

# Opal Relocations

BRISBANE



Relocation Consultants  
Home Search  
Education Search

Supporting people make the move

# Contents

Welcome	1
Why Opal	2
Business Benefits of using Opal	3
Individual benefits of using Opal	3
Pre Arrival	4
Meet and Greet	4
Orientation	5
Settling In Service	5
Home Search	6
Education Search	7
Furniture Hire	8
Complimentary Gifts	8
Packages	9

TAILORED RELOCATION SUPPORT





## OPAL RELOCATION SERVICES

- Pre Arrival
- Meet and Greet
- Orientation
- Settling In Service
- Home Search
- Education Search
- Furniture Hire
- Complimentary Gifts

## Welcome to Opal Relocations

At Opal Relocations we pride ourselves on the fact that our clients are more like our family members. Just like a family you can count on us to be there when the going gets tough. We will be there to answer any questions you may have no matter how small, and provide a friendly ear when you need it the most. We understand the stresses and strains of moving both locally and internationally, we have been in the same place that you now find yourself in.

Our team of trustworthy representatives are all part of the Opal family, and like the Opal gem every one of them is unique with specialised skills to ensure that your individual needs are being taken care of the Opal way.

We are passionate about delivering our commitment to you. We will surpass all your expectations, our dedication ensures that you will settle into your new life as if you have never been anywhere else.

We look forward to meeting you and making you one of our family gems.

Opal Wishes

Shelley McGonigal  
Founding Director





### Using Opal Relocations — Benefits to Individuals and Families

One consultant will guide you through the whole process making it feel like you are being orientated by a friend, setting you at ease instantly.

We will save you time by knowing what needs to be done and when including taking care of money matters, shopping, living arrangements, schools, driving licenses, social and cultural considerations and much more.

We will find the best properties for you giving you access to those that are coming onto the market before others see them.

We will reduce the stress of your move through our professional, efficient and friendly manner.

We will save you money through our negotiating skills, preferential treatment by suppliers and knowledge of where the best value can be found.

## WHY OPAL RELOCATIONS?

Opal Relocations services are delivered with a unique blend of expertise, experience and empathy. We want each and every one of our clients to have the best possible chance of enjoying living and working in Brisbane.

The services we deliver are beneficial for both the company relocating employees and the individuals themselves.

### Using Opal Relocations—Benefits to Businesses

- short-term accommodation will be used more sparingly reducing costs.
- reduce impact on administration and HR by undertaking bookings for accommodation, flights, ensuring office equipment and phones are ready as needed.
- candidates are more likely to select the job offer knowing they will be looked after during the transition.
- employees are more likely to be retained as the family and employee have ongoing support reducing expensive recruitment fees.
- goodwill and loyalty to the business will be generated from a positive relocation experience.
- the employee will be able to focus on work without distraction knowing that their home life is being taken care of by us.



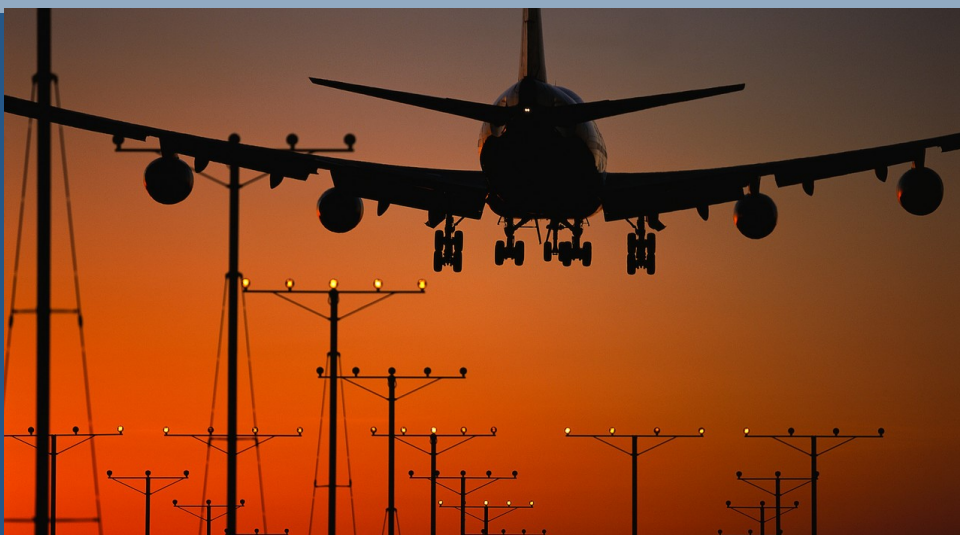
## PRE ARRIVAL

Our pre-arrival support consists of providing you with the essential information needed to help you move from your current location and become established in Brisbane.

This includes:

- Needs Assessment
- Development of 'Leaving Checklist' and organisations that could help.
- Online chat and telephone services to ask any questions no matter how small.
- Transferring money via Foreign Exchange.
- Opening an Australian bank account
- Australian Health Insurance .
- Queensland drivers license .
- Suburb suggestor.
- Overview of rental properties.
- Overview of schools.
- Welcome Pack.

This service is complimentary with any of our other services and allows us to individualise your relocation prior to your arrival.



## MEET AND GREET

Your assigned relocation consultant will meet you from the airport ensuring they arrive prior to your landing. In this way we ensure that you feel like you are being greeted by a friend or relative as soon as you enter Brisbane.

They will then assist you to one of Opal Relocations luxury 7 sea vehicles looking after you from the beginning of your time with us to the end.

Luggage trailers and child car seats are available to hire as required

You will be taken to your accommodation and provided with your Welcome Pack.

Your agent will then briefly discuss your needs for the coming days and arrange any changes to the itinerary you feel necessary.







## ORIENTATION

We provide individualised orientation tours to help you familiarise yourself with Brisbane. By completing our short needs assessment prior to arrival, we can customise your tour to include areas of Brisbane that may be of particular interest to you. After picking you up from your accommodation or office, we will take you to some of Brisbane's best locations.

We will also:

introduce any suburbs that you may be interested in and inspect some houses so that you can get a feel for prices of property (rental or purchase).

Introduce leisure and shopping facilities

Outline clubs and societies of interest

Along the way our consultants provide a wealth of knowledge with discussion of budget, schooling, lifestyle, major events, culture, shopping and transport. We are Expats ourselves and know how a little knowledge goes a long way.

We offer full or half day tours fully customisable.

## SETTLING IN SERVICE

Once permanent accommodation has been selected our settling in service has proved invaluable time and time again.

This service ensures you effectively make the most of your new home and community.

We can arrange for utility connections, hire cars, provide information on local facilities including recreation, lifestyle, medical, and other general settling-in needs as desired.

We can also introduce you to organisations that you have indicated in your needs assessment that interest you including cultural and social groups.



Our agents are licensed real estate agents with vast experience in property management. This means our service provides:

- Access to homes not yet on the market
- Experience of local areas not necessarily known by traditional relocation agents
- Excellent needs identification
- Intimate knowledge of legislation and ability to advise on areas of uncertainty
- Identification of potential issues with properties



## HOME SEARCH



Finding suitable accommodation is a high priority when you have just moved to a new city. Opal Relocations Home Search programs are designed to streamline the home search process and ensure that you secure quality housing appropriate to your needs, lifestyle and housing allowance. The home search services are designed to suggest a number of potential homes to you so that you can secure them in the most efficient manner possible.

Opal Relocations provide the following services:

- **Unaccompanied Search**
- **Accompanied Search**
  - **Base**
  - **Executive**
  - **Opal**

The following pages detail each of these services.



## UNACCOMPANIED SEARCH

An unaccompanied search means that Opal Relocations identify the most suitable properties for you but do not accompany you to see the properties. This service incorporates the following:

- conducting needs analysis
- discussion as to your likes and dislikes
- suggestion of suburbs
- management of your expectations in line with current housing stock available
- research carried out to identify potential properties
- liaison with the property managers regarding access to homes for inspection
- an itinerary for inspection of potential homes with information on each
- negotiation and information on rental terms and conditions
- information and explanation on the clauses of the tenancy agreement and documentation





## REMOTE HOME SEARCH

Our remote search is the best way of saving money, stress, and time on your move to Australia by having your rental property ready for you when you arrive. This reduces costly temporary accommodation costs.

- A remote search is where we will find your dream home **for you and secure your tenancy**
- We will spend a maximum of 2.5 days on this service

The following table summarises the inclusions:






























SERVICE DESCRIPTION
Conducting needs analysis
Discussion as to your likes and dislikes
Suggestion of suburbs
Management of your expectations in line with current housing stock available
Research carried out to identify potential properties
Liaison with the property managers regarding access to homes for inspection
Inspection of potential homes by Opal Relocation consultant and report back on each
Ongoing support
Welcome pack
Negotiation and information on rental terms and conditions
Information and explanation on the clauses of the tenancy agreement and documentation

## ACCOMPANIED HOME SEARCH

We offer three levels of accompanied home search services which maximize the chances of you finding a gem of a home.

- **Base** - We will **take you** to find your dream home
- **Executive (EXEC)** - We will **take you** to find your dream home **for 2 days maximum, secure your tenancy and settle you in**
- **Opal** - We will **take you** to find your dream home **for 3 days maximum, secure your tenancy and settle you in**

The following table summarises the differences between each

SERVICE DESCRIPTION	BASE	EXEC	OPAL
Conducting needs analysis			
Discussion as to your likes and dislikes			
Suggestion of suburbs			
Management of your expectations in line with current housing stock available			
Research carried out to identify potential properties			
Liaison with the property managers regarding access to homes for inspection			
Accompanied inspection of potential homes including pick up and drop off at temporary accommodation	<b>1 DAY</b>	<b>2 Days</b>	<b>3 DAYS</b>
Ongoing support			
Welcome pack			
Negotiation and information on rental terms and conditions			
Information and explanation on the clauses of the tenancy agreement and documentation			
Settling in Service			



## EDUCATION SEARCH

For parents finding the right school for your children is a major consideration when deciding which area to call home.



To enable parents to make the right decision for their children we outline the schooling system within the Brisbane area to ensure the pros and cons of each option available is understood.

Then, based on your child's educational needs (both existing and future) we provide:

- School search comparisons
- Organise appointments for school inspections/interviews
- Accompany parents on school visits
- Assistance with enrolment forms and documentation





## COMPLIMENTARY SERVICES

Our complimentary services include:

- Telephone and online chat advisory services;
  - Ask us any question no matter how large or small
  - All questions are valid if they cause you worry—we are here to ease your fears
  - Local number
- Useful information via our website
- Welcome Pack
  - Tailored to individuals
  - Useful forms
  - Tourist information
  - Books/apps on areas and aussie slang
  - Maps of local area
  - Opal Relocations living in Brisbane guide.



## FURNITURE HIRE

Furniture often takes longer than expected to arrive in Brisbane from the host country.

If your furniture has not arrived or if you plan on buying something at a later date we can organise rental furniture.

We have links with local furniture rental companies at preferential rates. We can provide a whole house package or just a few necessary items all uniquely tailored to suit your needs, styles and budgets.



Items for hire include:

- Beds and bedroom furniture
- Sofas , coffee tables and entertainment units
- Dining room tables and chairs
- Office furniture
- Electrical equipment such as TV's, Blu Ray players etc.
- White goods—fridges, freezers, washers, dryers etc.



## PACKAGE DETAILS

### Executive Package Inclusions

Pre Arrival Support, Meet and Greet, Orientation (half day), Home Search Executive (Executive can attend or not attend viewings)

### Family Package Inclusions

Pre Arrival Support, Meet and Greet, Home Search Opal, Education Search (half day)

### Opal Package Inclusions

Pre Arrival Support, Meet and Greet, Orientation (full day), Home Search Opal, Education Search (full day), Settling in Service, Furniture Arrangement.

Please contact us on 1300 425 477 or at [enquiries@opalrelocations.com.au](mailto:enquiries@opalrelocations.com.au) to discuss alternate packages

## PACKAGES

Opal Relocations currently provide three packages which vary in the number of services you receive. Each of the packages is designed with you in mind.

The services are:

- Executive Package
- Family Package
- Opal Package

If you require a number of services that are not bundled in our packages or not being offered in our list of services please contact us and we can discuss your needs.





Opal Relocations: Uniquely Australian, Uniquely You

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