
CAPABILITY **STATEMENT**



**PROFESSIONAL RELOCATION
SERVICES BUILT ON TRUST,
TRANSPARENCY AND
EXPERTISE**



BRISBANEREMOVALISTS.COM.AU



Contents

Company Overview	02
Why Choose Us	03
Our Services	04
Our Industries	05
Our Team	06
Past Projects	07

MOVING BEYOND EXPECTATIONS

Brisbane Removalists is a locally owned and operated relocation company serving South East Queensland for over 15 years. Under current ownership since 2022, we have grown from four trucks to a fleet of more than 20 vehicles, handling between 160 and 185 jobs monthly. This rapid yet sustainable growth reflects our commitment to delivering personalised, professional service that government agencies and commercial clients can depend on. With 60% of our business coming from repeat clients and referrals, we have built our reputation on trust, reliability and transparent communication.

DIRECT ACCESS, EVERY TIME

Unlike larger corporate competitors, Brisbane Removalists offers something increasingly rare: direct owner contact. When you call, you speak with Eileen, not a call centre. This personalised approach means faster responses, clearer communication and accountability from quote to completion. You are not navigating a chain of command. You are working with people who know your project, understand your requirements and take personal responsibility for delivering results.

**Professional removalist services backed by
15 years of experience and trusted partnerships
with Queensland government agencies.**

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TRUSTED BY GOVERNMENT AND INDUSTRY

Brisbane Removalists has successfully delivered projects for Queensland Rail, Cross River Rail, the Department of Housing, NDIS and numerous commercial clients across South East Queensland. We understand the compliance requirements, transparency expectations and duty of care standards that government work demands, and we price our services ethically: the same rate for every client, regardless of sector or deadline pressure.

A PERFECT ATTENDANCE RECORD

In three and a half years under current ownership, Brisbane Removalists has never missed a scheduled job. Not once. We do not overbook and we do not cancel last minute. Our teams arrive on time, work professionally and complete the job as promised. For government agencies and commercial clients managing tight timelines and complex logistics, this reliability is not a bonus; it is essential. When you book Brisbane Removalists, the job gets done.



RELOCATION PARTNERS YOU CAN COUNT ON

Choosing Brisbane Removalists means choosing transparency, reliability and genuine care. We have built our reputation on keeping our word, showing up on time and treating every move with the professionalism it deserves. Unlike larger competitors who operate through call centres and automated systems, we offer direct owner contact, ethical pricing and a proven track record with government agencies across Queensland.

TRANSPARENT PRICING THAT DOESN'T CHANGE BASED ON WHO'S PAYING

We maintain consistent pricing whether You are a government department, a commercial client or a residential customer. No price gouging, no surprise fees and no markups based on perceived budget. If the job takes less time than estimated, we charge less. This ethical approach to pricing has earned us repeat contracts with the Department of Housing, Education Queensland and NDIS, and it is how we operate with every client.

DIRECT ACCESS WHEN YOU NEED IT MOST

We are small enough to care, experienced enough to deliver. When you call Brisbane Removalists, you speak directly with Eileen, not a call centre. This direct access keeps communication clear and responsibility firmly with us. We are available when you need us and take ownership of every project.

PROACTIVE COMMUNICATION THAT KEEPS YOU INFORMED EVERY STEP

From first enquiry to job completion, you will always know what is happening. We confirm arrangements, timing, pricing, insurance, and what we do not charge for before every job. If a team is delayed, we let you know in advance. With day-before confirmations and multiple checks, nothing is missed. This transparency builds trust with government agencies and all our clients.

A PERFECT ATTENDANCE RECORD ACROSS EVERY PROJECT

In three and a half years, we have never missed a job. We never overbook, or cancel at the last minute. For government agencies managing tight timelines and complex logistics, this reliability is essential. When Brisbane Removalists commits to a job, it gets done.

TRANSPARENT, RELIABLE REMOVALS

Brisbane Removalists delivers stress-free moving solutions across residential, commercial and government sectors with a perfect attendance record spanning three and a half years. With direct owner access on every job, transparent pricing and proactive communication, we have built a business where 60% of our work comes from repeat clients and referrals.

OFFICE RELOCATIONS

Moving your office doesn't mean losing productivity. We coordinate every detail from packing to placement, ensuring your team can resume work quickly in your new location. With transparent timelines, proactive communication about any delays, and direct owner oversight, you will always know exactly where your move stands and when your business will be operational again.

WAREHOUSE-TO-WAREHOUSE RELOCATIONS

Warehouse relocations require coordination, timing and teams who understand commercial operations. We manage inventory transfers, equipment moves and freight logistics with the same transparent communication and reliability that built our reputation. You receive detailed timelines, proactive updates if schedules shift, and direct contact with ownership to resolve any issues.

GOVERNMENT FACILITY RELOCATIONS

Government relocations demand reliability, clear documentation and ethical pricing. We deliver all three with \$20 million public liability insurance, transparent quoting that never inflates for government clients, and a proven track record with Queensland Rail, Department of Housing, Cross River Rail and NDIS. You get straightforward service managed by people you can reach.

HOME/RESIDENTIAL MOVES

Moving house brings enough stress without worrying about your removalist. We make sure you know exactly what to expect before moving day: clear pricing, accurate timing and a transparent process from start to finish. Our teams arrive on time, treat your belongings with respect, and you will always speak directly with us when you need us.



STORAGE SOLUTIONS & CONTAINER MOVES

Whether you need temporary storage between moves or direct container loading for long-distance relocations, we eliminate unnecessary handling that risks damage and increases costs. Your belongings move once from origin to storage or container, then directly to final destination, saving you time and reducing risk when timing doesn't align.

EMERGENCY AND INSURANCE RELOCATIONS

When insurance claims require urgent relocation, we respond quickly and document thoroughly. Working directly with insurance companies and policyholders, we coordinate emergency moves, provide clear documentation and deliver the same transparent, reliable service. Our insurance experience means we move quickly when you need us most.

RELOCATION SOLUTIONS ACROSS KEY SECTORS

From government agencies requiring compliant facility relocations to commercial businesses managing complex office moves, we bring the same ethical approach to every sector we serve: clear expectations, honest pricing and a perfect attendance record across three and a half years.

We deliver quality removalist services that go well beyond basic transportation.

GOVERNMENT AND PUBLIC SECTOR

Councils, state agencies and public authorities trust Brisbane Removalists for reliable, compliant relocations without inflated pricing. Education Queensland, Department of Housing, NDIS and Cross River Rail represent just some of the government clients who rely on our professional service where accountability and transparency matter most.

COMMERCIAL AND CORPORATE

Office relocations, warehouse transfers and container moves demand minimal disruption and clear communication throughout the process. From 100-desk office relocations to multi-site warehouse transfers, Brisbane Removalists provides detailed pre-move briefings and proactive updates so your operations resume quickly.

INSURANCE AND CLAIMS MANAGEMENT

Insurance companies and policyholders need partners who understand documentation requirements, respond quickly to urgent situations and provide transparent service that makes the claims process smoother for everyone involved. Brisbane Removalists brings extensive experience in emergency and claims-related relocations to every engagement.

PROPERTY MANAGEMENT AND REAL ESTATE

Property managers, apartment complexes and real estate agencies managing tenant relocations and building transitions need direct access to decision makers. Our owner contact model means property professionals always speak with someone who can solve problems immediately rather than navigating layers of customer service.

INDUSTRIES WE SERVE

- Government Agencies and Councils
- State and Federal Departments
- Commercial Offices and Businesses
- Insurance Companies
- Property Management
- Real Estate Agencies
- Residential Clients
- Queensland Education
- Warehouse and Logistics Operations
- Cultural Institutions (Museums, Galleries)
- Multi-Unit Residential Developments



THE PEOPLE BEHIND YOUR PROFESSIONAL MOVE

Brisbane Removalists is built around a team that does the basics exceptionally well: turning up on time, keeping our word, and making sure you know exactly what is happening. You will deal with real people who take responsibility for the move, not a call centre. Our crews are respectful, careful, and reliable on site, and our pricing stays fair and consistent. We also bring proven experience supporting government agencies across Queensland.

WHO YOU WILL WORK WITH

Brisbane Removalists is led by directors Eileen and Thomas, who bring a hands-on, personalised approach to every relocation. With direct owner involvement on every project, you receive immediate answers, transparent communication and accountability from the decision makers themselves. Unlike larger competitors, we have built our business on a unique model that prioritises client service above all else.

While we maintain a small, dedicated office team to manage communications and coordination, we work with carefully vetted, long-term contractor teams who meet our exacting standards for professionalism, reliability and quality. This structure allows us to scale our capacity to meet your needs whilst maintaining the direct, personal service and rigorous quality control that has earned us a 60% repeat and referral rate.

WHY OUR MODEL WORKS

Our broker structure is not about cutting corners, it is about delivering better service. By separating client management from on-site operations, we ensure every job receives dedicated attention at both ends. You always communicate directly with Eileen or Thomas, never a call centre. Meanwhile, our contractor teams focus entirely on the move itself, backed by our comprehensive quality assurance, insurance coverage and real-time coordination.

TRUSTED BY QUEENSLAND'S LEADING GOVERNMENT AGENCIES

Brisbane Removalists has built a strong reputation delivering reliable, transparent relocation services to Queensland government agencies and major infrastructure projects. Our commitment to ethical pricing, direct communication and consistent delivery means agencies return to us for ongoing work, reducing procurement complexity and ensuring consistent, dependable outcomes every time.

Professional removalists serving
Brisbane with transparent pricing,
proven reliability, and direct owner
accountability every time.

EDUCATION QUEENSLAND: RELIABLE SCHOOL AND FACILITY RELOCATIONS

Professional relocation services for Queensland schools, education facilities and departmental offices across metropolitan and regional areas.

Scope: School relocations, classroom furniture transport, library moves and education equipment coordination.

CROSS RIVER RAIL: MAJOR CONFERENCE RELOCATION

Large-scale conference relocation for Queensland's landmark \$5.4 billion infrastructure project.

Scope: Full conference setup relocation including equipment, furniture and sensitive materials coordination

QUEENSLAND DEPARTMENT OF HOUSING: TRUSTED ONGOING PARTNERSHIP

Long-term relocation services for public housing facilities, delivering consistent value and transparent pricing.

Scope: Residential and office relocations, furniture transport and sensitive timeframe coordination for vulnerable clients

NDIS SERVICE DELIVERY SUPPORT

Professional relocation services supporting NDIS clients and service providers across Queensland.

Scope: Specialist residential relocations requiring sensitivity, care and compliance with accessibility requirements



TRUSTED BRISBANE REMOVALISTS: TRANSPARENT, RELIABLE SERVICE FOR GOVERNMENT AND COMMERCIAL

Need reliable relocation services you can trust?
Contact Eileen directly to discuss your next move.



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OUR WEBSITE



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