

Review recommendations

Read how BondiByte staffed a roster period, why a shift was left open or a person was not chosen, and who it recommends for each shift.

WHO IT IS FOR Owner, Admin, Manager, Rostering Officer	TIME NEEDED About 12 minutes	LAST REVIEWED 3 October 2026
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Who this is for

Permissions: You need **Can view roster** to open the roster and each shift's recommendations. The **Report** also needs **Can view smart rostering recommendations**, **Refresh** needs **Can run smart rostering**, and assigning from a recommendation needs **Can assign staff to shift**. Owners, Admins, Managers and Rostering Officers have these by default. A manager limited to certain sites sees only those sites.

Before you begin

- Smart Rostering is on for the site, **Enable smart recommendations for this site** is on in its **Site settings** tab, and the site has a team. See Prepare sites for Smart Rostering.
- The roster period has shifts. BondiByte creates them and builds the draft on its planned dates. See How Smart Rostering builds a roster.
- Read the Smart Rostering overview. Reading never changes the roster. Only choosing a person does.



Steps

- 1 Go to SIL/Smart Rostering > choose the site and the Unfilled filter**
 - 1** In the left menu, choose **SIL/Smart Rostering**. Use the **Previous period** and **Next period** arrows until the heading shows the roster period you want.
 - 2** In **Site** (called **Site/Client** if your organisation rosters clients without a site), choose the site.
 - 3** Open the filter at the left of the toolbar and choose **Unfilled**. Shifts with nobody assigned stay bright and the rest fade.
 - 4** Read the note near the bottom of a shift that needs staff. **Recommendation available** means BondiByte has someone to suggest. **No recommendation available** means nobody can be recommended, and the Report says why. **Site staff available** means there is no suggestion but people on the team are not yet on the shift. **Recommendations disabled** means the site has recommendations switched off.

Tip: A shift with a green edge has all its staff. An amber edge means it still needs someone. If many shifts say **No recommendation available**, open the **Report** first, because one cause usually sits behind many of them.

The screenshot displays the BondiByte Roster Workspace. The left sidebar contains a navigation menu with 'SIL/Smart Rostering' selected. The main workspace shows the 'Next roster: Interest requested' for 'Willow Park Supported Living House' from 12/10/2026 to 25/10/2026. The filter is set to 'Unfilled'. The roster grid shows shifts for Monday to Sunday. A callout points to a shift on Tuesday (9pm-4am) with the note 'Recommendation available'.

Choose SIL/Smart Rostering (1), choose the site (2) and use the filter (3). The note on a shift (4) says whether Smart Rostering has a recommendation.

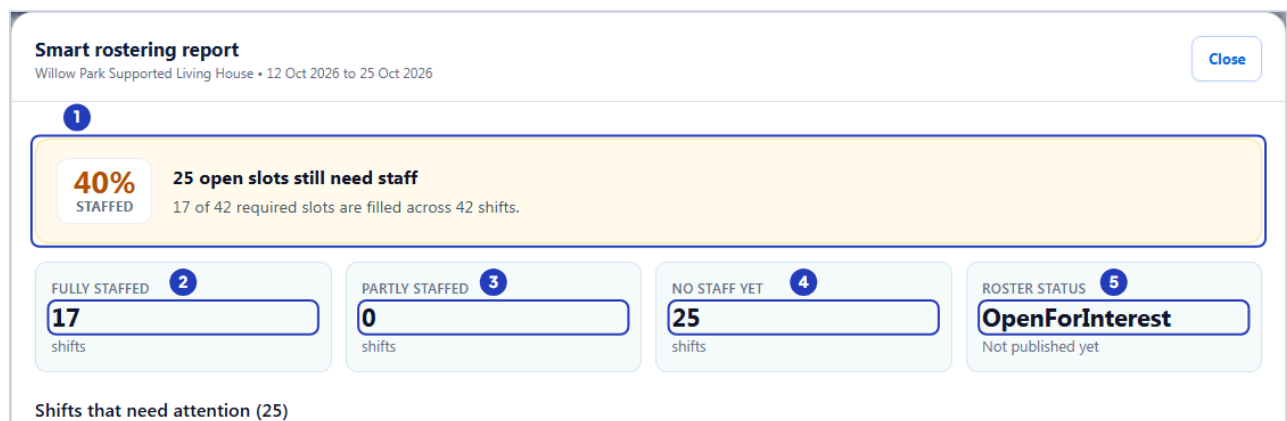


2 Open **More roster actions** > **Report** and read the summary

Choose **More roster actions**, the three dots at the right of the toolbar, then **Report**. Wait for **Loading the roster report...** to finish.

- 1 The banner's large percentage is how much of the period is staffed, with the slots still open, for example **25 open slots still need staff**. A slot is one place for one person.
- 2 **Fully staffed** counts shifts that have all their people.
- 3 **Partly staffed** counts shifts that have some of their people.
- 4 **No staff yet** counts shifts with nobody assigned.
- 5 **Roster status** shows **Draft**, **OpenForInterest** (staff have been asked for interest), **Published**, **Closed** or **Cancelled**, and whether the roster is **Published to staff** or **Not published yet**.

Note: **Report** is in the menu only when Smart Rostering is on for the site, or a run has already been recorded for the period.



The banner (1) shows how much of the period is staffed. The tiles count fully staffed shifts (2), partly staffed shifts (3) and shifts with no staff yet (4), and show the roster status (5).



3 Read Shifts that need attention and the reasons

This list holds every shift that does not yet have all its people. If there are none, the report says **Nothing outstanding. Every shift in this fortnight has the staff it needs.**

- 1 A label such as **0/1 staffed** shows how many of the people a shift needs are assigned. A shift that already has someone also shows **Assigned:**.
- 2 Under it are the reasons the shift could not be filled, the most common first. **Blocker** means a person could not be used. **Warning** means a person could be used but needs a look. **Note** is for information.

Blocker: not on the site team: Staff is not assigned to this site. Add them on the site's **Staff** tab, or choose **Add to site and assign** on the shift.

Blocker: over their hours: The message says the assignment **would put staff at** a number of hours above their capacity for the roster period. The limit is the person's **Max rostered hours**, or the site's **Default staff capacity**.

Blocker: already working or unavailable: **Staff member is already assigned to an overlapping shift.** or **Staff has unavailable or blocked time overlapping this shift.** If every person on the team is booked elsewhere, the report lists them with the site and time.

Blocker: a requirement or setting: Missing mandatory requirement names what the person lacks. **Staged staff must be activated** means their record is not active yet. Messages that say the site does not allow relief staff, or same-day double shifts, point to the site settings **Allow relief staff** and **Allow double shifts**.

Blocker: the primary team still has hours: Secondary and relief people are used only when no **Primary Team** member has hours left.

Warning and Note: A warning, for example **This assignment would put staff near capacity**, means the person can still be used. **Smart rostering has not scored this shift yet.** means it has no recommendations yet.

Shifts that need attention (25)

Sleepover shift

Mon, 12 Oct · 5:00 pm to 7:00 am

1 0/1 staffed

2

- BLOCKER** Staff is not assigned to this site. Add them to the site before automatic smart rostering can use them.
- BLOCKER** This assignment would put staff at 90.00 hours, above their 76.00 hour capacity for this roster period.
- BLOCKER** Staged staff must be activated before smart rostering can use them.
- BLOCKER** Primary site team members still have capacity, so secondary or relief staff should not be used automatically yet.

Morning shift short

Mon, 12 Oct · 9:00 pm to 4:00 am

0/1 staffed

- BLOCKER** Staff is not assigned to this site. Add them to the site before automatic smart rostering can use them.
- BLOCKER** This assignment would put staff at 78.00 hours, above their 76.00 hour capacity for this roster period.
- BLOCKER** Primary site team members still have capacity, so secondary or relief staff should not be used automatically yet.
- BLOCKER** Staged staff must be activated before smart rostering can use them.

Each shift in the list shows how many of its people are assigned (1). Under it are the reasons it could not be filled, each marked Blocker, Warning or Note (2).



4 Check Staff availability this fortnight

Scroll to **Staff availability this fortnight**. It shows the hours already rostered for each person on this site's team, across every site. Someone already loaded elsewhere may be why a shift here was not filled with them.

- 1 Each row is a person, with how they are linked to this site, for example **Primary Team**.
- 2 The labels in the middle show their hours at each site. The site you are reviewing is shaded differently.
- 3 The number at the right is their total hours in this period.

Below it, **Fully staffed shifts** starts closed, and **What happens next** lists the automatic steps with a date for each. Choose **Close** when you have finished.

Staff availability this fortnight			
Hours already rostered for each staff member linked to this site, across every site. Someone already loaded elsewhere may be why a shift here could not be filled.			
Noah Green Primary Team	Acacia Community Access Hub 32h	Willow Park Supported Living House 21h	Sunrise Supported Living Home 16h
			69h
Marcus Hill Primary Team		Sunrise Supported Living Home 62h	Willow Park Supported Living House 14h
			76h
Hannah Lewis Secondary Team		Sunrise Supported Living Home 66h	Willow Park Supported Living House 7h
			73h
Liam Nguyen Secondary Team		Sunrise Supported Living Home 48h	Willow Park Supported Living House 23h
			71h
Ava Patel Primary Team	Acacia Community Access Hub 32h	Sunrise Supported Living Home 24h	Willow Park Supported Living House 16h
			72h
Jordan Sample Primary Team			
			0h
► Fully staffed shifts (17)			

Each person shows how they are linked to the site (1), their hours at each site (2) and their total hours in the period (3). The Fully staffed shifts list is below.



5 Choose + Assign staff to see the recommendations for one shift

Choose **+ Assign staff** at the bottom of a shift that needs staff. A window opens beside the shift, headed **Assign staff**. If it says **Recommendations are being prepared...**, wait for the list to fill in.

- 1 Use **Search all staff** to narrow the list by name.
- 2 A person marked **Available**, in green, has nothing to review. Choosing the name assigns them at once, with no confirmation. If you choose by mistake, choose the person's name on the shift and then **Remove**.
- 3 Any other status needs a look. A row shows the first status that applies.

Already booked: The person is working another shift at the same time. Its times are shown.

On leave or Unavailable: The person is on leave, or has blocked time that overlaps the shift.

Not on site team: The person is not on this site's team. You can add them from the shift if you may edit sites.

Missing requirements: The person lacks a mandatory requirement the shift needs.

Review: There is a warning or another concern to read first. Choose the person to see it.

The screenshot shows the 'Assign staff' window for a 'Morning shift short' on 12/10/2026 from 9:00 pm to 13/10/2026 at 4:00 am. The window has a search bar labeled 'Search all staff' (1) and a list of staff members. The first staff member, Jordan Sample (JS), is marked 'Available' (2). The other staff members are marked 'Not on site team' (3), which is highlighted with a red triangle icon. The list includes Daniel Foster (DF), Samuel King (SK), Mia Santos (MS), Sofia Williams (SW), Arjun Sharma (AS), and Grace Edwards (GE). Each staff member's name is followed by a '0/0' status indicator.

Staff Member	Status
JS Jordan Sample	Available
DF Daniel Foster	Not on site team
SK Samuel King	Not on site team
MS Mia Santos	Not on site team
SW Sofia Williams	Not on site team
AS Arjun Sharma	Not on site team
GE Grace Edwards	Not on site team

Search the list (1). A person marked Available (2) has nothing to review. A person with another status, such as Not on site team (3), needs a look.



6 Choose a person with a status to read why

A row with a status other than **Available** opens instead of assigning.

- 1 Choose the person's row. The first line shows the person's group, their link to the site, and the numbers **Warnings** and **Hard blocks**. The groups are **Recommended staff (Primary Team)**, **Secondary**, **Relief** and **Others** (active staff not linked to this site). A person with warnings can still be assigned. **Hard blocks** stop the person being used under the site's rules.
- 2 Read the reasons in words.
- 3 **Override and assign** is at the bottom. It is greyed out when the person cannot be assigned, for example when they are already booked, unavailable or inactive.

For a person who is not on the site team, the panel also offers **Add to site and assign**. See Assign and publish from Smart Rostering.

Warning: Override and assign assigns the person even though BondiByte warned against it. Use it only when you have read the reason and decided.

The screenshot displays the BondiByte interface for staff assignment. On the left, there are shift selection panels for '9pm - 4am' (Morning shift short) and '4am - 12pm' (Afternoon Shift), both with 'Recommendation available' and '+ Assign staff' buttons. The main panel on the right shows a list of staff members: 'Riley Sample' (0/0) and 'Hannah Lewis' (1/0). A blue circle with the number '1' points to the 'Hannah Lewis' row. Below this row, a detailed panel shows the staff member's status: 'Secondary · Secondary Team · Warnings 1 · Hard blocks 2'. This panel contains a list of reasons for the warnings and blocks, such as 'Secondary team member for this site.', 'No staff interest recorded for this shift.', 'Low cancellation rate in the last 28 days.', 'Staff has higher weekday load than the current pool.', 'This assignment would put staff at 80.00 hours, above their 76.00 hour capacity for this roster period.', 'Primary site team members still have capacity, so secondary or relief staff should not be used automatically yet.', 'Warning: Staff has higher weekday load than the current pool.', 'Block: This assignment would put staff at 80.00 hours, above their 76.00 hour capacity for this roster period.', and 'Block: Primary site team members still have capacity, so secondary or relief staff should not be used automatically yet.' At the bottom of this panel, a blue circle with the number '2' points to the 'Override and assign' button, which is highlighted with a blue circle and the number '3'.

The opened row shows the group and site link with the warning and block counts (1), the reasons in words (2) and at the bottom, **Override and assign** (3).



7 Open Full shift details to see the whole Recommended staff list

Close the assign window, choose the pencil at the bottom left of the shift, then **Full shift details**, and scroll to **Recommended staff**.

- 1 Read when the list was worked out, for example **Recommendations calculated 5 minutes ago**.
- 2 Choose **Refresh** to work it out again. It appears only with the **Can run smart rostering** permission.
- 3 Tick **Include blocked** to also list the people who cannot be used, and why.
- 4 The people are grouped as **Recommended staff**, **Secondary**, **Relief** and **Others**. Choose a group's name to open it.

A person who needs a look has a card with a band, **Strong**, **Good** or **Usable** (best first), or **NotRecommended**, then **Decision** (**Suitable**, **SuitableWithWarnings** or **Blocked**), the counts and the reasons. The button at the bottom reads **Assign**, or **Override and assign** for someone blocked or in **Others**.

The screenshot shows the 'Recommended staff' section of a software interface. At the top, there is a header 'Recommended staff' followed by a status bar indicating 'Recommendations calculated 7 minutes ago' (callout 1). To the right of this are two buttons: 'Refresh' (callout 2) and 'Include blocked' (callout 3, which is checked). Below the status bar, there is a list of staff members. The first group is 'Recommended staff' (callout 4), which is expanded to show two cards. The first card is for 'Jordan Sample' with email 'jordan.sample@example.com' and a green background. The second card is for 'Demo User' with the text 'Review warnings before assigning' and a red background. Below the 'Recommended staff' group, there are two more collapsed groups: 'Secondary' (callout 2) and 'Others' (callout 13).

The time the list was worked out (1), Refresh (2), Include blocked (3) and the groups of people (4).



8 Use the **Suitability checker** to ask why a particular person was not chosen

Use this when someone asks why a person did not get a shift. The usual reasons are in the earlier steps: not on the site team, already booked, unavailable, over their hours, a missing requirement, or another person ranked higher.

On the shift's page, scroll to **Suitability checker** and choose **Check staff**. Choose the person from the list that starts with **Select staff**, then choose **Check suitability**.

- 1 The result card shows the person's decision, such as **Suitable**.
- 2 Under it are four counts: **Suitable (Yes or No)**, **Hard blocks**, **Missing mandatory** and **Warnings**, each listed below.

A person who shows **Suitable** with no blocks was allowed to work the shift. If someone else was chosen, that person ranked higher on your weights, for example by having fewer shifts so far. See Rules and Weights.

Note: The checker only reports. It never assigns the person.

Suitability checker			
Inspect why a staff member can or cannot work this shift.			
Jordan Sample jordan.sample@example.com		1	Suitable
2	Suitable: Yes	Hard blocks: 0	Missing mandatory: 0
			Warnings: 0

The decision (1) and the counts (2). Any hard blocks, missing requirements and warnings are listed below them.

What happens next

Nothing has changed in the roster. You now know which shifts are open, why, and who you could use.

To fill a shift, choose a person, or use **Override and assign** after you have decided. See Assign and publish from Smart Rostering.

Important notes

Important: Recommendations are advice for a person to review. They assign nobody, except that a row or card with nothing to review assigns the person as soon as you choose it.



Good practice

- Start with the **Report**. A repeated **Blocker** such as **Staff is not assigned to this site**. is one setup problem behind many open shifts, and fixing it once is faster than fixing each shift.
- If a person keeps showing **Not on site team**, add them to the site with the right relationship instead of using **Override and assign** shift by shift.

Troubleshooting

I cannot find **Report** in **More roster actions**.

Why it happens: **Report** appears only when Smart Rostering is on for the site, or a run has already been recorded for the period.

What to do: Check the button at the top right of the roster. If it says **Enable Smart Rostering**, switch it on for the site, or wait for the period to be built.

The note on every shift says **Recommendations disabled**.

Why it happens: Smart recommendations are switched off for this site.

What to do: Switch on **Enable smart recommendations for this site** on the site's **Site settings** tab. See Prepare sites for Smart Rostering.

The **+ Assign staff** window says **No recommendations or assigned site staff are available for this shift**.

Why it happens: No staff are on the site team.

What to do: Add staff on the site's **Staff** tab with a relationship such as **Primary Team**, then open the window again.

Override and assign is greyed out.

Why it happens: The person cannot be assigned to this shift, for example they are already booked, have blocked time, are inactive, or the shift already has all its people.

What to do: Choose someone else, or fix the cause first.

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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