

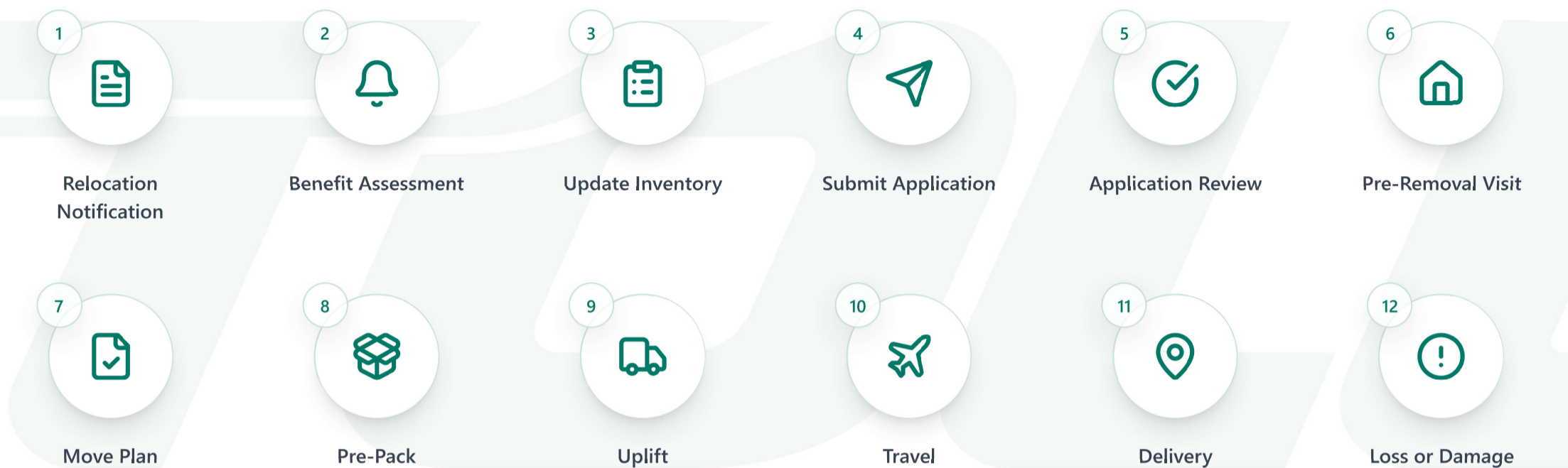
TOLL

Your Relocation

A simple guide through your relocation journey

Your move, at a glance

From initial notification to delivery in your new location.



Step 1

Defence Posting or Change in Circumstances

Defence will issue a posting to you advising you of your next posting location. Alternatively, a change in circumstances may occur such as: no fault rental eviction, home purchase, change in dependants, recall to service residence etc. If it is a posting for service/separation, Defence will notify Toll to trigger assessment action. For changes in personal circumstances, you must notify Toll directly.



Step 2

Notification and Assessment

Once Toll is notified by Defence or by you, the notification or request is assessed for removal benefit eligibility and you will be contacted if additional information is required. A Case will be created for you to submit your inventory and Application for Relocation (AFR). You should read the [Defence Relocation Guide](#) prior to continuing, as it contains helpful information for your upcoming move.



Step 3

Update Your Inventory

You are required to update and complete your inventory, which contains information of your complete household Furniture and Effects, and Vehicles. This inventory is used to assist in obtaining a Provider for the removal and also for any applicable warranty purposes. Inaccurate inventories can cause delays, so it's important to be thorough and precise.

For information on items that can and cannot be moved, please refer to the [Defence Relocation Guide](#).

If you have any questions, please contact us on [1800 819 167](tel:1800819167).



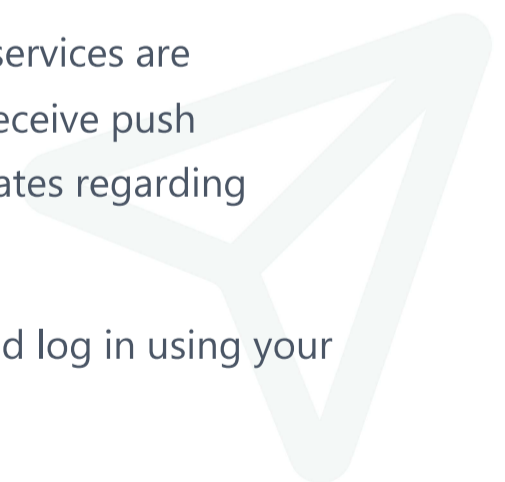
Step 4

Submit Application for Relocation

Once your inventory is completed, you will then need to submit the AFR online through your Toll account, where you will attach your inventory. The AFR requires you to enter all particulars including your details, locations, dates, and requested removal specifics for Toll to review. On submission of the AFR it is important to note that your removal is not approved at this stage, and still requires assessment for benefits by a delegate based on your circumstances.

If you would like to keep up to date with your relocation details as services are confirmed, please download the Toll Move Plan App. You will also receive push notifications along the way to keep you informed of important updates regarding completed actions and next steps for key activities.

You can download this from the [Google Play Store](#) or [App Store](#) and log in using your account details.





Step 5

Application Review and Approval

Once submitted by you, the AFR is reviewed by a Case Manager who will make contact. Your AFR and all particulars are sent to the Toll delegate for approval. Upon completion of the Toll Delegate review, if any benefits are unable to be approved, your Case Manager will contact you to discuss the outcome.

Your case will then progress to the service booking stage. During this time, the application goes through a process to book in all the required services. If applicable, this includes:

- Request Carton Kit delivery
- Review and calculate applicable benefits
- Sourcing a removal Provider for Furniture and Effects, and Vehicles
- Review and book travel requirements
- Review and request accommodation via Corporate Travel Management (CTM)
- Review reimbursement requests

Selecting the right removal Provider for you takes into consideration the location and volume of removal, requested dates, travel requirements and temporary accommodation based on your requests.



Step 6

Pre-Removal Visit

Where applicable, you may receive a Pre-Removal Visit where a Transitions Consultant attends your home to conduct an assessment. This visit is scheduled and allows Toll to assess your belongings in person for a thorough estimate of the inventory, view property access and also assist in guiding you on what items are eligible for removal. Any necessary notes or adjustments are made to the AFR or inventory, ensuring accurate information is shared with the removal Provider.



Step 7

Receive Your Move Plan

Once all booking steps are confirmed, an Original Move Plan Letter (OMPL) is drafted containing all the relocation information and is sent to you. This comprehensive document outlines your entire relocation schedule. Any updates made to your relocation will result in a new Move Plan Letter being generated and sent to you.

You can also view the current confirmed bookings in the Toll Move Plan App from the [Google Play Store](#) or [App Store](#).



Step 8

Your Pre-Pack

The pre-pack occurs where your Furniture and Effects are prepared for the relocation. Professional packers will carefully wrap and protect your belongings, ensuring everything is ready for the Uplift. This typically occurs the day before to your uplift day, depending on the volume.



Step 9

Your Uplift

Uplift day is when the removal Providers attend and collect all household Furniture and Effects and/or Vehicles. Your Furniture and Effects are loaded onto the moving truck and begin the journey to your new location. Make sure to keep your personal items with you for the travel period, and ensure the condition of your Furniture and Effects/Vehicles are marked correctly on the Electronic Inventory Condition Report (eICR).

For information on the Furniture and Effects or Vehicle removal particulars, please refer to the [Defence Relocation Guide](#).



Step 10

Your Travel and Accommodation

Any travel and temporary accommodation occurs for you and your family between Uplift and Delivery. This may involve flights, hotel stays, or other arrangements as specified in your Move Plan Letter to ensure you arrive at your new location as safely and comfortably as possible.

You can also view the current confirmed bookings in the Toll Move Plan App from the [Google Play Store](#) or [App Store](#).



Step 11

Delivery to Your New Location

Delivery occurs where the Provider delivers your household Furniture and Effects to your new home. The team will unload your items safely on a flat surface for you to put away, while you mark off the eICR including any item conditions. This all helps you to settle into your new location.

If you require any post-move support or assistance, please contact us on **1800 819 167**.



Step 12

Notice of Loss or Damage

In the process of unpacking, you have 45 days to notify Toll of any loss or damage items. This is done online through your Case. It's important to inspect your belongings carefully during unpacking, reflect the damages on the eICR, and report any issues promptly to ensure your claim is processed in a timely manner.

Where possible, any property damage should be recorded on your eICR with the Provider at the time. If you are unable to do so, please call Toll on **1800 819 167** to inform us of any damages that have occurred.

Resources

[Transferee Website](#) 

[Defence Relocation Guide](#) 

Contact Toll

Call 1800 819 167

SMS 0488 855 796

Support

Email TTCSC@tollgroup.com

Available to assist with your relocation journey