

# s47(3)(b) – Contrary to Public Interest

## Initial Assessment

### Job Details

<b>Customer Name:</b>	Pacific Paradise State Sc
<b>Address:</b>	14-24 Menzies Drive Pacific Paradise QLD 4564
<b>Client Reference Number:</b>	
<b>Insurance Reference/Policy Number:</b>	

### Claim Details

Cause of the resultant damage:	Malicious Damage
Staff member/s on site:	Brian Muggleton / Liam Thompson
Damage happened to property on (Date of Loss):	September 29, 2025
Date attended site:	October 2, 2025

### Building Details

Who did we meet on site?	School representative
Has the cause of damage been rectified?	Yes
Are there any vulnerable persons onsite?	No
Type of property:	Single storey school block
Which levels of the property have been affected?	Ground Floor
Age of property:	11-20, 21-50
Roof type:	Colourbond
Foundation Type:	Concrete
Exterior:	Weatherboard
Is extended drying required?	No
How many rooms affected:	5

Is temporary accommodation required?	No
Is the damage consistent with the event?	Yes
Breakdown of costs between Building and Contents:	80% Building - 20% Contents
Is there a noticeable malodour at the property?	No
Is there Asbestos or possible ACM onsite?	Unsure

Is there visible microbial growth evident?	No
Condition of Dwelling:	Average
Claim Recommendation:	
What is the Category of Loss? (Type of Water)	
What is the Class of Loss?	Class 2 (5-40% affected)
Materials that have been affected by this event:	Carpet, Vinyl Flooring, Skirting, Wall, Cornice, Ceiling, Kickboard, Gable, Cabinetry, Loose Contents Items

### Overall Project Comment

Technicians attended site to carry out an inspection using thermal imaging and moisture detection equipment. We met with Abbie (school representative), who advised that a school block had been broken into and two fire extinguishers were discharged, affecting the wet area and four classrooms.

- Wet area: heavily affected by fire extinguisher powder.
- Classrooms 1 & 3: lightly affected by fire extinguisher powder.
- Entrances to all classrooms: affected by glass fragments brought in during police investigation and fingerprinting activities.
- No elevated moisture levels detected.
- No visible microbial growth observed.

#### Actions Undertaken

- Installed AFD in the affected area.
- Removed all contents items from the wet area into Classroom 3 for cleaning by school cleaners.
- Contained affected contents in plastic containment (authorised by school representative).
- HEPA vacuumed affected areas.
- Wiped down walls, doors, fixtures, and fittings with a neutralising solution, followed by a dry wipe.
- Cleaned windows in affected areas.
- Completed a hard floor clean of the wet area vinyl flooring.
- Re-HEPA vacuumed all affected areas.
- Treated affected classroom carpets with a CRB (Counter Rotating Brush), followed by a HEPA vacuum.

#### Outcome

Carpets have been deemed non-restorable due to micro glass contamination. Despite attempts to remove fragments, it cannot be confirmed that all glass contaminants have been eliminated. We recommend that the affected carpet is removed and replaced.

School representative has confirmed that school cleaners will clean affected rooms and contents items in Classrooms 1 & 3.

#### Recommendations

- Builder/maintenance contractor to review carpet replacement due to glass contamination.
- Continue with school cleaners as arranged for contents and classroom cleaning.

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## Room Details

Room	Measurements	Flooring	Underlay	Subfloor	Restorable?
Wet area	4.2 m x 11.3 m mtr	Vinyl - Sheet	Direct Stick	Concrete	Yes
Classroom 1	7.7 m x 8.8 m mtr	Carpet – Polyprop	Direct Stick	Concrete	No
Classroom 2	7.7 m x 8.9 m mtr	Carpet – Polyprop	Direct Stick	Concrete	No
Classroom 3	7.7 m x 8.9 m mtr	Carpet – Polyprop	Direct Stick	Concrete	No
Classroom 4	7.7 m x 8.8 m mtr	Carpet – Polyprop	Direct Stick	Concrete	No

### Wet area Moisture Reading

Are floor coverings affected? Yes

Location	Details	Level on Property
Flooring	999 ( scan mode )	Ground Floor
Wall	167 ( Scan mode )	Ground Floor

### Classroom 1 Moisture Reading

Are floor coverings affected? Yes

Location	Details	Level on Property
Flooring	6.8 %	Ground Floor
Wall	165 ( scan mode )	Ground Floor

### Classroom 2 Moisture Reading

Are floor coverings affected? Yes

Location	Details	Level on Property
Flooring	8.1% %	Ground Floor
Wall	169 ( scan mode )	Ground Floor

### Classroom 3 Moisture Reading

Are floor coverings affected? Yes

Location	Details	Level on Property
Flooring	7.0 %	Ground Floor
Wall	164 ( scan mode )	Ground Floor

### Classroom 4 Moisture Reading

Are floor coverings affected? Yes

Location	Details	Level on Property
Flooring	7.0 %	Ground Floor
Wall	164 ( scan mode )	Ground Floor

## Work Completed / To Be Completed

Works completed on Initial Attendance:

Conduct a thorough inspection, and took photographs showing any preloss conditions and affected areas.  
 Conduct thermal imaging  
 Measure moisture and psychrometric readings  
 Shift contents items to unaffected areas of the property  
 Install Air Filtration Device/s (HEPA Air Scrubber/s) to remove airborne contamination  
 Utilise a HEPA vacuum to remove loose contaminates  
 Re-HEPA vacuum affected materials to complete remediation to the IICRC S-520 standard  
 Clean and tidy the areas prior to leaving site.

Next Action Required:

Is there any upholstery/mattress/ rug that needs cleaning whilst on site?	No
How many hours labour (total) was spent onsite initially for all staff?	
What Cleaning Solutions did we use on this project?	

What other items of equipment were used onsite?

Equipment	Qty	Date delivered to site	Approx. collection date
Thermo Hygrometer/Moisture Meter	1	02/10/2025	02/10/2025
Thermal Camera	1	02/10/2025	02/10/2025
Portable Pressure and Extraction machine/s	1	02/10/2025	02/10/2025
HEPA air scrubber/Negative air machine/s	1	02/10/2025	02/10/2025
HEPA /Hazardous Rated Vacuum/s	1	02/10/2025	02/10/2025
CRB (Counter rotating brush) machine	1	02/10/2025	02/10/2025
Hard surface clean and capture tool	1	02/10/2025	02/10/2025
Extension Lead/s	2	02/10/2025	02/10/2025

What consumables were utilised:

Microfibre Cloths/High Quality Towelling Rags	20
Painters Tape	1
Containment Plastic (3 mtr wide)	10 m
Phoenix HEPA Pre Filter	1
Phoenix HEPA Main Filter	1
HEPA Vacuum Filter	1
HEPA Vacuum Bag	1

What PPE were utilised

Nitril Gloves (pair)	4
Half Face P2 Respirator	2

Builders to inspect:

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## O'NEILL, Abbie (aonei145)

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**From:** O'NEILL, Abbie (aonei145)  
**Sent:** Friday, 28 March 2025 11:49 AM  
**To:** TAYLOR, Nicole (nlcla0)  
**Cc:** 1991\_Cleaners; 1991\_LeadershipTeamPPSS  
**Subject:** RE: Log a job for Grounds/Facilities - Item ID11  
**Attachments:** 000112 Cleaning fact sheet Mould remediation\_v10 md (004).pdf

Hi Nicole

Thank you for logging this job regarding mould in B Block.

Our cleaning staff inspected the block for me this morning to check again for signs of mould. All measures for mould remediation are being taken very seriously and following the guidelines in the attached fact sheet, including Three (3) step cleaning and sanitising, just to be on the cautious side.






In addition to this, a booking has been made for this school holidays to have the carpets cleaned using a truck mounted machine that fully sanitises the carpets in the process.

We are continuing to monitor this situation closely and following all departmental guidelines.

Kind Regards,

**ABBIE O'NEILL** | ACTING BUSINESS MANAGER / ADMINISTRATION OFFICER  
Pacific Paradise State School



 07 5457 2333  
 14-24 Menzies Drive, PACIFIC PARADISE QLD 4564  
 [admin@pacificparadisess.eq.edu.au](mailto:admin@pacificparadisess.eq.edu.au)  
 [www.pacificparadisess.eq.edu.au](http://www.pacificparadisess.eq.edu.au)  
 @PacificParadiseSS

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**From:** SharePoint Online <no-reply@sharepointonline.com>  
**Sent:** Friday, March 28, 2025 11:19 AM  
**To:** O'NEILL, Abbie (aonei145) <aonei145@eq.edu.au>  
**Subject:** Log a job for Grounds/Facilities - Item ID11

 [Item ID11](#) has been added



TAYLOR, Nicole (nlcla0)

28/03/2025 11:18 AM

**Issue description:** Mould in Year 1 block. This has been reported since 2022 with no proper departmental clean done. The Mould is believed to be contributing to health of staff

who work in this block. This needs to be dealt with properly not just the cleaners doing it thanks.

**Priority:** Critical

**Status:** New

**Assigned to:** O'NEILL, Abbie (aonei145)

**Date reported:** 28/03/2025

**Issue logged by:** TAYLOR, Nicole (nlcla0)

**Date Completed:**

[Modify my alert settings](#) | [View Log a job for Grounds/Facilities](#)

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**O'NEILL, Abbie (aonei145)**

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**From:** MIRABELLO, Vanda (vmira1)  
**Sent:** Monday, 28 July 2025 5:14 PM  
**To:** O'NEILL, Abbie (aonei145)  
**Cc:** HILL, Kristin (khill132)  
**Subject:** Work Cover and Incident Report  
**Attachments:** 3186\_001 (1)medical.pdf; 3726\_001.pdf; medcert.pdf; medcert1.pdf; May Med.jpg

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Dear Abbie,

I have spoken to Tiana from the Department of Education (PH 52328303) and she has given me the following advice:

- 1/ Can you please change the date on the Front Screen Injury Management System to the 22nd of January (which is the first time I saw doctor regarding my illness which began when setting up the classroom from 20th Jan ) rather than July.
- 2/I need my medical certificates uploaded to Front Screen Injury Management System.
- 3/ I need to complete an incident report with you dating back to 22nd Jan which I know have medical evidence stating that my illness is work related.

Can you please contact me to complete the incident report because Work Cover require it ?

Regards

MIRABELLO, Vanda

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## O'NEILL, Abbie (aonei145)

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**From:** MACINTYRE, James <James.MACINTYRE@qed.qld.gov.au>  
**Sent:** Thursday, 14 August 2025 11:41 AM  
**To:** O'NEILL, Abbie (aonei145)  
**Cc:** HILL, Kristin (khill132)  
**Subject:** RE: Inspection of classroom 31/7/2025  
**Attachments:** TC\_00576.JPG; TC\_00579.JPG; TC\_00580.JPG; TC\_00577.JPG

Hi Abbie,

After inspecting the classroom and internal discussions with my regional team, I don't believe it necessary to conduct any major testing of the classroom. I would still recommend at minimum, a continual thorough cleaning schedule be implemented for the remainder of the term and we can reassess after September break.

Photos attached.

Regards,

**James Macintyre**  
Regional Infrastructure Advisor  
**Infrastructure Services – North Coast Region**  
Department of Education

**M** s 47F - Personal Privacy  
Level 2 | Mike Ahern Building | 12 First Avenue  
Maroochydore QLD 4558



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**From:** O'NEILL, Abbie (aonei145) <aonei145@eq.edu.au>  
**Sent:** Tuesday, 12 August 2025 3:25 PM  
**To:** MACINTYRE, James <James.MACINTYRE@qed.qld.gov.au>  
**Cc:** HILL, Kristin (khill132) <khill132@eq.edu.au>  
**Subject:** Inspection of classroom 31/7/2025

Hi James

Thanks for your visit on 31/7/2025 to inspect the B Block classroom with suspected mould issues.






We were wondering if there were any next steps from your boss, as your visit indicated that no visible signs of mould in the classroom were able to be detected. Would you mind sending us the photos taken and a quick summary of your findings that we can upload to the IMS record?

Thank you for your help with this.

Kind Regards,

**ABBIE O'NEILL** | ACTING BUSINESS MANAGER / ADMINISTRATION OFFICER  
Pacific Paradise State School



-  07 5457 2333
-  14-24 Menzies Drive, PACIFIC PARADISE QLD 4564
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## O'NEILL, Abbie (aonei145)

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**From:** HILL, Kristin (khill132)  
**Sent:** Wednesday, 16 July 2025 12:12 PM  
**To:** ROBERTS, Leeanne (lrobe113); O'NEILL, Abbie (aonei145); BRUNTON, Faye (fbrun13); SHINNIE, Bianca (bllaw0); MIRABELLO, Vanda (vmira1); BECK, Joanna (jbeck80); O'DEA, Lisa (lburo1); MCGUINNESS, Troy (tmcgu69); FUDGE, Vicki (vfudg1)  
**Subject:** Moving classrooms

Hi everyone,

Just letting you know that Vanda will be moving classrooms this Friday into the other spare classroom in Year 1 block. This move is to support Vanda's health.

Troy can I please ask for your support to move desks in the afternoon that would be appreciated, Leanne/Faye if you can please change the phone list and map to ensure that this change is reflected. Vanda said that she does not have a lot of stuff to move.






Vanda and Vicki will be using this room officially from next week.

Thank you everyone for your support.

Kind Regards,

**Kristin Hill** | A/Principal  
Pacific Paradise State School



 07 5457 2333  
 14-24 Menzies Drive, PACIFIC PARADISE QLD 4564  
 [principal@pacificparadisess.eq.edu.au](mailto:principal@pacificparadisess.eq.edu.au)  
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# TAX INVOICE

**Pacific Paradise State School**

Pacific Paradise School 14-24 Menzies Drive  
Pacific Paradise Queensland 4564

**Location**

Pacific Paradise School 14-24 Menzies Drive  
Pacific Paradise Queensland 4564

**Invoice Date**  
16 Apr 2025

**Invoice Number**  
INV-04606

**Order Number**

Rugs N Rats Carpet Care & Pest  
Control  
4 Lyrebird Place  
Wurtulla  
4575  
QLD  
Australia

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**Description**

**Quantity Unit Price Discount Tax Rate % Amount AUD**

Keep your school environment spotless and professional with our expert commercial carpet cleaning services. We use advanced equipment and eco-friendly products to eliminate dirt, stains, and allergens, ensuring your carpets look great and contribute to a healthier workspace for our next generation of children & teachers. total sqm meterage of carpeted areas throughout the school 2,685 sqm mtrs

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Subtotal 4,296.00  
TOTAL GST 429.60

**TOTAL AUD 4,725.60**

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## Notes for Customer

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### Why Choose Rugs N Rats for Your School's Carpet Cleaning?

When it comes to carpet cleaning for your school, Rugs N Rats stands head and shoulders above the competition. Our advanced truck-mounted systems ensure that your school carpets are cleaned to the highest standards, creating a healthier, safer, and more hygienic environment for your students. Here's why you should choose us for your school's carpet cleaning:

#### 1. Unmatched Suction Power

Our truck-mounted systems feature industrial-grade suction that pulls dirt, water, and contaminants from deep within carpet fibers. This powerful vacuum ensures that more dirt is removed, leaving your carpets cleaner and drier. Portable units, with their weaker suction, can't achieve the same level of cleanliness, especially in high-traffic areas.

Result: Truck-mounted systems provide a deeper, more thorough clean that portable units simply can't reach.

#### 2. Extreme Heat and Steam for Sanitizing

We can heat water to over 280°F (138°C), which is essential for breaking down grease, oils, and stubborn stains while also killing bacteria, viruses, dust mites, and mold spores hidden deep within carpets. This is especially beneficial for schools with students who have allergies or respiratory issues. Portables can't reach these high temperatures, which means they fail to provide the same level of sanitization.

Result: Our truck-mounted systems sanitize your carpets, leaving them not only cleaner but healthier, which portable systems cannot achieve.

#### 3. Larger Capacity and Longer Runtime

Our truck-mounted systems are equipped with large water tanks that allow us to clean large areas without interruption. No need to stop and refill—this saves time and allows us to handle big jobs with ease. Portable units have small tanks that need constant refilling, making them time-consuming for larger spaces.

Result: Truck-mounted systems offer a more efficient and faster cleaning process, perfect for larger school areas.

#### 4. Faster Drying Times

Thanks to stronger suction, our truck-mounted systems extract much more water, resulting in faster drying times—often in just a few hours. The quicker drying means there's less chance for mold and mildew to grow. Portables, on the other hand, leave carpets wetter, leading to prolonged drying times and the potential for mold growth.

Result: With truck-mounted cleaning, carpets dry faster, ensuring a safer environment with less downtime.

#### 5. Consistent Power and Performance

Truck-mounted systems are powered by the truck's engine or an onboard gas-powered motor, providing consistent, reliable performance throughout the cleaning process. In contrast, portable units are powered by household outlets, which can cause loss of suction or overheating over time.

Result: You can trust our truck-mounted systems to maintain optimal performance from start to finish, ensuring a superior clean.

#### 6. Reduced Risk of Over-Wetting

Our powerful suction ensures that carpets are not left overly wet, preventing the growth of mold, mildew, and odors. Portables tend to leave carpets damp for longer, which can create an unhealthy environment if not properly ventilated.

Result: Truck-mounted systems provide safer, drier carpets, reducing the risk of moisture-related issues.

#### 7. Professional-Level Results

Truck-mounted systems are designed for heavy-duty, commercial-grade cleaning. They're perfect for tackling tough stains, heavily soiled carpets, and high-traffic areas. Our professional-grade equipment provides a deep, lasting clean that significantly improves both the appearance and hygiene of your carpets.

Result: With truck-mounted cleaning, you'll get professional-level results, ensuring your school's carpets are not only cleaner but more hygienic for a longer period.

#### In Summary:

Truck-mounted systems from Rugs N Rats offer superior suction, higher heat for sanitizing, larger capacity, faster drying, and consistent power. They are built for professional, deep cleaning that portables simply can't match. While portable units may be convenient for light tasks, they don't have the power or efficiency to provide the same health benefits or quality results. For a cleaner, healthier, and safer learning environment, trust Rugs N Rats to give your school's carpets the deep clean they deserve.

# AIR CONDITIONING | ELECTRICAL REFRIGERATION | SECURITY

0400 799 290 admin@radicoolair.com

www.radicoolair.com



ARC - AU45470 | Electrical Contractors - 84287 | QBCC - 1508 4827 | ABN - 58 197 702 661



PLEASE PAY BY	AMOUNT	INVOICE DATE
<b>30/04/2025</b>	<b>\$1 936.00</b>	<b>23/04/2025</b>

Pacific Paradise State School  
14-24 Menzies Dr,  
Pacific Paradise QLD 4564

**TAX INVOICE NO. 9755**

**Due:** 30/04/2025  
**Job No.:** 9526  
**Order No.:**  
**Site:** Pacific Paradise SS  
**Site Address:** 14-24 Menzies Dr  
PACIFIC PARADISE QLD 4564

## A/C Service Maintenance -

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- Attend site, complete risk assessment and SWMS and Sign in
- Carry out the service maintenance
- A Block - 4 cassette units
- B Block - 5 cassette units
- E Block - 4 cassette units
- Resource Centre – 8 cassette units and 3 split systems (office, tech classroom and server room)
- Admin – 7 split systems
- Cleaned up site and Inform client

All systems operating to manufactures guidelines at time of maintenance

**Further Works required - Quote no: 14941 Anti Bacterial Cleans x 2 to follow, please allow 2 - 10 days to receive the quote.**

Item	Quantity	Unit Price	GST	Total
Service Maintenance - BASIC - Wall Hung Split	s47(3)(b) – Contrary to Public Interest			
A/C Service - Under Ceiling Cassette Split System	s47(3)(b) – Contrary to Public Interest			

# AIR CONDITIONING | ELECTRICAL REFRIGERATION | SECURITY

0400 799 290 admin@radicoolair.com

www.radicoolair.com



ARC - AU45470 | Electrical Contractors - 84287 | QBCC - 1508 4827 | ABN - 58 197 702 661



PLEASE PAY BY	AMOUNT	INVOICE DATE
30/04/2025	\$1 936.00	23/04/2025

**TAX INVOICE NO. 9755**

Item	Quantity	Unit Price	GST	Total
			<b>Total</b>	<b>\$1 936.00</b>

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Please reference all invoice numbers when making payments. thank you.

All installed materials remain the property of [redacted] until final payment is received.

*This certifies that the electrical installation, to the extent it is effected by the electrical work, has been tested to ensure it is electrically safe and is in accordance with the requirements of the wiring rules and other standard applying to the electrical installation under the Electrical Safety Regulations 2013.*

<b>Total</b>	\$1 936.00
<b>Incl. GST of</b>	\$176.00
<b>Amount Applied</b>	\$0.00
<b>Balance Due</b>	\$1 936.00

# AIR CONDITIONING | ELECTRICAL REFRIGERATION | SECURITY

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ARC - AU45470 | Electrical Contractors - 84287 | QBCC - 1508 4827 | ABN - 58 197 702 661



PLEASE PAY BY	AMOUNT	INVOICE DATE
<b>30/04/2025</b>	<b>\$1 936.00</b>	<b>23/04/2025</b>

**TAX INVOICE NO. 9755**

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