

Legal assistance

Where to get legal assistance

If you need legal assistance after a natural disaster, there are free and low cost services you can use.

Tasmania Legal Aid

You can access legal services for initial advice via Tasmania Legal Aid's Free Telephone Legal Advice Hotline.

Call 1300 366 611 or go to www.legalaid.tas.gov.au. To help ensure that you get initial quality advice as quickly as possible you should ring the hotline first.

Community Legal Centres

You can also access Community Legal Centres in Tasmania, which provide free or low cost legal services to the community.

Visit the Community Legal Centres Tasmania website at www.clctas.org.au to find your nearest Community Legal Centre or a centre that specialises in a particular area of law. Some community legal services are also listed below.

Hobart Community Legal Service

General free legal information and advice

Hobart Office

6223 2500

166 Macquarie Street, Hobart

In person: Monday to Thursday 9:00am – 5:00pm, Friday 9:00am – 1:00pm

Bridgewater Office

6263 4755

By phone only: Tuesday to Friday 9:30am – 2:00pm

Sorell Outreach

6223 2500

Sorell Council Office, 47 Cole Street, Sorell

In person by appointment: 9:30am – 1:00pm first Monday every month. Appointment must be made by 12pm on the Thursday before.

Huonville Outreach

6223 2500

Huonville Community Health Centre, 7-9 Sale Street, Huonville

In person by appointment: third Friday every month. Appointment must be made by 12pm on the Wednesday before.

Launceston Community Legal Centre

1800 066 019

42-48 St John Street, Launceston

North-West Community Legal Centre

6424 8720

56 Formby Road, Devonport

In person and over the phone by appointment only: Monday to Friday 9:00am – 5:00pm

Tenants Union of Tasmania

1300 652 641

166 Macquarie Street, Hobart

Monday to Friday 9:30am – 4:00pm

Tasmanian Aboriginal Legal Service

1800 595 162

Hobart Office

Level 4, 152 Macquarie Street, Hobart

Monday to Friday 9:00am to 5:00pm

Launceston Office

Level 1, 69/67 Brisbane Street, Launceston

Monday to Friday 9:00am to 5:00pm

Women's Legal Service Tasmania

1800 682 468

Monday to Friday 10:00am – 4:00pm

Document replacement

Below is a list of personal documents that you may need to replace after a natural disaster.

Passport

If your passport has been lost or damaged in a natural disaster, you may be eligible for free replacement.

Call the Australian Passport Office on 131 232 to get started.

Birth, death, marriage, and change of name certificate

Births, Deaths and Marriages registers and maintains Tasmanian birth, death, marriage, relationship and change of name records. It also issues certificates and provides information to approved applicants.

For more information, visit the Births, Deaths and Marriages website at www.justice.tas.gov.au/bdm

Medicare card

You can order a replacement Medicare card through your Medicare online or MyGov account, through the general inquiries line (132 011), by post or by visiting your local Medicare service centre.

For more information, go to the Services Australia website at www.servicesaustralia.gov.au or call 132 011.

Driver's licence

To replace your licence, you will need to visit a Service Tasmania store. Bring full evidence of identity (including a document that shows your signature). You will need to fill in an application form, pay a replacement licence fee and have your photo taken. Go to www.service.tas.gov.au/find-a-service-centre to find your nearest Service Tasmania shop.

Insurance documents

You don't need to have all your documents on hand to start an insurance claim, as many insurance companies keep records electronically. If you have any questions about the claims process, or are unsure which insurer you are with, you can call the Insurance Council of Australia's disaster hotline on 1800 734 621. Most insurance companies have 24-hour call centres. For more information go to the Insurance Council's disaster response website at www.insurancecouncil.com.au/help-in-disasters