



OSS

WORLD WIDE MOVERS

Specialist International Movers

**Your journey
begins with us.**

Providing a full range of international relocation services for household, business and personal effects to and from Australia.

OSS Moving Guide

Our journey together.

You've made the right choice;
here are 10 reasons why.

Specialist International Movers

1 Industry leader with over 50 years' experience

We are industry leaders within the international moving space and are a trusted colleague for our partners and clients.

2 Specialist International Mover

Being Australia's only specialist international mover, our beginnings were international moving and today this is still what we do

3 100% Australian Privately Owned

We are 100% privately owned and operated.

4 Tailored solutions and worldwide partners network

Our ability to tailor your move based on your requirements with our worldwide network of long term quality partners sets us apart from the rest.

5 Our people are our brand

From our crews on the road to the office staff, all our people are long term employees of OSS. Their dedication, honesty, transparency and belief in OSS is what makes our OSS brand so great.

6 FIDI accredited mover / FIDI academy staff training and awards

FIDI is the global accreditation of professional international moving and relocation companies, specialising in moving household goods and personal effects according to the best quality standards. FIDI FAIM is the most rigorous and only quality certification programme dedicated exclusively to the international moving industry.

PRODUCT  REVIEW
.COM.AU

 4.6 / 5

Sirelo

 8.5 / 10

7 Quality, environmentally friendly packaging materials

At OSS, we source only the best packing materials. Our National Operations Manager with over 25 years in the industry accepts nothing but the best quality materials and being environmentally friendly is his priority.

8 A culture built on collaboration, transparent with our clients

Our team is built on teamwork, being transparent with our clients, all whilst being innovative and staying one step ahead with technical advancements.

9 Global Mobility Specialists / Dedicated Global Mobility Team

We are a specialist in the field of global workforce mobility; we are committed to ongoing education and training to grow our expertise.

10 Easy insurance claims process

Should there be a need to make a claim, we will guide you through the process with our qualified team. With OSS, you are in the safest hands in the industry.

OSS World Wide Movers

Specialist International Movers for over 50 years!

- Australian privately owned company
- Established in 1969
- Providing personalised service
- International relocation specialist



Original OSS Moving Van - 1969

*“ It’s not just the destination that is important,
but how best we can manage the journey ”*

Accreditation / Quality Assurance



FIDI Accredited International Mover

FIDI is the leading global international moving industry association based in Brussels, representing 600 accredited members across the globe.



FAIM Accredited International Mover

FAIM accreditation is considered the “premium seal of quality” and is the sole criteria for FIDI membership. It is a rigorous quality programme independently overseen globally by EY (Ernst & Young).



Australian International Movers Association - AIMA

AIMA is the official body of major international movers in Australia and is aligned with FIDI working towards continuous improvement in industry standards.



Australian Furniture Removals Association - AFRA

AFRA is the domestic Australian removal industry body that helps regulate the Australian moving industry and has strict membership criteria.



International Association of Movers - IAM

IAM the moving and forwarding industry's largest global trade association, is a USA based union comprised of companies located in over 160 countries.



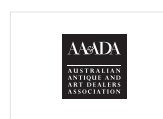
British Association of Removers - BAR

The largest established & most recognised Trade Association for the removals industry in the UK with 500+ of the leading professional removal & storage companies in membership.



South African International Movers Association - SAIMA

The association is the South African representative of the International Federation of International Movers (FIDI).



Australian Antique and Art Dealers Association - AAADA

The AAADA is the leading industry body representing Antique and Fine Art dealers in Australia.

Professional Packing & Materials

OSS World Wide Movers will professionally pack all of your belongings

Using the latest packing materials designed specifically for protecting your goods during the move process. We are very proud of our people and you will find that as well as being expert international packers our packing teams are always friendly and a pleasure to have in your home.

Moving Boxes & Packaging Materials

OSS have a variety of specialist packing materials and methods of packing to ensure maximum protection of your goods.



Standard Moving Carton (Tea Chest Size)

Standard size cartons are used for packing of small items such as linen, toys, clothing, kitchenware etc.

- Standard carton dimensions are 440mm x 425mm x 630mm
- Standard cartons hold roughly the equivalent of 1 large suitcase
- The normal weight of a packed standard carton should not exceed 25kg (55lb)



Specialist Standard Moving Carton (Air Freight)

- Specialist air freight carton dimensions are 440mm x 630mm x 425mm
- Specialist cartons hold roughly the equivalent of 1 large suitcase
- The normal weight of a packed standard carton should not exceed 25kg (55lb)



Priority Moving Carton

The priority pack moving carton is specifically printed in red ink. This allows for fast identification at your destination when searching for those important items which will be required as soon as you arrive, or for items that will be required to re-assemble furniture items (e.g. feet or castors, remote control units for TV's and Stereos etc).

- Carton dimensions are 415mm x 310mm x 410mm



Book Moving Carton

Book cartons are used for packing of fragile items, such as glassware and crockery, as well as small heavy objects such as books etc.

- Book carton dimensions are 415mm x 310mm x 445mm
- Book cartons are half the volume of a Standard Carton or Tea Chest
- The normal weight of a packed book carton should not exceed 15kg (33lb)



Wine Inserts

Specialised inserts to book cartons that hold up to 12 standard bottles of wine/spirits etc.



Flat Pack / Clothes Moving Carton

Flat pack boxes are special long flat cartons used for large clothing such as suits, jackets, dresses, coats etc.

- Flat-pack carton dimensions are 955mm x 495mm x 290mm
- Flat-pack cartons hold the equivalent of 1.5 to 2 large suitcases
- The normal weight of a packed flat pack carton should not exceed 25kg (55lb)



Picture & Mirror Moving Carton

These cartons are used for packing paintings, pictures and the like, which are normally also wrapped in air cushioned furniture wrap prior to placement in this carton.

- Picture carton dimensions are 1045mm x 740mm x 80mm
- Picture carton can hold more than one individually wrapped painting or picture



Flat Screen TV Moving Carton

The flat screen TV moving cartons are specially designed to protect these fragile items.

- Flat screen TV carton dimensions vary depending on size of your TV
- Additional all-round protection is provided when using these cartons including our specialised inserts



Bicycle & Golf Club Moving Cartons

Specially designed moving cartons for easy handling of bikes and golf clubs.

- Bicycle moving cartons hold one bicycle
- Some dismantling of bikes will be required when packing into this type of carton
- Golf Club Moving Carton dimensions are 455mm x 310mm x 1160mm
- Bike Moving Carton dimensions are 1720mm x 1080mm x 220mm



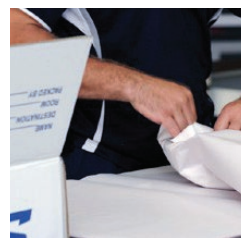
International Bubble Wrap

For international moves, each item of furniture is individually wrapped with air cushioned, environmentally friendly, international wrap specifically designed for protecting your furniture during the rigours of the international move process.



Packing Paper

OSS World Wide Movers pack all glassware, crockery and delicate items such as statuettes & ornaments with packing paper prior to placing the items into our international standard moving cartons. We specifically use food grade paper to ensure your kitchen items remain in a sanitary condition during your move.



Custom Made Protection System

Our Premium Protection System is custom made to protect extremely fragile or expensive items such as vases, sculptures, paintings, mirrors, large TVs, marble tabletops and even motorcycles. These are similar to timber crates and are just as strong, though they are lighter and made from recycled material, which is in turn 100% recyclable.



Storage

OSS are experienced in providing professional removals to and from your home, as well as short or long term storage at our safe and secure storage facilities.

- Preparation of detailed inventory and condition report
- Purpose built, high security storage repositories
- Sanitised timber storage modules
- Internal racking for special items
- Licensed by both Australian Border Force (ABF) and the Australian Department of Agriculture, Fisheries and Forestry (DAFF)
- 24/7 Security, CCTV with controlled access
- Vehicle storage



**Australian
BORDER FORCE**



Australian Government
**Department of Agriculture,
Fisheries and Forestry**





Insurance

Risk Management Solutions

OSS recommend that you consider purchasing appropriate to your circumstances door to door insurance to protect your valuable household belongings and personal effects during any periods of transit and storage to ensure they are adequately protected against any accidental losses or damages. OSS is able to assist you to arrange such cover.

Benefits of insuring through OSS

- Tailor made insurance policies available
- Fully trained and accredited staff to assist with the process
- Supply of inventory of your goods incorporating indicative values to assist you with your insurance needs and make the process easier for you
- Prompt claims process
- Apply via our online web portal





Ancillary Services

Helping you every step of the way

Vehicle Transportation

OSS can arrange transportation and storage of vehicles worldwide.

Handyman

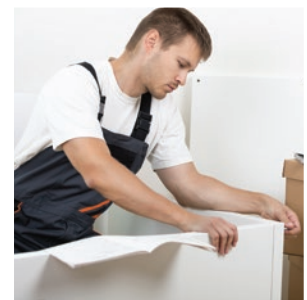
OSS can organise for the dismantling and re-assembly of special furniture and hanging of pictures and mirrors as required.

Valet Unpacking / Declutter

A valet unpack is available on delivery to quickly turn your new house into a home with selected placement of items into cupboards, shelves, drawers and wardrobes, or use our specialist pack/declutter service on your outgoing home.

Houseclean

OSS can organise a comprehensive exit clean including windows, oven and steam cleaning of carpets.



Relocation Services

Feel at home as soon as you arrive

School Search

Educational options presented with the experience of an educational consultant.

Home Search

Professional guidance provided to assist in finding a new home for lease or purchase.

Destination Orientation Service

A professional guide can meet you at the airport and provide an orientation tour of your new city, including an overview of benefits, attractions, lifestyle, culture and community.



OSS can assist in all of these important areas.

Pet Relocation

OSS has worked with trusted pet relocation specialists for over 20 years. Take the stress out of moving with your fur babies.

Pet relocation services include

- Interstate pet travel
- Overseas pet travel
- Resident vets
- Travel crate hire Australia wide
- Pet transit lounge facilities
- Pet accommodation
- Zoo & exotic animals



Talk to us about the options available to move your treasured pets.

Currency Exchange

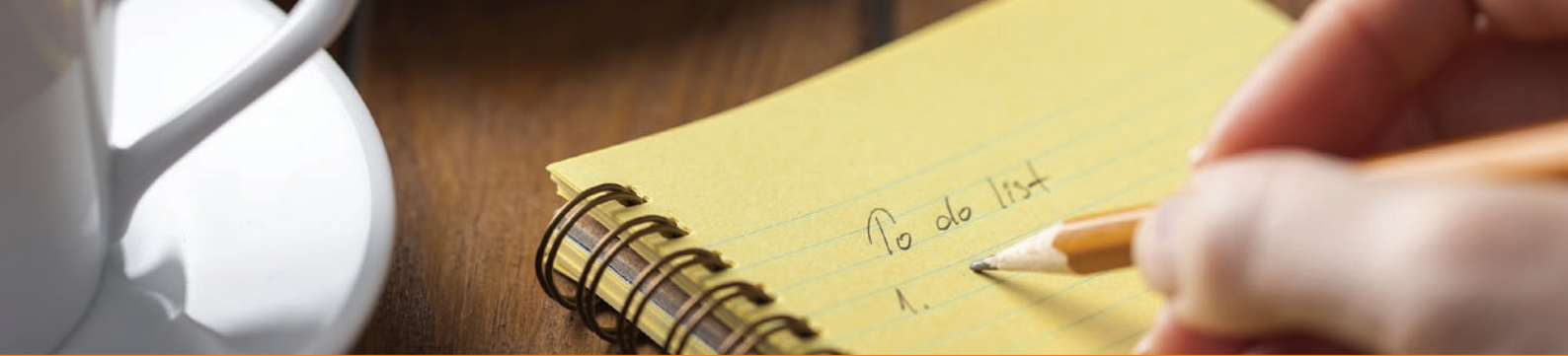


Don't just rely on your bank to give you the best currency deal for your international money transfer.

OSS works with major currency exchange specialists to help you feel confident with your international money transfers.

We understand the need for competitive rates, 24/7 access and the ability to speak to highly trained experts in this field. Reach out to us to discuss your currency exchange options for peace of mind.

NOTES



Moving Checklist

1 month+ before move

- ☐ Start a register of moving expenditure, some of which may be tax deductible or claimable from your company
- ☐ Confirm pick-up and delivery dates with your OSS representative, particularly in peak periods
- ☐ Check insurance availability and terms
- ☐ Arrange storage if you are planning to store some of your personal effects, check your household insurance for storage cover
- ☐ Arrange transport services for pets if required
- ☐ Check with your OSS representative regarding vehicle transport if required
- ☐ Contact your bank and arrange transfer or closure of your accounts, consider currency transfer
- ☐ Empty your safe deposit box
- ☐ Submit change of address forms to the post office, email friends and creditors
- ☐ Give your day care centre proper notice of withdrawal
- ☐ Contact schools and arrange for transfer of student records
- ☐ Contact your doctors for medical records and possible referrals to new physician
- ☐ Change your insurance policies on property, auto and medical
- ☐ Ensure all important records are kept in one safe place, separated from the removal cargo
- ☐ Give notice of resignation to clubs, organisations or volunteer bodies to which you belong
- ☐ Cancel newspaper subscriptions
- ☐ Arrange for hotels, rental cars or temporary housing as needed
- ☐ Ensure adequate notice of intent to vacate premises if renting/leasing

2 weeks before move

- ☐ Start packing personal items you need to take with you on your trip, together with your jewellery and small valuable items
- ☐ Determine what you really wish to take with you - declutter, donate or discard
- ☐ Hold a garage sale or have a charity take the items you no longer need
- ☐ Remember to clean out Club, Gym and School lockers
- ☐ Collect all dry cleaning, alteration and repair items
- ☐ Arrange for disconnection of utilities
- ☐ Retrieve and return borrowed items



1 week before move

- ☐ Double check all items intended to be moved against the OSS surveyed inventory to ensure all items are listed. Your OSS moving crew will be working off this list (it will need to be correct). Advise your OSS representative if any items have been sold or given away since the survey.
 - ☐ Double check with your OSS representative that all dates are confirmed
 - ☐ Confirm car and pet travel dates
 - ☐ Confirm hotel, car rental and overseas temporary accommodation
 - ☐ Make a survival kit with items you may need at short notice
 - ☐ Take pictures of all furniture, paintings and works of art
 - ☐ Give away unused contents of deep freezer, defrost and clean
 - ☐ Give away surplus pantry items and start using up existing stocks of canned food and perishables
 - ☐ Make arrangements for cleaners to come after uplift of your personal effects
 - ☐ Arrange for a voice mail recording on your current telephone number so callers know where to find you
 - ☐ Advise body corporate of your move, and book necessary elevator and access arrangements with your building manager
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1-2 days before move

- ☐ Move essential items such as passports etc. to a safe place to avoid accidental packing
 - ☐ Disconnect hoses and drain the washing machine of water
 - ☐ Empty dishwasher and clean filters or drain
 - ☐ Clean and defrost refrigerator if not already done
 - ☐ Finalise foreign currency arrangements to ensure you can pay for incidentals on arrival in the country of your destination
 - ☐ Close bank accounts if you have not already done so - watch out for those last minute transactions!
 - ☐ Arrange street parking for a large removal truck by having 2 car spots available adjacent to your residence
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Moving - Day 1

- ☐ Movers will pre-pack cartons and commence export wrapping furniture you do not require for the night. If OSS has advised packing & uplift will be same day, have your accommodation meals etc. planned for that night and follow other steps as below
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Moving - Day 2 or 3 (if required)

- ☐ Movers will finish export wrapping and load your personal effects into your shipping container
 - ☐ Double check that all instructions regarding shipping details and/or storage are clearly understood. Make these checks with the office coordinator, not with the crew on the day
 - ☐ Clean your home or have cleaners do the work
 - ☐ Check all power and water has been turned off and hand the keys to the next person responsible
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YOU HAVE DONE IT ALL!

Now you can relax and look forward to arrival at your destination.

Our Locations



Sydney

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- 📍 PO Box 4137, Marayong, NSW 2148
- ☎ +61 2 8825 9300
- 🖨 +61 2 8825 9333
- ✉ sydney@ossworldwide.com



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