OpsChase - job pack

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

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)

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

Contractors contacted, 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) - Confirmed 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

Contractors contacted, 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 - Reminder call to the contractor's office - no confirmation after 16 minutes.
14 March 2026, 07:04 - Portal - Sam Oyelaran (Kestrel Electrical Services) - Confirmed 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)

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.
Redgum Fire Protection - Public liability insurance ($20m): Certificate of currency on file.
Marco Feliciano - Fire protection accreditation (FPAS): Accreditation details on file for the team to check before booking.
Kestrel Electrical Services - Public liability insurance ($10m): Policy details on file for the team to check before booking.
Sam Oyelaran - Police check: Details on file for the team to check before resident-facing work.