Sample job pack

Scope: One job - after-hours hot water failure, Somerset Gardens
Period: 12 March 2026
Prepared for: Somerset Gardens Aged Care - quality and facilities
Prepared: 12 March 2026, 21:40 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

Contractors contacted, 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 reminder - no confirmation after 18 minutes.
12 March 2026, 18:24 - Portal - Dean Whitlock (Harbourline Plumbing) - Confirmed the job and 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 - Reminder 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)

Contractor details on file

Harbourline Plumbing Pty Ltd - Public liability insurance ($20m): Certificate of currency on file for the contractor firm.
Harbourline Plumbing Pty Ltd - Workers compensation: Policy schedule on file.
Dean Whitlock - Plumbing licence (NSW): Licence details on file for the team to check before booking.
Dean Whitlock - Police check: Details on file for the team to check before resident-facing work.
Dean Whitlock - Site induction - Somerset Gardens: Induction completed before first dispatch to this

home.