



Bonded Return of Service System

The Bonded Return of Service System (BRoSS) is the Department of Health (Health) online system which will assist Bonded Participants to plan, monitor and manage their obligations under the Bonded Medical Program (the Program).

BRoSS will allow bonded students and doctors to self-manage their reporting obligations, their Return of Service Obligations (RoSO), and identify eligible locations where they can work.

The Program

Since 1 January 2020, all students who were offered and accepted a Bonded CSP at an Australian medical university have joined the Program and been given access to BRoSS.

Eligible participants who are currently on a legacy scheme (Medical Rural Bonded Scholarship (MRBS) Scheme or Bonded Medical Places (BMP) Scheme), can request to opt-in to the Program any time.

Opt in is voluntary for existing participants. The decision to opt in will depend on the benefits the Program offers a participant and the current stage or phase of their existing arrangement.

Users of BRoSS

Different user groups will have access to BRoSS:

Participants – these are eligible participants who choose to opt-in to the Program from their legacy scheme, they will be able to fully self-manage all their reporting and RoSO obligations, undertake location eligibility checks, maintain their personal and program information as well as learn about the Program and how BRoSS will support them. Information participants enter into BRoSS will be used to send email notifications and reminders to assist participants to manage their Program obligations. BRoSS has extensive in-system guidance, notifications and messaging so participants know where they are up to in the Program and what is coming up next for them.

Students – these are students who have been offered a Bonded CSP at an Australian medical university, they will be able to accept their placement via BRoSS and update their personal details and access information about the Program.

Universities – university administrators will be able to use BRoSS to manage their CSP Bonded Medical Program applicant firm offer lists.

Rural Workforce Agencies (RWAs) – with participant consent, members of the RWAs will be able to access participant details, (contact information, commencement year, state/territory of study or work, and phase in the Program) to provide support to participants:

- Options and recruitment support for placement into rural roles that meet their RoSO
- Information about professional development and support to enable participants to be part of a broader rural medical professional network
- Information about accessing rural medical experiences during undergraduate and early career years and access to grants

Department of Health Administration Staff – access to perform administrative tasks including participant support, program management and administration, program evaluation and reporting.

Keeping BRoSS records up to date

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

The department uses the information participants enter in BRoSS to send email notifications and reminders to assist participants manage their Program obligations.

The department has implemented a transition period where the participant's obligations to provide information and upload evidence, as specified in Sections 15 and 16 of the Rule, will be delayed until BRoSS is fully functional.

Participants will be advised when BRoSS is fully functional and a date from which all the reporting obligations will commence will be provided.

Safety of personal information

BRoSS is designed to ensure that the latest and most effective security and personal information authentication processes are in place. BRoSS complies with the *Privacy Act 1988*.

Access to BRoSS

Access to BRoSS will vary for each user group. Universities and Rural Workforce Agencies will access BRoSS via myGovID (a secure login used by businesses to access government online services). Participants will access BRoSS via their myGov account, linking instructions and login credentials will be provided to participants when they join the Program.

Implementation of BRoSS

The department consulted with stakeholders in the design and development of BRoSS to meet user requirements.

This involved stakeholders testing BRoSS during the development phases and providing feedback on key features and functionality.

Functions of BRoSS will continue to be rolled out until early 2022.

Further information

For general enquiries, in the first instance, we ask that you visit the **Department's website** for information on our legacy schemes and the Program:

- Medical Rural Bonded Scholarship (MRBS) Scheme – [Website](#)
- Bonded Medical Places (BMP) Scheme – [Website](#)
- Bonded Medical Program (the Program) – [Website](#)

If you are a Medical Rural Bonded Scholarship Scheme participant, or Bonded Medical Places Scheme participant, with a general enquiry, you can contact the **Department's Call Centre** on 1800 987 104 (Monday–Friday 8:30am–5:00pm AEST).

Enquiries requiring consideration of a Participant's personal circumstances will require an email to: BondedMedicalProgram@health.gov.au

Please ensure you use the subject '*[Scheme/Program] – [Your Name] – [Request]*'

This will ensure we can manage and respond to your request by correctly allocating it to the right team with the information needed to assist.