

What happens after an agreement is signed

How a Service Agreement behaves once it is signed, by E-signature or an uploaded signed copy: what becomes read-only, what stays available and how to change it.

WHO IT IS FOR Owner, Admin, Manager, Coordinator, Finance	TIME NEEDED About 6 minutes	LAST REVIEWED 2 October 2026
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Who this is for

Permissions: **Can view service agreements** is enough to see a signed agreement and download its PDF. Sending an agreement for signature needs **Can edit service agreements**. Attaching a signed copy means uploading a document on the client's record. You need **Can view documents** to see the client's **Documentation** tab, **Can upload documents** to add the file, and **Can view service agreements** for the **Signed service agreement** list to show the client's agreements. **Add document** is not offered for an inactive client. A signed agreement is read-only for everyone, including Owners and Admins.

Before you begin

- If **Service Agreements** is missing under **Registers** in the left menu, your role does not include **Can view service agreements**. Ask an Owner or Admin to check your role. If the page says **Your plan does not include this feature.**, your organisation's subscription is not active. An Owner or Admin checks **Billing & subscription**. There is no switch to turn on.
- Sending an agreement for E-signature needs E-signature to be switched on for your organisation. If the **Signatures** section on the agreement page says **E-signature is not switched on yet.**, contact BondiByte support. Uploading a signed copy does not depend on it.
- You are signed in to BondiByte on a computer.
- You know what a Service Agreement is. See the Service Agreements overview.

How an agreement becomes signed

An agreement counts as signed in either of two ways. Both make it read-only.

E-signature. You send the agreement from the **Signatures** section at the bottom of the agreement page. When a signer completes signing, the **Status** of that request changes to **Signed** and the **Signed** column shows the date. See Send an agreement for E-signature.



A signed copy you upload. If the agreement was signed on paper or somewhere else, open the client's record and choose the **Documentation** tab. Choose **Add document** and set **Document type** to **Service Agreement**. Under **Agreement Link (optional)**, choose the agreement in **Signed service agreement**. Under **Dates and File**, type an **Expiry date** (this document type requires one; **Issue date** is optional) and choose the file with **Choose File**. Then choose **Upload document**. The window explains: **Linking makes this file the agreement's signed copy and locks that agreement as read-only. Without a link nothing is locked.** If you leave **No linked agreement (store as a document)**, the file is stored as an ordinary document and the agreement stays editable. A signed copy can only be linked to an **Active** agreement.

In the picture, the markers show the document type (1), the **Signed service agreement** list (2), the explanation of what linking does (3) and **Upload document** (4).

The document type (1), the Signed service agreement list (2), the sentence explaining that linking locks the agreement (3) and Upload document (4).

What becomes read-only

Once the agreement is signed, nobody can change its profile or its line items. The agreement profile edit icon, **Add line item**, **Import line items** and the **Remove** button on every line stop working. This applies to every role, including Owners and Admins, and there is no button that unlocks a signed agreement.

When the agreement has an uploaded signed copy, the page says **This service agreement has a signed copy and is now read-only**. and the buttons are greyed out. Pointing at **Add line item** or **Import line items** shows **Signed agreements are read-only**. **Remove** is greyed out too, but it shows no hint. In the picture the notice (3) sits above the totals, with **Add line item** (1), **Import line items** (2) and **Remove** (4) greyed out.



When the agreement was signed through E-signature, the page does not show that notice and the buttons look the same as before. A change is refused when you try to save it, and a message says **This service agreement has been signed and is read-only**. Treat any agreement with a **Signed** request as read-only.

Agreement Line Items

3 record(s)

1 Add line item

2 Import line items

3

This service agreement has a signed copy and is now read-only.

TOTAL WEEKS

52.14 weeks

TOTAL LINE ITEM COST

\$365,700.05

NAME	CODE	HOURLY RATE	HOURS/WK	TOTAL WEEKS	TOTAL COST	ACTIONS
Assistance With Self-Care Activities - High Intensity - Sunday	01_403_0104_1_1	\$137.87National	19	52.14 weeks	\$136,582.29	4 Remove
Assistance With Self-Care Activities - Standard - Public Holiday	01_012_0107_1_1	\$156.03National	12	52.14 weeks	\$97,624.85	Remove
Assistance With Self-Care Activities - Standard - Weekday Night	01_002_0107_1_1	\$78.81National	32	52.14 weeks	\$131,492.91	Remove
Total cost					\$365,700.05	

The greyed Add line item (1) and Import line items (2) buttons, the read-only notice (3) and the greyed Remove button (4).

What stays available

You can still open the agreement, read it, choose **Download PDF** and, with **Can edit service agreements**, choose **Preview agreement**. The **Signatures** table keeps showing each request, and a **Signed** row keeps its **Download** button.

Signing does not change the agreement's **Status**. A **Draft** agreement stays a **Draft** until it is activated, either with **Activate** on the client's **Service Agreements** tab or automatically when its start date arrives. An **Active** agreement stays **Active** until it expires or a newer agreement replaces it.

BondiByte bills from the client's **Active** agreement only. A signed agreement that is still a **Draft** is not used for billing until it is active. Shifts and invoices keep using the agreement's line items exactly as they were signed.

- Preview and download the agreement PDF

Where to find the signed copy

For E-signature, open the agreement and find the **Signed** row in the **Signatures** table. Choose **Download** to get the signed PDF. It holds the agreement as it was sent and a final page headed **Electronic signature**.

For an uploaded copy, the file is in the client's **Documentation** tab. On the client's **Service Agreements** tab the agreement's card shows a **Signed copy** pill next to its **Active** pill, and its **Signed copy** field shows the file name. The client's **History** tab records the upload as **Document uploaded** with the file name and the agreement number.



A file that is the signed copy of an agreement cannot be deleted. A message says **This document is linked to another record and cannot be deleted**. In the picture, the **Active** pill (1), the **Signed copy** pill (2) and the **Signed copy** field (3) show that this agreement has a signed copy.

The screenshot shows a service agreement record for 'SA-CL-RIV-002' titled 'Noah Bennett Support Agreement'. At the top right, there are two pills: 'Active' (labeled 1) and 'Signed copy' (labeled 2). Below the agreement details, the 'BUDGET' section shows a total of '\$98,000.00' and a 'SIGNED COPY' field (labeled 3). The 'Agreement line items' table lists three items with their respective codes, hourly rates, hours per week, total weeks, and total costs.

NAME	NDIS ITEM CODE	HOURLY RATE	HOURS/WK	TOTAL WEEKS	TOTAL COST
Assistance With Self-Care Activities - High Intensity - Sunday	01_403_0104_1_1	\$137.87	19	52.14 weeks	\$136,582.29
Assistance With Self-Care Activities - Standard - Public Holiday	01_012_0107_1_1	\$156.03	12	52.14 weeks	\$97,624.85
Assistance With Self-Care Activities - Standard - Weekday Night	01_002_0107_1_1	\$78.81	32	52.14 weeks	\$131,492.91

The **Active** label (1), the **Signed copy** label (2) and the label of the **Signed copy** field (3). The field itself shows the file name, which is hidden in this picture.

Changing a signed agreement

To change anything on a signed agreement, create a new agreement for the client. On the client's **Service Agreements** tab, choose **Add Service Agreement**. Choosing **Use last agreement setup** copies the last agreement's title, dates, total budget, funding management, notes, pricing zone and line items into the new one, and you then change the **Start date** and **End date** and whatever else has changed.

Send the new agreement for signature, or upload its signed copy, in the same way.

When the new agreement becomes the client's **Active** agreement, the old one is marked **Expired** and leaves the default **Agreement Records** list. A window titled **Activate this service agreement?** warns that upcoming shifts and shift patterns that use line items from the old agreement keep pointing at it, so review their line items after the change.

- Create a Service Agreement



If a change is refused

A message says This service agreement has been signed and is read-only. The agreement has a signed copy or a completed E-signature. Create a new agreement for the changes.

I uploaded the signed file but the agreement is not read-only. The file was stored with **No linked agreement (store as a document)**. Upload it again and choose the agreement under **Signed service agreement**.

The agreement is not in the Signed service agreement list, or a message says This document belongs to an inactive service agreement. Only an **Active** agreement that has no signed copy yet can have one, and the list needs **Can view service agreements**. Activate the agreement first, then upload the file.

A message says This service agreement has already been signed. The agreement already has a signed copy. To record a different version, create a new agreement.

Add line item, Import line items or Remove is greyed out. The agreement has a signed copy. Pointing at **Add line item** or **Import line items** shows **Signed agreements are read-only**. **Remove** shows no hint.

The Upload document window will not submit. A **Service Agreement** document needs an **Expiry date** (the line under it says **This document type requires an expiry date.**) and a file chosen with **Choose File**. Fill in both, then choose **Upload document** again.

I cannot see Add document, or the Documentation tab is missing. Your role needs **Can view documents** to see the tab and **Can upload documents** to add a file, and **Add document** is not offered while the client is inactive. Ask an Owner or Admin to check your role, or reactivate the client first.

Important notes

Important: A signed agreement cannot be edited by anyone. Check the dates, the pricing zone and every line item before you send it for signature or upload its signed copy, because the only way to change them afterwards is a new agreement.

Note: BondiByte records the signature and the agreement that was signed. Your organisation is responsible for making sure the agreement is signed by the right people and meets the current NDIS requirements.



Good practice

- Check everything before the agreement is signed. After signing, the dates, the pricing zone and the line items cannot be changed by anyone, so a mistake means a new agreement.
- Choose your signing route first. Use E-signature when the signer can sign online, and upload a signed copy when the agreement was signed on paper.
- When you upload a signed copy, choose the agreement under **Signed service agreement**. Without the link the file is stored but the agreement stays editable.
- Activate the agreement once it is signed and ready. Signing does not make an agreement **Active**, and billing uses only the **Active** agreement.
- Create the renewal before the old agreement ends. Use **Use last agreement setup**, change the dates, send it for signature, then activate it so billing carries on without a gap.
- Download the signed PDF as soon as it is signed and keep it with the client's records, so you always have your own copy.

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 2 October 2026.*