



# DISASTER LEGAL

## SUPPORT PROGRAM

# REPLACING IMPORTANT DOCUMENTS

## Step One

### Check if a relief/recovery centres has been established.

These centres may be able to assist with grants and the replacement of important documents. To find out if a centre has been set up near you, contact the **SA Recovery Hotline: 1800 302 787**.

## Step Two

### Replace your important documents.

Always make sure to ask if there are any disaster grants or fee waivers available.

- Australian Passports**  
Call the Australian Passport Office on **131 232**.
- Driver's/ Boat License**  
Contact Services SA on **131 084** or visit your nearest service centre. If you need a new photo taken but can't attend a designated centre, email [photolicenseclerk@sa.gov.au](mailto:photolicenseclerk@sa.gov.au).
- Wills, Power of Attorney and Advance Care Directives**  
Speak to the legal service that prepared the documents for you. If you can't remember their details, call the Law Society of South Australia on **08 8229 0200**.
- Property Documents**  
Contact Land Services SA by calling **08 8423 5000** or emailing [customersupport@landservices.com.au](mailto:customersupport@landservices.com.au).
- Insurance Documents**  
Contact your broker/insurer and ask them to send you a copy of your certificate and PDS. If you can't remember who your insurer is, contact the Insurance Council of Australia on **1800 734 621**.






- Work Permits**  
Contact SafeWorkSA by calling **1300 365 255** or emailing [licensing.safework@sa.gov.au](mailto:licensing.safework@sa.gov.au).
- Birth, Marriage, and Name Change Certificates**  
If a certificate is lost, stolen or damaged, you should report it to the Births, Death and Marriages Registry by calling **131 882** or visiting [www.cbs.sa.gov.au/births-deaths-marriages](http://www.cbs.sa.gov.au/births-deaths-marriages).
- Firearms License**  
Contact SA Police's Firearm Branch on **08 7322 3346** or [sapol.firearmsbranch@police.sa.gov.au](mailto:sapol.firearmsbranch@police.sa.gov.au).
- Concession Cards**  
Order through your online MyGov account ([www.my.gov.au/login](http://www.my.gov.au/login)) by selecting 'Request a Document' or phone **136 240**. If you need translation assistance, call **131 202**. Senior's cards can be replaced by calling **1800 819 961** or emailing [seniorscard@sa.gov.au](mailto:seniorscard@sa.gov.au).
- Tenancy Agreements**  
Contact your landlord/property manager for a replacement copy. The tenancy agreement continues even if your document has been lost or damaged. A new document should be created if the original is lost or destroyed.

## Step Three

### Go digital where possible.

The best way to keep your documents safe is to upload them to a cloud-based system. Many licenses can be digitised through MyGovSA or Digital Wallet.

### For more information about Disaster Legal Support Program

-  [dlsp@communityjustice.org.au](mailto:dlsp@communityjustice.org.au)
-  [@disasterlegalsupport](https://www.facebook.com/disasterlegalsupport)
-  [@disasterlegalsupportprogram](https://www.instagram.com/disasterlegalsupportprogram)
-  [www.communityjustice.org.au/dlsp](http://www.communityjustice.org.au/dlsp)
-  **1300 850 650**

The DLSP is delivered by Community Justice Services SA with funding from the Federal and State Government. This document is created for information purposes only and is accurate as at April 2023. It is not intended to constitute, nor should it be interpreted as, advice.