

# Create a site

Add a house or service location to BondiByte with its type and address, so you can link clients and staff to it and roster shifts there.

|                                               |                                       |                                        |
|-----------------------------------------------|---------------------------------------|----------------------------------------|
| WHO IT IS FOR<br><b>Owner, Admin, Manager</b> | TIME NEEDED<br><b>About 5 minutes</b> | LAST REVIEWED<br><b>6 October 2026</b> |
|-----------------------------------------------|---------------------------------------|----------------------------------------|

## Who this is for

**Permissions:** You need the Can create sites permission. Owners, Admins and Managers have it by default. If you cannot see the Add site button, ask an Owner or Admin to check your role. A manager whose access is limited to certain sites sees only those sites in the Sites list.

## Before you begin

- Your roster period is set. An Owner or Admin sets it once in **Configuration > Rostering rules**, on the **Organisation Settings** tab, in the **Roster period automation** card (**First period starts** and **Period cycle**). Until it is saved, the **Add site** button is greyed out for an Owner or Admin. A Manager does not see the greyed-out button; choosing **Create** shows a message instead (see Troubleshooting).
- You are signed in to BondiByte on a computer. See Sign in to BondiByte.
- You have the site's name, its type (for example a supported living house) and its address.



# Steps

## 1 Go to Sites > Add site

- 1 In the left menu, under **Operations**, choose **Sites**. The **Site Records** list opens.
- 2 At the top right of the list, choose **Add site**. The **Add site** window opens with two sections: **Site Details** and **Address and Timezone Context**.

The list shows each site's name with its site code underneath, its type, its address and whether it is active.

**Important:** If **Add site** is greyed out and a warning headed **Set your roster period first** appears above the list, your roster period has not been saved yet. An Owner or Admin sees this warning. See the first item under **Before you begin**.

WORKSPACE NAVIGATION

PLATFORM

Dashboard

OPERATIONS

Clients

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Rostering

Sites

SIL/Smart Rostering

Approvals

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Support Coordination

REGISTERS

Service Agreements

Staff Contracts

Documents

Reports

Charts

Sites

Search sites...

All types

Import spreadsheet

Extract from document

2

+ Add site

Site Records

☐ Include inactive

| SITE                                                     | TYPE             | ADDRESS                                    | ACTIVE | ACTIONS               |
|----------------------------------------------------------|------------------|--------------------------------------------|--------|-----------------------|
| Acacia Community Access Hub<br>ACA-COM-04                | Community Access | 1 Example Street<br>Logan Central QLD 4114 | Active | <div>Deactivate</div> |
| Harborview Respite House<br>HAR-RES-03                   | Respite          | 1 Example Street<br>Cleveland QLD 4163     | Active | <div>Deactivate</div> |
| Northside Transitional Living<br>NOR-SIL-05              | SIL Home         | 1 Example Street<br>Nundah QLD 4012        | Active | <div>Deactivate</div> |
| Riverside Sample House<br>RIVERSIDE-SAMPLE-HOUSE-SIL-001 | SIL Home         | 1 Example Street<br>Brisbane QLD 4000      | Active | <div>Deactivate</div> |
| Sunrise Supported Living Home<br>SUNRISE-SIL-001         | SIL Home         | 1 Example Street<br>Brisbane QLD 4000      | Active | <div>Deactivate</div> |
| Willow Park Supported Living House<br>WIL-SIL-02         | SIL Home         | 1 Example Street<br>Chernside QLD 4032     | Active | <div>Deactivate</div> |

Rows

50

Back

Next

Choose Sites in the left menu (1), then Add site (2).



## 2 Name the site and choose its type

The **Site Details** section is at the top of the window.

- 1 In **Site name**, type the name your team uses for the house or location, for example Lakeside Sample House. This is the only required field in the whole window.
- 2 In **Site type**, choose the type that fits the site. It starts as **SIL Home**.

**Site name:** Required. The name shown in the **Site Records** list and wherever you choose a site in BondiByte, such as the linked site on a client or the primary site on a staff member. Two sites may have the same name, so check the list first.

**Site type:** Choose **SIL Home** (a supported independent living house), **Respite**, **Community Access**, **Office** or **Other**. It starts as **SIL Home**. The type shows in the **Type** column, can be used to filter the list, and is part of the site code BondiByte creates.

Add site

Sites and houses are the anchor for roster periods, shifts, clients, and staff teams.

Site Details

Name the house or service location and choose the operational site type.

Site name

Lakeside Sample House

Site type

SIL Home

Address and Timezone Context

Address details help rostering use the correct local time for each site.

Close

Type the site name (1) and choose the site type (2).

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### 3 Enter the address

The **Address and Timezone Context** section holds the address. The window explains that address details help rostering use the correct local time for each site, so enter the real address.

- 1 In **Address search**, start typing an Australian address and choose a suggestion from the list that appears. The address fields below fill in for you. You can also type the address into the fields yourself.
- 2 In **Street address**, check or type the street number and name.
- 3 In **Unit / level**, type a unit, level or building name if the site has one. Leave it empty if not.
- 4 In **Suburb**, check or type the suburb.
- 5 In **State**, choose the state or territory. It starts as QLD, so change it if the site is somewhere else.
- 6 In **Postcode**, check or type the postcode.
- 7 In **Country**, check the country. It starts as Australia.

**Address search:** Optional. A quick way to fill in the address fields. Nothing in this box is saved by itself; the fields below are what is saved.

**Street address:** Optional. Shown in the **Address** column of the Sites list.

**Unit / level:** Optional. For a unit, level or building name.

**Suburb:** Optional. Shown under the street address in the Sites list.

**State:** Choose **ACT, NSW, NT, QLD, SA, TAS, VIC** or **WA**. It starts as **QLD**.

**Postcode:** Optional. Shown with the suburb and state in the Sites list.

**Country:** Starts as Australia. You can type a different country.

**Note:** No address field is required, but a site with no address shows a dash in the **Address** column. Enter at least the suburb, state and postcode.

**Address and Timezone Context**  
Address details help rostering use the correct local time for each site.

1  
Address search  
Start typing an Australian address

2  
Street address  
1 Example Street

3  
Unit / level

4  
Suburb  
Brisbane

5  
State  
QLD

6  
Postcode  
4000

7  
Country  
Australia

Create Cancel

Search for the address (1) or type it into the street address (2), unit or level (3), suburb (4), state (5), postcode (6) and country (7) fields.



4 Choose **Create**

- 1 Check the details you entered. The buttons stay at the bottom of the window.
- 2 Choose **Create**. Choose **Cancel** instead to close the window without saving.

Add site

Close

Sites and houses are the anchor for roster periods, shifts, clients, and staff teams.

Site Details

Name the house or service location and choose the operational site type.

Site name

Lakeside Sample House

Site type

SIL Home

Address and Timezone Context

Address details help rostering use the correct local time for each site.

Address search

Start typing an Australian address

Street address

1 Example Street

Unit / level

Suburb

Brisbane

State

QLD

Postcode

4000

Country

Australia

1 Create

2 Cancel

Choose Create (1) to save, or Cancel (2) to close the window without saving.



## 5 Check the new site

- 1 A message confirms **Site record created**.
- 2 The window closes and the new site appears in the **Site Records** list, with its site code under the name, its type, its address and the label **Active**.

BondiByte creates the site code for you from the site's name and type. You cannot type your own code, and the code does not change if you rename the site or change its type later.

### Sites

1

✓ Site record created.

×

Site Records

Search sites...

All types

Import spreadsheet

Extract from document

+ Add site

☐ Include inactive

| SITE ▲                                                          | TYPE ▾             | ADDRESS                                    | ACTIVE | ACTIONS    |
|-----------------------------------------------------------------|--------------------|--------------------------------------------|--------|------------|
| <b>Acacia Community Access Hub</b><br>ACA-COM-04                | Community Access ▾ | 1 Example Street<br>Logan Central QLD 4114 | Active | Deactivate |
| <b>Harborview Respite House</b><br>HAR-RES-03                   | Respite ▾          | 1 Example Street<br>Cleveland QLD 4163     | Active | Deactivate |
| <b>Lakeside Sample House</b><br>LAKESIDE-SAMPLE-HOUSE-SIL-001   | SIL Home ▾         | 1 Example Street<br>Brisbane QLD 4000      | Active | Deactivate |
| <b>Northside Transitional Living</b><br>NOR-SIL-05              | SIL Home ▾         | 1 Example Street<br>Nundah QLD 4012        | Active | Deactivate |
| <b>Riverside Sample House</b><br>RIVERSIDE-SAMPLE-HOUSE-SIL-001 | SIL Home ▾         | 1 Example Street<br>Brisbane QLD 4000      | Active | Deactivate |
| <b>Sunrise Supported Living Home</b><br>SUNRISE-SIL-001         | SIL Home ▾         | 1 Example Street<br>Brisbane QLD 4000      | Active | Deactivate |
| <b>Willow Park Supported Living House</b><br>WIL-SIL-02         | SIL Home ▾         | 1 Example Street<br>Chermside QLD 4032     | Active | Deactivate |

Rows 50 ▾

BackNext

The confirmation message (1) and the new site in the list (2).



## 6 Find, change or deactivate a site from the list

Use the controls on the **Site Records** list to look after the sites you have created.

- 1 Type in **Search sites...** to narrow the list by name.
- 2 Use the **Site type** filter to show only one type. It starts on **All types**.
- 3 Tick **Include inactive** to show deactivated sites as well. They are hidden until you tick it.
- 4 In the **Type** column, choose a different type from the drop-down on a row. The change is saved straight away and a message confirms **Site type updated**.
- 5 Choose the pencil icon in the **Actions** column to open the **Edit site** window. It has the same fields as **Add site**; choose **Update** to save, and a message confirms **Site record updated**.
- 6 Choose **Deactivate** to switch a site off. It happens straight away, without asking you to confirm, and a message confirms **Site record deactivated**. The site disappears from the list until you tick **Include inactive**, where the button becomes **Reactivate**. Choose it to bring the site back; a message confirms **Site record reactivated**.

**Warning:** Move or cancel any upcoming shifts at a site before you deactivate it. If a deactivated site still has upcoming shifts, BondiByte sends the site's manager, or your Owners and Admins, a notification titled **Deactivated site still has upcoming shifts**.

**Permissions:** The pencil icon, the **Type** drop-down and the **Deactivate** or **Reactivate** button appear only if your role includes the Can edit sites or Can deactivate/reactivate sites permission.

The screenshot shows the 'Site Records' interface. At the top, there is a search bar (1) containing 'Lakeside Sample', a type filter dropdown (2) set to 'All types', and a checkbox (3) for 'Include inactive'. To the right are buttons for 'Import spreadsheet', 'Extract from document', and '+ Add site'. Below this is a table with columns: SITE, TYPE, ADDRESS, ACTIVE, and ACTIONS. The first row shows 'Lakeside Sample House' (LAKESIDE-SAMPLE-HOUSE-SIL-001) with a type dropdown (4) set to 'SIL Home', address '1 Example Street, Brisbane QLD 4000', and an 'Active' status. The ACTIONS column for this row contains a pencil icon (5) and a 'Deactivate' button (6). At the bottom left, there is a 'Rows' dropdown set to '50'. At the bottom right, there are 'Back', '1-1 of 1 sites', and 'Next' buttons.

Search (1), filter by type (2), show inactive sites (3), change the type (4), edit (5) or deactivate (6) a site.

## What happens next

The site is ready to use. Choose it as the **Linked site / house** in **Edit client**, and as the **Primary site / house** in **Edit staff**. **Add client** and **Add staff** ask for a site only when your own access is limited to certain sites. See [Create a client](#) and [Create a staff member](#).

Choose the site's name in the list to open its record. The record has tabs for **Overview**, **Roster**, **Documents**, **Reports**, **Clients**, **Staff**, **Capabilities**, **Shift Swaps**, **History** and **Site settings**.

A new site shows **Smart Rostering off** at the top of its record. The Smart Rostering choices for the site are in its **Site settings** tab.



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## Important notes

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**Important:** BondiByte does not stop you adding two sites with the same name. Each gets its own site code, so a duplicate is easy to miss. Search the list, with **Include inactive** ticked, before you add a site.

**Note:** Some sites in the list are made for you. When a client is set up for community rostering, BondiByte creates a **Community Access** site named after that client. You do not create these yourself. See [Create a client](#).

**Tip:** To bring in many sites at once, use **Import spreadsheet** or **Extract from document** above the list instead of adding them one by one. They appear only if your role allows imports.

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## Good practice

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- Save your roster period before you add your first site, and check that it matches the fortnight you are rostering now. It locks while automatic roster periods or Smart Rostering are switched on, so set it to match your current fortnight before you start.
- Create your sites before your clients and staff, so you can choose the right site when you add each person.
- Search the **Site Records** list with **Include inactive** ticked before you add a site. A deactivated site with the same name is easy to miss, and you can bring it back with **Reactivate** instead of creating a second one.
- Enter the full address, including suburb, state and postcode. The window says address details help rostering use the correct local time for each site, and **State** starts as QLD, so change it for a site in another state.
- Choose the **Site type** with care. It becomes part of the site code, and the code does not change if you change the type later, so a site changed from one type to another keeps a code showing the old type.
- Use the name your team already says out loud, and put a unit or level in **Unit / level** rather than in the name, so people can find the site by searching.



## Troubleshooting

**Add site** is greyed out and a warning says **Set your roster period first**.

**Why it happens:** Your roster period start date and length have not been saved yet. An Owner or Admin sees the greyed-out button and the warning. Pointing at the greyed-out button shows **Set your roster period start date first**.

**What to do:** Ask an Owner or Admin to open **Configuration > Rostering rules**, choose the **Organisation Settings** tab, set **First period starts** and **Period cycle** in the **Roster period automation** card and save. Then open **Sites** again.

A message says **Roster periods are not configured for this site yet**. when I choose **Create**.

**Why it happens:** Your roster period has not been saved, and your role cannot see the warning that an Owner or Admin sees.

**What to do:** Ask an Owner or Admin to save it in **Configuration > Rostering rules** (see **Before you begin**), then choose **Create** again.

I cannot see the **Add site** button.

**Why it happens:** Your role does not include the Can create sites permission.

**What to do:** Ask an Owner or Admin to check your role, or to add the site for you.

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

**Why it happens:** Your role does not include the Can view sites permission.

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

My browser says to fill out this field when I choose **Create**.

**Why it happens:** **Site name** is empty. It is the only required field.

**What to do:** Type a name in **Site name**, then choose **Create** again.

The address I chose from **Address search** put the wrong state in **State**.

**Why it happens:** The suggestion did not include a state that BondiByte recognises, so **State** can show the first entry in its list (**ACT**) without a real choice having been made, or it still shows its starting value of **QLD**.

**What to do:** Check **Street address**, **Suburb**, **State** and **Postcode** and correct any that are wrong before you choose **Create**.

I created a site and cannot find it in the list.

**Why it happens:** The search box or the **Site type** filter is narrowing the list, or your access is limited to certain sites.

**What to do:** Clear **Search sites...**, set the filter back to **All types** and tick **Include inactive**. If you are a manager with access to certain sites only, ask an Owner or Admin to check that you can see the new site.

### Need more help?

Guides: [bondibbyterobotics.com.au/guides](https://bondibbyterobotics.com.au/guides) | Support: [support@bondibbyterobotics.com.au](mailto:support@bondibbyterobotics.com.au)

*Screens show a demonstration organisation with made-up names and may differ slightly as BondiByte is updated.  
Last reviewed 6 October 2026.*