



# Australian Government

## Services Australia

### Change of sex or gender for Medicare enrolments 011-44110020

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## Background

This document outlines information about how to action a change of gender or sex for Medicare enrolments.

### On this Page:

#### Customer requests change to gender or sex in CDMS

Where a person requests that their sex or gender be amended in the Consumer Directory Maintenance System (CDMS), they must provide documentation that meets the Evidence standards before any change to their sex and/or gender records can be made. Any evidence that is submitted by customers, must be sighted and checked to ensure it meets the necessary requirements.

#### Evidence of sex or gender change

A person can provide one of the following forms of evidence to establish or update their gender classification:

- Statement from a Registered Medical Practitioner or Registered Psychologist verifying gender
- Valid Australian Government travel document, such as a valid passport, showing the preferred gender
- State or territory birth certificate showing preferred gender
- State or territory Gender Recognition Certificate or Recognised Details Certificate showing a state or territory Registrar of Birth, Deaths and Marriages has accepted a change in sex

#### Updating records

Customers who identify their gender as being either male or female can request a change to their Services Australia records. Currently, the agency's ICT systems do not have a separate field to record a person's gender. It is acceptable to record the person's gender (male or female), in the **Sex** field, subject to [evidence](#) being received.

#### Customers who identify as non-binary or indeterminate gender (X)

Currently, the agency's ICT systems cannot accommodate customers who want their records updated to reflect their gender as non-binary or indeterminate gender (X). However, systems are progressively being updated to include a non-binary/indeterminate gender (X) option. Until this option is available, amend the customer's CDMS record by documenting that the customer identifies their gender as non-binary/indeterminate gender (X). Key 'customer identifies as gender X' in the **Comments** field at Personal level. Assist customers to make other complementary updates to their records that relate to removing their title and amending their name, if applicable.

The agency's ICT systems do not currently:

- support the application of changes to name, title, sex and/or gender across all Centrelink, Medicare and Child Support customer records, however a new process is being developed
- include a non-binary/indeterminate (X) gender option for selection, however systems are being progressively updated to include this

**Note:** where a person's sex has been recorded incorrectly on CDMS, go to [Amend a person's Medicare enrolment details](#).

#### Requests to enrol a newborn with indeterminate sex

Where a parent wishes to enrol their child as an indeterminate (X) gender, they will need to provide evidence which reflects the indeterminate status.

The agency's ICT systems cannot currently accommodate customer records to reflect a non-binary or indeterminate (X) gender classification, therefore, once acceptable evidence has been provided, the parent will need to choose either male or female option for their child's gender to be recorded in CDMS in order to complete the creation or change of a customer record with the current system limitation.

The **Comments** field at Personal level will then need to be updated to record that the newborn is indeterminate (X) by recording the text 'customer identifies as gender X'.

## Request to enrol a person with non-binary or indeterminate gender

A person can enrol with a non-binary or indeterminate gender (X), subject to evidence being received. Because the agency's ICT systems cannot accommodate customer records to reflect their gender as indeterminate/non-binary, the customer will need to choose either male or female to be displayed on their record in CDMS until gender X option is available.

The **Comments** field at Personal level will then need to be updated to record that the person identifies as a non-binary or indeterminate (X) gender by recording the text 'customer identifies as gender X'.

**Note:** see [Script for request to enrol a newborn with indeterminate sex](#).

The [Resources](#) page contains:

- Script for request to enrol a newborn with indeterminate sex
- Links to Services Australia:
  - Our Service Commitments
  - Updating personal details on a Medicare card
  - Updating your gender details with us
  - Providing supporting statements as evidence for patients updating their gender classification
- External link to the Australian Government Guidelines on the Recognition of Sex and Gender

## Related links

[Newborn child enrolment in Medicare](#)

[Amend a person's Medicare enrolment details](#)

## Process Summary


This page contains information to assist in changing the gender or sex of a customer in the Consumer Directory Maintenance System (CDMS).

### Flowchart

## Change of gender or sex in CDMS

This image provides a summary of the process to change a customer's gender or sex in CDMS.

**Note:** [a text based version of the following process summary image is available](#).

 This image provides a summary of the process to change a customer's gender or sex in Consumer Directory Maintenance System (CDMS).

## Process

This page contains information to assist in changing a customer's sex or gender in the Consumer Directory Maintenance System (CDMS).

## Change of sex in CDMS

This table describes how to change the sex and/or gender of a customer in **CDMS**.

Step	Action
1	<p><b>Consumer Directory Maintenance System (CDMS) home page</b> + Read more ...</p> <p>On the <b>CDMS</b> home page, click <b>Amend Consumer Details</b> link to open the <b>Amendment Search</b> screen.</p>
2	<p><b>Identify customer</b> + Read more ...</p> <p><a href="#">Conduct an ID number or name search</a> to identify the customer:</p> <p>Select <b>Personal</b> to open the <b>Amend Personal Details</b> screen.</p>
3	<p><b>Consumers</b> + Read more ...</p> <p>In <b>Consumers</b>, select the radio button to select the record to be amended.</p>
4	<p><b>Personal details</b> + Read more ...</p> <p>In <b>Personal Details</b>:</p> <ul style="list-style-type: none"> <li>in the <b>Gender</b> field, subject to <a href="#">evidence</a> being received, update the sex and/or gender details <ul style="list-style-type: none"> <li><b>Note:</b> until ICT systems are updated to include a field for gender, it is acceptable to record the person's preferred gender (male or female), subject to evidence being received</li> <li>if the customer identifies as non-binary (X), amend the customer's <b>CDMS</b> record by documenting this in the <b>Comments</b> field at Personal level, subject to evidence being received, but do not change the gender currently recorded in CDMS</li> </ul> </li> <li>in the <b>Gender Change Reason</b> field, select the reason for the change</li> </ul>
5	<p><b>Remaining fields</b> + Read more ...</p> <p>Make any other amendments in the remaining fields, as required.</p>
6	<p><b>Validate</b> + Read more ...</p> <p>Scroll down and click <b>Validate</b> [Alt+V] to open.</p> <p>When an information message displays about whether the amendments were acceptable or not, select <b>OK</b>. If not acceptable, change the amendments as required.</p>
7	<p><b>Confirm Amended Personal details screen</b> + Read more ...</p> <p>Scroll down and click <b>Validate</b> [Alt+V].</p> <p>The <b>Confirm Amended Personal</b> details screen displays the updated details.</p>
8	<p><b>Change or Print</b> + Read more ...</p> <p>Select:</p> <ul style="list-style-type: none"> <li><b>change</b> to change the amended details, <a href="#">go to Step 4</a></li> </ul>
9	<p><b>Complete update</b> + Read more ...</p> <p>When the details are correct, click <b>Update</b> [Alt+U].</p> <p>Updated details will display on the <b>Amend Personal Details</b> screen.</p> <p><b>Note:</b> record a comment in the personal tab to say gender has been changed in CDMS and documentation sighted.</p>

## Resources

### Script for request to enrol a newborn with indeterminate sex

### Script for Service Officers to follow when dealing with a request to enrol a newborn with indeterminate sex

Due to the sensitivity around this type of requests, Service Officers will need to advise the parent about this process using the following script prior to enrolling the newborn.

This table describes the script Service Officers need to follow when dealing with a request to enrol a newborn with indeterminate sex.

Situation	Script to follow
Complete introduction and identify confirmation	I am calling to discuss the application we received from you to add (child's name) to your Medicare card.
Verify gender details	May I please verify (child's name)'s date of birth and sex/gender?
The gender details are the <b>same</b> as the application	<p>Thank you.</p> <p>I am in the process of adding (child's name) to your Medicare card, however our ICT systems only have male or female sex/gender option. We are working to update these systems so that we can correctly record (child's name)'s gender in the future.</p> <p>So that I can add (child's name) to your Medicare card today, I will need to record their gender as male or female.</p> <p>Would you prefer to have (child's name)'s gender recorded as male or female for Medicare)</p>
The gender details are <b>not the same</b> as the application	<p>Thank you.</p> <p>The gender on the application form was recoded as (indeterminate).</p> <p>Follow <a href="#">the process for handling forms containing incorrect information</a>.</p>
Record gender as male or female and follow process as outlined in Change of sex or gender for Medicare enrolments.	<p>I have now recorded (child's name)'s gender as (male or female) for the purpose of creating their Medicare record. I have also recorded a note on (child's name)'s record to state that they are (indeterminate). Once the Medicare ICT systems have been updated to capture non-binary, indeterminate information we will update (child's name)'s details.</p> <p><b>Note:</b> no title is to be recorded in the newborn's record such as, Miss or Master unless requested by the parent.</p>

### Services Australia website links

[Our service commitments](#)

[Updating your personal details on a Medicare card](#)

[Updating your gender details with us](#)

[Providing supporting statements for patients updating their gender classification](#)

### External websites

[Australian Government Guidelines on the Recognition of Sex and Gender](#), see Appendix A 'Sample statement from a Registered Medical Practitioner or Registered Psychologist'

## Training & Support

Add the course number to the **Search** field in the [Learning Portal](#) (LMS) in ESSentials:

- **MCA00695** - Eligibility and Enrolments
- **POR00546** - Gender Guidelines: Overview
- **POR00547** - Gender Guidelines: Supporting our Customers