

# Contact Details for International Partners

## Group Head Office

4 Tucks Road, Seven Hills NSW 2147 Australia  
Telephone: (+61 2) 9838 5600  
Website: [www.grace.com.au](http://www.grace.com.au)

## Group Head Office Management Team

|                              |                 |  |
|------------------------------|-----------------|--|
| Director of Moving Services: | Nicki French    | <a href="mailto:nfrench@grace.com.au">nfrench@grace.com.au</a>         |
| Finance Director:            | Warren Elsworth | <a href="mailto:welsworth@gcw.com.au">welsworth@gcw.com.au</a>         |
| Accounts Payable:            | Manjika Mishra  | <a href="mailto:AR.OSagents@grace.com.au">AR.OSagents@grace.com.au</a> |
|                              | Marie McVittie  | <a href="mailto:mmcvittie@gcw.com.au">mmcvittie@gcw.com.au</a>         |

## International Management Team

|  |   |
|--|---|
| Stephen Bonollo<br>General Manager International Australia | <a href="mailto:sbonollo@grace.com.au">sbonollo@grace.com.au</a><br>Mob: +61 419 732357 |
|--|---|

|   |   |
|---|---|
| Daniel Butler<br>Operations and Development Manager - International<br><b>Service Escalations</b> | <a href="mailto:dbutler@grace.com.au">dbutler@grace.com.au</a><br>Mob: +61 438 014200 |
|---|---|

|  |  |
|--|--|
| Rebecca Powell<br>Services Delivery Manager International<br><b>US Military &amp; Diplomatic</b> | <a href="mailto:rpowell@grace.com.au">rpowell@grace.com.au</a> |
|--|--|

|   |  |
|---|--|
| Colin Murphy<br>General Manager - Corporate Services<br><b>Corporate Services and DSP</b> | <a href="mailto:cmurphy@grace.com.au">cmurphy@grace.com.au</a> |
|---|--|

## International Rate Desk

**For origin or destination rates and  
new pre-alert initiations**

[partners@grace.com.au](mailto:partners@grace.com.au)

Upon receipt, our team will allocate to the relevant import team and nominate your dedicated Import Coordinator for each shipment.

# Who should you call?

## 24 hours

**International  
Managers & Branch  
Managers listed  
below**

## 48 hours

**Daniel Butler**  
Manager Operations &  
Development Manager -  
International  
dbutler@grace.com.au

## 72 hours

**Stephen Bonollo**  
General Manager -  
International  
sbonollo@grace.com.au

# Escalation Process

It is important to Grace International that we respond promptly and appropriately to all of our customers, especially our valued overseas partners and agents. In the event of service delays or the need for escalation, we have implemented the escalation process above. In the interest of improving customer service, it is preferable that escalation happens **sooner** rather than later.

In case of anything immediately urgent, please contact **Daniel Butler** as soon as necessary.

# Capital City Contact Details

## Australia

Adelaide



### South Australia

25 Hewittson Road, Edinburgh  
North, SA 5113, Australia  
Telephone: (+61 8) 8405 5000

Gen. Manager - Central  
Paul Collier  
pcollier@grace.com.au  
Mob: +61 422 973 010

Branch Manager  
Kevin King  
KXKing@grace.com.au  
Mob: +61 8 8405 5022

Imports  
Debra Robinson  
importssa@grace.com.au

Exports  
Debra Robinson  
exportssa@grace.com.au

Alice Springs



### Northern Territory

9 Elder Street, Alice Springs,  
NT 0870, Australia  
Telephone: (+61 8) 8952 2433

Gen. Manager – Central  
Paul Collier  
pcollier@grace.com.au  
Mob: +61 422 973 010

**Other Branches in NT: Darwin**

Brisbane



### Queensland

420 Sherbrooke Road, Willawong,  
QLD 4110, Australia  
Telephone: (+61 7) 3246 6777

Gen. Manager - Northern  
Scott Bartram  
sbartram@grace.com.au  
Mob: +61 439 555 711

Branch Manager  
Corie Reid  
creid@grace.com.au  
Mob: +61 419 732 357

Imports  
Yuzi Zhao  
Rita Barallon  
importsqld@grace.com.au

Exports  
Nadeem Safdar  
Michelle Logan  
exportsqld@grace.com.au

**Other Branches in Queensland:  
Cairns, Gold Coast, Mackay,  
Rockhampton, Sunshine Coast**

## Capital City Contact Details Australia

### Canberra



### Australian Capital Territory

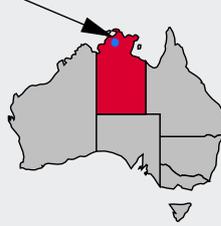
54 Sawmill Circuit, Hume ACT  
2620, Australia  
Telephone: (+61 2) 6232 1050

Gen. Manager - Eastern  
Daniel Weatherdon  
dweatherdon@grace.com.au  
Mob: +61 419 017 146

Branch Manager  
Nikhil Ramrakha  
NXRamrakha@grace.com.au  
Mob: +61 405 958 338

Imports and Exports  
Rajeshni Rao  
rrao@grace.com.au

### Darwin



### Northern Territory

11 Campion Road, East Arm NT  
0821, Australia  
Telephone: (+61 8) 8984 3433

Gen. Manager - Central  
Paul Collier  
pcollier@grace.com.au  
Mob: +61 422 973 010

Branch Manager  
Narelle Trimble  
ntrimble@grace.com.au  
Mob: +61 488 413 138

**Other Branches in NT: Alice Springs**

### Hobart



### Tasmania

63 Greenbanks Road, Brighton, TAS  
7030, Australia  
Telephone: (+61 3) 6234 9499

Gen. Manager - Southern  
Chris McCann  
cmccann@grace.com.au  
Mob: +61 400 013 122

Branch Manager  
Rod McGrath  
rmcgrath@grace.com.au

## Capital City Contact Details Australia

### Melbourne



### Victoria

195-201 Princes Highway, Hallam,  
VIC 3803, Australia  
Telephone: (+61 3) 9796 5155

Gen. Manager - Southern  
Chris McCann  
cmccann@grace.com.au  
Mob: +61 400 013 122

Branch Manager  
Luke Clarke  
lclarke@grace.com.au  
Mob: +61 431 487 655

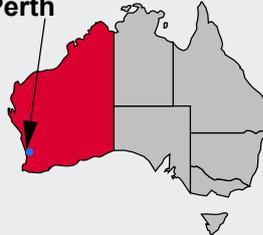
Intl Manager  
Michael Griffiths  
mpgriffiths@grace.com.au  
Tel: +61 3 9703 4474

Imports  
Julie McDermott  
Sonakshi Singh  
Pech Kolyan  
[importsvic@grace.com.au](mailto:importsvic@grace.com.au)

Exports  
Sonika Sareen  
Wendy Goodwin  
[exportsvic@grace.com.au](mailto:exportsvic@grace.com.au)

**Other Branches in Victoria: Wodonga**

### Perth



### Western Australia

236 Berkshire Road, Forrestfield, WA  
6058, Australia  
Telephone: (+61 8) 9454 0999

Gen. Manager - Western  
James Gooding  
jgooding@grace.com.au  
Mob: +61 466 350 518

Branch Manager  
Rob Sims  
rsims@grace.com.au  
Mob: +61 438 743 480

Intl Team Leader  
Chelsea Smith  
csmith@grace.com.au  
Tel: +61 8 9454 0926

Imports  
Chelsea Smith  
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Tel: +61 8 9454 0926

Exports  
Chelsea Smith  
[exportswa@grace.com.au](mailto:exportswa@grace.com.au)  
Tel: +61 8 9454 0926

**Other Branches in Western Australia:  
Albany, Esperance, Karratha, Port  
Hedland, Bunbury, Geraldton, Tom  
Price and Broome**

### Sydney



### New South Wales

4 Tucks Road, Seven Hills, NSW  
2147, Australia  
Telephone: (+61 2) 9838 5600

Gen. Manager - Eastern  
Daniel Weatherdon  
dweatherdon@grace.com.au  
Mob: +61 419 017 146

Branch Manager  
Mark Ward  
mxward@grace.com.au  
Mob: +61 431 470 032

International Manager  
Rajeshni Rao  
rrao@grace.com.au

Imports  
Melek Ozkul  
Rose Ardesch  
[importsyd@grace.com.au](mailto:importsyd@grace.com.au)

Exports  
Akash Rao  
Shraddha Bangar  
[exportsyd@grace.com.au](mailto:exportsyd@grace.com.au)

**Other Branches in NSW: Newcastle  
and Wollongong**



## Fine Art Division ACT/NSW/QLD

4 Tucks Road, Seven Hills, NSW,  
2147, Australia  
Telephone: (+61 2) 9838 5639

Manager  
Richard Socratous  
rsocratous@grace.com.au  
+61 2 9838 5607

Director - Grace Logistics  
Derryk Guyer  
dguyer@grace.com.au  
Mob: +61 439 418 620

## Fine Art Division NT/SA/TAS/VIC/WA

2-6 Lionel Road Mt. Waverley, VIC,  
3149, Australia  
Telephone: (+61 2) 9838 5639

Manager  
Richard Socratous  
rsocratous@grace.com.au  
+61 2 9838 5607

Director - Grace Logistics  
Derryk Guyer  
dguyer@grace.com.au  
Mob: +61 439 418 620

## Capital City Contact Details

### Consignee Instructions

#### Adelaide

*Please Consign / Notify as follows:*  
Grace International Removals  
25 Hewittson Road  
Edinburgh North, SA 5113  
Phone: +618 8405 5010  
Email: importssa@grace.com.au  
Att: Debra Robinson

#### Brisbane

*Please Consign / Notify as follows:*  
Grace International Removals  
420 Sherbrooke Rd  
Willawong QLD 4110  
Phone: + 617 3246 6777  
Email: importsqld@grace.com.au  
Att: Corie Reid

#### Canberra

*Please Consign / Notify as follows:*  
Grace International Removals  
54 Sawmill Circuit  
Hume, ACT 2620  
Phone: + 612 6232 1050  
Email: importsyd@grace.com.au  
Att: Nikhil Ramrakha

#### Hobart

*Please Consign / Notify as follows:*  
Grace International Removals  
63 Greenbanks Road  
Brighton, TAS 7030  
Phone: + 613 6234 9499  
Email: importstas@grace.com.au  
Att: Rod McGrath

#### Perth

*Please Consign / Notify as follows:*  
Grace International Removals  
236 Berkshire Road  
Forrestfield, WA 6058  
Phone: + 618 9454 0926  
Email: importswa@grace.com.au  
Att: Chelsea Smith

#### Melbourne

*Please Consign / Notify as follows:*  
Grace International Removals  
195 - 201 Princes Highway  
Hallam, VIC 3803  
Phone: +61 3 9796 4465  
Email: importsvic@grace.com.au  
Att: Michael P Griffiths

#### Sydney

*Please Consign / Notify as follows:*  
Grace International Removals  
4 Tucks Road  
Seven Hills, NSW 2147  
Phone: + 612 9838 5600  
Email: importsyd@grace.com.au  
Att: Rajeshni Rao

#### Auckland

*Please Consign / Notify as follows:*  
Grace International Removals  
38D Highbrook Drive  
East Tamaki 2141, Auckland  
Phone: 0800 472 2369  
Email: importsakl@graceremovals.  
co.nz  
kbourke@grace-removals.co.nz  
Att: Kendra Burke

#### Christchurch

*Please Consign / Notify as follows:*  
Grace International Removals  
66 Carmen Road Hornby  
Christchurch 8042, New Zealand  
Phone: + 64 3 344 6164  
Email: tthomas@graceremovals.  
co.nz  
Att: Tony Thomas

#### Wellington

*Please Consign / Notify as follows:*  
Grace International Removals  
9-15 John Seddon Drive  
Todd Park, Porirua 5022, New  
Zealand  
Phone: +64 4 568 4299  
Email: importswlg@graceremovals.  
co.nz  
Att: Jack Hankins

# Capital City Contact Details

## New Zealand



### Auckland

38D Highbrook Drive,  
East Tamaki 2141, Auckland  
Telephone: 0800 472 2369

Branch Manager  
Kendra Burke  
kbourke@grace-removals.co.nz

Imports / Exports  
Kendra Burke  
[importsakl@graceremovals.co.nz](mailto:importsakl@graceremovals.co.nz)  
[exportsakl@graceremovals.co.nz](mailto:exportsakl@graceremovals.co.nz)

Manager – NZ  
David Bardebes  
dbardebes@grace-removals.co.nz



### North Island

9-15 John Seddon Drive  
Todd Park, Porirua 5022  
Telephone: (+64) 4 568 4299

Branch Manager  
Jack Hankins  
jhankins@grace-removals.co.nz  
Mob: +64 272 203 016

Imports / Exports  
[importswlg@graceremovals.co.nz](mailto:importswlg@graceremovals.co.nz)  
[exportswlg@graceremovals.co.nz](mailto:exportswlg@graceremovals.co.nz)

Manager – NZ  
David Bardebes  
dbardebes@grace-removals.co.nz



### South Island Regional Office

66 Carmen Road Hornby,  
Christchurch  
Telephone: (+64) 3 344 6164

Regional Manager  
Tony Thomas  
tthomas@graceremovals.co.nz  
Mob: +64 21 498 225

Import / Exports  
Sally Benhem  
[sbenhem@graceremovals.co.nz](mailto:sbenhem@graceremovals.co.nz)

Manager – NZ  
David Bardebes  
dbardebes@grace-removals.co.nz