

## 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 incoming reports** 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 for guidelines)
- Sending any **photos** as soon as possible to [maintenance@bibbulmuntrack.org.au](mailto:maintenance@bibbulmuntrack.org.au).

All MAdmin use one shared email account ([maintenance@bibbulmuntrack.org.au](mailto:maintenance@bibbulmuntrack.org.au)) for contact with sectional volunteers.

Catch the attention of **your** District MAdmin by using a **standard subject line** to flag the email for them. In the Subject line, write:

- Your MAdmin's name
- The section number (or campsite)
- The date of the associated inspection report
- A few words identifying the issue

e.g. "Paul TS144 16/08/24 broken step".

Your information will be seen and actioned as promptly as possible!

The current MAdmin are:

- Perth Hills district – not allocated
- Wellington district – Paul
- Blackwood district – Gary
- Donnelly district – Gary
- Frankland district – Tim
- Albany district – Paul

**Paul**



**Gary**



**Tim**



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

Thanks team!