

# Heart Foundation Walking Walk Organiser Handbook

August 2021



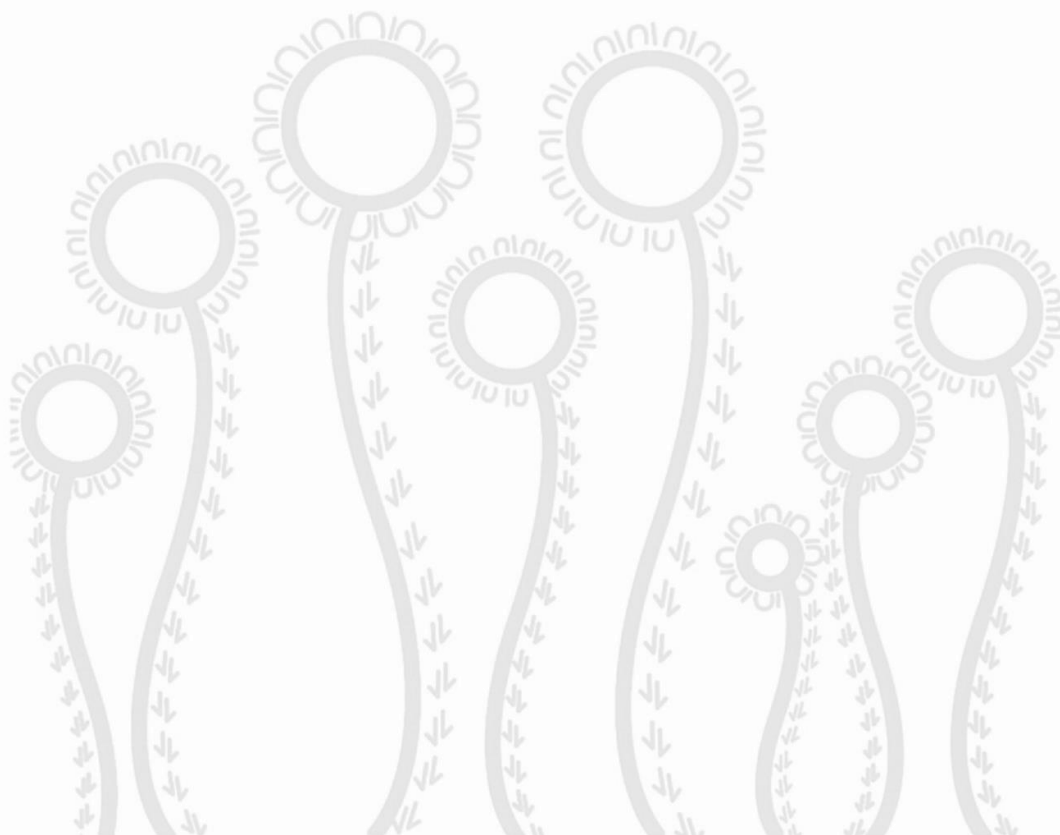
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## Acknowledgement of country

*The Heart Foundation acknowledges the Traditional Owners and custodians of Country throughout Australia and their continuing connection to land, waters and community.*

*We pay our respect to them and their cultures, and Elders past, present and future.*



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## What we do

### **We are leading the fight to save Australian hearts**

The Heart Foundation supports over 580,000 Australians living with heart disease today, as well as working tirelessly to prevent and manage heart disease for future generations. The Heart Foundation's work is purpose-driven, with a focus on stopping Australia's number one killer: heart disease, which takes 48 lives every day.

We act to make a difference in the fight against heart disease by:

- Funding high-impact research, supporting emerging and leading heart health researchers.
- Working to improve heart disease prevention, detection, care and support for all Australians.
- Advocating to governments and industry for increased funding and resources for heart health.
- Building community awareness about living a heart-healthy lifestyle. We do this through public health awareness campaigns, accessible information and resources.
- Supporting health professionals in their work to prevent, diagnose, treat and manage heart disease.

### **Our vision**

Towards an Australia free of heart disease.

### **Our mission**

To reduce heart disease and improve the heart health and quality of life of all Australians through our work in prevention, support, care and research.

## Where our funds go

**Every donation to the Heart Foundation helps in the fight against heart disease, which is the number one killer of Australians.**

For more than 60 years the Heart Foundation has worked hard to ensure the money entrusted to us is used as efficiently and effectively as possible. Your support helps us to have a maximum impact by enabling us to:

- Fund world-leading research.
- Develop care guidelines for health professionals.
- Support high quality care for people living with heart disease.
- Help Australians to live healthier lifestyles.
- Advocate to government and industry across initiatives to improve heart health.



### Where do we get our money?

The Heart Foundation relies on the generosity of everyday Australians; in 2018, 80% of our funding came from your support. Other sources of income included grants for programs and research, as well as investment income.

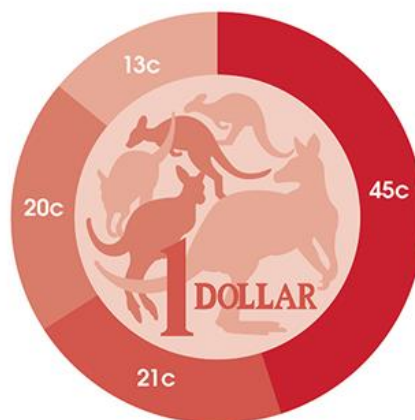
## Where our funds go

In 2017 the Heart Foundation spent \$68 million to prevent heart disease and improve the heart health and quality of life of all Australians.

Through health programs and public education, we are making a difference to the heart health of all Australians. In 2017 we invested more than \$26 million (45% of our income) in these activities.

Research has the potential to save thousands of lives, and the Heart Foundation is the largest non-government funder of cardiovascular research in Australia. In 2017 we invested \$13 million (14% of our income) to fund major research awards.

Since 1959, we have invested the equivalent of \$557 million towards research into the cause, diagnosis, treatment and prevention of heart disease. Heart disease is still the single biggest killer of Australians –there is still a lot of work to do.



### For every dollar you donate:



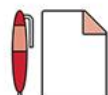
45 cents goes into the fight against heart disease, including health programs and public education



21 cents goes into life-saving research



20 cents goes into raising additional funds



13 cents goes into communications and administration

## Being active on a regular basis is an important part of a healthy lifestyle

Regular physical activity can help:

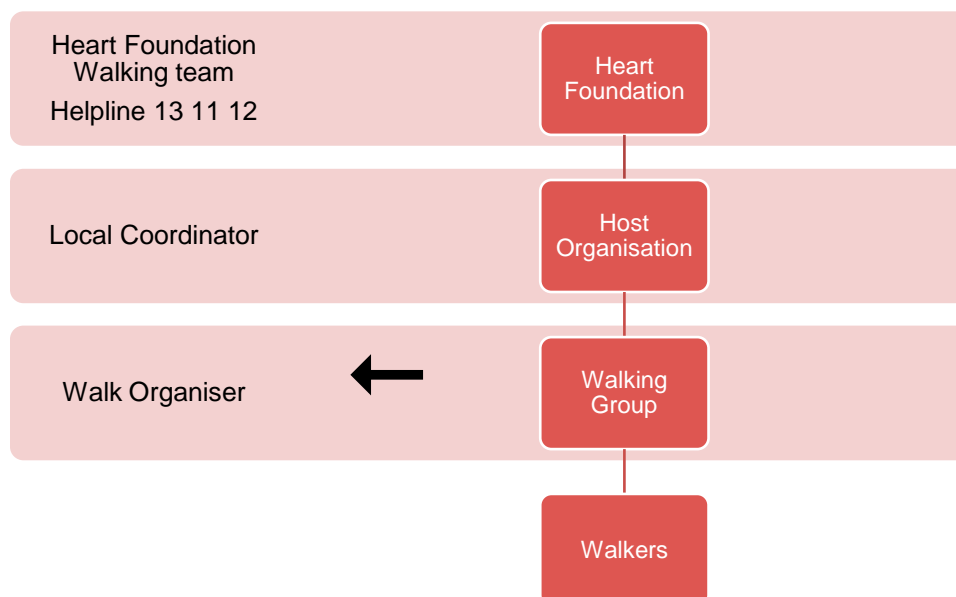
- Reduce your risk of heart disease and stroke.
- Manage weight, blood pressure and blood cholesterol.
- Prevent and control diabetes.
- Reduce your risk of developing some cancers.
- Maintain your bone density, reducing your risk of osteoporosis and fractures.
- Improve balance and coordination, reducing your risk of falls and other injuries.
- Improve our daily mood which cumulatively leads to better mental health.

To maintain health benefits, you need **30 minutes** or more of moderate-intensity physical activity on **most days of the week.**



## Heart Foundation Walking Structure

The structure is there to support you with what you need, and to ensure you have someone to reach out to locally.



Let's look at these roles in more detail.

**Heart Foundation Walking team** support all members. We:

- Manage and promote the program of Heart Foundation Walking groups.
- Provide training, support and resources for Local Coordinators.
- Acknowledge all walker achievements through the Walker Recognition Scheme.
- Provide customer service and access to events to walkers.

If your Local Coordinator is unable to assist, Heart Foundation Walking staff can:

- Troubleshoot website and dashboard issues, e.g. recording attendance.
- Answer general enquiries.

### Host Organisations

Organisations such as local councils, health or community organisations, shopping centres and workplaces, nominate a Local Coordinator from their organisation to establish and promote Heart Foundation Walking in their area.

### Local Coordinator

As an employee of a Host Organisation, your Local Coordinator is your first point of contact if you need assistance with managing and running your walking group.

Your Local Coordinator can assist you with:

- Recruiting walkers.
- Promotional resources.
- General advice and information.
- Event planning.

### Walk Organiser

This is you! Each Heart Foundation Walking group is led by a volunteer Walk Organiser, who is supported by a Local Coordinator and the Heart Foundation.

Walk Organisers are responsible for:

- Recording walker's attendance.
- Welcoming new walkers.
- Incident reporting.
- Planning the walks.
- Point of contact between the Heart Foundation and the walking group.

Walk Organisers are also encouraged to:

- Promote their walking group.
- Celebrate key milestones i.e. walking group anniversary, Heart Week.



## Walk Organiser role



## Planning Your Walk

Walk Organisers should pre-plan walks so they are familiar with the terrain and can identify any potential hazards along the way. Details such as how far the walk is, how long it takes, if there are public facilities available, and where a clearly defined meeting point is should all be noted.

While having fun and enjoying all the benefits of being regularly active, as a leader you also need to consider the safety of your walkers. To plan a safe walking route, there are a few things you should consider.

### Scenery

- Decide where your walk will take you. Include parklands, local and historical landmarks.

### Meeting point

- Use the same meeting point each walk to avoid confusion.
- Try to find a meeting point that is undercover, such as a rotunda or barbeque area.

### Length

- Decide how long you will walk for.
- Consider the health and fitness levels of the person you are trying to attract to your walking group when choosing the length of your walks.

### Start time and day(s)

- Decide on a start time and day(s) you will walk. For example, you might decide to walk every Tuesday morning at 9am and Thursday afternoon at 4pm.
- If walking during the day, are there shaded areas?
- If walking in dark conditions, is the route well lit?

### Surface and terrain

- Firstly, if any of the below apply, is there an alternative route which appears to be safer?
  - Are there uneven pavements or surfaces?
  - Are there areas that may be slippery when wet?
  - Are there any dangerous road crossings?
  - Is the terrain suitable for all fitness levels and abilities?

### In case of emergency

- Is there access to a telephone or will someone carry a mobile phone?
- Could emergency services easily reach / find you?

### Monitor your pace

- Encourage walkers to walk at their own pace. You should be able to walk without feeling breathless or uncomfortable.

### Facilities

- Is there access to drinking fountains / public toilets / rest stops?

## Community Walkability Checklist - A tool for every Australian to rate their local walk

The Heart Foundation believes that residents understand their own neighbourhood better than anyone else. Our 'Community Walkability Checklist' is designed to help you to assess your local neighbourhood and identify features that help or hinder your regular walk.

'Walkability' describes the factors within the built environment that make it convenient, comfortable, and safe to walk, which can either help or discourage walking.

Surprisingly, there are many areas across Australia that have a poor walkability rating. With your help we can work to change that.

Rate the walkability of your local area or regular walking route.

### 1. Download and read the checklist

Go to <https://walking.heartfoundation.org.au/resources/community-walkability-checklist> to download.

### 2. Go on your regular walk

Think about the various elements, complete or take notes/pictures along the way.

### 3. Complete checklist

Decide on a rating for each section and overall, enter any notes that will help explain your rating.

### 4. Either post or email back the Heart Foundation

Once sent to the Heart Foundation, each completed checklist will provide structured feedback for local councils and identify where improvements can be made to the quality of the environment for walking.

Send it to us at:

Heart Foundation  
Reply Paid 84226  
PO Box 7174  
Hutt Street  
SA 5000

5. If you believe anything you have seen on your walk needs immediate attention please call your local council to report it.



## Welcoming New Walkers

It is important that new walkers are met with a smile and introduced to other walkers. If a walker has a great first walk, they are very likely to stay with the group for many more walks to come!

All Heart Foundation walkers must be registered before participating. Registering your walkers helps us:

- Keep track of walker achievements.
- Provide rewards under the Walker Recognition Scheme.
- Evaluate the program.

New walkers can register themselves online. The Walker Registration Form is also available as a hard copy if necessary.

If someone arrives to walk but is not on your attendance record, ask them to join online on the spot if you have a smart phone. Alternatively, give them a Walker Registration Form and ask them to complete and return it before their next walk.

If they are not registered, they can still walk but please ask them to:

- Read and agree to be bound by the Walker Terms and Conditions prior to the walk  
<https://walking.heartfoundation.org.au/terms-and-conditions>.
- Make the following verbal statement:  
*"If you are not registered you can walk with us but please note that you do so entirely at your sole risk and responsibility. We encourage you to register because then you become eligible for walker participation benefits under our Walker Recognition Scheme."*

## Recording Walkers Attendance

Walk Organisers are required to take attendance at each walk and enter the walks into the website so walkers can track the number of walks they have completed.

This can be completed online after each walk or at the end of each month and can be done using your mobile device (Android or iPhone) or on any computer with internet access.

Recording attendance helps us keep track of the number of walkers participating in the program and ensures walker's achievements are recognised.

Although we encourage people to walk as often as possible, only walks conducted with our Heart Foundation Walking group during a registered walk are recorded on the attendance record.

To have your walkers included in the monthly prize draw and recognised in the Walker Recognition Scheme, they must be registered, and their attendance records submitted.

Refer to the 'How to Record Attendance' guide on page 26.

### Incident Reporting

If an incident does occur on your walk, it is important you let us know as soon as possible (within 24 hours) of the incident occurring.

To report an incident, please phone the Heart Foundation Helpline on 13 11 12. A staff member will take down all the details, complete an Incident Report form with you over the phone and step you through any further processes.

Please refer to page 36 for more information.

### Hazards

- When walking, you should alert your walkers to any potential hazards on your route, such as potholes or water over the walking path.
- Other potential hazards could include things such as broken glass, a used needle, a disturbance or unexpected roadworks.
- If you come across such hazards, we recommended that you:
  - DO NOT attempt to pick up or move any items that form part of the hazard.
  - DO NOT attempt to assist if people are agitated around the hazard.
  - DO advise all your walkers of the hazard and ensure, as much as possible, that they keep a safe distance.
  - DO choose an alternative path a safe distance away around the hazard.
  - DO call the local Council and let them know as soon as you can.
- It is important you keep to the left of pathways and listen out for others using your route, such as cyclists and other pedestrians.
- If you need to walk on the road due to a lack of suitable pathways, please walk on the RIGHT side of the road, facing oncoming traffic, so you can easily see vehicles approaching you.
- If hazards are unavoidable, you may need to consider a different route or walk time.

### Walker Recognition Scheme

To encourage participants to walk regularly, Heart Foundation Walking offers a Walker Recognition Scheme.

To be included in the Walker Recognition Scheme, a participant needs to tick the Walker Recognition Scheme box at time of registration and their attendance must be recorded by a Walk Organiser.

The scheme rewards ongoing participation by:

- Awarding certificates, incentives, and discounts in the Heart Foundation online shop when a walker reaches certain milestones.

Visit <https://walking.heartfoundation.org.au/walker-recognition> to find out more about what you're walking towards.

## Point of Contact

As a Walk Organiser, it is important you check your email regularly as the acting point of contact between your walking group and Heart Foundation communication.

Additionally, your preferred contact details e.g. email address or telephone number, will be listed on the Heart Foundation Walking website so that interested walkers can contact you about your group. Please ensure you maintain your contact details via your Heart Foundation Walking online profile. You can make these changes yourself or email us directly.

## Secondary Walk Organiser

If your group is quite large, you're going on holiday or you foresee problems making it to the scheduled walk times, we strongly recommend recruiting a secondary volunteer Walk Organiser for your group.

Secondary Walk Organisers can fill in when you can't make it or may share the role on a regular basis, whatever works best for your group.


Some benefits of having a secondary Walk Organiser include:

- Looking after the group if you're on holidays, sick or unable to attend a planned walk.
- Keeping new or slower walkers' company..
- Reducing your workload e.g. recording attendance or leading warm-ups.
- Another point of contact for the group.


If you know someone who'd like to become a Secondary Walk Organiser, please contact us via email at [walking@heartfoundation.org.au](mailto:walking@heartfoundation.org.au).

## Monthly Electronic Newsletter

All registered Heart Foundation Walking participants – Local Coordinators, Walk Organisers, walkers – will receive a monthly Heart Foundation Walking email providing updates on their walking statistics and news about the program, local events and exclusive offers.


From the Heart

Your Heart
Recipes
News



**"Living life on my terms"**

After being diagnosed with a congenital heart defect, Lea shares her story of recovery. "I figured I would be out of action for three months...how blissfully optimistic I was!"

READ MORE

## WO Checklist

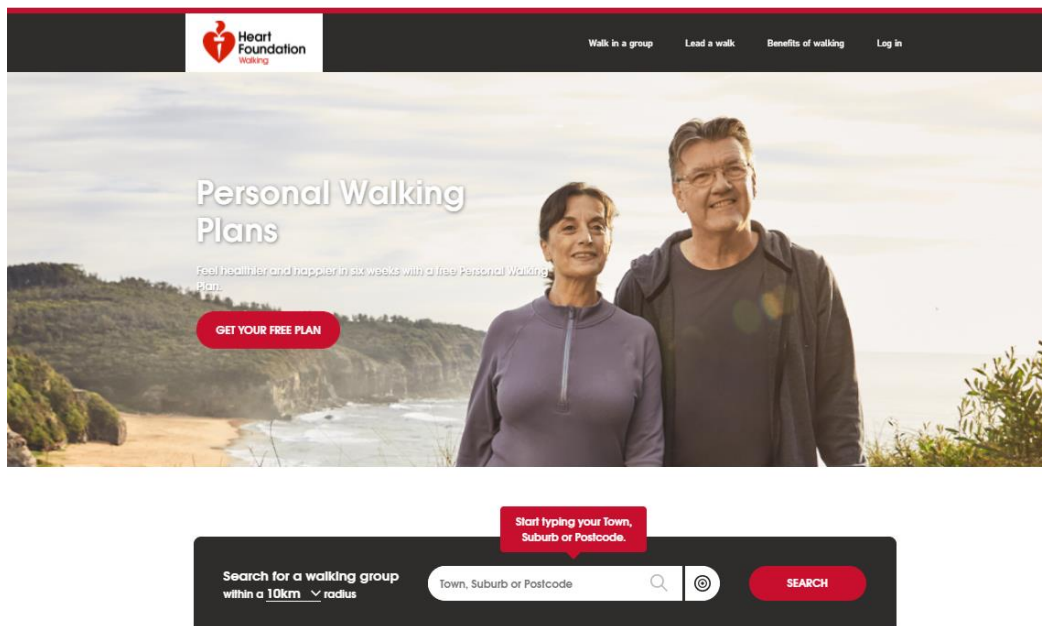
- ☐ Plan your walking route.
- ☐ Invite family and friends to join.
- ☐ Print off some flyers and post around your local neighbourhood e.g. cafes, medical centres, shopping centres etc.
- ☐ Familiarise yourself with the HFW Dashboard.
- ☐ Contact your Local Coordinator to introduce yourself.
- ☐ Ensure all walkers are registered.
- ☐ Take attendance at every walk and submit it online afterwards.
- ☐ Keep your walk details (days, times, location) and contact details up to date.
- ☐ Report any incidents as they happen.



## Online Dashboard / Website

### Heart Foundation Walking website

Your personal dashboard, found on the Heart Foundation Walking website, can help you manage your group's details as well as your own.



### On the website you can:



Search and find walking groups near you



Find out about local Heart Foundation Walking events and promotions



Find links to useful resources



Locate our online shop



View our Frequently Asked Questions (FAQs) page



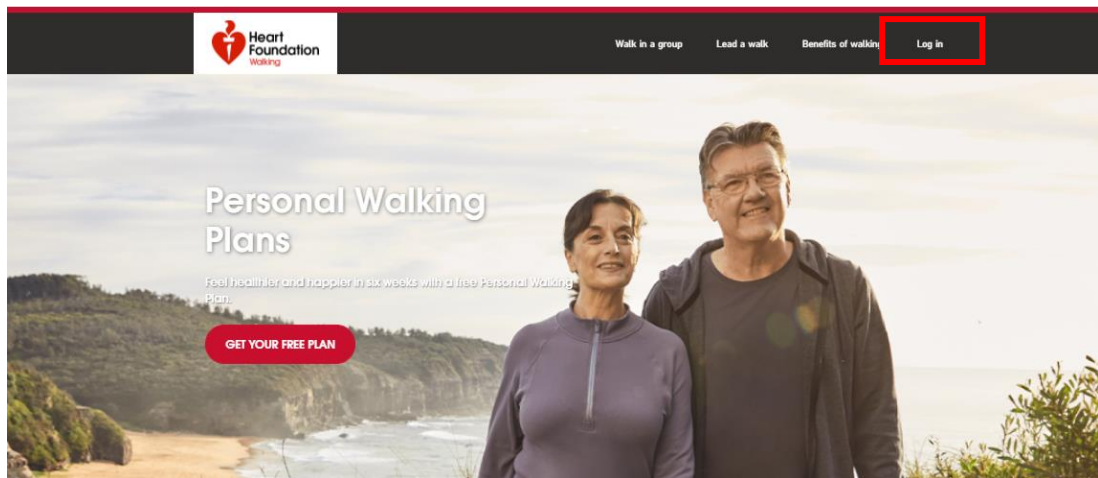
Read the Terms and Conditions



Log into your personalised dashboard

## Accessing your personalised dashboard

As you've completed your training, you now have access to your personalised dashboard. Simply click on 'Log in' via the Heart Foundation Walking website home page – [walking.heartfoundation.org.au](http://walking.heartfoundation.org.au).



The log in page will now appear.

## Log In

If you are already registered with Heart Foundation Walking and have your login details please login below. If you have not yet received your login details please send an email to [walking@heartfoundation.org.au](mailto:walking@heartfoundation.org.au) or click 'lost password' below.

Email Address \*

Password \*

☐ Remember Me

[Lost Password](#)

Complete the Email Address field – this is the email address you used when registering with HFW.


Enter your password. Use the password that was emailed to you when you registered.

If you have lost your password, click on the 'Lost Password' link located under the login button at the bottom of the page. A new password will be emailed to you. You can change this in the Profile section once you have logged in using the automatically generated password. If you want the system to remember your password, tick 'Remember Me'.

## Your personal dashboard

Once you have successfully logged in to your online profile, the 'Overview' screen will appear. The online profile has many features that are designed to help you in your role.

### My Dashboard



**1135  
WALKS**

**6**

Achievements

Only 345 more walks until you reach your next achievement of 1500 walks!

**Next Walk** 02 August 2021

Testing Walking Walk organiser

**JOIN A GROUP**

**General**

**OVERVIEW**

**ADD GROUP**

**MANAGE GROUP**

**ADD WALKER**

**MANAGE WALKERS**

**RECORD ATTENDANCE**

**RESOURCES**

**Other Resources**

- Become a Walk Organiser of Existing Group

#### Overview

**Local Snapshot**

Walkers	Groups	Total Walks Achieved	Time in Program	Last Attendance
3	1	1135	7 months 23 days	2021-02-01

#### My Groups

**Groups Organised**

Group Name	Coordinator	Walkers	Total Group Walks	Walks You've Attended	Last Attendance
Testing Walking	Coordinator	3	1135	1135	2021-02-01
3000test	Coordinator	2			

#### Suggested Local Groups

1 AUG 2021	Adelaide Walkers	Join	Walk organiser
3 AUG 2021	Walking Wombats - Hutt St Centre	Join	Walk organiser
31 JUL 2021	The White Walkers	Join	Walk organiser
2 AUG 2021	ASWCC Monday	Join	Walk organiser

### In your profile you will find:

- Local Snapshot - provides a summary of your data.
- My Groups - provides a summary of walking group's you are Walk Organiser for.
- Suggested Local Groups - displays other walks in your local area you may like to join, visit or support.

### You can edit the following information in your profile:

- Email address (you cannot share the same email address with anyone else in the walking database).
- Password.
- Phone and address details.
- Join the Walker Recognition Scheme.
- What communications you would like to receive from Heart Foundation Walking.

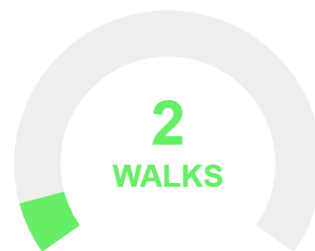
If you are having difficulty or can't access a computer, you can contact the Heart Foundation Helpline on 13 11 12 or contact Heart Foundation Walking via [walking@heartfoundation.org.au](mailto:walking@heartfoundation.org.au) for assistance.

## Walk tracker

View the number of walks you've completed as well as the number of walks left until your next milestone for the Walker Recognition Scheme.

Snapshot of your next walk including:

- The date.
- Information about the Walking Group (by clicking on the group's name in red).
- Walk Organiser contact information (by clicking on 'Walk Organiser' in red).



Only 23 more walks until you reach your next achievement of 25 walks!

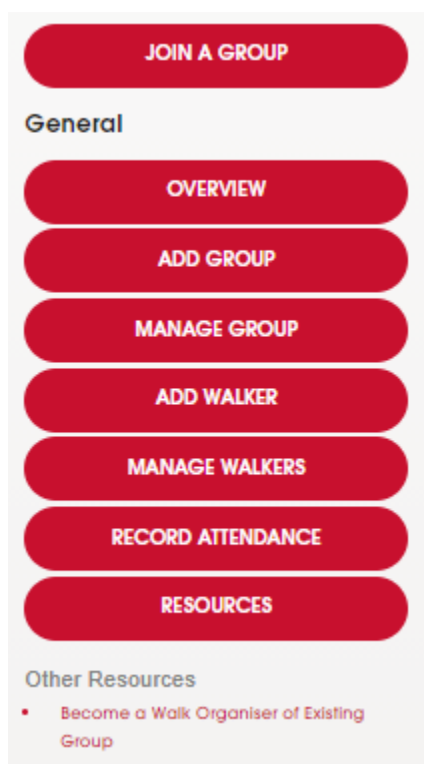
Next Walk

**02 May 2020**

Parkland Walkers

Walk organiser

You can use the red function boxes to manage your own and your groups information.



- **Join a Group** - search for a new group to attend.
- **Overview** - return to the main page of your account to view a summary of your group and other groups near you.
- **Add Group** - create a new walking group with yourself as the Walk Organiser.
- **Manage Group** - manage, edit and view your walking group(s).
- **Add Walker** - register a new walker.
- **Manage Walkers** - search for your walking group members and their details. Remove walkers who are no longer actively participating in your group.
- **Record Attendance** - record walkers' attendance from your profile, print new logs to use at your walking group, adjust previous attendance logs.
- **Resources** - obtain added marketing materials and information to help with your role.
- **Other Resources** - register as a Secondary Walk Organiser for an already existing walking group.

### How to Add a Group

To add a new group with yourself as the Walk Organiser, click on the 'Add Group' button on the left-hand side of your screen.

**ADD GROUP**

1. The Create Group window will open.
2. Populate the fields as required e.g. postcode of the walk, name of the Local Coordinator, the meeting point, day and time of the group walk etc. If you are unsure of who your Local Coordinator is, you'll find their name and contact information in the 'Manage Group' section.
3. Once you've completed all the necessary fields, click 'Submit' at the base of the page. This will create the walking group.

NOTE: Please be aware, it may take between 12-24 hours for your walking group to show on the website.



## How to Manage a Group

To manage, edit and view your walking group(s), click on the 'Manage Group' button on the left-hand side of your screen.



1. Enter the name, or part of the group name, into the 'Group name' field and click 'Search'. All groups matching your search will display.

### Manage Group Create New

**Search Groups**

Group name

Suburb

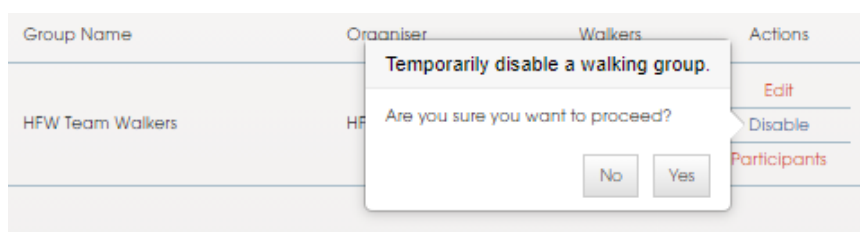
Postcode

**SEARCH**

Please fill in the relevant fields for you search. Not all search fields are required.

Group Name	Organiser	Walkers	Actions
HFW Team Walkers	HFW WO	3	<a href="#">Edit</a> <a href="#">Disable</a> <a href="#">Participants</a>

2. From here you can – EDIT, DISABLE, or view PARTICIPANTS.  
 EDIT – allows you to update any or all the group's details.  
 DISABLE – allows you to disable the walking group i.e. group no longer walks. You will always be asked 'Are you sure you want to proceed?'. If you do, click 'Yes'.



**PARTICIPANTS** – will direct you to the 'Manage Walker' page. Here you can update certain details pertaining to a walker in one of your walking groups.

### How to Add a Walker

A new walker is someone who has not previously registered with HFW.

1. To add a new walker to your group/s, click on the 'Add Walker' button on the left-hand side of your screen.



2. This will allow you to register new walkers to your group/s and HFW.

Please note > each new walker requires their own email address. Email addresses can only be registered once.

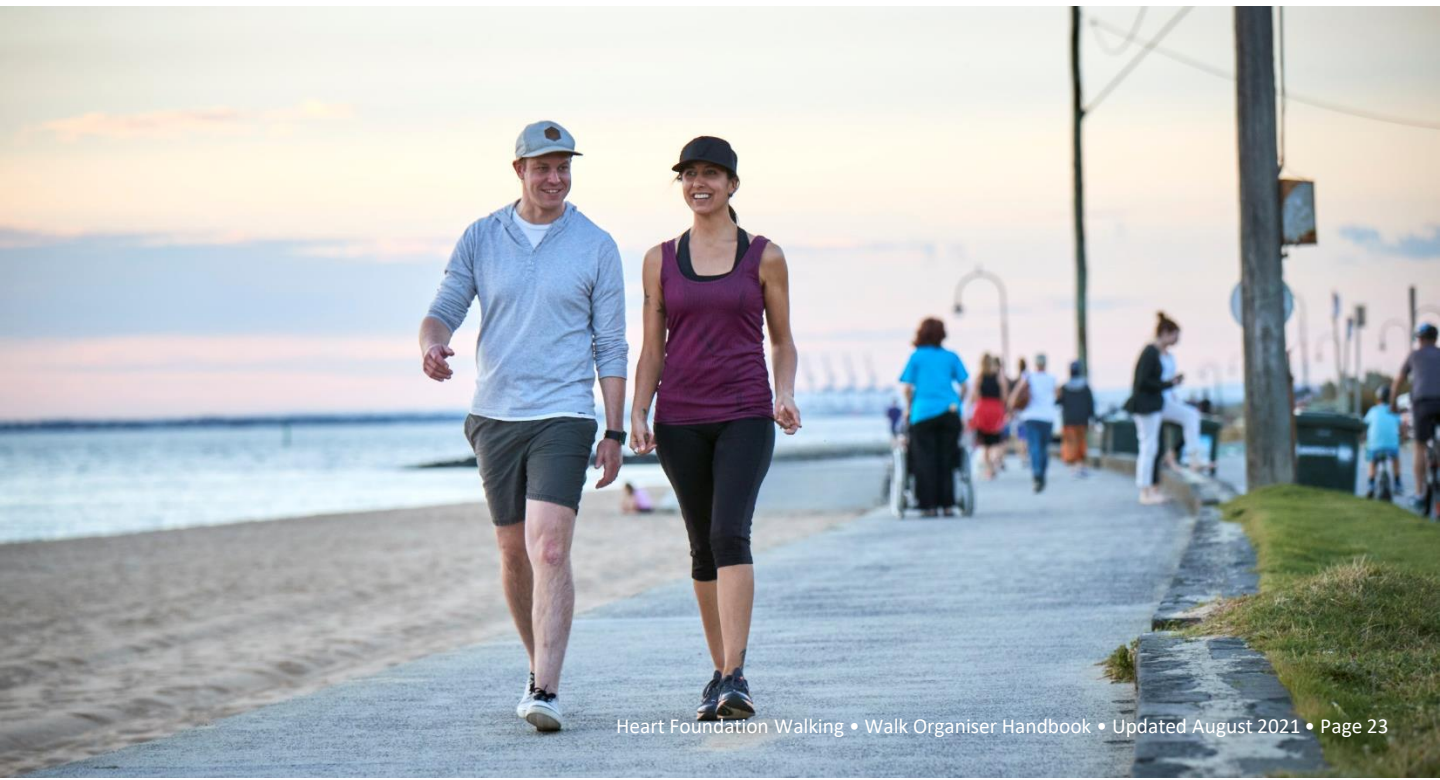
Should a walker not have an email address, you can use the below 'dummy' email format to satisfy the email requirement field. This can also be used for when a couple shares an email address.

Dummy email format: <First Name Initial><Surname>@walking.heartfoundation.org.au

For example for John Smith: [JSmith@walking.heartfoundation.org.au](mailto:JSmith@walking.heartfoundation.org.au)

However, please note, as this email doesn't exist the walker will not receive any confirmation of registration, nor will they be able to log into their HFW Dashboard.

3. Populate the fields as required. Click 'Submit' once completed.



## How to Manage Walkers

This function allows you to search for your walking group members and their details, as well as remove walkers who are no longer walking in your group/s.

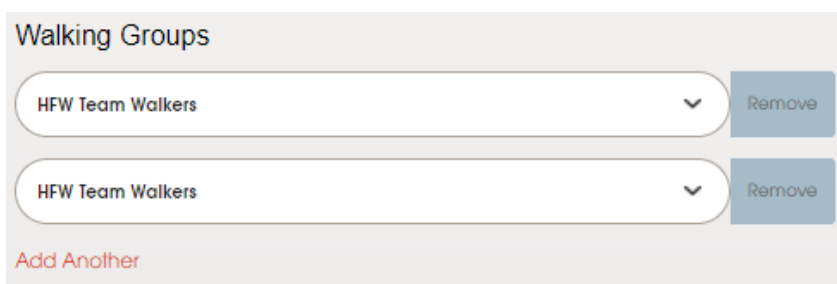
1. To manage walkers, click on the 'Manage Walker' button on the left side of your screen.



2. You can search for someone specifically or select the walker from the list, as shown below.
3. To EDIT a walker, click on 'Edit'. The following details can be changed: email address, name, enrolment in Walker Recognition Scheme and preferences for what information the walker would like to receive from HFW.

In addition, you can add the walker to an additional walking group if they choose to walk in more than one group.

To do this, click on 'Add Another'.



Walking Groups

HFW Team Walkers ▼ Remove

HFW Team Walkers ▼ Remove

Add Another

A blank box will appear in the lower section. Click on the small black arrow on the right of the box. Select the group the walker wishes to join.



Walking Groups

HFW Team Walkers ▼ Remove

HFW Team Walkers ▼ Remove

- Please Select - ▼ Remove

Add Another

## Removing a walker

You can REMOVE A WALKER no longer walking in your group, in one of 2 ways:

1. Click on 'Manage Group', followed by 'Participants'. Click on 'Remove from Group' from the Manage User page (Figure 1) OR
2. Click on 'Manage Walkers' and then 'Edit'. Click the 'Remove' button to the right of that group in the walker's profile (Figure 2).

Figure 1:

Name	Contact	Walks	WRS	Status	Actions
HFW Walker	13 11 12	2	No	Walker	<a href="#">Remove From Group</a>   <a href="#">Edit</a>
HFW WO	13 11 12	3	No	Organiser	<a href="#">Remove From Group</a>

Figure 2:

Walking Groups

HFW Team Walkers

Remove

HFW Team Walkers

Remove

Add Another

Either way, a message window will open to confirm that you wish to remove the walker from your group. You will be asked to select why the walker is choosing to leave.

Click on the appropriate response and then click 'Yes'.

## How to Record Attendance

1. To record attendance, click on the 'Record Attendance' button on the left-hand side of your screen.



2. Click on the drop-down box and select the walking group you wish to record attendance for, followed by 'Next'.

### Record Attendance

Group \*

-- Please Select --
▼

**Next**

3. Click 'Create New Monthly Attendance Log'.

Note - To print or download your Group's Monthly Attendance Log, click on 'Print Attendance Sheet' located in the top right corner.

### Record Attendance

Parkland Walkers

Month \*

4. Enter the relevant month you are recording attendance for in the field marked 'Month\*' and insert the number of walks completed for each member of your group.
5. Click 'Save' to complete and save the Attendance Log.
6. Repeat the above process for any additional months you need to enter walks for.

Please note, to have your walkers included in the monthly prize draw and recognised in the Walker Recognition Scheme, they must be registered, and their attendance records submitted.

**To view / edit an Attendance Log already entered** see the following page.

### To view / edit an Attendance Log already entered

Follow steps 1 – 2 as above.

Instead of clicking 'Create New Monthly Attendance Log', click the 'View Log' link to the right of the month you need to view / edit.

## Record Attendance

[Print Attendance Sheet](#)

[CREATE NEW MONTHLY ATTENDANCE LOG](#)

### Previous Logs

Month	Actions
2020 September	<a href="#">View Log</a>
2020 August	<a href="#">View Log</a>

All your walking group members will display, with the recorded number of walks against their names.


If you need to change these records, do so by simply changing the number of walks recorded.

When you've finished making all necessary changes, click the 'Save' button. You'll be redirected back to the 'Record Attendance' screen, in case you need to make changes to other months.

### How to access Resources

This area of the website has a considerable number of resources to assist you in your role as a Walk Organiser.

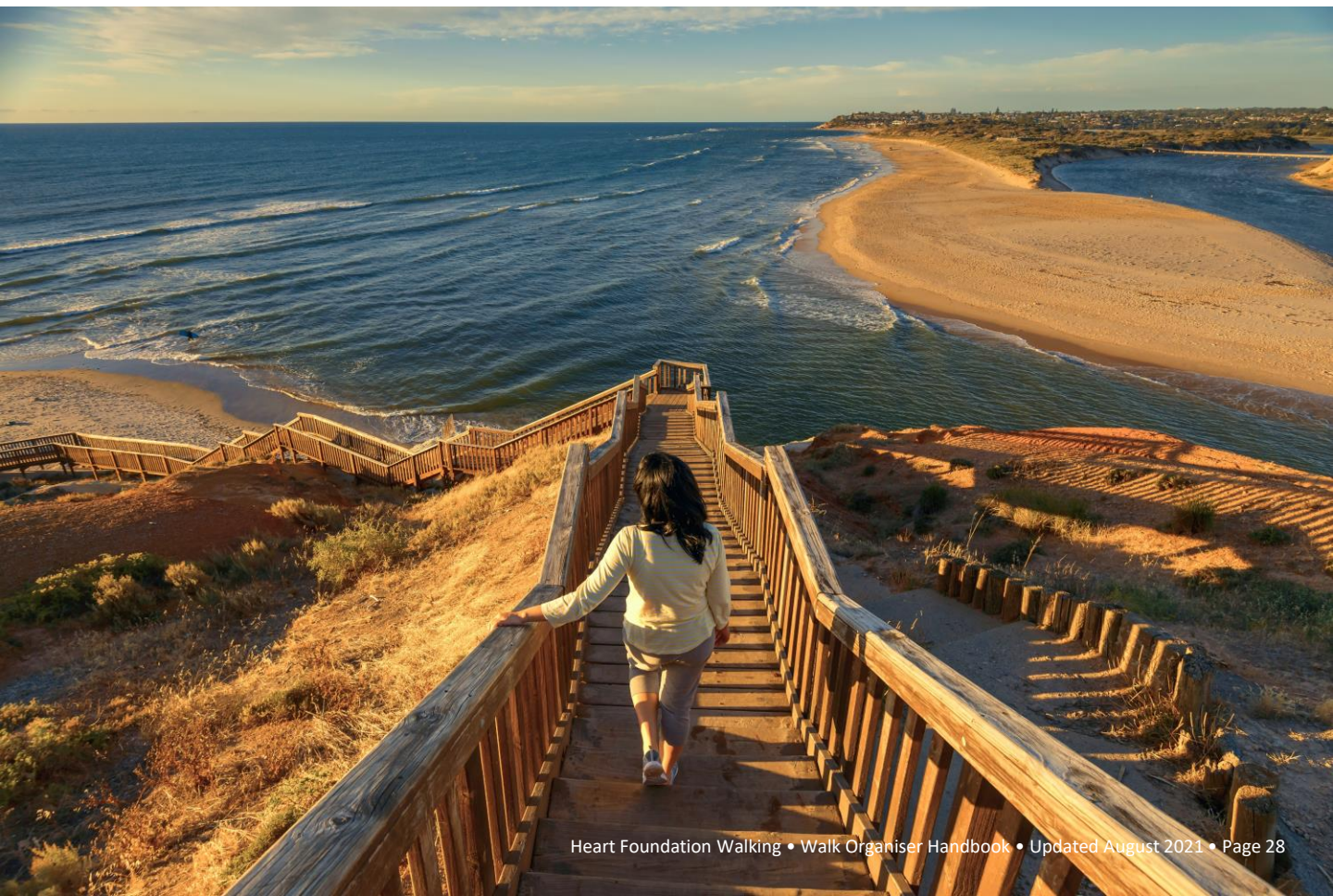
To access HFW resources, click on the 'Resources' button on the left side of your screen.



#### RESOURCES

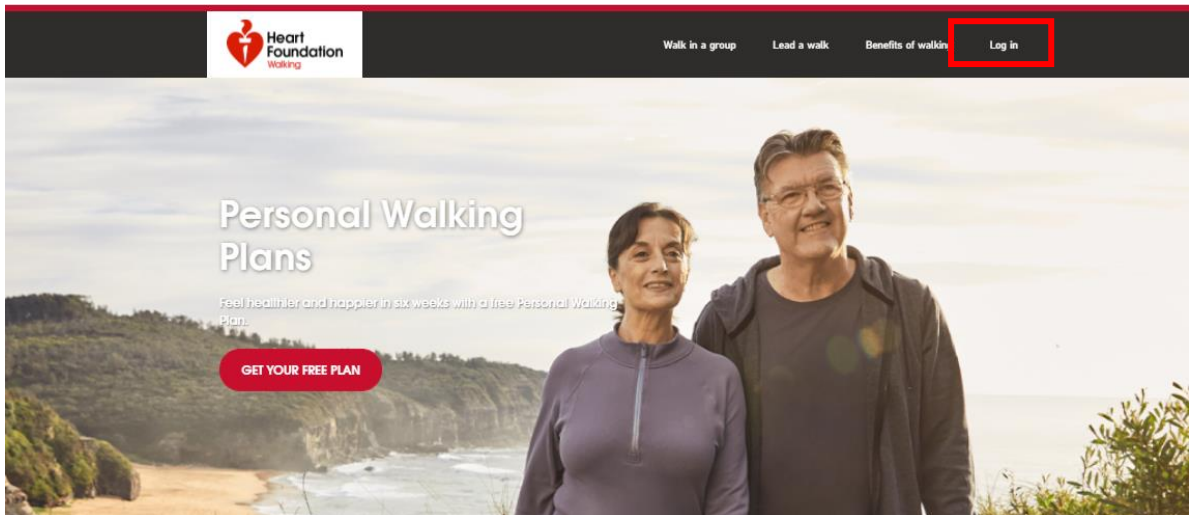
The 'Resources' page is broken into 4 sections.

1. **Documents and Forms** - a library of Heart Foundation Walking resources, including handbooks, registrations forms (included translated versions) and more.
2. **Marketing, Advertising and Promotion** - different tools that have been developed to help you promote your walking group/s and engage with the community.
3. **Merchandise** - the Heart Foundation online shop has a range of merchandise you or your group members may be interested in - t-shirts, wet weather jackets, fleecy hoodies and so much more!
4. **Ongoing Education** – tools, such as webinars, to support your ongoing learning as a vital part of Heart Foundation Walking.

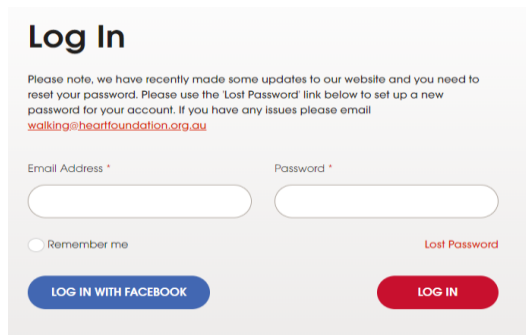


## How to Reset Your Password

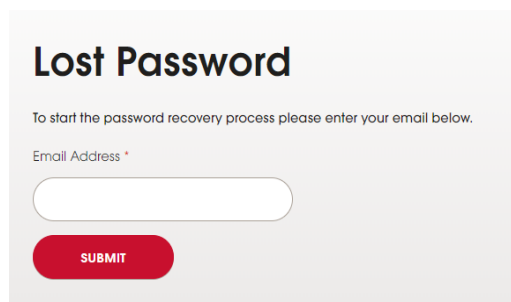
1. Start by visiting the Heart Foundation Walking homepage [walking.heartfoundation.org.au](https://walking.heartfoundation.org.au). Click the 'Log In' button in the top right corner of the homepage.



2. Once you reach the 'Log In' page, click 'Lost Password'.



3. Enter your email address that you used to register for Heart Foundation Walking, then click 'Submit'.



4. This will trigger an email to be sent to you with instructions to reset your password.

## Promoting your HFW group

There are a variety of ways Heart Foundation Walking can be promoted.

### 1. Events

Holding special events can be an effective method of promotion, especially when supported by media coverage. There are all sorts of reasons to hold an event, for example, Heart Week, Men's Health Week, Mental Health Week to name a few. You could also choose to celebrate Heart Foundation Walking milestones. For example, celebrate the anniversary of a group by organising a walk with your local MP or councillor and have a morning tea afterwards.

### 2. Posters and flyers

Media attention is not the only way to get your message across. Posters, letterbox flyers and wearing Heart Foundation Walking merchandise can also help. We have developed posters and flyers that you can find on the Heart Foundation Walking website under 'Resources'.

Please note, any new materials developed, not using these templates, must be approved by the Heart Foundation before publication.

### 3. Word of Mouth

Word of mouth can be a very powerful method of promotion. Think about who you can pass the word on - family, friends, workmates, associations, sporting groups and parents at the local school.

In fact, **35% of current participants** indicate they found out about Heart Foundation Walking from someone they know.

### 4. Social Media

The Heart Foundation Walking team welcomes any news or stories as social media content. These provide a dynamic way to showcase a group activity, special achievements or an outstanding individual contribution. Many organisations have their own social media channels and using these to promote Heart Foundation Walking and the walking groups that you support, is strongly encouraged. We also have an active Heart Foundation Walking Facebook group which you are welcome to join and interact with.

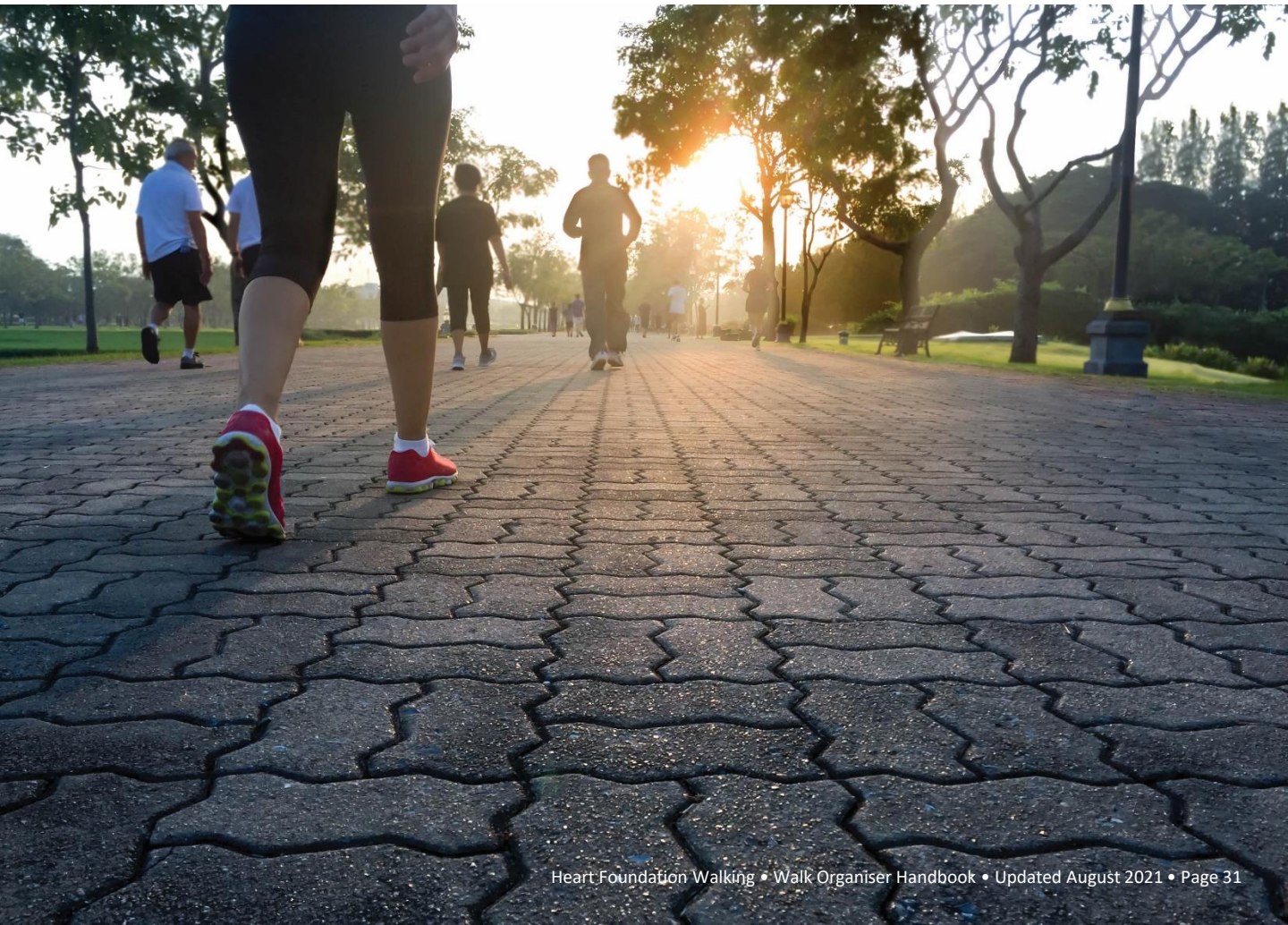
## Policies and Procedures

There are three Heart Foundation policies and procedures that are relevant to your volunteer role, they are:

- Work Health and Safety .
- Volunteer Policy.
- Code of Conduct.

If you would like to read any of these policies or others, or have questions about the content, please let a Heart Foundation Walking staff member know and we will be happy to assist.

Let's look at these policies in more detail.



## Work Health and Safety

Heart Foundation Walking takes your safety seriously. The Heart Foundation Work Health and Safety policy recognises our legal, ethical and moral responsibilities to employees, volunteers and visitors to prevent work-related injury and illness. We are committed to providing workplaces that are safe and without risks to health and wellbeing. For you, as a Walk Organiser, your 'workplace' is where you conduct your walks, and the area where you undertake any administrative tasks.

The Heart Foundation will minimise your risk by:

- Complying with all Work Health and Safety legislation.
- Continuously improving the organisational capacity and capability to recognise, assess and manage Work Health and Safety risks.
- Encouraging all policy stakeholders to recognise their personal responsibilities to act safely and report any Work Health and Safety risks.
- Effectively communicating and consulting with employees and volunteers in relation to Work Health and Safety matters.
- Providing workplace Work Health and Safety instruction and training Incorporating Work Health and Safety into all the Heart Foundation's planning processes.



If you notice a risk or hazard or experience an incident or near-miss while volunteering, let us know by calling the Heart Foundation Helpline on 13 11 12 or emailing [walking@heartfoundation.org.au](mailto:walking@heartfoundation.org.au) If it is an emergency, call 000 for immediate assistance and remember to let us know as soon as possible.

If you are interested in further first aid information and training, there are several options available. St John Ambulance and the Australian Red Cross run a variety of first aid courses in every state and territory.

### Employee Assistance Program

As a volunteer of the Heart Foundation, you have access to Lifeworks, our Employee Assistance Program (EAP). They provide completely confidential and professional 24/7 advice on mental health, physical health, financial advice, and help with whatever life may throw your way.

Contact LifeWorks on 1300 361 008. Don't forget to let them know you're a volunteer at the Heart Foundation.

## Volunteer Policy

The Heart Foundation relies on the involvement of volunteers and values their contribution highly.

The Heart Foundation offers a volunteer program which aims to:

- Abide by Volunteering Australia's Principles of Volunteering.
- Meet the Nationals Standards for Involving Volunteers in Not-For-Profit organisations.
- Recruit and maintain a committed group of volunteers who are involved with fulfilling, safe roles and who are respected and appreciated for their contributions.
- Provide volunteers with the level of responsibilities and involvement that meet their expectations.
- Help the Heart Foundation achieve its goals.



## Code of Conduct

Heart Foundation Walking is open to everyone.

The Australian community is diverse and walking groups can provide an opportunity for people from all backgrounds and with a range of different abilities, to socialise, build support programs and to share experiences.

The Heart Foundation Code of Conduct applies to all staff and volunteers and explains our responsibility to act with integrity as we work together to achieve the goals of the Heart Foundation.

If you experience or witness bullying, discrimination or harassment while volunteering, let a Heart Foundation staff member know by calling the Heart Foundation Helpline on 13 11 12. We will treat your report in a confidential and sensitive manner.

The Code of Conduct was covered in your Walk Organiser training, so whilst it is assumed that you both understand and accept the Heart Foundation Code of Conduct, please get in touch if you require any clarification or would like more information.

Please note that if you do not agree, you may not be able to volunteer with Heart Foundation Walking.



## Insurance and Risk Management

The Heart Foundation maintains an insurance policy that may provide coverage for you as a volunteer Walk Organiser, if you are acting as a Heart Foundation volunteer and have complied with all applicable requirements of the policy.

It is essential you ensure walkers have read the Terms and Conditions for participating in Heart Foundation Walking before they take part in your walk. The Heart Foundation Walking Terms and Conditions are available for download on the website.

Walkers are not covered by public liability insurance. By registering, walkers agree to enter Heart Foundation Walking at their own risk and not to hold the Heart Foundation, government and other agencies, or the Local Coordinator's organisation responsible for any loss, damage, expense or personal injury sustained from participation.

When walking, you should take reasonable care to minimise risk or injury.

Remember to:

- Allow walkers to walk at their own pace.
- Keep the group together when you walk.
- Make your walks suitable for the least fit person or have an additional Walk Organiser stay back with slower walkers.
- Ensure no-one is left to walk alone.
- If walking with dogs, their owners are solely responsible for any injury or damage their dog may cause to any walker, person or property. You should ensure walkers with dogs always comply with the obligations relating to the inclusion of dogs.
- If an incident does occur during a walk e.g. a walker falls, contact the Heart Foundation Helpline on 13 11 12 as soon as possible.

You must report all incidents even if no-one is injured.

The insurance policy that may provide coverage for volunteer Walk Organisers only covers the duration of the actual walking session, not social activities before or after the walk.



## Incident Reporting

If an incident does occur on your walk, it is important you let us know as soon as possible (within 24 hours) of the incident occurring.

Incidents such as a slip or fall resulting in bruising or a small cut, someone fainting, or more serious incidents like being hit by a car etc.

You must report all incidents even if no-one is injured.

To report an incident, please phone the **Heart Foundation Helpline on 13 11 12**. A staff member will take down all the details, complete an Incident Report form with you over the phone and step you through any further processes.

If it's a serious incident, like someone being hit by a car, please contact 000 first.

If you are interested in further first aid information and training, there are several options available. St John Ambulance and the Australian Red Cross run a variety of first aid courses in every state and territory.



## HFW after COVID-19

While restrictions are easing, it's important for everybody, including walkers, to play their part to stop the spread of COVID-19.

### COVID Safety Plans

Remember, everyone participating in a Heart Foundation walk must:

- Continue social distancing, keeping 1.5m distance from others.
- Stay home if unwell e.g. fever, cough, runny nose, sore throat etc.
- Seek testing for any COVID-19 symptoms and report a positive test result to the HFW team as soon as possible.
- Practice good hand hygiene and cover coughs and sneezes.

The Heart Foundation encourages walkers to:

- Ensure they are a registered walker.
- Download the COVIDSAFE app and always use it.
- Get the COVID-19 vaccination and annual flu (influenza) shot.
- Talk to their doctor about whether re-joining the walks at a stage is appropriate for them, particularly if participants are vulnerable. This includes older walkers, and those with chronic health conditions.

Walk Organisers must:

- Take an attendance log at each walk, for safety and contact tracing purposes.
- Ensure all walkers are registered participants of the program.
- Limit the number of participants per group, if necessary, to adhere to restrictions. Please check on any capacity restrictions in your own state or territory.

*Please note, if you conduct walks in a shopping centre i.e. indoors, you must follow the Heart Foundation COVID Safety Plan as described, as well as any direction received from the shopping centre, as they must ensure the implementation of any relevant legislation over and above what we may be required to do.*

## Important safety tips

### Seek appropriate medical advice

We recommend to our walkers that if they have a medical condition and/ or are significantly increasing their level of activity by undertaking Heart Foundation Walking activities, they must ask their health professional whether it is safe to participate.

Please remember you are a volunteer who facilitates the walk – it is not your role to provide medical advice or an individual fitness program. If a walker's health or circumstances change, we recommend they see their health professional to confirm it is still safe to participate. Please note for privacy reasons, walkers do not need to provide their medical information to the Heart Foundation.

### Manage medical conditions carefully

We recommend that if walkers have a medical condition that could be affected by activity, like heart disease, angina, high blood pressure, diabetes or asthma, they must carefully monitor any symptoms e.g., breathlessness, low blood sugar or pain, that may be made worse.

If they are on medication for a condition, they should ensure they have taken their medication correctly before undertaking activity and/or carry as appropriate, and discuss with their doctor, and walk at their own pace, being careful not to overdo it.

It is always recommended walkers speak with their health professional before starting any new physical activity. For any health enquiries and questions about heart disease or dietary information, contact our Heart Foundation Helpline on 13 11 12 and/or contact a health professional.

### Stop if you need to

Naturally, we want to encourage you and your group members to be as active as possible. However, everyone should be familiar with the warning signs and know when to stop the activity.

We advise our walkers:

- To seek medical help if they become breathless or uncomfortable while doing any activity. Slow down, stop and discuss with their doctor as soon as they can.
- If they have been prescribed angina-relieving medication, carry it with them when being active and follow their doctor's advice for its use.
- To avoid being active if they have an acute illness e.g., flu or bronchitis, or injury e.g., sprained ankle or pulled muscle, or have had recent surgery. Ask your doctor's advice about returning to their walking group.
- Finally, to avoid being active when it is extremely hot, cold or humid. It is also wise to avoid walking during the hottest part of the day.

### Know the warning signs of heart attack and what to do

It is important that all walkers know the warning signs of heart attack and the action to take if anyone in your group is experiencing warning signs.

A heart attack can be fatal. Each day, an average of 21 Australians die from a heart attack. One patient is admitted to an Australian hospital with a heart attack every nine minutes.

With heart attacks, every minute counts. The sooner you recognise the warning signs and call Triple Zero (000), the less damage is done to the heart muscle and the greater the chance of survival.

### The warning signs of heart attack

The most common heart attack warning signs are:

- Chest discomfort or pain (angina). This can feel like uncomfortable pressure, aching, numbness, squeezing, fullness or pain in your chest. This discomfort can spread to your arms, neck, jaw or back. It can last for several minutes or come and go.
- Dizziness, light-headedness, feeling faint or feeling anxious.
- Nausea, indigestion, vomiting.
- Shortness of breath or difficulty breathing – with or without chest discomfort.
- Sweating or a cold sweat.

### Warning Signs – what to do

Refer to the guidelines on the next page.



# Will you recognise your heart attack?

## Warning Signs Action Plan



Do you feel any

pain    pressure    heaviness    tightness

In one or more of your

chest    neck    jaw    arm/s    back    shoulder/s

You may also feel

nauseous    a cold sweat    dizzy    short of breath

Yes

**1 STOP** and rest now

**2 TALK** tell someone how you feel

### If you take angina medicine

- Take a dose of your medicine.
- Wait 5 minutes. Still have symptoms? Take another dose of your medicine.
- Wait 5 minutes. Symptoms won't go away?

Are your  
symptoms  
severe or  
getting  
worse?

or

Have your  
symptoms  
lasted  
10  
minutes?

Yes

**3 CALL 000** Triple Zero and chew 300mg aspirin, unless you have an allergy to aspirin or your doctor has told you not to take it

- Ask for an ambulance.
- Don't hang up.
- Wait for the operator's instructions.

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## Hosting a HFW event?

Hosting an event can be quite stressful at times. We recommend you have a plan in place for medium to large events to ensure important tasks don't get missed and your event is a success.

Things to think about are:

- Task list – a list of all your necessary tasks with a timeline.
- Resource list – list of all equipment needed for the event.
- Event budget – a basic outline of any income and expenditure.
- Staff/volunteer list – list of roles needed and who is performing them.
- Run sheet for the day – what must be done, by whom and when.

### Participants - Who will attend the event and how will you invite them?

Members of a Heart Foundation Walking group, members of all local Heart Foundation Walking groups, the general public and potential new participants, local VIPs e.g. members of parliament, councillors, and guest speakers.

### Venue - Where will the event be held?

- In a convenient location, with ample parking and/or public transport.
- Accommodates more people than you anticipate..
- Check for safety hazards, such as busy roads.
- Sufficient toilet facilities, seating and plenty of shade.
- Ensure that no special permission is needed to use the designated area.

### Time and date - When will the event be held?

- If you are holding your event to celebrate a specific occasion confirm the date in advance.
- If your proposed date will coincide with another event in a nearby location, for example, a sporting arena, ensure there will be adequate parking available.
- Plan your event for an appropriate time of day, keeping in mind the needs of your guests e.g. it may not be suitable to have an outdoor event at midday in Summer, or an event at school pick-up time if parents are invited.

### Catering requirements

Decide on healthy food options. Refer to the Heart Foundations Heart Healthy Catering Guide for suggestions. You can find this on the HFW website - [walking.heartfoundation.org.au/resources/marketing-advertising-and-promotion](https://walking.heartfoundation.org.au/resources/marketing-advertising-and-promotion)

### Resource requirements - What additional resources do you require for the event?

The Heart Foundation can provide a range of resources e.g. 'sign on' sheets, certificates of thanks, and flyers. You might need to:

- Bring additional resources e.g. a camera, mobile phone and pens.
- Hire equipment e.g. chairs, tables, water coolers, and/or book catering for your event.

Ensure you have First Aid equipment on hand. Ideally, have a person present who is certified in CPR and/or First Aid.

### **Fundraising potential – Would you like to raise funds through your event?**

- Contact the Heart Foundation for a Proposal to Fundraise form and other fundraising information and ideas.
- Decide on your fundraising method, for example, entry fees, collecting donations, raffles, sale of merchandise, sponsorship.

### **Publicity and promotion - How can you promote your event?**

There are many ways to advertise your event including:

- Inviting your friends and family.
- Distributing posters and flyers, such as doing a letterbox drop.
- Contacting us for help with publicity in local media such as newspaper, radio and television. We can assist with media releases and promotional advice.
- Send us the details of your event so we can put it on the events section of our website.

Remember to share photos of your event. If using social media, please use the hashtag #heartfoundationwalking.

### **Health and safety tips - We want everyone to have a good time at the event and above all, stay safe.**

Here are some things to consider if your event includes a walk:

- Pre-walk the route to note any hazards and to maximise safety e.g., crossing roads and avoiding any areas of footpath in disrepair.
- Encourage people to walk at their own pace. It is an enjoyable, social walk, not a race.
- Keep the group together when you walk or have somebody stay back with the slower walkers.
- If an incident does occur during a walk e.g., a walker falls, attend to the injured walker and call the Heart Foundation Helpline on 13 11 12 to report the incident within 24 hours.
- Take a mobile phone on your walks or keep a note of public telephones or houses that you can go to for help.
- In an emergency, call Triple Zero (000).
- Always make sure that the Heart Foundation's Walking with Dogs Policy is being followed and that any issues regarding unacceptable animal behaviour are addressed immediately.

### **Other tips**

- Delegate! Ask members of your local walking groups for help with the event. They could help with organising, inviting people to come along, setting up, welcoming walkers/dignitaries or leading the warmup and cool down (if a walk is planned). Spread the tasks around and you will enjoy the event more and give others the opportunity to feel involved.
- Try to welcome people individually and, when appropriate, have name tags available for everyone.
- Promote the event as a fun, social occasion. Encourage people to stay and chat by offering a drink or healthy snack afterwards. Your Local Coordinator can assist by covering small costs.
- Remember your human resources – events are only successful if you have enough volunteers to help support and run your event.

Please note, the Heart Foundation is not able to sponsor or provide funding for locally organised events.

## Frequently Asked Questions

*Why does the registration form request so much information?*

The information requested on the registration form is essential to allow us to administer and evaluate the program. If you or your walkers have any concerns about providing any information, please speak to your Local Coordinator or contact the Heart Foundation on 13 11 12.

*Some of my walkers aren't that fit. Is it safe for them to walk?*

If your walkers are new to physical activity or have not been active for some time, remember that some moderate activity is better than none. If they start at the level that is right for them, and build up slowly, they're more likely to successfully reach the goal of being active every day. Many people start out too vigorously and then give up being active because they find it too demanding.

Common sense is the best guide. Please ensure that all walkers have completed their walker registration form. Advise walkers to consult with their own health professional if unsure about participating in the walk.

*What's the safest way to encourage my walkers to become more active?*

A good general guide is to encourage them to do a little more than they are accustomed to and increase the amount and frequency gradually. For example, if a walker rarely does any physical activity e.g., walks the dog once a week or plays an occasional game of golf, suggest they start by walking for 10 or 15 minutes, three or four times a week at a comfortable level. After a few weeks, they should find that they can walk a little further and faster and may want to gradually increase the frequency to five, six or seven times a week.

*Should I dictate the pace of the walk?*

While it's good to encourage your walkers to improve, it's important not to push people to walk faster than is safe for them. Try to find ways to ensure that no-one walks alone.

For example, encourage walkers to pair off, nominate a "Tail-End Charlie" for each walk, or include a shorter alternative route for slower or less fit walkers. Walk at your own pace – it is not a race!

*How can I stop new members from joining my group?*

If your group is at capacity, you can hide it from public view. To do this, log into your profile, go to 'Manage Groups' and select 'private'. This means no one will be able to locate your group on the HFW website. Please note, this may take up to 24 hours to take effect.

*New people are appearing on my attendance log, but they have never attended the group. Does the Heart Foundation follow these up?*

Typically, no, the Heart Foundation Walking team doesn't follow these people up. It's up to everyone to turn up to their walks, and if you don't see them for a certain period, then we'd suggest you delete them from your group. It's good to know that deleting a walker from your group will not delete them as a participant of the program, just that group.

*Can I be in more than one group?*

Yes, you can join and manage multiple groups by logging in to your Heart Foundation Walking online profile. Please contact your Local Coordinator or Heart Foundation Walking on 13 11 12 if you need assistance.

*What if I can't attract people to my group?*

You can access Heart Foundation Walking promotional materials from the 'Resources' section on the HFW website. These can be edited and printed so you can advertise in your local community. You may also want to consider whether your walk time and route are suitable for potential walkers.

*We would like to walk in the shopping centre when it is too hot to walk outside, do we need to ask permission?*

Yes, we suggest you contact the shopping centre management. They may be able to recommend a suitable route for your walking group or have restrictions on where you can walk and when.

*I am a walk organiser for a shopping centre group, can Centre Management ask for our walker's details?*

We suggest that you don't pass on any personal information without express consent from your walkers. If you are asked to provide walker details, we suggest seeking advice from us first via your Local Coordinator or directly on 13 11 12 if you need assistance.

*What is a Local Coordinator and how can I contact them?*

A Local Coordinator is your first point of contact should you have any questions about your group or require support in any way. These details were provided to you in the initial email sent from Heart Foundation Walking. If you no longer have access to this, you can find their contact information in the 'Manage Groups' section of the website. Alternatively, please contact us via [walking@heartfoundation.org.au](mailto:walking@heartfoundation.org.au) and we can assist.

*What if I want to leave Heart Foundation Walking?*

You can update your Walk Organiser profile on the website. Please also notify your Local Coordinator that you would like to leave the program. Please encourage any group members interested in taking over your role to register as a Walk Organiser.

## **More information**

Ask your Local Coordinator or visit the Heart Foundation Walking FAQ page – <https://walking.heartfoundation.org.au/faq/>.

If you still have unanswered questions, please contact Heart Foundation Walking by emailing [walking@heartfoundation.org.au](mailto:walking@heartfoundation.org.au) or calling the Heart Foundation Helpline on 13 11 12.

For questions about your own health, please consult your healthcare professional.

Heart Foundation Walking is all about community involvement and we couldn't keep our program accessible for everyone without the incredible support of our volunteers. Volunteer Walk Organisers play a vital role in the success of the program.

Thank-you!



## Contacts

Heart Foundation Walking  
[walking@heartfoundation.org.au](mailto:walking@heartfoundation.org.au)

Heart Foundation Helpline  
13 11 12

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