

The MAdmin Team

In the factsheet *Essentials of Reporting*, we introduced the volunteers nicknamed 'MAdmin' (for Maintenance Admin).

There have always been one or more office volunteers dedicated to processing incoming maintenance reports. It is an important task – they **review every report** and **flag tasks which need further action**.

In 2021 the role was developed into a team of several volunteers. Each MAdmin looks after one or two Districts – you can meet them below.

There are several benefits to this arrangement:

- The workload is reduced for each volunteer
- The MAdmin can become more personally familiar with all the sectional volunteers for the District, developing relationship and enhancing communication
- The MAdmin can become more familiar with the typical tasks for the Track in that area, improving efficiency of triaging tasks

Processing reports may involve the MAdmin getting in touch with you to get additional, necessary details on the location or nature of the task. You can help them by providing **as much detail as possible** in your original report (refer to the Essentials of Reporting factsheet linked above for guidelines) and sending any **photos** as soon as possible to maintenance@bibbulmuntrack.org.au.

When emailing MAdmin, you should use the **standard email subject line**:

[your MAdmin's name] [the section number/campsite] [the date of the associated inspection report] [a few words identifying the issue]

e.g. "Keith TS144 16/09/23 broken step".

All MAdmin use maintenance@bibbulmuntrack.org.au for contact with sectional volunteers. Use of this standard subject line with their name at the start helps them flag the emails they need to pay attention to.

The current MAdmin are:

Perth Hills district – Graham



Wellington and Albany districts – Paul



Blackwood and Donnelly districts - Gary



Frankland district – Tim



The MAdmin are supervised by Maintenance Manager, Andrew Chiswell. Another volunteer, Claudia, provides technical support.

Thanks team!