

Sample site-week pack

Scope: One home, one week - Somerset Gardens Aged Care

Period: 9 - 15 March 2026

Prepared for: Somerset Gardens Aged Care - quality and facilities

Prepared: 16 March 2026, 08:05 AEDT

Sample pack built from example data so you can see the shape of the export. In a live account every line comes from the work order record itself.

WO-48213 - No hot water - Wing B resident bathrooms

Somerset Gardens Aged Care - Wing B plant room - Plumbing

Contractor: Harbourline Plumbing Pty Ltd

Raised 12 March 2026, 17:52 - attend by 12 March 2026, 21:52 (4h attend)

Attended 12 March 2026, 19:31 - completed with proof 12 March 2026, 21:18

Who was chased, and when they confirmed

12 March 2026, 17:52 - Portal - Night supervisor (Wing B) - Job raised and routed to the preferred plumbing partner for this home.

12 March 2026, 17:53 - Email - OpsChase - Assignment sent to Harbourline Plumbing with a 4 hour attend expectation.

12 March 2026, 18:11 - SMS - OpsChase - First chase - no acceptance after 18 minutes.

12 March 2026, 18:24 - Portal - Dean Whitlock (Harbourline Plumbing) - Accepted the job and confirmed attendance for 19:30.

12 March 2026, 19:31 - Portal - Dean Whitlock (Harbourline Plumbing) - Marked on site. Attend met with 2h 21m to spare.

12 March 2026, 20:46 - SMS - OpsChase - Chase for proof - on site 75 minutes with no photos uploaded.

12 March 2026, 21:18 - Portal - Dean Whitlock (Harbourline Plumbing) - Proof uploaded and job closed. Facilities notified automatically.

Proof of done

Photo: Before - failed thermostatic mixing valve - 12 March 2026, 19:44, Dean Whitlock (Harbourline Plumbing) (proof/wo-48213-before-tmv.jpg)

Photo: After - replacement valve fitted and labelled - 12 March 2026, 21:05, Dean Whitlock (Harbourline Plumbing) (proof/wo-48213-after-tmv.jpg)

Document: Tempering valve commissioning record (AS 4032.3) - 12 March 2026, 21:10, Dean Whitlock (Harbourline Plumbing) (proof/wo-48213-commissioning-record.pdf)

Sign-off: Night supervisor sign-off - hot water restored to Wing B - 12 March 2026, 21:18, Priya Naidu (Night supervisor) (proof/wo-48213-signoff.png)

WO-48180 - Annual fire door inspection - Wings A to C

Somerset Gardens Aged Care - Wings A, B and C - Fire services

Contractor: Redgum Fire Protection

Raised 9 March 2026, 08:00 - attend by 10 March 2026, 17:00 (scheduled)

Attended 10 March 2026, 09:12 - completed with proof 10 March 2026, 15:44

Who was chased, and when they confirmed

9 March 2026, 08:00 - Portal - OpsChase - Scheduled inspection raised from the maintenance calendar for this home.
9 March 2026, 08:01 - Email - OpsChase - Assignment sent to Redgum Fire Protection with the required proof template.
9 March 2026, 11:37 - Portal - Marco Feliciano (Redgum Fire Protection) - Accepted and booked for the following morning.
10 March 2026, 09:12 - Portal - Marco Feliciano (Redgum Fire Protection) - Marked on site.
10 March 2026, 15:44 - Portal - Marco Feliciano (Redgum Fire Protection) - Inspection record and defect list uploaded. Two defects raised as follow-on jobs.

Proof of done

Document: Fire door inspection record - 64 doors - 10 March 2026, 15:40, Marco Feliciano (Redgum Fire Protection) (proof/wo-48180-inspection-record.pdf)
Photo: Defect photo - Wing C door C-14 gap tolerance - 10 March 2026, 13:22, Marco Feliciano (Redgum Fire Protection) (proof/wo-48180-defect-c14.jpg)
Sign-off: Facilities manager sign-off - 10 March 2026, 15:44, Angela Brett (Facilities manager) (proof/wo-48180-signoff.png)

WO-48244 - Nurse call fault - Room 212

Somerset Gardens Aged Care - Wing A, Room 212 - Electrical
Contractor: Kestrel Electrical Services
Raised 14 March 2026, 06:41 - attend by 14 March 2026, 08:41 (2h attend)
Attended 14 March 2026, 07:58 - completed with proof 14 March 2026, 09:26

Who was chased, and when they confirmed

14 March 2026, 06:41 - Portal - Registered nurse (Wing A) - Raised as resident-safety priority with a 2 hour attend expectation.
14 March 2026, 06:42 - SMS - OpsChase - Assignment sent to Kestrel Electrical Services.
14 March 2026, 06:58 - Phone call - OpsChase - Escalation call to the trade office - no acceptance after 16 minutes.
14 March 2026, 07:04 - Portal - Sam Oyelaran (Kestrel Electrical Services) - Accepted and en route.
14 March 2026, 07:58 - Portal - Sam Oyelaran (Kestrel Electrical Services) - Marked on site. Attend met with 43m to spare.
14 March 2026, 09:26 - Portal - Sam Oyelaran (Kestrel Electrical Services) - Call point replaced, tested with the nurse in attendance, proof uploaded.

Proof of done

Photo: Replaced call point and test result - 14 March 2026, 09:18, Sam Oyelaran (Kestrel Electrical Services) (proof/wo-48244-call-point.jpg)
Document: Nurse call test log - Room 212 - 14 March 2026, 09:24, Sam Oyelaran (Kestrel Electrical Services) (proof/wo-48244-test-log.pdf)
Sign-off: Clinical sign-off - call system returned to service - 14 March 2026, 09:26, Helen Marsh (Clinical care manager) (proof/wo-48244-signoff.png)

Insurance and screening on the contractors who attended

Harbourline Plumbing Pty Ltd - Public liability insurance (\$20m): Current, expires 30 June 2026. Certificate of currency on file and valid on the day of attendance.
Harbourline Plumbing Pty Ltd - Workers compensation: Current, expires 30 June 2026. Policy schedule on file.
Dean Whitlock - Plumbing licence (NSW): Expiring soon, expires 4 May 2026. Expires in 53 days - renewal reminder already sent to the trade office.

Dean Whitlock - Police check: Current, expires 19 August 2026. Screening current for resident-facing attendance.

Dean Whitlock - Site induction - Somerset Gardens: Current, expires 2 February 2027. Induction completed before first dispatch to this home.

Redgum Fire Protection - Public liability insurance (\$20m): Current, expires 31 October 2026. Certificate of currency on file.

Marco Feliciano - Fire protection accreditation (FPAS): Expired - assignment blocked, expires 28 February 2026. Expired - this contractor is blocked from new fire work until the renewal is on file.

Kestrel Electrical Services - Public liability insurance (\$10m): Expiring soon, expires 31 March 2026. Expires in 17 days - renewal requested from the trade office.

Sam Oyelaran - Police check: Current, expires 11 November 2026. Screening current for resident-facing attendance.