

## Factsheet 2: High-Risk Weather Season – Replacing Documents

### Preventative measures: what can you do?

If you need to leave quickly in an emergency, you might not have time to locate your important documents. You should find all your important documents and store them somewhere safe and easily accessible to save you time in an emergency.

It's a good idea to also have soft copies of your important documents. You should scan them and store them electronically by putting them on a USB, uploading them to the cloud or simply by emailing them to yourself.

### 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 in a weather emergency, 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, 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, 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. There may be a small fee associated with this application.

To replace your licence, 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 has been damaged or lost in a weather emergency, you might need to tell the Australian Passports Office or apply for a replacement passport.

If your passport is lost or stolen, you have to tell the Australian Passports Office as soon as possible. Make sure your passport is really lost or stolen before you report it because the Australian Passports Office will cancel the lost passport, and you may have to pay for a new one.

If your passport has been lost or damaged in a weather emergency, you may be eligible for a free replacement. To find out whether this applies to you and how to apply for a replacement passport, call the **Australian Passports Office** on **131 232**.

### 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 concerns about high-risk weather season, how to legally prepare, or what your rights and obligations are, please call the **free Legal Aid Helpline** on **1300 654 314**.

This information has been updated as of November 2024.