

The MAdmin Team



There have always been one or more office volunteers who process new maintenance inspection reports. Although it happens behind the scenes, it is an important role – **reviewing the incoming reports and flagging tasks which need further action.**

We currently have a team of several volunteers working in this role. They are nicknamed ‘**MAdmin**’ (for Maintenance Admin). Each MAdmin looks after one or more Districts (meet them below).

There are several benefits to this arrangement:

- 👤 The workload is reduced for each individual MAdmin volunteer.
- 👤 The MAdmin can become more personally familiar with all the current sectional volunteers for the District. In this way, relationships can be developed and communication enhanced.
- 👤 The MAdmin can become more familiar with the typical tasks which crop up on the Track in that area; efficiency of task triage can be improved.

Please read **Essentials of Reporting** alongside this factsheet, to enhance your understanding of the reporting process.

Here is the usual reporting pathway, to give context to the MAdmin role...

1. Your new inspection report appears on the staff dashboard of the Volunteer Portal.
2. It is reviewed and processed by the appropriate MAdmin volunteer. Processing includes:
 - a. Reading through the report and noting the issues you have identified which need action.
 - b. Deciding whether the location and details provided for each issue are sufficient to send the task for actioning... or whether more information is needed.
 - c. For each problem/issue, adding all relevant information to a summary spreadsheet.
 - d. Triaging the problem/issue (indicating relative significance, complexity and/or urgency).
 - e. Identifying who can best address the task – is it PWS, the Support Volunteers, or actually the sectional volunteers themselves?
3. A regular summary is sent to each PWS district contact for attention; or to the Support Volunteer coordinator (for work allocated to the SVs).

The screenshot shows the 'Track Reports' section of the Volunteer Portal. At the top, there's a navigation bar with links: Volunteer Portal, Timesheets, Track Reports, Campsite Reports, Contributions, Setup, and an Exit Portal button. Below the navigation bar, there's a filter section with buttons for Pending, Processed, Dismissed, Archived, and All. A search bar is also present. The main content is a table with the following columns: Inspection Date, Section, Submitted By, and Status. The table lists five pending reports.

Inspection Date	Section	Submitted By	Status
01/03/2026	137 - Gilge Rd to Tennessee Rd Sth (Lowlands Beach)	(volunteer name)	Pending
28/02/2026	131 - Lights Beach to Monkey Rock carpark	(volunteer name)	Pending
25/02/2026	123 - The Gap 4WD crossing to Peaceful Bay Trail Head	(volunteer name)	Pending
22/02/2026	144 - Old 4WD track south of turbine 18 to Sandpatch carpark	(volunteer name)	Pending
05/02/2026	130 - Mazzolletti Beach carpark to Lights beach	(volunteer name)	Pending

Recently submitted reports waiting in the Portal staff dashboard, for MAdmin attention

While processing your report, your MAdmin might need to get back in touch with you by email. They might ask for more details on the location or nature of the task, which are necessary to identify the best course of action. You can help them by providing as much useful detail as possible in your original report (read ***Essentials of Reporting*** for guidelines).

You should know!...

All MAdmin use one shared BTF email account for contact with sectional volunteers.

It is **maintenance@bibbulmuntrack.org.au**.

Emails that you receive from this address will likely be coming from your MAdmin.

If you need to email your MAdmin...

When checking new emails in the maintenance@... Inbox, each MAdmin looks for any email relating to the District and sections they are responsible for (i.e. from one of 'their' sectional volunteers).

Therefore, we strongly suggest you write your email Subject line according to a coded format, to catch the attention of 'your' District MAdmin.

This format is:

- Your MAdmin's name
- The section number (or campsite)
- The date of the inspection report you have submitted (which the extra information is associated with)
- Identify the associated issue in a few simple words

e.g. "Ian TS144 16/08/25 broken step" or "Gary Blackwood CS 10/03/26 tent pad"

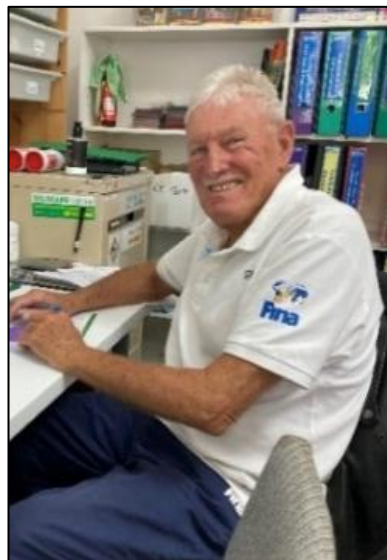
By giving your MAdmin this extra support, your information will be seen and actioned as promptly as possible!

The current MAdmin are...

Meg
Perth Hills District



Gary
Wellington, Blackwood & Donnelly Districts



Jayde
Frankland District



Ian
Albany District



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

Thanks, team!