Company employee relocation pack

Accommodation support for your people.

Employer guides, checklists and resources to help you manage employee relocations across Australia.

Use this Relo Rentals pack to plan accommodation, coordinate approvals and give employees a clear arrival process. It covers domestic transfers and accommodation planning for overseas arrivals, with practical tools for HR, mobility teams, managers and finance.

The aim is to give each employee a suitable home, a clear contact and an agreed plan for the whole stay. Set responsibilities and costs before committing, then keep accommodation dates aligned with work and household needs.

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Information reviewed: 13 October 2026. The checklists are operational planning tools. Rental, employment, privacy and tax requirements depend on the arrangement and location. Use the linked official resources and appropriate advisers for decisions about your company or an individual case.

Relocation policy and responsibilities

Define the purpose and stay

Record whether the move is a permanent transfer, a temporary assignment or an arrival period before the employee finds a longer-term home. Set the proposed arrival, work start and accommodation end dates. Include any family arrival dates and the possibility that furniture or a vehicle arrives later.

Agree what the company will support

Confirm accommodation duration, budget, permitted property types and essential inclusions. Record whether support covers travel, movers, storage, pets, utilities or an extended stay. Tell the employee how requests outside the agreed scope are considered.

For a temporary assignment, set a review date before the accommodation ends. For a permanent move, explain how the employee transitions from company-supported accommodation to their next home without assuming that a suitable rental will be available immediately.

Give each task an owner

Role	Responsibility to agree
HR or mobility lead	Coordinate the plan, employee brief, provider communications and arrival checklist.
Hiring manager	Confirm work timing, location and any roster or schedule changes.
Finance or payroll	Approve spending, confirm invoicing and payment timing, and obtain tax advice where required.
Employee	Confirm household needs, provide permitted application information and follow the agreed tenancy arrangements.
Agent or accommodation provider	Confirm availability, application requirements, agreement terms, access and maintenance process.

Escalation and communication

Name one company contact and a backup. Agree who can approve changes and who the employee should call for accommodation problems after hours. Keep urgent property maintenance contacts separate from routine HR enquiries.

Coordinator: _____ Backup: _____

Change approver: _____ Review date: _____

Budget approvals and payments

Approve the total cost

Compare the whole stay, including costs outside the advertised rent. Allow for overlapping accommodation, delayed furniture, a changed start date or a longer search for a permanent home. Do not commit to bookings solely on an unconfirmed application.

Cost category	Items to confirm
Accommodation	Rate, stay length, minimum term, furnished inventory, utilities, internet and parking.
Upfront costs	Bond, permitted rent in advance, deposits where lawful and connection costs.
Relocation logistics	Travel, movers, storage, vehicle transport and any approved household expenses.
Changes and departure	Extension rates, cancellation or early-ending obligations, cleaning and damage processes.
Contingency	Budget owner and approval threshold for delays or changed household needs.

Choose the payment arrangement

Confirm whether the company pays the provider directly, reimburses the employee or uses another agreed arrangement. Identify the legal tenant separately from the payer. Record who funds the bond, who receives any refund and how disputed charges are handled.

Provide finance with the invoice recipient, billing address, purchase-order requirements, authorised contact and due dates. Verify bank details through an independently confirmed provider contact, particularly when account details change.

Tax and payroll review

Employer-provided accommodation and relocation payments can have tax and fringe-benefits-tax consequences. Ask your tax adviser to assess the actual arrangement, including any exemption or concession conditions, before assuming it is tax-free. Keep the records and declarations the adviser requires. [S1]

Do not assume a relocation policy or signed employment clause permits deductions from wages. Have payroll or legal advisers check any proposed deduction or repayment arrangement against Fair Work requirements and other applicable obligations before using it. [S2]

Your approval record

Approved stay: _____ Maximum total spend: $_____

Payer and invoice recipient: _____

Bond funding and refund arrangement: _____

Accommodation requirements and checks

Build a brief around the employee

Start with the exact workplace and expected commute, not just the destination city. Check shift times, access to public transport and parking. Include household size, required beds, pets, accessibility, workspace and cooling or heating needs.

Ask about school or childcare location needs without promising availability or enrolment. Share only the requirements a provider needs to assess the home. Avoid distributing sensitive medical or family details when a practical accommodation requirement will suffice.

Compare suitable homes

[ ] Available dates, stay length and any minimum term.

[ ] Number and type of beds, living space, storage and laundry.

[ ] Furniture, appliances, linen and kitchen equipment included.

[ ] Reliable internet arrangements for any work from home.

[ ] Utilities, metering, usage caps and overage charges.

[ ] Parking, building access, lift bookings and accessibility.

[ ] Pet process and arrangements for accompanying family.

[ ] Travel to the actual job site at the employee's shift times.

Inspection and verification

Arrange an in-person inspection, a live video inspection or an agreed representative when the employee is still elsewhere. Check condition, access and surroundings as well as photographs. Verify the provider and payment details before transferring funds. Official RTA guidance discusses rental scams and remote inspections. [S3]

Check the type of arrangement

Clarify whether the offer is a residential tenancy, serviced accommodation or another agreement. Furnishing, company payment or a stay of three months does not by itself settle legal coverage. Ask which agreement applies and obtain advice if the company is the contracting tenant. [G1–G8]

Prepare an alternative

Keep a practical fallback if the preferred home is unavailable or delivery is delayed. Compare the alternative's total cost, cancellation terms and suitability for the household before it is needed.

Applications agreements and information

Keep the application process clear

Ask the provider for the permitted local application form, supporting evidence and submission methods. Confirm whether the company or employee will be the applicant and tenant, and who is authorised to sign. Use the current jurisdiction's process rather than an internal template in place of a required form. [G1–G8]

Give the employee a verified channel, a clear list of permitted documents and a contact for questions. Allow time for references and follow-up requests. Prepare an accurate employment or company-funding letter where appropriate; do not describe funding as guaranteed unless it is approved.

Before signing

[ ] Correct tenant, provider, property address and approved occupants.

[ ] Final rent, start date, term and handover arrangements.

[ ] Inventory, utilities, internet, parking and all agreed inclusions.

[ ] Bond, permitted upfront payments and confirmation process.

[ ] Responsibilities for maintenance, cleaning, damage and access.

[ ] Extension, early departure and employee replacement provisions.

[ ] Invoice details, payment deadlines and any approved company terms.

Employee changes need agreement

Do not assume one company booking allows employees to rotate through a property. Ask how occupant changes, substitutions or assignment are handled and record any required approval. Clarify what happens if employment ends or the assignment changes before the accommodation term ends.

Handle employee information carefully

Limit access to people who need the information, use verified channels and agree how documents will be retained or deleted. The OAIC explains that the employee-records exemption is limited; it does not automatically cover every record or service provider. Check the rules applying to your company and providers. [S4]

Never ask employees to share passwords, one-time codes or access to personal government accounts. Keep accommodation records separate from unrelated personnel or health information.

Employer checklist before arrival

Complete this checklist against the agreed move date. Record who owns any outstanding task and when it will be resolved.

Six to eight weeks before the move

[ ] Confirm relocation purpose, workplace, start date and household arrival dates.

[ ] Appoint a coordinator, backup and change approver.

[ ] Approve accommodation scope, total budget and payment method.

[ ] Prepare the employee brief and shortlist suitable areas.

[ ] Confirm which party applies, signs and funds the bond.

[ ] Discuss any existing-tenancy exit, movers, storage and travel dependencies.

Two to four weeks before arrival

[ ] Inspect shortlisted homes and submit the permitted application.

[ ] Review the agreement, inclusions and extension or departure conditions.

[ ] Confirm approval and signed paperwork before treating the home as secured.

[ ] Arrange invoices, payments and bond records.

[ ] Confirm travel, mover delivery windows and any building access booking.

[ ] Check school, childcare, pets and accessibility arrangements with the employee.

[ ] Agree responsibility for utilities, internet and first-night essentials.

The final week

[ ] Reconfirm key collection and late-arrival access.

[ ] Send the employee the welcome brief and verified contact details.

[ ] Confirm who is available if the flight, delivery or handover is delayed.

[ ] Check the inventory, beds, linen and required equipment.

[ ] Confirm maintenance and after-hours contacts with the provider.

[ ] Arrange a first-week check-in and accommodation review date.

Keep a fallback plan

Record an alternative for delayed access or a changed arrival. Set the spending authority and contact who can act when the regular coordinator is unavailable. Tell the employee how to use this process.

Outstanding item: _____

Owner and due date: _____

Arrival handover and employee welcome

Send a useful welcome brief

Provide the property address, access arrangements, provider contact, company coordinator and maintenance procedure. Include the agreed stay dates, payment arrangements, inventory and utility inclusions. Add practical information about parking, internet, rubbish collection and the work commute.

Arrival checklist for the employee

[ ] Collect and count keys, remotes and access devices.

[ ] Check the home and inventory against the condition report.

[ ] Photograph existing damage, missing items and cleanliness issues.

[ ] Return report comments within the destination's required deadline.

[ ] Report serious faults promptly through the provider's process.

[ ] Locate safety equipment and learn appliance, heating and cooling controls.

[ ] Test internet and other included services.

[ ] Keep the agreement, receipts and bond reference where they can be found.

Support the handover

Agree whether the employee or an authorised representative completes the report and keep the provider informed. Photos support the report; they do not replace the required process. Track any promised repair or replacement and confirm the next step in writing. [G1–G8]

First-week check-in

Ask whether the home, commute and access suit the agreed requirements. Resolve practical issues through the correct provider contact. Check delivery of belongings and any remaining household arrangements. Give the employee a date for the next accommodation review.

Welcome brief fields

Property address: _____

Key collection and late-arrival instructions: _____

Provider and after-hours contact: _____

Company coordinator and backup: _____

Work start and first check-in: _____

Extensions changes and departure

Review before the stay ends

Set a review date early enough to consider extensions or alternatives. Ask whether the work assignment and household plans have changed. Confirm availability, the new price, approval and written agreement before telling the employee an extension is secured.

When plans change

Record the change, cost effect and responsible approver. A delayed start, shorter assignment or employment change does not automatically remove accommodation obligations. Review the agreement and local rules, and agree any variation with the provider in writing. [G1–G8]

If another employee may use the home, check occupant-change and assignment provisions first. Update access, inventory and responsibilities through the agreed process. Avoid sharing one employee's application information with the replacement occupant.

Departure checklist

[ ] Confirm the correct notice, form and service method.

[ ] Agree the vacate date and any early-ending costs.

[ ] Arrange employee travel, movers and building access.

[ ] Account for furniture, appliances, linen and access devices.

[ ] Complete the required cleaning and final condition photographs.

[ ] Arrange final inspection and return every key and fob.

[ ] Close or transfer accounts and check final invoices.

[ ] Follow the local bond process and review proposed deductions.

[ ] Record the employee's forwarding contact and close outstanding tasks.

Close the case properly

Retain the final condition record, payment reconciliation and bond outcome. Separate rent, bond and damage costs in the closeout. If a charge is disputed, obtain evidence and advice before allocating it to an employee or deducting wages. [S2,G1–G8]

Learn from each relocation

Review total cost against approval, nights extended, unresolved arrival issues and employee feedback. Use these records to improve future briefs and planning; do not treat a quick move as successful if the household's agreed needs were not met.

Employee moving checklist

Share this page with the employee and agree which tasks the company will support. It is a planning timeline; add legal deadlines confirmed for the individual tenancy and destination.

Before the move

[ ] Confirm accommodation dates, workplace and household requirements with HR.

[ ] Check current-home notice and departure arrangements.

[ ] Organise permitted application evidence and referee consent.

[ ] Confirm what the company pays and what you pay.

[ ] Arrange movers, storage, travel and pet transport where relevant.

[ ] Contact destination schools, childcare and health providers.

[ ] Keep medicines, documents, valuables and essential items with you.

The week of departure

[ ] Reconfirm keys, provider contact and late-arrival arrangements.

[ ] Label boxes and keep a moving inventory.

[ ] Record the old home's final condition and return all access devices.

[ ] Confirm final bills and mail redirection.

[ ] Leave supplied furniture and nbn connection equipment at the old home.

After arrival

[ ] Complete the new property's condition report within the local deadline.

[ ] Check delivered belongings and report issues promptly.

[ ] Update relevant accounts, contact details and address records.

[ ] Check destination licence, vehicle and pet registration requirements.

[ ] Establish the commute and any school or childcare routine.

[ ] Attend the HR check-in and report unmet accommodation requirements.

Interstate or overseas arrivals

For interstate moves, check biosecurity requirements before packing plants, food or other restricted goods. For overseas arrivals, confirm immigration, health cover and import arrangements with the appropriate official authorities or advisers; accommodation approval does not establish work rights. [S5,S6]

Next accommodation review date: _____

Employer templates and tracker

Relocation approval summary

Employee or case reference: _____

Destination workplace and arrival date: _____

Accommodation period and review date: _____

Household beds pets and access requirements: _____

Approved total budget and contingency: _____

Tenant payer and bond arrangement: _____

Coordinator approver and backup: _____

Accommodation enquiry template

Hello [provider], we are coordinating an employee relocation to [city] and need furnished accommodation from [date] for approximately [term]. The household requires [beds and essential features] and practical access to [workplace]. Please confirm availability, the total cost and inclusions, inspection options, the application process and how company payment and the proposed tenant arrangement would be handled. Please also provide extension and departure terms. Thank you, [company contact].

Employee funding confirmation template

Subject to approved arrangements, [company] confirms that [employee] is relocating to [location] for [role or assignment] from [date]. The company has approved [specific accommodation support] for [period or limit], payable by [method]. Please direct verification questions to [authorised contact]. This letter records approved support and does not replace the tenancy application or agreement.

Complete and authorise the letter before sending. Include only information permitted and relevant to the provider's process.

Relocation tracker

Case	Accommodation dates	Owner and next action
_____	_____	_____
_____	_____	_____
_____	_____	_____

Follow-up record

Issue or change: _____

Decision owner and due date: _____

Government tenancy guides

Use the destination's current resources when checking application, bond, repair and departure arrangements. If a company is the legal tenant or the offer uses a non-standard accommodation agreement, confirm legal coverage rather than assuming every residential rule applies. [G1–G8]

G1 New South Wales

NSW Tenant Information Statement

G2 Victoria

Consumer Affairs Victoria Renters Guide

G3 Queensland

RTA Pocket guide for tenants houses and units Form 17a

G4 Western Australia

Consumer Protection WA tenant guides

Check current web guidance alongside PDFs that may be awaiting updates.

G5 South Australia

SA tenancy guides forms and fact sheets

G6 Tasmania

Consumer Affairs Tasmania rental guide

G7 Australian Capital Territory

ACT Renting Book and rental guidance

G8 Northern Territory

NT Consumer Affairs rental guide and resources

Help with a tenancy issue

Contact the relevant authority or tenant advice service promptly about notices, bond disputes or unresolved repairs. Formal response deadlines may apply. These links provide original official material; this pack does not reproduce the full government guides.

Employer resources and key contacts

Sources reviewed on 13 October 2026. The G1–G8 sources on page 11 support local tenancy guidance. Employer resources below are starting points for checking the actual arrangements.

S1 ATO fringe benefits tax employer guidance

S2 Fair Work Ombudsman deducting pay

S3 Queensland RTA rental scam and inspection guidance

S4 OAIC employee records exemption

S5 Department of Agriculture interstate travel and biosecurity

S6 Australian Border Force moving to Australia

Practical resource myGov moving house

Practical resource nbn moving home

Coordinate accommodation with Relo Rentals

Contact Relo Rentals with the destination, dates, approved budget and household brief. Ask about available help with accommodation enquiries, inspection arrangements, application preparation and arrival coordination. Confirm the service scope, any fees, payment process and responsible contacts before work starts.

Property availability and approval remain with the provider or landlord. Confirm each home and agreement for the employee's needs and keep an alternative when dates are uncertain.

Visit Relo Rentals

Your contact record

Company coordinator and backup: _____

Finance or payment contact: _____

Provider and emergency maintenance contact: _____

Tax legal or tenancy adviser: _____