

## Bushfire Season – Replacing Lost or Destroyed Documents

This factsheet is designed to help your preparation for bushfire season in the ACT. If you have concerns about bushfire season, how to legally prepare, or what your rights and obligations are, please call the free **Legal Aid Helpline** on **1300 654 314**.

### Preventative Measures: What can you do?

One of the most stressful parts of dealing with bushfires is making sure that your important documents remain safe. As a first step, you should be prepared for the worst case scenario that your documents are damaged or completely destroyed. A good preventative measure would be compiling all your important documents, and copies of these documents, in an easily accessible place. You should also be sure to have soft copies available – for example, saving your documents on a USB. This way, if you need to urgently evacuate, you are prepared to take your documents with you.

### Birth, Death and Marriage Certificates

You can now apply for a replacement birth, death or marriage certificate online at Access Canberra: <https://www.accesscanberra.act.gov.au/>. This means that you do not need to visit an Access Canberra Service Centre in-person.

If your identity document has been lost or destroyed by a bushfire, you can have replacements issued at no charge. You will need to be able to provide sufficient proof of identity to obtain replacement certificates. If you cannot do so, then you should speak with Access Canberra to discuss what proof they will accept.

To contact **Access Canberra** for more information, please call **13 22 81**.

### Driver's Licence

If your licence has been damaged or destroyed by a bushfire, you are able to apply for a replacement Driver's Licence through Access Canberra. This is a simple process that can be completed by filling out

an 'Application for Replacement' form available on the Access Canberra website.

To get your Driver's Licence replaced, you will usually need to provide proof of your identity. If you cannot provide proof of your identity, contact **Access Canberra** on 13 22 81 to discuss your options.

### Passports

If your passport is lost or destroyed in a bushfire, you should inform the Australian Passports Office so that they can cancel your passport. This is important as it stops identity thieves from using your passport details.

If your passport has been lost or damaged in the bushfires, you may be eligible for a free replacement. To find out whether this applies to you, call the **Australian Passports Office** on 131 232. If you are eligible for a free replacement, you will need to lodge your application for the replacement passport at Australia Post following the usual process for passport applications.

### Title Deeds

To replace lost title deeds, you will need to complete an application for a new certificate form. Only the registered proprietor, their legal practitioner or a registered mortgagee can apply to replace a certificate of title.

You will generally need to provide identification in order to replace lost Title Deeds. If you are unable to do this, contact **Access Canberra** on **13 22 81** to discuss your options.

If you have any further questions or concerns about replacing lost or damaged documents, please call our free **Legal Aid ACT Helpline** on **1300 654 314**.