

Relocation Concierge Service

Fact Sheet

The Department is piloting a new **Relocation Concierge service** that will re-define the employee experience for staff relocating to eligible locations.

The service will provide individually tailored, seamless, end-to-end support that includes;

- A one-stop point of contact throughout the relocation journey beginning with an individual needs assessment
- Departure location support including removal of household effects & travel arrangements
- Arrival location support including; Support with selecting and securing accommodation, connecting utilities, local area and community orientation services

The service is being piloted with the objectives of;

- Improving the employee experience for teachers relocating for their employment
- Reducing the administrative burden on Schools and regional teams
- Gaining valuable employee experience and retention insights throughout the pilot



Eligible Locations:

- Mackay
- Rockhampton
- Sarina
- Townsville

Kent relocation services have been engaged as the provider to assist employees with relocations. Kent's relocation consultants are based in regional centres and offer localised knowledge and advice.



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North Rockhampton & Sarina SHS

From 29th March 2024, any new teacher recruits relocating to North Rockhampton or Sarina SHS will receive additional support with accommodation for up to 12 months.

The assistance to be provided includes;

- Assistance from Kent relocation consultants to secure;
 - short-term accommodation upon arrival
 - longer term rental accommodation through lease arrangements

- An allowance up to the value of the employee's weekly rent expenses, once a lease is entered into.



The cost of the accommodation will be 100% funded by the Department.

Eligible employees do not need to do anything to access the service. They will be referred to the Service provider Kent, who will then work directly with employees.

The relocation consultant will assist with sourcing both temporary accommodation and longer-term leases.

The allowances will be administered through the Department's Payroll system and taxed accordingly.

**For any questions or feedback contact;
concierge@qed.qld.gov.au**



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FAQ's

Q: How can eligible staff access the service?

A: A list of staff relocating to eligible locations is provided to Kent Relocations, who contact employees to offer services.

Q: Will there be a cost to schools?

A: No, the service is a Departmentally funded initiative

Q: How will schools know the progress of staff relocations?

**A: Schools can request to receive regular weekly updates via email by emailing:
marija.hall@qed.qld.gov.au**

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concierge@qed.qld.gov.au**

