

Check audit readiness

See how ready your records are for an audit on the Readiness tab, then fix the issues and review the checks behind your score.

WHO IT IS FOR Owner, Admin, Manager, Compliance Officer	TIME NEEDED About 10 minutes	LAST REVIEWED 3 October 2026
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Who this is for

Permissions: To open the Audit Centre you need **Can view audit centre**. The **Readiness**, **Issues**, **Checks** and **Settings** tabs also need **Can view audit readiness**. **Run readiness check** needs **Can run readiness checks**. **Assign**, **Start**, **Resolve** and **Dismiss with reason** need **Can manage compliance issues**. The **On** or **Off** tick box on a check needs **Can manage readiness checks**. Owners and Admins have all of these. If a tab or button is missing, ask an Owner or Admin to check your role.

Before you begin

- Read the Audit Centre overview for what readiness and issues are.
- On the **Settings** tab, under **Compliance document settings**, tick **Enforce for compliance chasing** for each document type your organisation requires, then choose **Save changes**. The document checks count only the ticked types. Types that carry an expiry date start ticked, and the others start unticked. This needs **Can manage readiness checks**.



Steps

1 Go to Audit Centre > Readiness

- 1 In the left menu, under **Administration**, choose **Audit Centre**.
- 2 Choose the **Readiness** tab if it is not already open.

BondiByte keeps the score up to date by itself, so there is usually nothing to run. If the page says **Readiness has not been evaluated yet**, choose **Run readiness check** once.

Audit & Compliance Centre

Readiness | Audit sessions | Issues | Checks | Prepare audit | Complaints | Ratings | Settings

Show readiness for: All sites | All participants | All workers

46% Audit readiness: High audit risk
Risk: Critical · Last evaluated 01/10/2026 06:25 pm +0.5 since previous

Run readiness check | Prepare audit

Critical issues	Warnings	Records passing	Expiring soon	Actions overdue
27	34	39	0	0

Readiness by domain

Domain	Score	Status
Worker compliance	41%	47 failing · 20 warnings · 15 passing
Participant records	53%	16 failing · 4 warnings · 12 passing
Service delivery	8%	107 failing · 10 warnings · 6 passing
Incidents	28%	8 failing · 0 warnings · 4 passing
Document control	100%	0 failing · 0 warnings · 2 passing
Corrective actions	Not yet evaluable	0 failing · 0 warnings · 0 passing

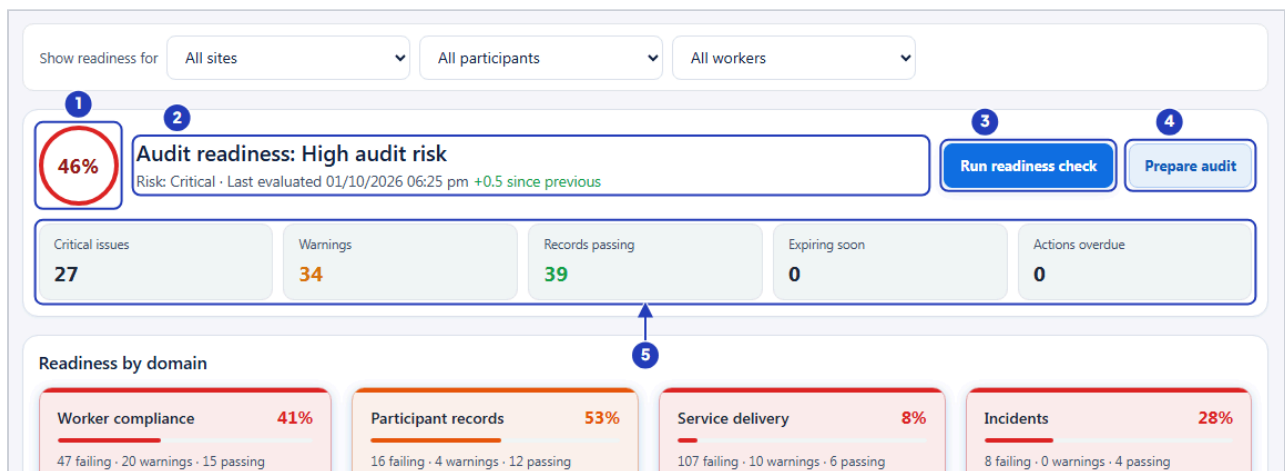
Choose Audit Centre in the left menu (1), then the Readiness tab (2).



2 Read your score

- 1 The ring shows your overall readiness as a percentage. Two dashes mean there is not enough information for a number.
- 2 Beside it, **Audit readiness:** is followed by a band: **Audit ready**, **Mostly ready**, **Attention required** or **High audit risk**. The line under it shows the **Risk**, when readiness was **Last evaluated** and the change **since previous** check.
- 3 **Run readiness check** works the score out again now. BondiByte already checks again when your records change, so use the button only when you want a fresh result straight away. A **Re-checking...** tag means a check is running.
- 4 **Prepare audit** starts preparing evidence for an auditor. It is shown only to people who can prepare audit evidence. See Run an audit session.
- 5 The tiles count what sits behind the score. **Critical issues** opens the **Issues** tab filtered to them. The others are **Warnings**, **Records passing**, **Expiring soon** and **Actions overdue**.

When a critical check holds the score down, a line says **Score capped at** a percentage and shows the **Uncapped score**. Fixing the failing records lifts the ceiling.



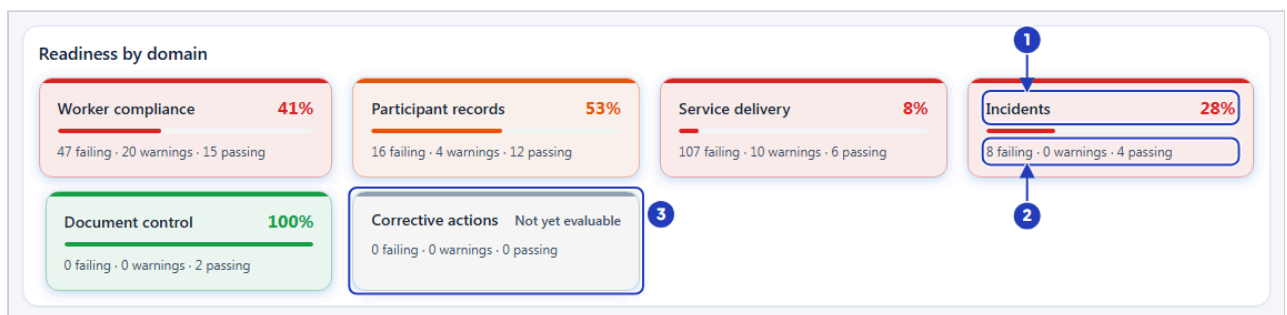
The score ring (1), the band, risk and last evaluated line (2), Run readiness check (3), Prepare audit (4) and the count tiles (5).



3 Read the results by domain

- 1 Under **Readiness by domain**, each card is one area with its own percentage and a coloured bar. The areas are **Worker compliance** (screening and documents), **Participant records** (agreements and documents), **Service delivery** (shift reports and timesheets), **Incidents** (incidents and complaints dealt with promptly), **Document control** (documents not expired) and **Corrective actions** (issues fixed on time).
- 2 The line at the bottom of a card counts the records that are **failing**, the **warnings** and the ones **passing**.
- 3 A card that says **Not yet evaluable** has nothing to check yet. **Corrective actions** stays that way until an open issue has a due date.

Choose a card to open the **Checks** tab for that area. **Fix these first**, under the cards, lists up to three critical issues, and **Caps the score** marks the ones holding your score down. Choose **Open** on a row, or **View all issues**, to go to the **Issues** tab.



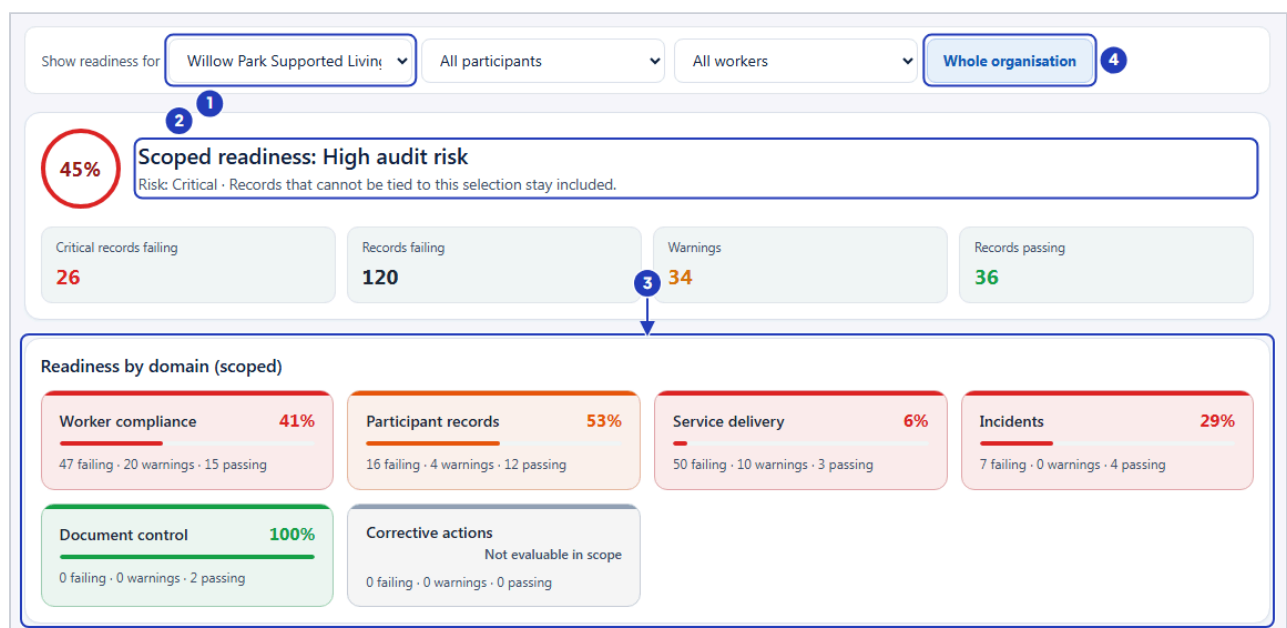
Each card shows an area's percentage (1) and its counts (2). A card with nothing to check yet says *Not yet evaluable* (3).



4 Look at one site, participant or worker

- 1 At the top of the tab, **Show readiness for** has three lists: **All sites**, **All participants** and **All workers**. Choose one site, one participant or one worker. A role without access to a register sees only the **All** choice.
- 2 The banner changes to **Scoped readiness**, with its own percentage, band and **Risk**. Records that cannot be tied to your choice stay included.
- 3 Read the tiles and the **Readiness by domain (scoped)** cards. A card with nothing to check says **Not evaluable in scope**.
- 4 Choose **Whole organisation** to go back to the full score.

Note: The scoped view has no **Run readiness check**, **Prepare audit** or **Fix these first**. Choose **Whole organisation** to use them.



Choose a site (1). The banner becomes Scoped readiness (2) with its own cards (3). Choose Whole organisation (4) to go back.



5 Go to the Issues tab

- 1 Choose **Issues**. Each record that fails a check is one issue. **To do** (not started), **In progress** (assigned to someone, or started) and **Done** (resolved, or dismissed with a reason) switch between queues. It opens on **To do**.
- 2 To narrow the list, choose **Critical**, **Major** or **Minor** in the **All severities** list.
- 3 To find one issue, type a word in **Search issues**, such as a person's name or part of a check name.
- 4 Each row shows the severity, the check and the record, a **Due** date if one was set, and a status label. Choose a row to open it.

An empty **To do** queue says **No open issues**.

The queue buttons (1), the severity list (2), Search issues with a name typed (3) and the matching issues (4).



6 Open an issue and choose what to do

- 1 Choose an issue row. It shows what is wrong, then **How to fix:**, then who it is **Assigned to**, or **Unassigned**.
- 2 To give the issue an owner, choose a person in **Assign to**, optionally choose a **Due date (optional)**, then choose **Assign**. The issue moves from **To do** to **In progress**.
- 3 Choose **Open record** to go to the record where the problem is. A few issues have no record to open.
- 4 Choose **Start** to move the issue to **In progress**.
- 5 After you fix the record, choose **Resolve**, describe what you did in **Resolution note** (required), then choose **Resolve issue**. The issue moves to **Done**. If the record still fails the check, the issue reopens on the next check.
- 6 If the issue should not count at all, choose **Dismiss with reason**. The next step covers it.

Warning: **Resolve** does not fix the record. Fix the record first, using **Open record**, or the issue comes back.

Permissions: **Assign**, **Start**, **Resolve** and **Dismiss with reason** need **Can manage compliance issues**. Without it you can still open an issue and use **Open record**.

What is wrong and how to fix it (1), Assign to with a due date (2), Open record (3), Start (4), Resolve (5) and Dismiss with reason (6).



7 Dismiss an issue only when it should not count

- 1 In **Why should this issue not count?**, choose the closest reason.
- 2 In **Reason (kept on the audit trail)**, type a clear explanation. It is required.
- 3 If you chose **Temporarily accepted, fix is planned (needs an expiry date)**, choose **Exception expires on**. After that date the issue reopens and counts again unless you have fixed it.
- 4 Read the note: the failed result stays on record, with your name, the reason and the date.
- 5 Choose **Dismiss issue** to save, or **Cancel** to close the window without dismissing anything.

Important: A dismissed issue leaves the score and is counted as an **Approved exception** on the **Readiness** tab. Use this only when the issue truly should not count.

The screenshot shows a 'Dismiss issue' modal window. At the top, it says 'Worker screening evidence is current: Sofia Williams'. Below this is a dropdown menu labeled 'Why should this issue not count?' with the option 'Temporarily accepted, fix is planned (needs an expiry date)' selected. This is followed by a text area labeled 'Reason (kept on the audit trail)' containing the text 'Sample reason for this guide. The screening check is booked for next month.' Below the text area is a date picker labeled 'Exception expires on' with the date '01/12/2026' selected. A note at the bottom states: 'The failed result stays on record; this removes it from the score with your name, the reason, and the date attached.' At the bottom right are two buttons: 'Cancel' and 'Dismiss issue'.

Choose why the issue should not count (1), type the reason (2), set the expiry date for a temporary exception (3), read the note (4) and choose Dismiss issue (5).



8 Go to the Checks tab

- 1 Choose **Checks**. The note at the top says BondiByte maintains the checks and evaluates them automatically. You cannot change what a check looks for.
- 2 The checks are grouped by area, such as **Incidents** or **Worker compliance**. The area name is a heading above its checks.
- 3 Each row shows the severity (**Critical**, **Major** or **Minor**), the name of the check, and how many records are **failing**, **warnings** or **passing**. Choose a row to see each record with its **Result** and a **Detail** sentence saying why. **How to fix:** says what clears the check, and **Back to checks** returns to the list.
- 4 The **On** or **Off** tick box says whether the check counts. To stop a check counting, untick it and confirm **Turn off check**.

Warning: Turning a check off removes it from your score and stops it being evaluated. Auditors still expect the area to be covered, so turn a check off only if it truly does not apply to your organisation.

Checks are maintained by BondiByte and evaluated automatically. Turn one off only if it truly does not apply to your organisation. 1

Readiness checks

CORRECTIVE ACTIONS

Major Compliance actions are completed on time 0 passing ☒ On

DOCUMENT CONTROL

Minor Participant, site and organisation documents are not expired 2 passing ☒ On

INCIDENTS 2

Critical Incidents are triaged within 48 hours 6 failing 1 passing ☒ On 4

Major Complaints are acknowledged promptly 3 1 failing 3 passing ☒ On

Major Incident follow-ups happen on time 1 failing 0 passing ☒ On

PARTICIPANT RECORDS

Critical Participants receiving services have an active agreement 4 warnings 12 passing ☒ On

Major Participants hold all required documents 16 failing 0 passing ☒ On

SERVICE DELIVERY

The note about checks (1), a group heading (2), a check with its severity, name and counts (3) and its On or Off tick box (4).

What happens next

BondiByte checks again by itself when your records change. When you correct a record, its issue clears on the next check and the score and domain cards move.

When an audit is coming, use **Prepare audit**. See Run an audit session.



Important notes

Important: Audit readiness helps you find and fix gaps in your records before an audit. It does not predict the result of an audit, and it does not replace advice from your auditor or the NDIS Quality and Safeguards Commission.

Good practice

- Start with the issues marked **Caps the score**. Clearing them lifts the ceiling on your whole score, which helps more than fixing many small items.
- Fix the record, not the score. Use **Open record**, correct the information, then choose **Resolve** with a short note saying what changed.
- Give every critical issue an owner and a due date, and look at **To do** once a week. Use **Dismiss with reason** rarely, and write the reason as if an auditor will read it.

Troubleshooting

Audit Centre is not in my left menu, or I cannot see **Readiness, Issues, Checks** or **Settings**.

Why it happens: Your role does not include **Can view audit centre**, or it does not include **Can view audit readiness** (without it the Audit Centre opens on **Audit sessions**).

What to do: Ask an Owner or Admin to check your role in **Configuration > Roles & Permissions**.

The page says **Readiness has not been evaluated yet**, or there is no **Run readiness check** button.

Why it happens: Checks have never been run, or your role does not include **Can run readiness checks**.

What to do: Choose **Run readiness check**. If the button is missing, ask an Owner or Admin to add that permission to your role.

A message says **The checks are still running in the background. This first run can take a few minutes; the score appears here as soon as it finishes**.

Why it happens: The run takes longer than the page waits.

What to do: Wait a few minutes, then reload the page. If the score still does not appear, choose **Run readiness check** again or contact BondiByte support.

My score is lower than most cards suggest, and a line says **Score capped at**.

Why it happens: A critical check is failing and holds the overall score down.

What to do: Fix the issues marked **Caps the score**. The line also shows the **Uncapped score** you would reach without the ceiling.

An issue I resolved has come back.

Why it happens: The record still fails the check. **Resolve** records your note but does not change the record.

What to do: Choose **Open record**, correct the record, then choose **Run readiness check**.

The **Assign** button is greyed out, or **Dismiss issue** will not save.

Why it happens: No person is chosen in **Assign to**, or **Reason (kept on the audit trail)** or **Exception expires on** is empty.

What to do: Choose a person, type a reason and, for a temporary exception, choose the expiry date.

The **Checks** tab shows only one area.

Why it happens: You opened it by choosing a domain card, and it keeps that area until the page is reloaded.

What to do: Refresh the page in your browser, then choose **Checks** again.



A check shows **Off** and its records no longer count.

Why it happens: Someone turned the check off.

What to do: On the **Checks** tab, tick the check to turn it on again. This needs **Can manage readiness checks**.

Need more help?

Guides: bondibyterobotics.com.au/guides | Support: support@bondibyterobotics.com.au

*Screens show a demonstration organisation with made-up names and may differ slightly as BondiByte is updated.
Last reviewed 3 October 2026.*