



Australian Government

**Department of Health,
Disability and Ageing**



BONDED RETURN OF SERVICE SYSTEM (BRoSS)

PARTICIPANT USER GUIDE EXCEPTIONAL CIRCUMSTANCES REQUESTS AUGUST 2026



Submitting a Request for Exceptional Circumstances

You, or your legal personal representative if you are unable to make an application, may apply to the Secretary for a determination that exceptional circumstances apply in relation to your Bonded Medical Program (Program) obligations.

Your application must:

- be made in writing,
- set out the exceptional circumstances that either:
 - prevented you from complying with the requirement to complete your RoSO within the period allowed under section 124ZG(1)(c) of the Health Insurance Act 1973 (Act),
 - caused you to breach the requirement to complete your RoSO within the period allowed under section 124ZG(1)(c) of the Act, or
 - resulted in you withdrawing from the Bonded Medical Program under section 124ZP of the Act; and
- be accompanied by sufficient evidence and documentation to enable the Secretary to make an informed decision.

Your application will be reviewed by the Secretary or their delegate, and you will receive written notice of the determination.

For more information about making an application for an exceptional circumstances determination, refer to [Subsection 124ZEA](#) of [Part VD of the Health Insurance Act 1973](#).



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To request an exceptional circumstances determination, expand the 'Manage my agreement' accordion on your BRoSS dashboard and click on the 'Exceptional Circumstances' button.

> Important information

> Learn

> Plan

✓ Manage my agreement

Jane Citizen - 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

 Exceptional Circumstances

 Withdraw from the Program

Click the 'Request' button in the 'Exceptional Circumstances' accordion.

✓ Exceptional Circumstances

Case management of a Participant's Exceptional Circumstances requests.

Current status

Exceptional Circumstances status

No Exceptional Circumstances requested

Current completion date

04-07-2041

Request



The **'Request: Exceptional Circumstances'** page will open. To activate the **'Submit Request'** button, you must first upload evidence to support your request.

Request: Exceptional Circumstances

Current completion date

04-07-2041

Description of Exceptional Circumstances (optional)

Upload evidence

Upload supporting evidence for this request

Choose Files

No documents listed

Submit Request

Cancel

Request: Exceptional Circumstances

Current completion date

04-07-2041

Description of Exceptional Circumstances (optional)

Applying for exceptional circumstances, see my attached request and evidence

Upload evidence

Upload supporting evidence for this request

Choose Files

Document 1: Evidence Document.pdf

Remove

Document 2: Blank Document.pdf

Remove

Submit Request

Cancel

In addition to the documentation that evidences your exceptional circumstances, we recommend you include a statutory declaration outlining all work completed since graduation with your evidence.

Click the **'Submit Request'** button.



Your **'Exceptional Circumstances'** accordion will update to **'Pending'** status.

✓ Exceptional Circumstances - Pending

A request for consideration of Exceptional Circumstances is an extended process requiring determination by the minister's delegate. Please be patient while awaiting an outcome.

Current status

Exceptional Circumstances status **Pending**

Current completion date **04-07-2041**

Exceptional Circumstances requests

Date submitted	Status	Actions
06-07-2026	Pending	View/Edit

You can view or edit your request at any time from either your dashboard via the **'Manage my agreement'** accordion or the **'My Program information'** button. Clicking on the **'View/Edit'** button will enable you to view or edit your request.

We will review your request, and you will be contacted by email if additional evidence is required, or when a determination has been made.