

Replacing Important Documents After a Disaster

Free replacements by Service NSW

Apply to: [Home | Service NSW](#) or call 13 77 88.

Identity & Personal Documents:

- Birth Certificates
- Marriage Certificates
- NSW photo card
- Change of name certificates
- Drivers licence
- Boat licence
- Personal watercraft licence
- Vehicle registration
- Vessel registration
- Mobility parking scheme permits
- E-toll tag
- Number plates
- Learner driver log book

Citizenship documents:

Can be replaced for free if lost/damaged in a declared disaster.

Apply: Department of Home Affairs website: www.immi.homeaffairs.gov.au or call 131 881.

Insurance documents:

You can request your Product Disclosure Statement (PDS) directly from your insurer.

Medicare card:

You can request a new card by accessing your myGov account or call: 132 011.

Passport:

You may be eligible for a replacement after a declared emergency or natural disaster.

Apply here: www.passports.gov.au or call the Australian Passport Information Service: 131 232.

Family law documents:

Your family law documents can be replaced for free after a natural disaster including divorce and current **parenting** orders. Visit the Federal Circuit and Family Court website here: www.fcfcoa.gov.au or call 1300 352 000.

Mail redirection:

The NSW Government provides free mail redirection after a disaster.

Apply: at your nearest Post Office.

Electoral enrolment:

If you are absent from your enrolled address due to a natural disaster, you do not need to update your enrolment.

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NSW Fair Trading licences, permits and certificates:

You can get free replacements of the following licences, permits or certificates if they were destroyed in a disaster:

- Motor vehicle dealer, repairer and tradesperson
- Pawnbroker and second-hand dealer
- Paintball maker
- Conveyancer
- Tow truck driver (contact Police who will advise NSW Fair Trading)
- Tattoo parlour or tattooist

Visit nearest Service NSW centre or, email: businesslicensing@customerservice.nsw.gov.au or call 13 77 88.

SafeWork NSW licences, permits and certificates:

If your licence, permit or certificate have been destroyed or lost during a disaster a free replacement may be provided. Call SafeWork NSW on 13 10 50 or email: contact@safework.nsw.gov.au

Natural Disaster Declarations NSW:

NSW Government has a list of declared natural disasters here:
www.nsw.gov.au/emergency/recovery/natural-disaster-declarations.

Liquor and Gaming NSW licences, certificates and documents:

Liquor and Gaming NSW may be able to help with replacement documents after a disaster such as:

- Replacement copies of licences and ID cards
- Temporary relocation of the liquor licence to other premises.

For more information contact Liquor and Gaming on 1300 024 720 or by email with "Disaster assistance" in the subject line: contact.us@liquorandgaming.nsw.gov.au

Fishing licences:

Your current recreational fishing licence can be replaced for free after a disaster. Call 02 4424 7499 or email the Department of Primary Industries: recfish.licensing@dpi.nsw.gov.au