



Australian Government

**Department of Health,
Disability and Ageing**



BONDED RETURN OF SERVICE SYSTEM (BROSS)

PARTICIPANT USER GUIDE

-MANAGING YOUR AGREEMENT-

AUGUST 2025



7. Managing your Agreement

7.1 Requesting an Extension to Program timeline

A participant may apply for an extension to program if the participant, or a member of the bonded participant's family, has a medical condition that prevents the bonded participant from completing their RoSO within the 18-year period required by paragraph 124ZF(2)(a) of the [Act](#).

A **member of your family** is defined as a partner, child, grandchild, parent, grandparent or sibling of the bonded participant; or a person who satisfies the following criteria:

- the person is a relation of the bonded participant;
- the bonded participant has significant responsibility for the care of the person;
- there are no family members (other than the bonded participant) who are able to provide care to the person;
- the person is not on a temporary visa; and
- the person has not been provided with an assurance of support in relation to the grant of a visa.

The **medical condition** must not have been reasonably foreseen when you entered the Program, and must either:

- Require treatment or care for which Medicare benefits are payable, or
- Require treatment of care for which pharmaceutical benefits are payable, or
- Require treatment of care in a hospital.

You must also upload evidence of the medical condition from a treating practitioner dated within 3 months from the date of your application. The treating practitioner must:

- have sufficient expertise, qualifications and specialist registration to provide the medical evidence; and
- state for how long they have known you or your family member, as the case may be; and
- state that they do not have a personal or professional relationship with you or any potential conflicts of interest; and
- state why the bonded participant cannot complete their return of service obligation within the 18 year period.

These extension of time requirements are outlined in section 11 - 13 of [the Rule](#).



Australian Government

Department of Health,
Disability and Ageing



To submit your request, click on the **'Manage my agreement'** accordion on the bottom left side of the **'My dashboard'** page.

My dashboard - Jane Citizen - 226681

Important information

Welcome to the Bonded Medical Program (the Program), a key long-term initiative of the Australian Government's Stronger Rural Health Strategy. In the future you will provide much needed medical services to Australians living in regional, rural and remote areas.

Participants of the Program are bound by Part VD of the Health Insurance Act 1973 (the Act) and must abide by the [Health Insurance \(Bonded Medical Program\) Rule 2020](#) (the Rule).

You must register a Return of Service Obligation (RuSO) Plan before you finish your medical course. This plan may be changed any time before you commence the activity.

Learn and Plan

For more information visit the Learn and Plan sections to find out more about the Bonded Medical Program, what it offers you and how the Program's obligations can work best for you and your medical career.

Your Details

You can view and edit your personal details at any time. Your contact details will be used by the Department of Health and Aged Care while you are in the Program. It is a legal requirement of the Program that these details are kept up to date.

Your Program Timeline

This shows which phase you are in. There are reporting obligations for each phase. These are called Program events and RuSO activities.

NOTE: BRoSS is being progressively released throughout 2020 and 2021. In the meantime, your reporting obligations as specified in the Rule (under sections 15 and 16) will be delayed until BRoSS is fully functional. The Department will nominate a date and advise participants when all reporting obligations will commence. Penalties will not apply until this time.

Tasks

- Plan my RuSO
- Manage my RuSO**
- My Program information

Program timeline

Student Intern Pre-employment On-employment Follow

RuSO planning (Months) 32.3 unplanned [Change units](#)

RuSO summary (Months) 34.6 remaining [Change units](#)

My current notifications

Warning: Have you completed your internship? Update BRoSS before 06/11/2025.

Left sidebar:

- > Learn
- > Plan
- > Manage my agreement**

The **'Manage my agreement'** accordion will open. Click on the **'Program extension'** button.

Plan

Manage my agreement

Jane Citizen - 226681 - Intern

Download PDF
Copy of Part VD of the Health Insurance Act statement to participate in the Bonded Medical Program (PDF) 48KB.

View the agreement to participate **Program extension** **Withdraw from the Program**

The **'My Program information'** page will open, click on the **'Program extension'** accordion at the bottom of the page. This page will show your current Program completion date.



Program extension

Request an extension of time to complete my return of service obligation.

Current status

Program extension status: No extension recorded

Current completion date: 10-05-2035

Request

Click the **'Request'** button, enter your **'Proposed completion date'**. The new completion date should not extend the period to complete your RoSO by more than 2 years. Ensure the evidence you upload meets the requirements outlined in section 13 of the Rule.

Request: Program extension

Program extension status: No extension recorded

Current completion date: 10-05-2035

Original estimated completion date: 10-05-2035

Proposed completion date:

Upload evidence

Upload supporting evidence for this request

Choose Files

No documents listed

Submit Request Cancel

Once you click on the **'Submit Request'** button, the below **'Warning'** page will show, click **'OK'** to continue with your extension request.

Warning -

You are about to submit a request for a Program extension.

Once submitted the process cannot be cancelled.

Do you want to proceed?

OK Cancel

Clicking "Cancel" will take you back to the "Manage my RoSO" page.



Your ‘**Program extension**’ accordion will update to ‘**Pending**’ status and show your extension request and ‘**Status**’. The ‘**View/Edit**’ button will enable you to amend your request.

Program extension - Pending

The request for a Program extension has a status of Pending. A decision will be emailed to you. In the meantime, check your email to see what the expected time period for this decision is. Please make sure your email contact details are up to date.

Current status

Program extension status: Pending

Current completion date: 10-05-2035

Extension requests

Date submitted	Original completion	Proposed completion	Status	Action
04-08-2023	10-05-2035	31-08-2036	Pending	View/Edit

Your request will be reviewed and you will be contacted if additional evidence is required, or when a decision has been made.

If you would like to cancel your request, please email the BondedMedicalProgram@health.gov.au providing your details and the reason for cancellation.

7.2 Withdrawing from the Program

Once you have agreed or opted in to the Program you can withdraw at any time. You can request a ‘**Withdrawal Repayment estimate**’ report by clicking the ‘**My dashboard**’ page, open the ‘**Manage my agreement**’ accordion on the bottom left side of the dashboard.



My dashboard - Jane Citizen - 226681

Important information

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Participants of the Program are bound by Part VD of the Health Insurance Act 1973 (the Act) and must abide by the [Health Insurance \(Bonded Medical Program\) Rule 2020](#) (the Rule).

You must register a Return of Service Obligation (RoSO) Plan before you finish your medical course. This plan may be changed any time before you commence the activity.

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For more information use the Learn and Plan sections to find out more about the Bonded Medical Program, what it offers you and how the Program's obligations can work best for you and your medical career.

Your Details

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Your Program Timeline

This shows which phase you are in. There are reporting obligations for each phase. These are called Program events and RoSO activities.

NOTE: BRoSS is being progressively released throughout 2020 and 2021. In the meantime, your reporting obligations as specified in the Rule (under sections 15 and 16) will be delayed until BRoSS is fully functional. The Department will nominate a date and advise participants when all reporting obligations will commence. Penalties will not apply until this time.

[Learn](#)

[Plan](#)

[Manage my agreement](#)

Tasks

[Plan my RoSO](#) [Manage my RoSO](#) [My Program information](#)

Program timeline

Student Intern Prevocational Vocational Fellow

RoSO planning (Months) [Change units](#)

32.3 unplanned

RoSO summary (Months) [Change units](#)

34.6 remaining

My current notifications

Warning: Have you completed your internship? Update BRoSS before 08/11/2023.

The 'Manage my agreement' accordion will open. Click on the 'Withdraw from the Program' button.

[Plan](#)

Manage my agreement

Jane Citizen - 226681 - Intern

[Download PDF](#)
Copy of Part VD of the Health Insurance Act statement to participate in the Bonded Medical Program (PDF) 48KB.

[View the agreement to participate](#) [Program extension](#) [Withdraw from the Program](#)

The opening pages will be different depending on whether you have opted-in to the Program via the [BMP Scheme](#) the [MRBS Scheme](#) or began with the [Program](#). These processes are detailed in the following sections.



7.3 Withdrawing as a former Bonded Medical Rural Bonded Scholarship (MRBS) scheme participant

If you withdraw prior to your second-year census date you are not required to repay the CSP amount.

Once you have clicked on the **'Withdraw from the Program'** button the **'Estimate: Withdraw from the Program'** page will open. Enter the **'Proposed withdrawal date'** and click **'Next'**.

Estimate: Withdraw from the Program

Informational Messages:

- You currently have no RoSO open and you have not advised of any new RoSO since you requested your last repayment estimation report.
- OK to proceed. You can proceed with the withdrawal estimation, or Notice to Withdraw by selecting Next. The Department recommends you seek your own legal and financial advice in relation to your withdrawal from the Program to ensure that you understand and accept the consequences of withdrawal.

Program details

Bonded date	07/12/2022
Expected end date	01/07/2038
Proposed withdrawal date	<input type="text" value="27/07/2023"/>

Buttons: Next, Cancel

Note: Please note: your withdrawal estimate will only be as up to date as your BRoSS record. Ensure your [medical course attendance](#) and [RoSO](#) is recorded correctly.

In the **'Estimated: Withdraw from the Program'** page, you can download a repayment estimation report that contains information about your withdrawal. Click **'Close'** once reviewed.



Estimated: Withdraw from the Program

✓

Eligible to withdraw from the Program

Participant name

Jane Citizen

Participant ID

226681

Program details

Bonded date

07/12/2022

Expected end date

01/07/2038

Proposed withdrawal date

31/07/2023

Repayment calculation

RoSO Completed to date

1.4 months

Total RoSO obligation

36.0 months

Calculated CSP

\$104,029.00

Estimated repayment

\$99,983.43

Related documents

Date	Type	Download
27-07-2023	Repayment estimation report	1064251735 27-07-2023 - Repayment estimation report.pdf

Close

You will return to the **'My dashboard'** page. If you would like to continue with your withdrawal request or get an updated withdrawal repayment estimate, open your **'Manage my agreement'** accordion and then click on the **'Withdraw from the Program'** button.

The **'View: withdraw from the Program'** page will open. There are two options available on this page:

1. you can get a new withdrawal repayment estimate by clicking on the **'Re-estimate'** button. This will update your **'Estimate: Withdraw from the Program'** page and provide a new repayment figure and report as detailed above.
2. continue with your withdrawal by clicking on the **'Withdraw'** button, which will take you to the **'View: Withdraw from the Program'** page.



View: Withdraw from the Program

i You have an existing **Repayment estimation report**. You can view this report by clicking its download link.

Click **Re-estimate** to request an updated **Repayment estimation report**, or

Click **Withdraw** to proceed with the **Notice to Withdraw from the Program** process.

If you decide to proceed with the **Notice to Withdraw from the Program** make sure:

- Your contact details are up to date.
- All current RoSO activities are completed and correctly advised, and
- Any time extensions to your medical course have been correctly advised.

Related documents

Date	Type	Download
27-07-2023	Repayment estimation report	1084251735-27-07-2023 - Repayment estimation report.pdf

Re-estimate **Withdraw** **Close**

Please note: You can get a 'Re-estimate' of your withdrawal amount at any time without formally withdrawing from the Program.

After clicking on the '**Withdraw**' button, the pop-up '**Warning**' page will show. Click '**OK**' to continue with your withdrawal from the Program.

Warning -

You are about to submit a Notice to Withdraw from the Program.

On clicking OK the Program team will:

- Commence reviewing your Notice to Withdraw and be in touch via phone/email contact.
- Prepare an invoice after assessing your last repayment estimate amount.
- Following payment, prepare an official withdrawal confirmation.
- Note: your access to BROSS will continue, but no further RoSO updates are allowed.

Please ensure your contact details are up to date.

Do you want to proceed?

OK **Cancel**

Clicking '**Cancel**' will take you back to the '**Manage my RoSO**' page.



The **'Advise: Withdraw from the Program'** page will allow you to update and complete your withdrawal request. Once completed click **'Next'** to submit the request.

Advise: Withdraw from the Program

Information: You currently have no RoSO open and you have not advised of any new RoSO since you requested your last repayment estimation report.

Information: OK to proceed. You can proceed with the withdrawal estimation, or Notice to Withdraw by selecting **Next**. The Department recommends you seek your own legal and financial advice in relation to your withdrawal from the Program to ensure that you understand and accept the withdrawal.

Program details

Bonded date: 07/12/2022

Expected end date: 01/07/2038

Proposed withdrawal date: 27/07/2023

Reason for request: [Dropdown menu]

Upload evidence

Upload supporting evidence for this request (Required)

Choose Files

No documents listed

Next Cancel

Select the most appropriate reason for your withdrawal from the dropdown menu.

- Don't want to work in rural / remote location
- Easier to pay out than complete RoSO
- Exceptional Circumstances
- Leaving the medical profession
- Program obligations are overly burdensome
- Unable to secure eligible work
- Other reason

If you select the **'Exceptional Circumstances'** – you will be required to provide sufficient evidence and documentation to enable the Secretary (or Delegate) to make an informed decision.

Reason for request: Exceptional Circumstances

Description of exceptional circumstances

If you select **'Other'** you will also be required to provide additional information in the new field.


Reason for request: Other reason

Provide other reason



After clicking 'Next' the 'Advised: Withdrawal from the Program' page will show your withdrawal information that has been submitted for assessment.

Advised: Withdraw from the Program

 Eligible to withdraw from the Program

Participant name

Jane Citizen

Participant ID

226681

Program details

Bonded date

07/12/2022

Expected end date

01/07/2038

Proposed withdrawal date

27/07/2023

Reason for request

Family responsibility

Repayment calculation

RoSO Completed to date

1.4 months

Total RoSO obligation

36.0 months

Calculated CSP

\$104,029.00

Estimated repayment

\$99,983.43

Related documents

Date	Type	Download
27-07-2023	Notice to Withdraw	1826615653 27-07-2023 - Notice to Withdraw.pdf
27-07-2023	Repayment estimation report	1772254863 27-07-2023 - Repayment estimation report.pdf

Close

Your withdrawal request will be reviewed and you will be contacted if additional evidence is required. You will be provided with an invoice when your withdrawal request is processed.

For 'Exceptional Circumstances', we will send you an email with the decision outcome.

If you would like to cancel your withdrawal request, please email the BondedMedicalProgram@health.gov.au providing your details and the reason of cancellation.



7.4 Withdrawing as a former Bonded Medical Places (BMP) Scheme Participant who has opted-in

Withdrawing from the Program as an opted-in MRBS participant will mean Medicare benefits are not payable for a period of six (6) years from the date you withdraw, in accordance with section 124ZQ(4) of [the Act](#).

Once you have clicked on the **‘Withdraw from the Program’** button the **‘Estimate: Withdraw from the Program’** page will open. Enter the **‘Proposed withdrawal date’** and click **‘Next’**.

Estimate: Individualised repayment estimation

Warning: Withdrawing from the New MRBS Program will mean Medicare benefits are not payable for a period of six (6) years. Repayment estimate is an individualised estimation provided by the Program. Allow at least 2 weeks for a reply.

Information: You currently have no RoSO open and you have not advised of any new RoSO since you requested your last repayment estimation report.

Information: You can proceed with the withdrawal estimation by selecting Next. The Department recommends you seek your own legal and financial advice in relation to your withdrawal from the Program to ensure that you understand and accept the consequences of withdrawal.

Program details

Bonded date: 26/09/2001

Expected end date: 31/12/2022

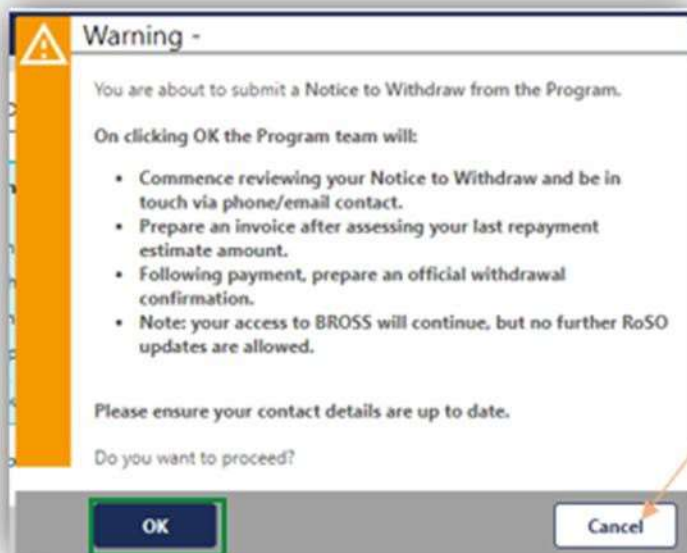
Proposed withdrawal date: 28/07/2023

Information: The New MRBS Program repayment estimation is a personalised process through the BROSS web application. An individual estimation based on the value provided by the original contract and the amount of current and completed RoSO recorded to date will be provided to you with a repayment estimate. You will be notified when it is available to download.

Please note: your repayment estimation will only be as up to date as your BROSS record. Ensure your [medical course attendance](#) and [RoSO](#) is recorded correctly.

Next **Cancel**

After clicking on the **‘Next’** button the pop-up **‘Warning’** page will show, click **‘OK’** to continue with your withdrawal request from the Program.



Clicking 'Cancel' will take you back to the 'Manage my RoSO' page.

The 'Estimated: Withdraw from the Program' page will open with your 'Repayment estimation request' document used to provide an estimate of your repayment amount.

Estimated: Withdraw from the Program

Warning

Withdrawing from the New MRBS Program will mean medicare benefits are not payable for a period of six (6) years.

Repayment estimate is an individualised estimation. Allow at least 2 weeks for a reply.

Information

You have an individualised **Repayment estimation** assessed. You can view this request by clicking its [link](#). It has not yet been assessed.

The request will be assessed by the Program and an individualised repayment estimation report will be provided to you. If you make changes to RoSO after this request is completed you will need to submit another repayment estimation request.

Related documents

Date	Type	Download
28-07-2023	Repayment estimation request.	67911720 28-07-2023 - Repayment estimation request.pdf

Estimate **Withdraw** **Close**

Clicking 'Cancel' will take you back to the 'Manage my RoSO' page.

Once your request is submitted, an estimate of your repayment amount will be emailed to you within 4 weeks, based on your BROSS record. The estimate will account for all currently active and completed RoSO activities up to the proposed withdrawal date.



Once you receive your estimate, go to the **'My dashboard'** page.

Open your **'Manage my agreement'** accordion and then click on the **'Withdraw from the Program'** button to open the **'View: Withdrawal from the Program'** page. Your **'New MRBS repayment estimation.pdf'** can be downloaded from here.

There are two options on this page:

- 1.1.1 You can get a new withdrawal repayment estimate by clicking on the **'Re-estimate'** button, this will take you back to the **'Estimate: Withdraw from the Program'** page as detailed above.
- 1.1.2 Continue with your withdrawal by clicking on the **'Withdraw'** button which will take you to the **'View: Withdrawal from the Program'** page.

View: Withdraw from the Program

Warning Withdrawing from the New MRBS Program will mean medicare benefits are not payable for a period of six (6) years.
Repayment estimate is an individualised estimation provided by the Program.
Allow at least 2 weeks for a reply.

Information You have an existing **Repayment estimation report**. You can view this report by clicking its download link.
Click **Re-estimate** to request an updated **Repayment estimation report**, or
Click **Withdraw** to proceed with the **Notice to Withdraw from the Program** process.
If you decide to proceed with the **Notice to Withdraw from the Program** make sure:

- Your contact details are up to date.
- All current RoSO activities are completed and correctly advised, and
- Any time extensions to your medical course have been correctly advised.

Related documents

Date	Type	Download
26-07-2023	Repayment estimation report	Required Evidence.pdf
26-07-2023	Repayment estimation report	991603446 26-07-2023 - New MRBS repayment estimation.pdf

Re-estimate **Withdraw** **Close**

You can request a Re-estimate at any time without formally withdrawing from the Program.

After clicking on the **'Withdraw'** button the pop-up **'Warning'** page will show. Click **'OK'** to confirm and continue with your withdrawal from the Program.



Warning -

You are about to submit a Notice to Withdraw from the Program.

On clicking OK the Program team will:

- Commence reviewing your Notice to Withdraw and be in touch via phone/email contact.
- Prepare an invoice after assessing your last repayment estimate amount.
- Following payment, prepare an official withdrawal confirmation.
- Note: your access to BROSS will continue, but no further RoSO updates are allowed.

Please ensure your contact details are up to date.

Do you want to proceed?

OK **Cancel**

Clicking 'Cancel' will take you back to the 'Manage my RoSO' page.

The '**Advise: Individualised repayment estimation**' page, will show for you to update and complete for your withdrawal request, once completed click '**Next**' to submit your withdrawal.

Advise: Individualised repayment estimation

Warning: Withdrawing from the New MRBS Program will mean medicare benefits are not payable for a period of six (6) years.
Repayment estimate is an individualised estimation provided by the Program.
Allow at least 2 weeks for a reply.

Information: You currently have no RoSO open and you have not advised of any new RoSO since you requested your last repayment estimation report.

Information: You can proceed with the withdrawal estimation by selecting Next.
The Department recommends you seek your own legal and financial advice in relation to your withdrawal from the Program to ensure that you understand the implications of your withdrawal.

Program details

Bonded date: 26/09/2001

Expected end date: 31/12/2022

Proposed withdrawal date: 28/07/2023

Reason for request: **Don't want to work in rural / remote location**

Next **Cancel**

Select the most appropriate reason for your withdrawal from the dropdown menu.

- Don't want to work in rural / remote location
- Easier to pay out than complete RoSO
- Exceptional Circumstances
- Leaving the medical profession
- Program obligations are overly burdensome
- Unable to secure eligible work
- Other reason

Information: The New MRBS Program repayment estimation is a personalised process that is not managed by this BRoSS web application.
An individual estimation based on the value provided by the original contract and the amount of current and completed RoSO recorded to date will be provided to you with a repayment estimate.
You will be notified when it is available to download.



If you select the ‘**Exceptional Circumstances**’ – you will be required to provide additional information in a new field and upload any evidence to support your request.

Reason for request: Exceptional Circumstances

Description of exceptional circumstances:

If you select ‘**Other**’ you will also be required to provide additional information in the new field.

Reason for request: Other reason

Provide other reason:

After clicking ‘**Next**’ the ‘**Advised: Withdrawal from the Program**’ page will show your withdrawal information that will be used for your withdrawal request.

Advised: Withdraw from the Program

Eligible to withdraw from the Program

Participant name: Jane Citizen
Participant ID: 226681

Program details

Bonded date: 26/09/2001
Expected end date: 31/12/2022
Proposed withdrawal date: 28/07/2023
Reason for request: Family Obligations

Repayment calculation

RoSO Completed to date: 0.0 months
Total RoSO obligation: 36.0 months
Total Scholarship: \$78,005.00
Estimated repayment: \$78,005.00

Related documents

Date	Type	Download
28-07-2023	Notice to Withdraw	1679570230 28-07-2023 - Notice to Withdraw.pdf
28-07-2023	Repayment estimation report	Required Evidence.pdf

Close

Your withdrawal request will be reviewed and you will be contacted if additional evidence is required. You will be provided with an invoice once your withdrawal request is processed.

For ‘**Exceptional Circumstances**’ we will send you an email with the decision outcome.

If you would like to cancel your withdrawal request, please email the BondedMedicalProgram@health.gov.au providing your details and the reason of cancellation.

- (Monday-Friday, 8:30am to 5:00pm AEST/AEDT).