

Delete a shift or replace the worker

Replace the person on a shift, take them off it, or delete the shift altogether on the Rostering screen.

WHO IT IS FOR Owner, Admin, Manager, Rostering Officer	TIME NEEDED About 4 minutes	LAST REVIEWED 2 October 2026
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Who this is for

Permissions: To replace a worker you need Can edit shift, Can remove staff from shift and Can assign staff to shift. To delete a shift you need Can edit shift (to open it) and Can cancel shift, which covers cancelling or deleting shifts. If your access is limited to certain sites, the Rostering screen shows no clients. See the Rostering overview guide.

Before you begin

- **Rostering** is in your left menu and the shift cards open when you choose them. They do for roles that include **Can view roster** and **Can edit shift**. An Owner or Admin can add these permissions to a role in **Configuration > Roles & Permissions**. See Roles and permissions basics.
- You are signed in to BondiByte on a computer.
- The shift is on the **Rostering** screen.
- To replace the worker, the new person is an active staff member who has finished onboarding. See Staff.



Steps

1 Go to **Rostering** > the shift

- 1 In the left menu, choose **Rostering**.
- 2 Choose a date in **Jump to date**, or use the arrow buttons beside it, until you can see the week that holds the shift.
- 3 Choose the shift card. The **Edit shift** window opens on the right.

Important: Shifts on the **Rostering** screen are deleted, not cancelled. There is no separate cancel button for a shift. The **Cancel** button in these windows only closes the window without making a change.

The screenshot displays the BondiByte Rostering interface. On the left, a dark sidebar contains a 'WORKSPACE NAVIGATION' menu with categories: PLATFORM (Dashboard), OPERATIONS (Clients, Staff, Rostering), and REGISTERS (Service Agreements, Staff Contracts, Documents, Reports, Charts). The 'Rostering' item is highlighted with a blue circle and the number 1. The main content area is titled 'Rostering' and features a header with filters for Staff, Client, and All shifts, along with a 'Today' button and a date selector showing '14/12/2026' with a blue circle and the number 2. Below the header is a weekly calendar grid for the week of 14 Dec to 20 Dec 2026. A shift card for 'Dan Mensah' (DM) is highlighted with a blue circle and the number 3. The shift is for 9am - 3pm on Tuesday, 15 Dec. The shift card also shows 'Jordan Sample' and a '+ Add' button. The top right of the main area shows the user 'Demo User' and 'Demo Organisation'.

Choose **Rostering**, the highlighted item in the left menu (1). Show the week (2), then choose the shift card (3).



2 Replace the worker in **Assigned staff**

- 1 Choose the **Assigned staff** field. It shows the picture or initials of the person who is on the shift now.
- 2 Type part of the new person's name in **Search all staff**.
- 3 Choose the person who is taking over.

Tip: To take the person off the shift without replacing them, choose **Unassigned** at the top of the list instead, then choose **Save shift**. The shift goes back to amber and shows **Assign staff**.

The screenshot shows a web interface for managing shifts. At the top, there's a section for 'Client invoice line items' with a dropdown for 'Dan Mensah', a 'Select line item' button, and a '+ Add line item' button. Below this is the 'Assigned staff' section, which is highlighted with a blue border and a circled '1'. It contains a dropdown menu currently showing 'JS Jordan Sample'. Below the dropdown is a search bar with the text 'Santos' entered, highlighted with a blue border and a circled '2'. Below the search bar is a list of staff members: 'Unassigned' and 'MS Mia Santos'. The 'MS Mia Santos' entry is highlighted with a blue border and a circled '3', and it has a green 'Available' status. Below the staff list is a 'Notes' section with the text 'Example shift for the BondiByte guides. Now finishes at 3 pm.' At the bottom of the interface are three buttons: 'Delete', 'Cancel', and 'Save shift'.

The field shows who is on the shift now (1). Search for the new person (2) and choose them (3).



3 Choose **Save shift**

- 1 Check that **Assigned staff** now shows the new person's picture or initials.
- 2 Choose **Save shift**. This can take a few seconds.
- 3 Choose **Cancel** instead to close the window and keep the first person.

Note: If a **Heads up before assigning** box appears, it is a warning about the new person, such as a clash with another shift. See Assign staff to a shift for what to do. To keep the first person instead, choose **Cancel** at the bottom of the window.

Warning: If a message says the new person could not be assigned, the shift may now have nobody on it. Choose someone who can be assigned in **Assigned staff** and choose **Save shift** again. To check where the shift stands, refresh the page in your browser. A shift with nobody on it shows **Assign staff**. To put the first person back, refresh the page, open the shift and assign them again. You get a message of this kind too if you choose **Cancel** in an **Override compliance block?** window. See Troubleshooting below.

The screenshot shows a web interface for managing shifts. At the top right is a button labeled '+ Add line item'. Below it is a section titled 'Assigned staff' with a callout '1' pointing to a dropdown menu showing 'MS'. Underneath is a 'Notes' section with a text area containing 'Example shift for the BondiByte guides. Now finishes at 3 pm.' Below that is a 'Minimum shift notes required' section with a dropdown set to '0' and a subtext 'How many shift notes/reports staff must add for this shift.' At the bottom is a 'Shift reports' section with a table header showing 'DATE' and 'SHIFT' (with callout '2'), and a '0 reports' count. At the very bottom are three buttons: a red 'Delete' button, a white 'Cancel' button with callout '3', and a blue 'Save shift' button with callout '2'.

Check the new person (1). Choose **Save shift** (2), or **Cancel** (3) to keep the first person.



4 Check the new worker

- 1 A message confirms **Shift updated.**
- 2 The window closes and the shift card shows the new person's name.

The screenshot shows the 'Rostering' interface. At the top right, a confirmation message box (1) displays a green checkmark and the text 'Shift updated.' Below the message box, the interface includes filters for 'Staff', 'Client', and 'All shifts', along with a date range 'Today' and '14/12/2026'. A toggle for 'Include SIL clients' is set to 'Off', and a 'Weekly' dropdown is visible. A 'Publish' button and a '+ Add shift' button are also present. The main rostering table shows columns for days of the week (MON 14, TUE 15, WED 16, THU 17, FRI 18, SAT 19, SUN 20). A shift card (2) is highlighted for Tuesday, 15th, showing the time '9am - 3pm', the worker 'Mia Santos', and a '+ Add' button. The shift card is associated with 'Dan Mensah' (DM) and 'Avery Sample' (AS).

The confirmation message (1) and the shift with the new person's name (2).

5 To delete the shift, open it and choose Delete

- 1 Choose the shift card to open the **Edit shift** window again.
- 2 Choose **Delete**, at the bottom left of the window. A confirmation window opens.

The screenshot shows the 'Edit shift' window. On the left, a rostering table highlights a shift card (1) for Tuesday, 15th, showing the time '9am - 3pm', the worker 'Mia Santos', and a '+ Add' button. The main window displays the shift details. At the top, 'Start time' is '09:00 AM' and 'End time' is '03:00 PM'. Below this, the 'Client invoice line items' section shows 'Dan Mensah' and a 'Select line item' dropdown. The 'Assigned staff' section shows 'MS'. The 'Notes' section contains the text 'Example shift for the BondiByte guides. Now finishes at 3 pm.' The 'Minimum shift notes required' section shows '0'. The 'Shift reports' section shows '0 reports'. At the bottom left, a 'Delete' button (2) is highlighted, along with 'Cancel' and 'Save shift' buttons.

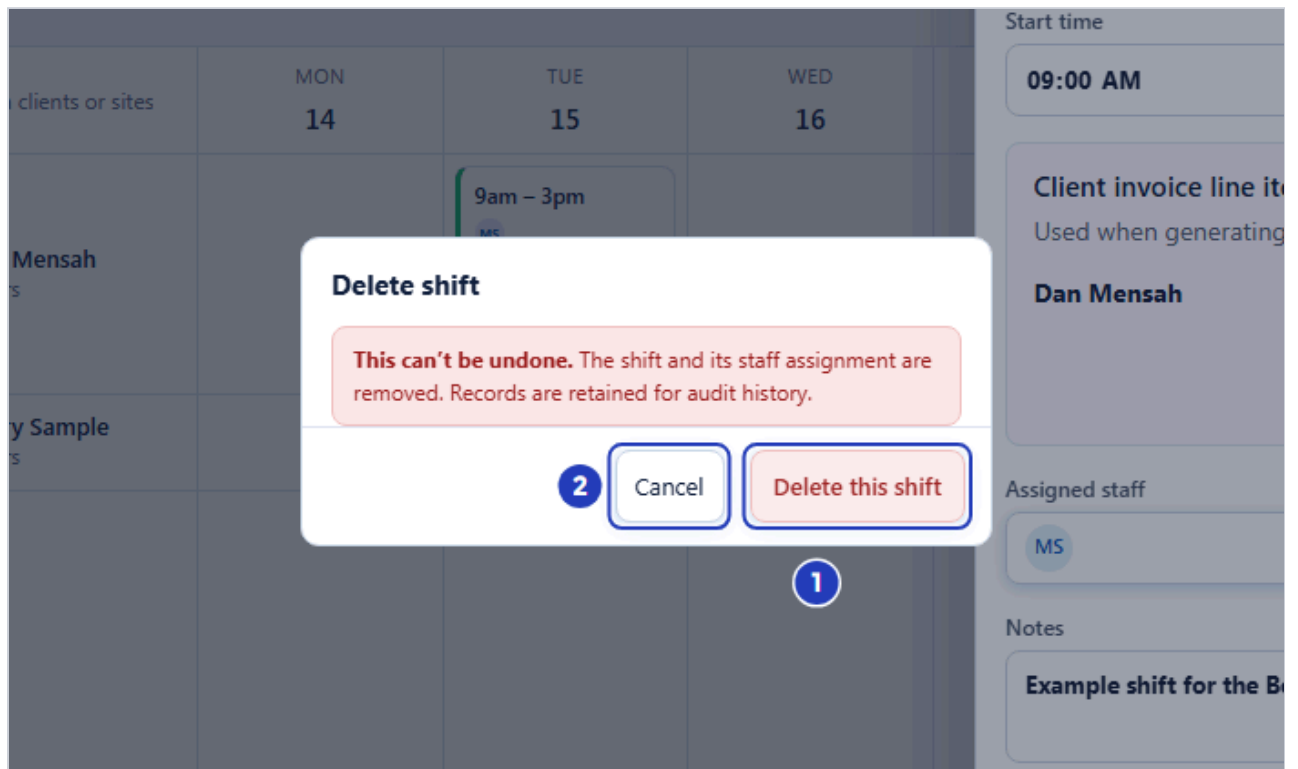
Choose the shift card (1) to open it, then choose Delete (2).



6 Confirm in the **Delete shift** window

- 1 Read the message. It says the shift and its staff assignment are removed, that this can't be undone, and that records are retained for audit history. Choose **Delete this shift**.
- 2 Choose **Cancel** instead to keep the shift.

Warning: A shift that was added with **Repeat this shift** asks what to delete. Choose **Delete this shift only**, **This and future shifts in this series** or **All shifts in this series (past and future)**. The button then names your choice, for example **Delete this + future**.



Choose *Delete this shift* (1) to remove it, or *Cancel* (2) to keep it.



7 Check the calendar

- 1 A message confirms **Shift deleted**. If you chose **This and future shifts in this series** or **All shifts in this series (past and future)**, it says **Shifts deleted**. instead.
- 2 The shift is gone from the calendar and the hours total in the client's row goes down.

The screenshot shows the 'Rostering' interface. At the top right, a confirmation message box (1) says 'Shift deleted.' with a green checkmark. Below this is a navigation bar with tabs for 'Staff' and 'Client', a dropdown for 'All shifts', a 'Today' button, a date selector for '14/12/2026', and a date range '14 Dec - 20 Dec 2026'. There are also buttons for 'Include SIL clients', 'Weekly', 'Publish', and '+ Add shift'. The main area is a calendar grid with columns for days of the week (MON 14 to SUN 20). The row for 'Dan Mensah' (DM) has an empty slot on Tuesday (TUE 15) highlighted with a blue box and a circled '2'. The row for 'Avery Sample' (AS) is below it.

The confirmation message (1) and the empty day in the client's row (2).

What happens next

When you replace a worker, the person who was on the shift gets an in-app notification that they were removed from it, and the new person gets one that a shift has been assigned to them. Neither is emailed.

When you delete a shift, the person assigned to it gets an in-app notification that the shift was removed from their roster. The confirmation window says records are retained for audit history.

To email the new worker their shifts, see Publish a roster.

Important notes

Important: Deleting a shift cannot be undone from the screen. If you delete a shift by mistake, add it again and assign the person again.

Good practice

- If the shift still has to happen, replace the person or take them off it instead of deleting the shift. Deleting removes the shift and its hours from the calendar.
- After you replace a worker, check that the shift card shows the new person's name. If a message said the new person could not be assigned, refresh the page and look at the shift.
- Before you delete a shift from a repeating series, decide how much to remove. **Delete this shift only** is the safest choice.
- Tell the people affected. They get an in-app notification but no email. To email the new worker their shifts, publish the week.



Troubleshooting

I cannot see **Rostering** in the left menu.

Why it happens: Your role does not include **Can view roster**.

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

I deleted the wrong shift.

Why it happens: A deleted shift is removed from the calendar and its staff assignment is removed with it.

What to do: Add the shift again and assign the person again. See **Create a shift** and **Assign staff to a shift**.

I deleted a shift from a repeat series, but the other shifts are still there.

Why it happens: **Delete this shift only** removes just the shift you opened.

What to do: Open another shift in the series, choose **Delete**, and choose **This and future shifts in this series** or **All shifts in this series (past and future)**.

A message says **This staff member is inactive or not onboarded and can't be assigned.**, **This shift is already assigned.** or that a mandatory compliance requirement is missing, when I replace the worker.

Why it happens: The new person cannot be assigned. They are inactive or not onboarded, the shift already has someone on it, or they are missing a mandatory compliance requirement.

What to do: Choose someone who can be assigned and choose **Save shift** again. To check the shift, refresh the page in your browser. A shift with nobody on it shows **Assign staff**. To put the first person back, refresh the page, open the shift and assign them again. See **Assign staff to a shift**. If an **Override compliance block?** window appears and you choose **Cancel**, you get the same result. A clash with another shift brings up the **Heads up before assigning** box instead of a message.

The shift card does not open, or **Delete** is refused.

Why it happens: Your role does not include **Can edit shift** or **Can cancel shift**.

What to do: Ask an Owner or Admin to check your role.

Need more help?

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

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