

Record a Shift Report

Write a Shift Report for a client in the Staff App, add mileage and photos if needed, then submit it.

WHO IT IS FOR Support Worker	TIME NEEDED About 5 minutes	LAST REVIEWED 2 October 2026
--	---------------------------------------	--

Who this is for

Permissions: Every Staff App user can write reports for the shifts they are assigned to. You can write a report for a shift dated today or earlier.

Before you begin

- You are signed in to the Staff App. See [Sign in to the Staff App](#).
- You are assigned to the shift, and the shift is dated today or earlier. A shift appears in the app once you are assigned to it, or, in SIL/Smart Rostering, once your organisation has published its roster. See [View your shifts](#).
- The shift has at least one client. A Shift Report is always about one client.



Steps

1 Open **Shifts** > your shift > **Write report**

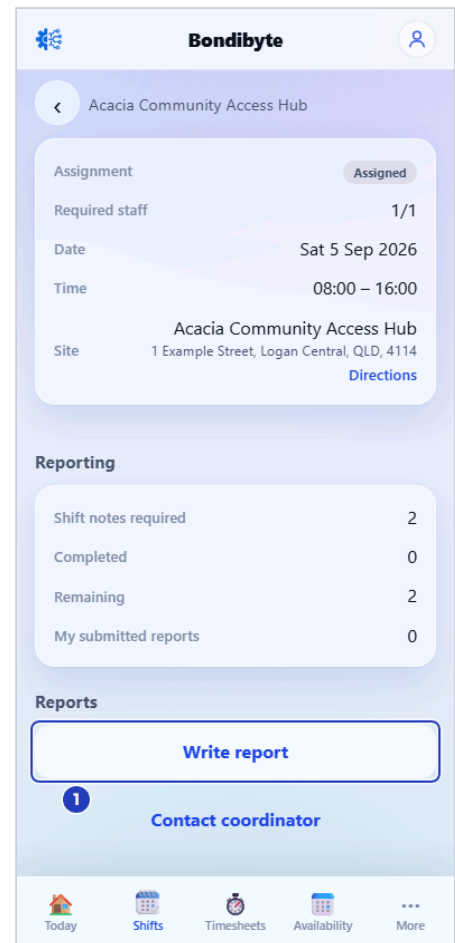
In the menu at the bottom of the screen, tap **Shifts**. Shifts that are happening today are listed under **Today** in **Upcoming**. Finished shifts are in **Past**.

Tap the shift you want to write about. The next screen shows the shift's **Date**, **Time** and **Site**, so you can check it is the right one.

- 1 Scroll down to **Reports** and tap **Write report**. The **Write report** screen opens.

Tip: You can also start from **More** > **Reports** > **Write a report**, which lists your recent shifts, or from **Reports to do** on the **Today** screen.

Note: A shift dated in the future shows **You can write a report once the shift has started**, instead of the button.



On the shift, scroll to Reports and tap Write report (1).



2 Choose the client and Shift report

- 1 In **Client**, choose the client the report is about. If the shift has only one client, the name is already chosen.
- 2 Open **What are you recording?** and choose **Shift report**. It is listed under **Reports**. The form opens below.
- 3 If you drove for work on this shift, type the total distance in **Mileage travelled (km)**. It appears in the **This shift** box once you choose **Shift report**.

Mileage travelled (km):

Optional. One total for the whole shift. It is shared by every report you write for this shift, so enter it once.

Note: Until you choose a client, **What are you recording?** says **Choose a client first**. See Choose the client first when recording.

The screenshot shows the 'BondiByte' app interface. At the top, there's a header with the app name and a user profile icon. Below this is a 'This shift' section with fields for 'Date' (Sat 5 Sep 2026) and 'Time' (08:00 to 16:00). A blue box with a circled '3' highlights the 'Mileage travelled (km)' field, which has a text input area and a note: 'One total for this shift. It is shared by every participant report.' Below this is a 'Client' section with a dropdown menu showing 'Chloe Davis', highlighted with a blue box and a circled '1'. Next is a 'What are you recording?' section with a dropdown menu showing 'Shift report', highlighted with a blue box and a circled '2'. Below these are 'Title (optional)' (with 'Shift report' entered) and 'Client presentation *' (with a text input area). At the bottom is a navigation bar with icons for 'Today', 'Shifts', 'Timesheets', 'Availability', and 'More'.

Choose the client (1) and Shift report (2). The Mileage travelled box (3) appears in the This shift box.



3 Write the report

- 1 In **Client presentation**, describe how the client was during your shift. This is required.
- 2 In **Supports provided**, describe the support you gave. This is required.
- 3 Fill in any of the other boxes that apply to your shift.

A star (*) after a name means the box is required. If you leave a required box empty, a message tells you, for example **Client presentation is required**.

Title (optional): A short name for the report. If you leave it empty, the report is called **Shift report**.

Client presentation *: Required. How the client was during your shift.

Supports provided *: Required. What you did to support the client.

Activities / participation: Optional. Activities the client took part in.

Meals / personal care: Optional. Meals and personal care you helped with.

Medication relevant to shift: Optional. Anything about medication that matters for this shift.

Incidents / notable events: Optional. Anything out of the ordinary. If something serious happened, also write an Incident Report.

Handover notes: Optional. What the next worker needs to know.

Action required / follow-up: Optional. Anything that still needs to be done.

Tip: For an incident, use **Incident report** as well. See Record an Incident.

Fill in **Client presentation** (1) and **Supports provided** (2). Then use the other boxes (3) if they apply.



4 Add photos if you need to, then tap **Submit report**

- 1 If a photo helps, tap **Photos (optional)** and choose images from your phone. Each photo is listed with a **Remove** link in case you chose the wrong one.
- 2 Check what you wrote, then tap **Submit report**.

The report is saved. A message says **Report submitted**. and the app returns to the shift. If you added photos, the message also says how many were attached, for example **1 photo attached**.

Photos (optional):

Images only (JPG, PNG, GIF or WEBP), up to 25 MB each. The photos are uploaded when you submit the report.

Note: If a photo cannot be uploaded, the report is still saved. The message says how many photos failed and that you can try again from **Edit**.

Add photos if you need to (1), then tap **Submit report** (2).



5 Check that your report was saved

On the shift, scroll to **Reporting**.

- 1 **My submitted reports** now shows a higher number. **Completed** and **Remaining** show how many of the **Shift notes required** you have done.
- 2 Your report is listed underneath with its title, the client's name and a label for the type of report.

Bondibyte

Assignment Assigned

Required staff 1/1

Date Sat 5 Sep 2026

Time 08:00 – 16:00

Site Acacia Community Access Hub
1 Example Street, Logan Central, QLD, 4114
[Directions](#)

Reporting

Shift notes required	2
Completed	1
Remaining	1
My submitted reports	1

Shift report Client Shift Report
Chloe Davis

Reports

2 Write report

Contact coordinator

Today Shifts Timesheets Availability More

My submitted reports (1) goes up and the new report is listed (2).



6 Find or change your report later

Tap **More** in the menu at the bottom, then tap **Reports**. The list shows the reports you have submitted in the last 30 days. Older reports are still listed under **Reporting** on their shift.

- 1 Tap a report to read it. The top shows the client, the shift, the site and the shift time.
- 2 Your answers are under **Report details**. Any photos are shown below them.

Tap **Edit report** at the bottom to change it. The form shows **Existing report details**. Make your change and tap **Update report**.

Open the report from More, then Reports. The top shows the client and the shift (1). Your answers are under Report details (2).

What happens next

Your report is saved against the client and the shift. Your organisation's office team can read it in BondiByte, in their list of reports.

You write one Shift Report for each client on a shift. If the shift has two clients, repeat these steps and choose the other client.

If you choose the same client again, the form opens your existing report with **Existing report details**, so you edit it instead of writing a second one.



Important notes

Important: A Shift Report is always available. It does not need to be switched on by your organisation.

Note: **Mileage travelled (km)** is one total for the shift. It is not one total for each client. If you enter an impossible number, a message tells you, for example **Mileage cannot be negative**.

Tip: The **Reports to do** box on the **Today** screen shows how many reports are still to do for your completed shifts. Tap it to open your list of shifts and choose one.

Good practice

- Write the report as soon as you can after the shift, while you remember the details. Short, clear sentences are enough.
- Say what you saw and did, not what you think. For example, write that the client ate half their lunch, not that they were unwell.
- Use **Handover notes** for anything the next worker needs before they start, and **Action required / follow-up** for anything the office needs to do.

Troubleshooting

Write report is missing from the shift.

Why it happens: The shift is dated in the future, or it was cancelled. The screen says **You can write a report once the shift has started.** or **Reports can't be added for this shift.**

What to do: Try again once the shift's date has arrived. If the shift was cancelled and you did work, tell your coordinator. You can use **Contact coordinator** at the bottom of the shift.

A message says **Reports can only be added for shifts dated today or in the past.**

Why it happens: The shift is dated in the future, so the form is switched off.

What to do: Go back and open the shift again after its date has arrived.

What are you recording? says **Choose a client first.**

Why it happens: A report is always started from a client, so the list stays empty until you choose one.

What to do: Choose the client in **Client**. See **Choose the client first** when recording.

Shift report is not in the list, and there is no **Client** box.

Why it happens: The shift has no client linked to it. A Shift Report is always about a client, so only **Incident report** is offered.

What to do: Tell your coordinator. They can check the shift. If something happened that you must report, write an Incident Report.

A message says **Client presentation is required.** or **Supports provided is required.**

Why it happens: A required box is empty.

What to do: Fill in the box named in the message, then tap **Submit report** again.

A message says **Mileage cannot be negative.** or **Mileage must be 9999.99 km or less.**

Why it happens: The number in **Mileage travelled (km)** is not allowed.

What to do: Type the distance as a plain number of kilometres, for example 12.5, or clear the box.



Opening **Shift report** shows **Existing report details** instead of the empty form.

Why it happens: You have already written a Shift Report for this client on this shift. The app opens it for editing instead of starting a second one.

What to do: Make your change and tap **Update report**. To report on another client, choose that client first.

A photo is missing from the report.

Why it happens: The photo was not an image, or it was over 25 MB. A message names the file that was skipped.

What to do: Choose a JPG, PNG, GIF or WEBP image under 25 MB. If the report is already saved, open it, tap **Edit report**, add the photo and tap **Update report**.

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.*