

# Replacing Lost Legal Documents

Do not worry if you have lost legal documents in the bushfires – they can be replaced. This fact sheet outlines how you can get replacement copies.

## Certificates for Births, Deaths and Marriages

The Tasmanian Registry of Births, Deaths and Marriages issues certificates for:

- Births;
- Changes of name;
- Marriage and civil partnerships;
- Divorce and dissolution (break up) of partnerships; and
- Caring relationships.

Those affected by the bushfires are not charged the replacement fee for damaged or destroyed certificates. You must fill out the relevant application form to have your certificate replaced. These are available from Consumer Affairs' website: [www.consumer.tas.gov.au](http://www.consumer.tas.gov.au).

### Proving who you are

If you have lost your usual forms of identification (such as your passport or driver licence), the Registry will accept other forms. These include:

- A document stating that a replacement Medicare card has been requested;
- Evidence of operating in the community; and
- A bank statement or pay slip.

## Land Titles

In Tasmania most land is covered by the Torrens system. This means that certificates of title are held by the Land Titles Office. Certificates of title are certificates showing who owns a piece of land and whether there are any caveats or 'exceptions' to this ownership, such as a mortgage.

Some households like to keep a copy of their certificate of title. If yours has been lost or damaged, you may obtain another copy for around \$30 from Service Tasmania or [www.thelist.tas.gov.au](http://www.thelist.tas.gov.au). The cost of replacement may be recoverable from your insurer.

## Wills

Most people have a copy of their will stored at a law firm or other safe place. If you need a replacement copy, you should contact the law firm that drafted the will.

### I am unsure which law firm has my will

The Law Society of Tasmania can assist in locating a missing will. The Law Society is able to circulate a list of people seeking their will. In order to do this, please provide the Law Society with:

- Full name of the person;
- Last known address;
- Date of birth;

- Date of death (if applicable);
- Any details on where you think it may be (such as the firm's name, lawyer's name or city where the firm is);
- Your contact details.

The Law Society can be contacted on 6234 4133 or [notices@taslawsociety.asn.au](mailto:notices@taslawsociety.asn.au).

## Passports

You should call the Australian Passport Office on 131 232 to report as missing passport as soon as possible (federal law requires that lost passports be reported as soon as practicable). The lost passport fee will be refunded for passports lost in bushfires where the fee is not recoverable through insurance.

## Driver Licences and Car Registrations

Lost driver licences can be obtained from Service Tasmania shops, some police stations and over the phone. Fees are waived for driver licences lost in the bushfires. It does not matter if you do not have any identification. Call the Transport Enquiry Service on 1300 851 225 to get a new driver licence.

### **My car has been burnt out in the bushfires**

Call the Transport Enquiry Service on 1300 851 225 to cancel your car registration and receive any refund that you may be owed. The Transport Enquiry Service can fill out the forms over the phone and deposit the refund into your bank account or send you a cheque.

## Medicare Cards

You can order replacement Medicare cards by calling 132 011 or visiting a Medicare Service Centre. Temporary Medicare Service Centres have been established in Recovery and Community Fire Refuge Centres (Sorell, Dunalley, Nubeena and Hobart City Hall).

## Credit and Bank Cards

Contact your bank if your credit or bank cards were lost in the bushfires. Major banks are waiving their card replacement fees for those affected by the bushfires and are offering emergency assistance packages to customers. These may include help with your debt and the waiving of other fees.

## Insurance and Other Contracts

Your insurer should have a copy of your insurance contract. You do not need to have your own copy in order to make an insurance claim. Contact your insurer to obtain a replacement copy.

## Where can I get help?

Contact the Hobart Community Legal Service for help regarding lost or damaged documents. Our website is at [www.hobartlegal.org.au](http://www.hobartlegal.org.au). Contact us by phone on 6223 2500 (Hobart), 6265 1911 (Sorell) or 6263 4755 (Bridgewater).