

Essentials of reporting



As the name of our Track maintenance program suggests, you are our 'Eyes on the Ground'.

Your role is to...

-  Identify
-  Assess
-  Rectify
-  Report and
-  Monitor

... issues which need fixing.

REPORTING should be a straightforward process, but knowing some first principles will help you provide the most useful information. It should also increase the chances the issue will be progressed!

Please **The MAdmin Team** alongside this factsheet, to enhance your understanding of the reporting process.

The essentials of maintenance reporting are:

-  **Submit a report for each visit** – even if there are no outstanding problems – so we can keep track of section condition. It's also the most efficient way for us to calculate section visitation rates.
If you observe and work on only part of your section in a visit (i.e. you don't get to the rest of the section at all, that time away), then please report on that part and make it clear which part it was.
However, if you observe and work on all of your section over several **consecutive days**, then we'd prefer you submit just one report, collating all the details (it can be dated for any of the dates involved).
-  **Give details for all issues you find**, even if you were able to fix/clear them yourself. This contributes to our inventory of the typical issues along the Track.
-  **Use the inspection report form on the Volunteer Portal to report** any issue, problem, or task. Please don't use email in the first instance, to report a problem. If the details don't naturally sit in any of the problem categories (or if you need extra space), use the comments box at the bottom of the report form.
-  **An accurate location is very important.** Enough information needs to be received to locate the task to within 500m, at least – greater accuracy is preferred. If you are too vague in identifying the location, you'll be asked to provide more detail before the task is actioned. This might involve collecting more information on a subsequent visit – so it's in your interests to get it right the first time! Refer to **Accuracy of location data** for some good tips.
-  **The description of the issue/problem needs to contain enough detail** for a work crew to identify the tools and people required, without having to do their own inspection of the site. The type of issue dictates exactly what details are required – you get this knowledge for typical issues on your section via our information resources and direct training.
-  **Photos are extremely helpful** to provide this detail – 'a picture paints a thousand words'... so long as they contain the necessary information! Refer to **Supplementing written reports with photos** for more information.
-  **Confirm whether previously reported problems/issues have been fixed.** We suggest that you keep (and take on each visit) a summary list of the things you've previously reported. In your inspection report, let us know if each one has been fixed; or if it is the same (or worse!), so we know that it still needs attention.

Some other things to be aware of:

- Feel free to submit a report if you find an issue on a section or at a campsite, other than your own allocation. This would be appropriate if, for example, you found a serious and/or recent problem while on a personal walk. Refer to ***Reporting on an alternative section or campsite*** for more information.
- Reporting of issues (maintenance or otherwise) by the public occurs through the Track Problem Report page on our website – so let all your walking friends know! There is a separate form for each region of the Track; these can all be accessed at www.bibbulmuntrack.org.au/contact/.
- Our reporting pathways – particularly submission via the Volunteer Portal and review by the MAdmin – have been established over many years to most efficiently and effectively address maintenance tasks. Other reporting pathways – such as direct communication with your District office, or use of the app Snap.Send.Solve. – may be suboptimal and are not supported by either the BTF or PWS.
- Action on any issue may be delayed by circumstances such as insufficient information provided, complicated logistics, competing priorities (of those tasked with resolving the issue) or the need to engage contractors (e.g. for pumping out toilets).