has its own website [www.afrafoundation.org.au](http://www.afrafoundation.org.au). There is a donation link on the website, making it easy to give to the charity.

#### AFRA Support fund:

##### LinkedIn AFRA Support Fund

<https://www.linkedin.com/company/afra-support-fund/>

##### Instagram @afrasupportfund

<https://www.instagram.com/afrasupportfund/>

##### Facebook AFRA Support Fund

<https://www.facebook.com/afrasupportfund/>



## Moving interstate with your pet can be straight forward if you are well prepared!

### HOW WILL IT WORK?

All donations to both the AFRA Foundation and the AFRA Support Fund are tax deductible. This provides an exciting opportunity for members to consider how they might approach and structure their charitable giving.

AFRA will also build in opportunities for members to donate during conferences and other AFRA events.

For example, at the AFRA Conference in August, members 'paid to vote' at the AFRA's Got Talent evening. In total, AFRA raised well over \$30K during conference last year with this going to the AFRA Foundation. We hope to continue to build on this great start at conference this year.

### WHO WILL WE DONATE TO?

At conference last year AFRA pledged a \$10,000 donation to local Adelaide charity RuFus. RuFus refurbish homes for victims of domestic violence and the homeless in Adelaide. A local charity, RuFus is run by volunteers and 100% of all donations go toward the work they do. RuFus were tremendously grateful for the donation and sent us the following message:

"Your donation is greatly appreciated and will be put to good use, supporting the activities of our service. With your donation, we will be able to continue to support vulnerable South Australians to make a fresh start. How good is this?"

The establishment of these charities evidences the established maturity of AFRA and its members. To be in a position to give back is both a privilege and an achievement, and AFRA members should be rightly proud to be a part of this next evolution of AFRA. ●

**Happy pets:** The most important aspect to consider when preparing for any travel is your pets current health status and making sure that are fit and healthy to travel. It is also highly recommended for all dogs and cats to be up to date with their vaccinations and is a requirement if your pet needs boarding/accommodation before or after their journey. Pets should be microchipped to ensure they are easily identified by pet transport companies and airline teams.

**Crate preparation and sizing:** The most important part for your pet's comfort is to have an appropriate sized pet travel crate to make sure your furbaby is comfortable for their journey. Pets should be able to easily sit, turn around and lie down in their crate and need to be airline compliant. Where possible and time permits, it is also a good idea to train your pet with the crate so they are familiar with getting in and out of their crates prior to travel. The following video is one example of how to train your pet in getting familiar with their temporary home for their flight!

<https://www.jetpets.com.au/travel-crate-familiarisation/>

**Booking process:** Whilst booking pets by accredited pet relocation company such as Jetpets can be done for next day bookings, as we head into the Summer Season, we would recommend a minimum of two business days' notice to arrange your pet transport which then allows you to arrange crate sizing, itinerary and any vet appointments you may require, noting that It is an airline requirement for pets under the age of 12 weeks and over the age of 12 years will require a "Fit to Fly Certificate" from an accredited Veterinarian.

**Extreme weather:** The other important factor to consider is the weather. At Jetpets, we have a strict weather policy in place for all pets when travelling. When this occurs, we will be in contact to re-schedule the pets flight for another date and time. Aside from the heat, if there is severe rain or storms, your pet travel consultant will be in contact with you change your pet's travel itinerary also. If the new flight time requires your pet to travel on an alternate day, we can arrange boarding if required. Your pet's safety, comfort and welfare is our number one priority.

**Industry memberships & accreditations:** Jetpets are proud to be associate members of AFRA to ensure we are working with industry on best practice initiatives in customer service, training methods and technology advancements. In addition to this membership, Jetpets are the only pet transport company in Australia to achieve the International Air Transport Association (IATA) CEIV Live Animal Certification. The program is a standardised global certification program to improve and reinforce the safety and welfare of animals travelling by air.

**Experience and knowledge:** With over 30 years of pet moving experience and as part of our commitment to ensuring Happy Pets and having the highest standards in animal welfare practices, our clients can be assured that we are leading our industry with best practice standards across our quality management systems, operational procedures and world class supply chain practices that are independently audited as part of the entire program. ●

## IR UPDATE

### NEW CRIMINAL PENALTIES FOR UNDERPAYMENTS

**A**s AFRA members have previously been advised, there have been significant and wide-ranging changes to legislation, including the underpayment of wages and the obligation to pay employees paid in full, and on time.

This includes significant increases in civil penalties which a court can levy against employers for underpayments. For example, if an employer fails to pay an employee on time and in full and it is a serious contravention, a court could levy a maximum fine of \$4,950,000, which is an increase of about 500%.

There are also new criminal penalties for deliberate underpayments which took effect from 1 January 2025. If an employer is prosecuted for the criminal offence, it can face maximum penalties of up to \$8,250,000. Individuals may be imprisoned for up to 10 years and/or need to pay maximum penalties up to \$1,650,000. Courts may impose a fine of 3 x the underpayment amount if that is higher than the maximum penalty amount in some circumstances.

There are however 'safe harbour provisions' for employers that are intended to encourage employers to self-disclose conduct that may be criminal wage theft. If the Fair Work Ombudsman agrees to an employer self-disclosing under a relevant safe harbour mechanism, the FWO will not refer them for criminal prosecution for wage theft (although, employers may still face a substantial fine).

The first safe harbour mechanism operates in relation to small business employers, where they comply with the Voluntary Small Business Wage Compliance Code. The second mechanism is where an employer (of any size) or an individual (e.g., an employee) may enter into a

 Where the prospect of criminal charges is raised with any AFRA member, they should contact AFRA or Ai Group urgently. 

Cooperation Agreement with the FWO if the requirements are met.

This means it has never been more important that all employers ensure they pay their employees correctly. At a minimum, employers must make sure they stay up to date and pay employees the right amounts as required under awards and agreements.

AFRA partners with Ai Group to assist members in complying with the Road Transport and Distribution Award, the Clerks (Private Sector) Award, and other awards that may apply to their operations. Ai Group has substantial tools available to assist AFRA members with concerns about whether they are paying correctly, and in responding to employee queries regarding their pay.

Where employers are approached by their employees, or by lawyers, unions or a FWO inspector seeking to confirm pay arrangements, or alleging there has been an underpayment, they should contact the Ai Group workplace advice line as a first step (1300 55 66 77).

Ai Group can also assist AFRA members by proactively auditing their compliance with requirements in awards or agreements and

ensuring the correct employment records are kept. If an employer identifies an error, Ai Group can provide support in fixing it and advise on the safe harbour mechanisms.

Where the prospect of criminal charges is raised with any AFRA member, they should contact AFRA or Ai Group urgently.

### FIRST REVIEW OF RECENT WORKPLACE RELATIONS AMENDMENTS

To secure passage of various tranches of amendments to the Fair Work Act through the Parliament, the Albanese government agreed to reviews being undertaken after two years of operation of each of the relevant tranches of legislation.

The first of these reviews is now underway, into the 2022 Secure Jobs, Better Pay amendments. This was the first wide ranging package of changes to the Fair Work Act by the Albanese government, under former Minister for Employment and Workplace Relations, the Hon Tony Burke MP.

Key changes made by the 2022 Secure Jobs, Better Pay Act included: a significant extension of multi-employer bargaining, which continues to carry risks for both the public and private sectors, changes to how bargaining commences, and new requirements for employees when voting on agreements and having agreements approved, limitations on fixed term contracts and pay secrecy, a new sexual harassment prohibition and employee rights to request flexible work arrangements.

Ai Group has put forward a raft of recommendations to improve the practicality and fairness to employers of these changes to the Fair Work Act, across two major submissions. Ai Group is also meeting with the reviewers to further prosecute the

case for positive changes to the legislation passed two years ago.

A final report will be made to Government during March and may be released prior to the federal election. Any proposed changes to legislation are expected during the next term of government.

Further reviews are scheduled to take place from 14 December 2025 and 26 February 2026, for the two further rounds of 'Closing Loopholes' amendments. This includes a review of changes such as wage theft and the increase to civil penalties for underpayment contraventions, unfair contract changes and the new road transport jurisdiction.

## UNFAIR TERMINATION CODE AND ORDERS FOR MINIMUM TERMS

One of the very wide-ranging areas of change impacting on the road transport industry, and some AFRA members, is to the rules for certain road transport drivers who are independent contractors.

Some contract drivers in the road transport industry may be able to make applications seeking remedies for unfair termination, similar to the unfair dismissal system. To make a claim, contract drivers will need six months' qualifying service, must earn less than the contractor high income threshold (currently \$175,000) and must make an application within 21 days. Information has been circulated to AFRA members, and is available from <https://aframembers.com.au/industrial-relations/>

The Fair Work Commission can also now make new orders setting minimum terms for contract drivers in relation to workplace relations matters, including on payment terms, deductions, and cost recovery. It can also make what are called road transport contractual chain orders, which will impose obligations on a broad range of businesses in a supply chain involving road



transport. This could, for example impact payment times and pricing arrangements under commercial arrangements throughout a supply chain.

Finally, certain contract drivers earning below \$175,000 may also seek assistance from the Fair Work Commission to review their contracts on the basis that the contract is unfair. If the Fair Work Commission agrees, it may set aside or vary terms which relate to workplace relations matters but cannot award compensation.

## OTHER MATTERS

AFRA members may also wish to start to consider the pending 2025 annual wage review, and factor it into their budgeting, pricing, and planning. This process is set to give rise to an increase in minimum wages under the Road Transport and Distribution Award, the Road Transport (Long Distance Operations) Award, the Clerks (Private Sector) Award and any other awards which apply to AFRA members, from the first pay period after 1 July.

The first submissions to the 2025 review are due by 4 April. There have been no announcements as yet on the level of increase being sought by unions, or the positions of employer representatives, including Ai Group.

However, the following may be useful to members in preparing for the pending 2025 minimum wage / award wage rise in July:

[A] The outcomes of recent decisions, and recent annual minimum / award wage increases:

- 1 July 2024 – a 3.75% increase
- 1 July 2023 – a 5.75% increase
- 1 July 2022 – a 4.6% or at least \$40 per week increase

[B] The most recent average annual wage increases observed by the ABS:

- December 2024 – 3.2% (ABS Wage Price Index)

[C] The latest CPI measures of inflation:

- December 2024 – 2.4% (over the 12 months to December 2024)

ABS Consumer Price Index

Annual increases in minimum wages / award rates are not only relevant to those who pay at award wage levels and need to directly apply them, they also often influence:

- Employers that seek to pay particular amount or percentage above award rates.
- The starting point or minimum level of increase in bargaining claims.
- Negotiations for non-award employment, including managers, professionals another white-collar staff.
- Budgeting and pricing. ●

## THE IMPORTANCE OF TRAINING

**A**s an AFRA member what values do you consider important in training?

Training is not just about loading a truck or packing a carton, it's about achieving the best possible outcome for the customer in a professional manner.

Some aspects of the removals industry have had to change over the last few years, mainly being that of wrapping and loading a truck/container. This is mainly due to the facet that quality of the furniture that is coming into the country is not as strong as it has been in the past. To deal with this issue training emphasises the three most important rules when wrapping and loading: to consider the size, weight and fragility

of the item being loaded into a truck/container, module, or packing a carton. Listed below are some of the most important matters covered in depth in training:

- Trained to the highest level in industry standards to help reduce claims.
- Gives the employees the correct pathway into customer service skills with confidence, weather that be verbally or by their actions.
- The skill of packing the customers valued possessions in a professional manner.
- The skill of wrapping and loading customers valued possessions in a professional manner.
- The importance of understanding documentation.

- Have an understanding of WHS issues' and how to deal with them.
  - Working in a team environment.
  - Working as an individual.
- Let's look at a couple of these in depth.

### CUSTOMER SERVICE SKILLS

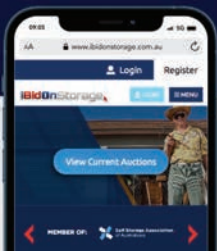
A lot of emphasis is placed on the importance of how your removalist staff present themselves to your clients. After all, they are the face of your company, and while the admin staff may deal with your client over a period of a few hours your removalists may be with your client for a day or two, or longer.

It's not only about having a uniform and being neat and tidy, it is about reassuring your client at all

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times that they have made the right decision in selecting your company for their relocation.

This can be achieved by your staff not only by speaking clearly and precisely to your client at all times but also in their actions, for example, how they go about their job in a competent and confident manner.

When packing the client may have specific items that are of sentimental or monetary significance, so it is extremely important that your staff be trained on how to handle and pack this item with respect and precision, again reassuring your client at all times.

**THE IMPORTANCE OF UNDERSTANDING DOCUMENTATION**

The industry has become a multicultural industry which brings its own challenges such as language,

literacy and numeracy where some employees have trouble putting pen to paper.

The theory section of training has been adjusted to assist the trainees in the importance of gaining and understanding of documentation.

**WORKING IN A TEAM ENVIRONMENT**

Communication would have to be the most important word in the removals industry when people are working in a team environment. It reduces the risk of injury to a fellow worker and reduces the risk of damage to your client's furniture. As stated earlier working competently and confidently reassuring the client at all times.

AFRA members are seen to be the pinnacle of the industry and can remain so by training their staff

to highest industry standards. This should be one of your highest selling points to your customers.

All AFRA members have the opportunity for their staff to reach a high standard of professionalism.

The removals industry has always been a transient industry when it comes to staffing and trying to find and retain staff, this alone has become a huge challenge for the industry in recent times.

Regardless of the level of experience and the length of employment of new employees, to disregard training will only lead to a lowering of the professional standard by those who are seen to be the leaders in industry. ●

**Members looking to have face to face training of their team should contact AFRA admin@afra.com.au**



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## 5 MINUTES WITH..

The AFRA office team comprises four permanent team members and one casual contractor. The team deliver services and support to AFRA members, and drive forward the projects established by National Council. In each edition of *On The Move* we spend five minutes getting to know a team member. This month we chat with....

### Simone Hill

**Role:** Executive Director, AFRA.

**Do you have a nickname?**

My husband calls me Queenie, as well he should.

**How did you end up in the removals industry?** I started my career as a lawyer with Gadens Sydney, and one of the first clients I had responsibility for was the then very young Self Storage Association of Australasia (SSAA). I wrote their first standard storage agreement and a manual of advice and procedure, updated versions of which are still in use after nearly 30 years. I spent about 10 years as a law lecturer while my babies were young, whilst also obtaining a Master of Laws and consulted for the SSAA. I made the move to in house lawyer for the SSAA and then became CEO. Very early on in my career I sat on a Standards Australian committee with Viv Hanley – what a small world. I was honoured to have been made a life member of the SSAA in 2017. I joined AFRA as Executive Director in 2021.

**What has been the biggest challenge to industries you have worked in?** Covid. I had only been in the role a month or two when the Sydney lockdown occurred. Although initially removals were considered essential workers under transport, we were specifically excluded after 10 days. Months of lobbying fell on deaf ears as politicians and other members of the transport industry relegated our role to 'unimportant'. Under the arbitrary essential worker rules families could order a whole



house load of new furniture and have it delivered, but couldn't have their own belongings moved from one house to another. Madness. Right now our industry's biggest challenge is staff – where to find decent staff and how to retain them.

**Coffee or tea?** Both. I drink tea pretty much all day from a giant bucket of a cup. I don't really drink coffee at home, but love a good strong coffee if I'm out and about.

**Favourite holiday destination?** My husband and I lived in France when our five kids were still small enough to be seen in public with us without dying of embarrassment. For two years we renovated our small village house, and the kids went to the local village school. We still own our house there and try and get back every year. The munchkins are bilingual and speak very fast in slang French if they don't want me to know what they are saying. Bastards. Our house is in a village called Souillac, right in the heart of the South West.

The food is all duck confit, black red wine, snails, foie gras, runny Rocamadour goats cheese, black truffles and walnuts. I prefer going in winter (Australian summer) and a good day would involve a frosty winter afternoon walk with wood smoke hanging in the air, followed by a hearty home cooked meal, red wine and a movie on the couch. If it is nearly Christmas and there are fairy lights twinkling it is about as close to perfection as life can get.

**If you had to choose a 'last meal' what would it be?** This changes from season to season, but I think an entree of Salade Lyonnaise (frisée lettuce, bacon, jammy eggs and croutons) followed by a steak cooked rare with frites and a glass of Cahor would be hard to beat. Of course, there would also have to be a fresh baguette with lots of butter on the side, and maybe a slice of citron tart to finish. And a glass of champagne to start. And an espresso right at the end... right... I'm off to book a flight... ●

# NATIONAL MOVING DAY

The first annual National Moving Day was held last year on Wednesday 18 December and it was awesome to see so many members get involved with the initiative. National Moving Day represents the busiest day of the year in the removals industry. This initiative commemorates the impact of our industry and the hard work of removalists that are moving Australia to places they want to be. As well as this, National Moving Day successfully:

- Upholds our Association's commitment to excellence
- Educates consumers on best practices for a seamless moving experience
- Minimises last-minute bookings and hurried moving processes
- Prevents the disaster of consumers being unable to secure an AFRA Member
- Enhance the visibility of our association and its members in the public eye
- Honour the achievements within our industry

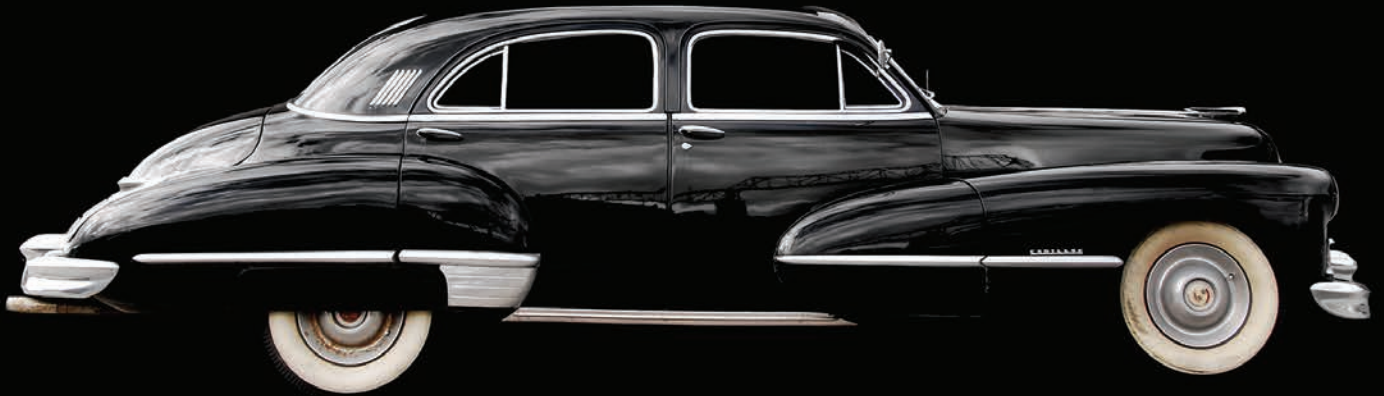
From team lunches to award ceremonies, our members were able to get involved in the National Moving Day celebrations in-between the demands of the busy. Thank you to everyone who got involved and



shared their day on social media. Make sure to mark your calendars for Thursday 18 December 2025 for this year's National Moving Day. We are looking forward to seeing your involvement and celebrations. ●



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