

Keeping In Touch

BTF staff contacts

The Foundation has six paid staff, with most working part time. Each staff member covers a specific 'portfolio' and supervises (directly or indirectly) one or more volunteer roles. We have an organizational chart which illustrates who does what, and how our work fits together.

For maintenance volunteers, the most likely staff contacts are the **Volunteer Manager** (Helen), **Maintenance Manager** (Andrew) and **Office Manager** (Vanessa).



Helen



Andrew



Vanessa

You may also hear from (or touch base with) the:

- **Volunteer management assistants:** volunteers working in the office and from home, on administrative tasks
- **MAdmin:** the maintenance admin volunteers who do the report processing; see the factsheet *The MAdmin Team* for more information
- **Office reception volunteers**

Our other staff members are our **CEO** (Su-Mita), **Events Manager** (Steve) and **Marketing Manager** (Mona).



Su-Mita



Steve



Mona

When they are in the office, any staff member can be contacted on our office number – **9481 0551**.

We're also very happy for you to drop in for a chat – but it's best to confirm first that the relevant staff member is in!

Email is often the most reliable way of communicating with us, since the in-office days for each staff member can vary. Each staff member has a particular email address. Use the appropriate email address, so that your communication or query goes directly to the relevant person.

Use this list to help you decide who to contact:

Staff member...	Is the best person for emails relating to...	Email address
Volunteer Manager: Helen Grimm	Your volunteer role: • Registration • Placement details • Induction and general training • Ongoing activity • Timesheets • DRA permits • Attendance at volunteer events (maintenance Field Days, volunteer recognition) Campsite resources: • Logbook or register • Notice about supporting the BTF • Flora and Fauna factsheets • Indigenous Cultural Interpretation booklet	volunteer@bibbulmuntrack.org.au
Maintenance Manager: Andrew Chiswell	Maintenance technicalities: • How to handle issues on your section • Borrowing our electric tools • Technical training	trackworks@bibbulmuntrack.org.au
Maintenance admin (MAdmin) volunteers: Various	Reporting: • Providing photos to go with reports • Responding to requests for further information	maintenance@bibbulmuntrack.org.au
Office Manager: Vanessa Huesges	Reimbursement requests (e.g. for campsite accessories)	admin@bibbulmuntrack.org.au
Office reception volunteers: Various	General enquiries or information about the Track or the Foundation.	friends@bibbulmuntrack.org.au

If in doubt about the most appropriate contact person, direct your enquiry to Helen (volunteer@bibbulmuntrack.org.au).

The other staff members also have specific BTF email addresses (not listed here).