

# Navigating the World of Medicare Australia: A Guide to Enrolling for Australian Citizens



This quick tip guide is compiled by Aussie Expats Coming Home for our Aussies overseas.

You can [Buy Me A Coffee here](#) if you find this guide helpful.  
More helpful tips & guides at <https://aussieexpatscominghome.com/>

**by expats, for expats**

This how-to guide is for Australian citizens that have moved home to Australia. This will apply to you regardless of whether you have had a Medicare form before or not, providing you have been out of Australia for five or more years.

## 1. [Go to www.servicesaustralia.gov.au](http://www.servicesaustralia.gov.au)

Services Australia has all the information you will need.

## 2. You will need Medicare enrolment form (MS004)

Search

my Gov Individuals ▼ Sign in

Create account | Online help

Living arrangements Ageing Work Education Health and disability

Home > Health and disability > Seeking medical help > Most useful information > Medicare enrolment form (MS004)

# Medicare enrolment form (MS004)

Use this form to enrol in Medicare for the first time, re-enrol in Medicare or enrol your baby in Medicare.

Download and complete the [Medicare enrolment form](#).

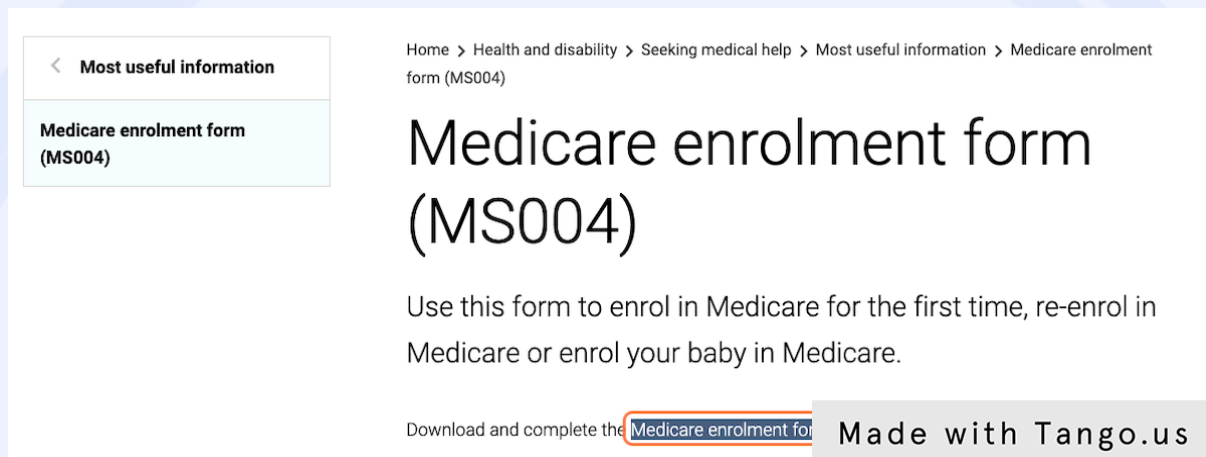
Remember to sign it before you submit it with your supporting documents.

You can submit your form and supporting documents to us by mail **Made with Tango.us**

### 3. Choose "Medicare enrolment form"

This will open a popup for you to save the downloaded form to your preferred location.

You can also find it [here](#)



Home > Health and disability > Seeking medical help > Most useful information > Medicare enrolment form (MS004)

## Medicare enrolment form (MS004)

Use this form to enrol in Medicare for the first time, re-enrol in Medicare or enrol your baby in Medicare.

Download and complete the [Medicare enrolment form](#) Made with Tango.us

### 4. Where to send your completed form?

You will need to upload your form to Medicare Enrolment Services.

Medicare Enrolment Services. To help us process your request please include Medicare enrolment in the subject line. You don't need to get your supporting document certified.' Below this is a list of claim types: 'Parental Leave Pay', 'Family Tax Benefit', and 'Dad and Partner Pay'. At the bottom right, there is a 'Listen' button and a 'Made with Tango.us' watermark." data-bbox="112 534 870 826"/>

(MS004)

Use this form to enrol in Medicare for the first time, re-enrol in Medicare or enrol your baby in Medicare.

Download and complete the [Medicare enrolment form](#).

Remember to sign it before you submit it with your supporting documents.

You can submit your form and supporting documents to us by mail or email to [Medicare Enrolment Services](#). To help us process your request please include Medicare enrolment in the subject line. You don't need to get your supporting document certified.

You don't need to complete this form if you enrol your baby in Medicare when you claim:

- [Parental Leave Pay](#)
- [Family Tax Benefit](#)
- [Dad and Partner Pay](#).

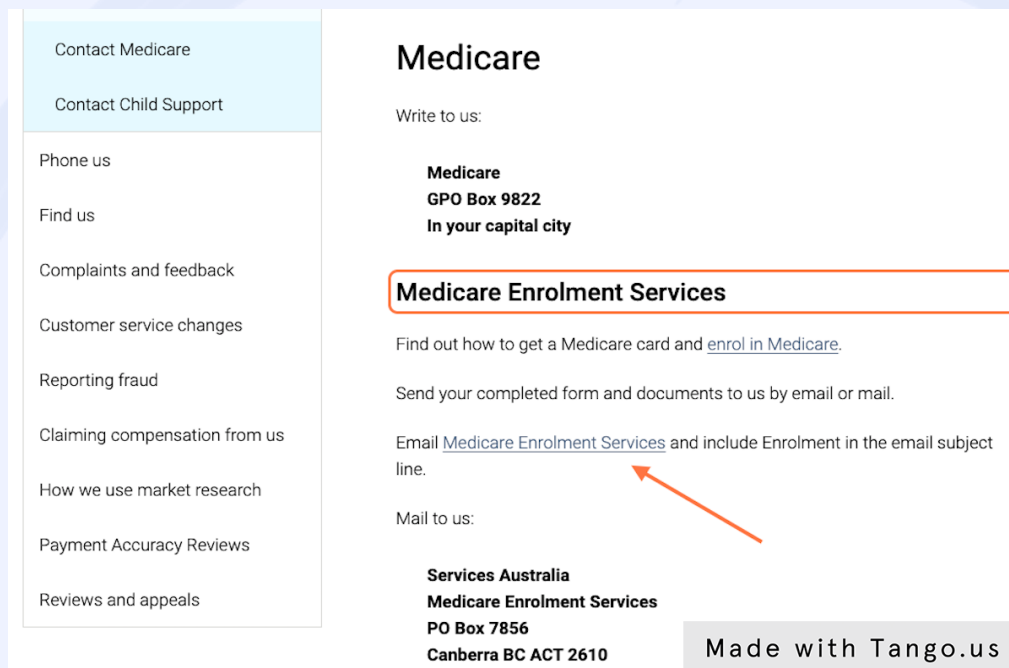
Listen

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## 5. How to send your completed form.

Upload your form to Medicare Enrolment Services. This will open a pop-up email to send to [mes@servicesaustralia.gov.au](mailto:mes@servicesaustralia.gov.au)

Alternatively, you can post the form as well.



The screenshot shows the Medicare website interface. On the left is a navigation menu with options like 'Contact Medicare', 'Phone us', and 'Find us'. The main content area is titled 'Medicare' and includes a 'Write to us:' section with the address: Medicare, GPO Box 9822, In your capital city. Below this is a highlighted section for 'Medicare Enrolment Services' with instructions to email [Medicare Enrolment Services](mailto:mes@servicesaustralia.gov.au) and include 'Enrolment' in the subject line. An orange arrow points to this email address. At the bottom, it provides the mailing address: Services Australia, Medicare Enrolment Services, PO Box 7856, Canberra BC ACT 2610. A 'Made with Tango.us' watermark is visible in the bottom right corner.

## 6. How do you receive your card?

One person is nominated to receive all the cards for your family. If you are applying for one person only, then the card is sent to that person.

If you're enrolling as a family, you'll need to nominate a contact person for your Medicare card. We'll send Medicare cards and other general information for everyone listed on the card to the contact person.

If you're the only person listed on the Medicare card, you'll be the contact person for the card.

You can also get a digital copy of your Medicare card. You'll need to sign into the [Express Plus Medicare mobile app](#) to access it. To use the app, you need a myGov account linked to your Medicare online account. If you don't have these, [set them up](#) and then download the app.

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## 7. Australian Citizens

To enrol as an Australian citizen you need to prove your identity and residency.

|                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|---------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| If you're a New Zealand citizen                               | <h3>Australians living in Australia</h3> <p>If you're an Australian citizen and you've never been enrolled, you'll need to give us either your:</p> <ul style="list-style-type: none"> <li>Australian passport</li> <li>birth certificate.</li> </ul> <p>To prove you live in Australia, you'll also need to give us 2 of these documents dated within the last 6 months:</p> <ul style="list-style-type: none"> <li>sale agreement to buy a property, plus a gas or electricity account in your name</li> <li>lease agreement to rent a property, plus a gas or electricity account in your name</li> <li>evidence of employment</li> <li>evidence that you or your children are at school or university</li> <li>evidence of private health insurance, bank accounts, or property or contents insurance.</li> </ul> <p>Complete a <a href="#">Medicare enrolment form</a> and mail or <a href="#">email</a> it with your documents to <a href="#">Medicare Enrolment Services</a>.</p> |
| <b>If you're an Australian citizen</b>                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| If you're a temporary resident covered by a Ministerial Order |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

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## 8. Australians coming home from living overseas

When you return to Australia you will need to prove that you now have returned to live in Australia.

| resident                                                                           | <h3>Proving you now live in Australia</h3> <p>You can prove you live in Australia by giving us either:</p> <ul style="list-style-type: none"> <li>2 documents from Australia</li> <li>1 document from Australia and 1 from where you last lived.</li> </ul> <table border="1"> <thead> <tr> <th>Documents from Australia ^</th> <th>Documents from the other country ^</th> </tr> </thead> <tbody> <tr> <td>Proof of rental or lease agreement and gas or electricity account in the same name</td> <td>Proof you sold your property</td> </tr> <tr> <td>Proof of purchase of property and gas or electricity account in the same name</td> <td>Proof you ended your lease</td> </tr> <tr> <td>Proof of job</td> <td>Proof you ended your job</td> </tr> <tr> <td>Proof your child is enrolled in school, childcare or university</td> <td>Proof you moved household goods or furniture</td> </tr> <tr> <td>A statement showing you opened your bank account</td> <td>A statement showing you closed your bank account</td> </tr> <tr> <td>Proof of health, property or contents insurance</td> <td></td> </tr> </tbody> </table> | Documents from Australia ^         | Documents from the other country ^ | Proof of rental or lease agreement and gas or electricity account in the same name | Proof you sold your property | Proof of purchase of property and gas or electricity account in the same name | Proof you ended your lease | Proof of job | Proof you ended your job | Proof your child is enrolled in school, childcare or university | Proof you moved household goods or furniture | A statement showing you opened your bank account | A statement showing you closed your bank account | Proof of health, property or contents insurance |  |
|------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------|------------------------------------|------------------------------------------------------------------------------------|------------------------------|-------------------------------------------------------------------------------|----------------------------|--------------|--------------------------|-----------------------------------------------------------------|----------------------------------------------|--------------------------------------------------|--------------------------------------------------|-------------------------------------------------|--|
| Documents from Australia ^                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Documents from the other country ^ |                                    |                                                                                    |                              |                                                                               |                            |              |                          |                                                                 |                                              |                                                  |                                                  |                                                 |  |
| Proof of rental or lease agreement and gas or electricity account in the same name |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Proof you sold your property       |                                    |                                                                                    |                              |                                                                               |                            |              |                          |                                                                 |                                              |                                                  |                                                  |                                                 |  |
| Proof of purchase of property and gas or electricity account in the same name      | Proof you ended your lease                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                    |                                    |                                                                                    |                              |                                                                               |                            |              |                          |                                                                 |                                              |                                                  |                                                  |                                                 |  |
| Proof of job                                                                       | Proof you ended your job                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                    |                                    |                                                                                    |                              |                                                                               |                            |              |                          |                                                                 |                                              |                                                  |                                                  |                                                 |  |
| Proof your child is enrolled in school, childcare or university                    | Proof you moved household goods or furniture                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                    |                                    |                                                                                    |                              |                                                                               |                            |              |                          |                                                                 |                                              |                                                  |                                                  |                                                 |  |
| A statement showing you opened your bank account                                   | A statement showing you closed your bank account                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                    |                                    |                                                                                    |                              |                                                                               |                            |              |                          |                                                                 |                                              |                                                  |                                                  |                                                 |  |
| Proof of health, property or contents insurance                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                    |                                    |                                                                                    |                              |                                                                               |                            |              |                          |                                                                 |                                              |                                                  |                                                  |                                                 |  |
| If you're a New Zealand citizen                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                    |                                    |                                                                                    |                              |                                                                               |                            |              |                          |                                                                 |                                              |                                                  |                                                  |                                                 |  |
| <b>If you're an Australian citizen</b>                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                    |                                    |                                                                                    |                              |                                                                               |                            |              |                          |                                                                 |                                              |                                                  |                                                  |                                                 |  |

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Most people you will deal with while applying for your Medicare card, do understand that moving around the world means different documentation for different countries and people. While the list of documents required is specific, let's break these down a bit.

 Wherever you see this symbol, you will find a secret tip from me

## Documents made easier


You can prove you live in Australia by giving us either:

- 2 documents from Australia
- 1 document from Australia and 1 from where you last lived.

Documents from Australia

### **1. Proof of rental or lease agreement and gas or electricity account in the same name**

This can be the most difficult one of all. If you have just arrived in Australia, you may not have these items.

 Rather than renting a hotel or short-term accommodation through Airbnb or similar, find a short-term rental service that can provide you with proof of temporary address. Sometimes, it's better than nothing and may be accepted depending on the strength of other documents.

### **2. Proof of purchase of property and gas or electricity account in the same name**

Do you already have a property in Australia? Even if you do not live in it, bring along any documents that prove that you own it.

### **3. Proof of employment**

Request a letter from your new or current employer stating that you have a role in Australia, the business address, your start date and your salary. Ensure your name matches your passport including any middle names.

This will only apply to the person named on the letter and will not extend as proof to any spouse, partner or children over 18.

### **4. Proof your child is enrolled in school, childcare or university**

Request a letter from the educational institution confirming that your child/children are enrolled. Include the school address, their names, start date, ages and year groups they will join.

🙄 If you have opted for a private school including a local religious school, this will be easier for you. These schools do not base the acceptance of students on catchment areas. Schools that do, like public schools, will more likely not accept you unless you have permanent proof of living in the catchment area.

### **5. A statement showing you opened your bank account**

If you have opened or have an existing Aussie bank account, then use the latest statement. It will be much simpler if you have already changed the address to an Australian address.

### **6. Proof of health, property or contents insurance**

Do you already have a property in Australia? As in point 1 above, bring along any documents that prove that you have property insurance for it.



Documents from your previous country

- 1. Proof you sold your property**
- 2. Proof you ended your lease**

Request proof of tenancy from your landlord before you vacate your overseas rental. Ask for that to include all the full names of adults in the house. State when the tenancy started, concluded and the address of the property. Ensure it has an email contact on it as well.

🙄 This is more than you need for medicare but this document can also help you if you will be renting in Australia.

- 3. Proof you ended your job**
- 4. Proof you moved household goods or furniture**

🙄 Ensure you keep the shipping manifest. Include the names of all the adults in the house then this document can be used for their evidence as well.

- 5. A statement showing you closed your bank account**

[Aussie Expats Coming Home](#) would never advise you to close all your accounts, in your previous country, if they cost nothing to keep open. If you have multiple then proof of closure of one will help here.

- 6. Proof you cancelled health, property or contents insurance**

Proof of previous health insurance may be helpful for gaining private health insurance as well, so it is always recommended to have proof.



I hope this helps you and your family find your way home with ease and support. I love that you know Aussie Expats Coming Home for honest & trusted advice.

*L.J. Ferrara, Founder*

# Your Notes

Aussie Expats  
Coming Home

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