

Review an incident

Find an incident, read the full record, change its status or close it, then correct a detail or remove it from the active register.

WHO IT IS FOR Owner, Admin, Manager, Compliance Officer	TIME NEEDED About 8 minutes	LAST REVIEWED 2 October 2026
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Who this is for

Permissions: You need the Can view incidents permission to open the Incidents page and the Review incident window. Changing the status, closing, editing and deleting need the Can edit incidents permission. Without it the Review incident window is read only. Owners, Admins, Managers and Compliance Officers have both permissions by default. If your access is limited to certain sites, you only see the incidents linked to your own sites.

Before you begin

- Incidents is available to your organisation and has no switch of its own in Settings or Configuration. If **Incidents** is missing from your left menu, your role does not include **Can view incidents**: ask an Owner or Admin. If the page says **Incidents are not enabled for your organisation** (a banner may also say **Your plan does not include this feature.**), your organisation's subscription is not active. An Owner or Admin checks **Billing & subscription** and contacts BondiByte support if it is active. See the Troubleshooting section below.
- You are signed in to BondiByte on a computer.
- At least one incident has been recorded. See Record an incident.
- To change a status, close, edit or delete an incident, your role includes **Can edit incidents**.



Steps

1 Go to **Registers > Incidents** and find the incident

- 1 In the left menu, under **Registers**, choose **Incidents**. The **Incidents** page opens, with four tiles (**Total**, **Open**, **Follow-up** and **High risk**) above the register. The register lists the newest incident date first.
- 2 To narrow the list, type in **Search incidents....** The list updates as you type.
- 3 To list one status only, choose it in the status list, which starts on **All statuses**.
- 4 To list one severity only, choose it in the severity list, which starts on **All severities**.
- 5 To include incidents that have been deleted from the active register, tick **Include inactive**.
- 6 Find the incident's row. Choose the incident's summary, shown in bold in the **Incident** column, to open it in the next step.

Search incidents....: Looks for what you type in the incident number, the summary, the description, the client's name and the site's name. If nothing matches, the register says **No matches for** followed by what you typed, with a **Clear search** button.

Status list: Starts on **All statuses**. Choose **Open**, **In review**, **Follow-up required**, **Closed** or **Cancelled** to list only the incidents in that status.

Severity list: Starts on **All severities**.

Choose **Low**, **Medium**, **High** or **Critical** to list only incidents of that severity.

Include inactive: Starts unticked. When ticked, incidents that were deleted from the active register are listed as well, with the label **Inactive**.

Permissions: If your access is limited to certain sites, the register and the four tiles only count incidents linked to your own sites.



The screenshot shows the 'Incidents' management interface. On the left is a dark sidebar with navigation links. The main content area has a header 'Incidents' and a user profile 'Demo User'. Below the header are filter buttons: 'Total', 'Open', 'Follow-up', and 'High risk'. A search bar contains 'Medication prompt given'. There are dropdowns for 'All statuses' and 'All severities'. A checkbox for 'Include inactive' is present. A table lists incidents with columns: INCIDENT, INCIDENT TYPE, RECORD, DATE, and STATUS. One incident is highlighted with a blue box: 'Medication prompt given 30 minutes late, no effect noticed (sample record)'. The table row shows: INCIDENT (INC-20261002113039 - Follow-up due 08/10/2026), INCIDENT TYPE (Medication), RECORD (CLIENT Mo, SITE Sunrise Supported Living Home), DATE (01/10/2026), and STATUS (Active, Medium).

Choose Incidents (1), search (2), narrow by status (3) and severity (4), tick Include inactive to see deleted incidents (5), then choose the incident's summary (6).

2 Read the register

The register has one row for each incident. Read across a row to see what it holds.

Incident column: The incident's summary, which opens the **Review incident** window when chosen. Under it are the incident number and, when a follow-up is set, **Follow-up due** and the date.

Incident type column: The type chosen when the incident was recorded, such as **Medication** or **Fall**.

Record column: The **Client** the incident is about (shown by their preferred name when they have one) and the **Site** where it happened. An incident with no client shows its **Site** or **Location** instead, and **Not available** when it has neither.

Date column: The date the incident happened.

Status column: Shows **Active** or **Inactive** and the severity. It does not show whether the incident is open or closed.

Three dots menu: At the end of each row. It lists **Review**, and, if you can edit incidents, **Edit** and **Delete**.

Note: The **Status** column answers a different question from the status list. **Active** means the incident is on the active register. **Open**, **In review**, **Follow-up required**, **Closed** and **Cancelled** are the incident's progress, shown in the status list and in the **Review incident** window.



3 Open the **Review incident** window

Choose the incident's summary in the **Incident** column. You can also open the three dots menu at the end of the row and choose **Review**. The **Review incident** window opens.

- 1 If you can edit incidents, the first section of the window is **Review action**, with the **Incident status** list. The next steps use it.
- 2 Below it, the **Incident** section holds the key facts about the incident.
- 3 Choose **Close** at the top right of the window to leave it without changing anything.

Incident status: Only shown if you can edit incidents. A list that starts on the incident's current status. See the next steps for what each status means.

Incident number: The number BondiByte gave the incident, or the reference that was typed when it was recorded. It starts with INC- when BondiByte numbered it.

Severity: **Low, Medium, High** or **Critical**, as chosen when the incident was recorded or last edited.

Incident type: **Medication, Behaviour, Fall, Injury, Safeguarding, Complaint** or **Other**.

Status: The incident's current status, for example **Open**.

Date and time: When the incident happened, shown as day, month and year with the time, for example 01/10/2026 2:30 pm.

Follow-up due: The date the follow-up is due. Shows - when no follow-up date was set.

Permissions: A role that can view incidents but cannot edit them sees the same facts, but the window has no **Review action** section and no **Save status** or **Close incident** buttons. The window description then reads **Review incident details**.

INCIDENT NUMBER	SEVERITY
INC-20261002113039	Medium
INCIDENT TYPE	STATUS
Medication	Open
DATE AND TIME	FOLLOW-UP DUE
01/10/2026 2:30 pm	08/10/2026

The **Incident status** list (1) and the facts in the **Incident** section (2). Choose **Close** (3) to leave the window.



4 Read the rest of the record

- 1 Scroll down inside the **Review incident** window. The **People and place** section shows who and where.
- 2 The **What happened** section shows the **Summary** and the **Description**.
- 3 The **Immediate response and follow-up** section shows what was done straight away and who owns any follow-up.

A field that was left empty shows -, or a plain phrase such as **No client**, **No location**, **No shift**, **No staff selected** or **No follow-up owner**.

Client: The client the incident is about, by preferred name when they have one, or **No client**.

Location: The site where it happened, or the place that was typed in, or **No location**.

Shift: The title of the linked shift, **Custom shift**: followed by the date and time when a custom shift was entered, or **No shift**.

Staff involved: The names of the staff linked to the incident, separated by commas, or **No staff selected**.

Summary: The one line title of the incident.

Description: The detail of what happened, in the words of the person who recorded it.

Immediate action taken: What was done straight away.

Follow-up required: **Yes** or **No**.

Follow-up owner: The staff member who owns the follow-up (by preferred name when they have one), or **No follow-up owner**.

Note: When an incident was started from a draft prepared from a shift report, a line at the top of the window says **Source: AI-assisted draft from a shift report** followed by the report's date. The draft only became an incident when a person chose **Create incident**.

1

People and place

CLIENT

Mo

SHIFT

Afternoon Shift

LOCATION

Sunrise Supported Living Home

STAFF INVOLVED

Riley Sample

2

What happened

SUMMARY

Medication prompt given 30 minutes late, no effect noticed (sample record)

DESCRIPTION

Sample record for a BondiByte guide. The afternoon medication prompt was given 30 minutes after the planned time because the support worker was helping another resident. The medication was taken as normal and no effects were noticed. The house lead was told.

3

Immediate response and follow-up

IMMEDIATE ACTION TAKEN

Medication given and recorded. House lead told. Reminder added to the shift handover sheet.

FOLLOW-UP REQUIRED

Yes

FOLLOW-UP OWNER

Grace

People and place (1), What happened (2) and Immediate response and follow-up (3).



5 Change the status

- 1 In the **Review action** section, open the **Incident status** list and choose the status that matches where the incident is up to. Then choose **Save status**, in the row of buttons at the bottom of the window. The buttons stay in view as you scroll, and the picture for the next step shows them.
- 2 A message confirms **Incident status updated**. The **Status** field in the **Incident** section now shows the new status, and the window stays open.

The status is saved only when you choose **Save status**. If you choose a status and then close the window, nothing changes.

Open: Where a new incident starts. It has been recorded and has not been picked up yet.

In review: Someone is looking into the incident.

Follow-up required: Actions from the incident are still to be done. This is a status. It is separate from the **Follow-up required** tick box on the incident form, which holds the follow-up owner and due date.

Closed: The incident is finished. It no longer counts in the **Open**, **Follow-up** or **High risk** tiles.

Cancelled: The incident is closed without further work, for example because it was recorded by mistake. It no longer counts in the **Open**, **Follow-up** or **High risk** tiles.

Save status: Saves the status shown in the **Incident status** list. It is switched off while the status is saving.

Note: The statuses do not have to be used in order. You can choose any status from the list, and you can change it again later by choosing another status and **Save status**.

Important: Choosing a status does not change the follow-up owner or the follow-up due date, and ticking **Follow-up required** on the form does not change the status. Check both when you review an incident.

The screenshot shows the 'Review incident' window. At the top, there's a title bar 'Review incident' with a subtitle 'Review incident details, close the record, or update the incident status.' A notification bubble in the top right corner says 'Incident status updated.' with a close button. The main content area is divided into sections. The 'Review action' section contains an 'Incident status' dropdown menu currently set to 'In review', with a blue circle '1' next to it. Below this is the 'Incident' section, which is split into two columns. The left column contains 'INCIDENT NUMBER' (INC-20261002113039), 'INCIDENT TYPE' (Medication), and 'DATE AND TIME' (01/10/2026 2:30 pm). The right column contains 'SEVERITY' (Medium), 'STATUS' (In review, with a blue circle '2' next to it), and 'FOLLOW-UP DUE' (08/10/2026). At the bottom, there's a 'People and place' section.

Choose a status in the **Incident status** list (1), then choose **Save status** at the bottom of the window. The **Status** field then shows the new status (2).



6 Close the incident

- 1 When the incident needs no more work, choose **Close incident**, the red button at the bottom right of the window.
- 2 BondiByte sets the status to **Closed**. The **Status** field in the **Incident** section now shows **Closed**, a message confirms **Incident status updated**, and the **Close incident** button is switched off, because the incident is already closed.

Close incident does not ask you to confirm. To reopen an incident, choose **Open** (or another status) in the **Incident status** list and choose **Save status**.

To close an incident without further work, for example because it was recorded by mistake, choose **Cancelled** in the **Incident status** list and choose **Save status** instead.

Warning: Close an incident only when its follow-up is finished. A closed incident leaves the **Open**, **Follow-up** and **High risk** tiles, so nobody looking at those tiles sees it any more.

Incident	
INCIDENT NUMBER INC-20261002113039	SEVERITY Medium
INCIDENT TYPE Medication	STATUS Closed
DATE AND TIME 01/10/2026 2:30 pm	FOLLOW-UP DUE 08/10/2026
People and place	
CLIENT Mo	LOCATION Sunrise Supported Living Home
SHIFT Afternoon Shift	STAFF INVOLVED Riley Sample
What happened	
SUMMARY Medication prompt given 30 minutes late, no effect noticed (sample record)	
DESCRIPTION	
Save statusClose incident	

Choose **Close incident** (1). The **Status** field then shows **Closed** (2) and the button is switched off.



7 Open the row menu to correct a detail

- 1 At the end of the incident's row, open the three dots menu. If the **Review incident** window is still open, choose **Close** first.
- 2 Choose **Edit**. It opens the **Edit incident** window, described in the next step. **Edit** only appears if you can edit incidents.
- 3 **Review** opens the **Review incident** window you used in the earlier steps.
- 4 **Delete** removes the incident from the active register. It only appears if you can edit incidents, and only while the incident is on the active register. See step 9, Delete an incident you no longer need.

The screenshot shows a web interface for managing incidents. At the top, there's a header with the title 'Incidents', a search bar containing 'Medication prompt given', filters for 'All statuses' and 'All severities', a checkbox for 'Include inactive', and a '+ Add incident' button. Below this is a table with columns: INCIDENT, INCIDENT TYPE, RECORD, DATE, and STATUS. A single row is visible with the following data: INCIDENT: 'Medication prompt given 30 minutes late, no effect noticed (sample record)' with a subtext 'INC-20261002113039 · Follow-up due 08/10/2026'; INCIDENT TYPE: 'Medication'; RECORD: 'CLIENT Mo SITE Sunrise Supported Living Home'; DATE: '01/10/2026'; STATUS: 'Active' (green pill) and 'Medium' (yellow pill). To the right of the status pills is a row menu icon (three dots) with a blue circle '1' next to it. A dropdown menu is open from this icon, showing three options: 'Review' (with a blue circle '3' next to it), 'Edit' (with a blue circle '2' next to it), and 'Delete' (with a blue circle '4' next to it).

INCIDENT	INCIDENT TYPE	RECORD	DATE	STATUS
Medication prompt given 30 minutes late, no effect noticed (sample record) INC-20261002113039 · Follow-up due 08/10/2026	Medication	CLIENT Mo SITE Sunrise Supported Living Home	01/10/2026	Active Medium 1 ⋮

3 Review

2 Edit

4 Delete

Open the three dots menu on the row (1) and choose Edit (2). Review (3) opens the Review incident window and Delete (4) removes the incident from the active register.



8 Change the details and choose **Save incident**

- 1 The **Edit incident** window opens with the details already entered. Its fields are the same as in the **Add incident** window, described in Record an incident: **Incident Details**, **People Involved**, **What Happened**, **Immediate Response**, **Notifications** and **Follow-up**.
- 2 Change what needs correcting. The saved values sit in the same fields as when the incident was recorded, for example **Date and time**.
- 3 The staff members already linked appear under **Staff involved** after a moment. Choose **Remove** beside a name to take that person off.

When you have finished, choose **Save incident** at the bottom of the window. A message confirms **Incident updated**, and the register shows the new details. Choose **Cancel** instead to close the window without saving.

The **Edit incident** window has no status list. Change the status from the **Review incident** window, as in the earlier steps. Under the form, a line starting **Current description:** repeats the description as it was saved.

Note: If you tick **Follow-up required**, **Who should follow up** and **Follow-up due date** must both be filled in, as when the incident was recorded.

The screenshot shows the 'Edit incident' window. At the top, there's a title bar with '1 Edit incident' and a 'Cancel' button. Below the title bar is a subtitle: 'Capture incident details, linked records, and follow-up obligations.' The main content area is divided into three sections: 'Incident Details', 'People Involved', and 'Staff involved'. The 'Incident Details' section has three dropdown menus: 'Incident number' (INC-20261002113039), 'Type' (Medication), and 'Severity' (Medium). Below these is a 'Date and time' section with two dropdowns: 'Date' (01/10/2026) and 'Time' (14:30). The 'People Involved' section has three dropdowns: 'Client' (Morgan Sample), 'Location' (Sunrise Supported Living Home), and 'Shift' (Afternoon Shift - 01/10/2026 - Su). Below these is a note: 'Only today and the previous 14 days are shown.' The 'Staff involved' section has a dropdown menu labeled 'Select staff to add' and a list of staff members. One staff member, 'Riley Sample', is listed with a 'Remove' button next to it.

The **Edit incident** window (1) holds the saved details, such as **Date and time** (2). The staff already linked appear under **Staff involved** (3).

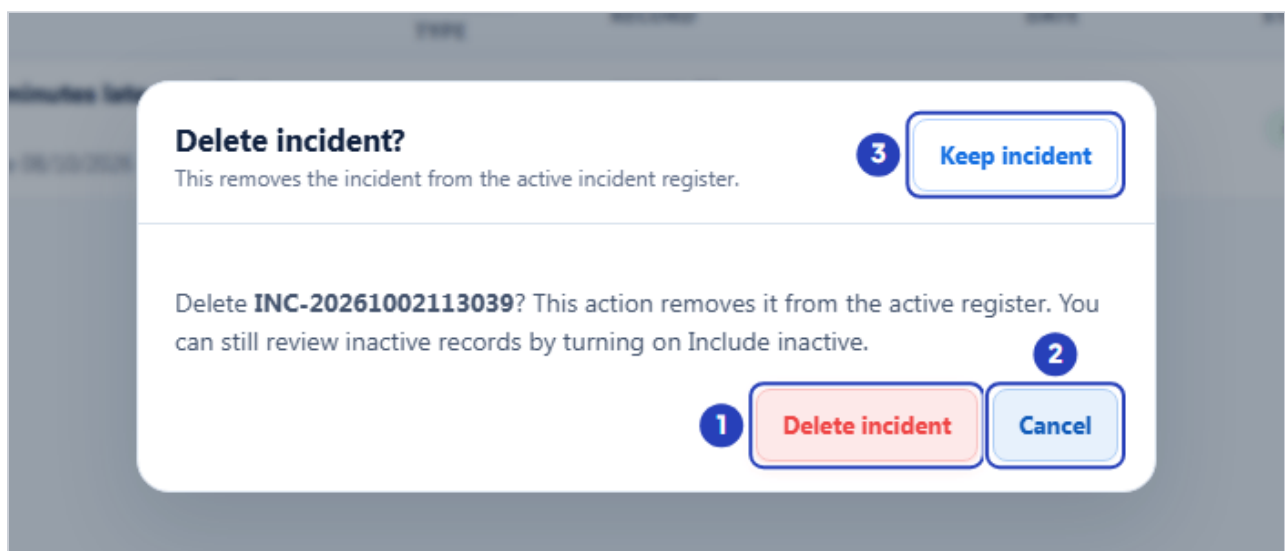
9 Delete an incident you no longer need on the active register

Open the three dots menu at the end of the incident's row and choose **Delete**. The **Delete incident?** window opens and says **This removes the incident from the active incident register**. Read the incident number in the message to check it is the right incident.

- 1 Choose **Delete incident** to confirm. A message says **Incident deleted from the active register**, and the incident leaves the list.
- 2 Choose **Cancel** to keep the incident.
- 3 Choose **Keep incident** at the top right of the window to keep the incident as well.

To see a deleted incident again, tick **Include inactive** above the register. It is listed with the label **Inactive**. Its three dots menu then offers **Review** and **Edit**, but not **Delete**.

Warning: There is no button to put a deleted incident back on the active register. Use **Delete** only for a record that should not be on the register. If an incident was recorded by mistake, consider setting its status to **Cancelled** instead, so the record stays visible in the register.



Choose **Delete incident** (1) to confirm. Choose **Cancel** (2), or **Keep incident** (3), to keep the incident.

What happens next

A status change takes effect as soon as you choose **Save status** or **Close incident**. The **Open**, **Follow-up** and **High risk** tiles on the **Incidents** page change to match. An incident that is **Closed** or **Cancelled** no longer counts in those three tiles, and it still counts in **Total**.

A closed incident stays on the register. To find it, choose **Closed** (or **Cancelled**) in the status list above the register.

If you changed a detail with **Edit**, the register shows the new details straight away.

A deleted incident leaves the active register but is not erased. Tick **Include inactive** to list it.

Reviewing or closing an incident in BondiByte does not report it to the NDIS Commission, to the police or to anyone else outside your organisation. Your organisation decides whether an incident has to be reported and makes any report itself. See The incident workflow.



Important notes

Important: BondiByte keeps your record of the incident and where it is up to. It does not report the incident to the NDIS Commission or anyone else. Your organisation remains responsible for responding to the incident and for any reporting it must do.

Note: The three dots menu on a row and the incident's summary both open the **Review incident** window. The summary is the quickest way in. **Edit** is a separate window for correcting details.

Good practice

- Open an incident with **Review** when you only need to read it. The **Review incident** window shows the full record and cannot change the details by accident. Use **Edit** only when a detail has to be corrected.
- Keep the status honest as the work moves along. Choose **In review** when someone starts looking into it and **Follow-up required** while actions are still to be done, so the status list above the register shows where every incident is up to.
- Once a week, use the status list to look at **Open**, **In review** and **Follow-up required** in turn, and check that someone is working on every incident listed.
- Check the **High risk** tile first. Choose **High** or **Critical** in the severity list to see the incidents that need a decision soonest.
- Before you choose **Close incident**, read **Follow-up required**, **Follow-up owner** and **Follow-up due** in the **Immediate response and follow-up** and **Incident** sections. If a follow-up is still due, leave the incident open.
- The status list has no box for a reason. If you want the outcome written down, use **Edit** to add it to **Description** or **Immediate action taken** before you close the incident.
- Do not delete an incident to tidy the register. Deleting hides it from the active register, and there is no button to bring it back. Use the status list to close or cancel it, so it stays visible.

Troubleshooting

Incidents is not in the left menu.

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

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

The page says Incidents are not enabled for your organisation.

Why it happens: Your organisation's subscription is not active. A banner may also say **Your plan does not include this feature**.

What to do: An Owner or Admin checks **Billing & subscription**, and contacts BondiByte support if it is active.

The Review incident window has no Incident status list, Save status or Close incident, or the three dots menu has no Edit or Delete.

Why it happens: Your role does not include the **Can edit incidents** permission, so the window is read only. **Delete** is also left out for an incident that is already **Inactive**.

What to do: Ask an Owner or Admin to check your role, or to change the status for you. To see an inactive incident, tick **Include inactive**.



The **Close incident** button is switched off.

Why it happens: The incident is already **Closed** or **Cancelled**.

What to do: To reopen it, choose **Open** in the **Incident status** list and choose **Save status**.

A message in the window says **No closed incident status is set up for your organisation**.

Why it happens: BondiByte could not find a status that counts as closed.

What to do: Choose **Closed** or **Cancelled** in the **Incident status** list and choose **Save status**. If that does not work, contact BondiByte support.

The incident I am looking for is not in the register, or the register says **No matches for followed by my search words**.

Why it happens: A search or a list is narrowing the register, nothing you typed matches, the incident was deleted from the active register, or it is not linked to a site you can see.

What to do: Choose **Clear search**, set the lists back to **All statuses** and **All severities**, and tick **Include inactive**. Try a shorter search word. If your access is limited to certain sites, ask an Owner or Admin to check your access.

A message says **Unable to refresh incident records. Try again**.

Why it happens: The register could not reload after your change, for example because the connection dropped.

What to do: Check your connection and reload the **Incidents** page. Your change may already have been saved, so check the incident's status before you repeat it.

I chose a status but the incident did not change.

Why it happens: A status only changes when you choose **Save status**. Closing the window, or choosing another incident, leaves the status as it was.

What to do: Open the incident again, choose the status and choose **Save status**. Look for the message **Incident status updated**.

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.
Last reviewed 2 October 2026.*