

Fatigue Management Strategies for Employees

Half day workshop

Productivity, safety and health are compromised by fatigue. Workplace fatigue is caused primarily by sleep issues and working unsocial hours.

This workshop aims to provide you with knowledge and skills to help reduce the impact of fatigue. It outlines ways to manage fatigue, recognize fatigue in others and apply strategies to help manage fatigue.

Workshops involve a great deal of employee participation, they are fun and informative. They include information and a video developed by The Centre for Sleep Research, University of South Australia and an optional scientific evaluation of your present or proposed hours of work.

Learning Outcomes:

By the end of this workshop participants will have knowledge of core skills and access to a range of tools to:

1. Understand why we need to be concerned about fatigue
2. Recognize fatigue in yourself and others
3. Be aware of safety and performance challenges of unsocial hours
4. Understand and improve sleep
5. Use fatigue countermeasures
6. Be aware of driver fatigue and getting home safely
7. Use strategies to balance work-life with home-life
8. Be able to use a scientific method to assess hours of work (optional)
9. Prepare a personal **fatigue management plan** action plan

“Our staff found this workshop enlightening and informative – staff are more aware of the issues and they are aware of the adjustments needed to make as a consequence of the shiftwork life-style. I have no doubt that a less fatigued work force will be safer and more productive.”

Jo Anna Partridge - Winemaker Pernod Ricard New Zealand

About Us

Fatigue is a significant factor that underpins all other health and safety policies. The aim is for our clients to reduce both safety risk and business risk by managing fatigue. *Shiftwork Services* uses a fatigue risk management (FRM) approach based on a risk engineering framework mixed with 'practical know-how' to assist organisations that work 24/7.

Our approach is holistic and client-centered, covering such elements as: training in shiftwork-living skills; identifying individuals who are best suited to shift work; developing policies in fatigue risk management; identifying fatigue hazards; reviewing hours of work and assisting in roster design. As such, each element informs and adds to the other.

International experience supports our belief that applying an integrated approach which involves all the elements that feature in a Fatigue Risk Management Plan is likely to be the most successful way to manage fatigue risk.

Shiftwork Services offers the following additional services:

- Training to cope with shift work and fatigue – for the employees and also for the supervisors/managers in terms of what to do with a fatigued worker
- Training including e-learning, train the trainer, in-house introductory packages
- Developing, writing and/or commenting on an organisation's Fatigue Risk Management Policy
- Shiftworker Assistance Programme (providing one-to-one confidential advice on sleep and fatigue issues)
- Testing of applicants for shift work suitability
- Fatigue hazard analysis within your work environment
- Roster redesign, based on fatigue risk management principles
- Accident/ Incident and near-miss investigation, to incorporate consideration of fatigue as a contributory factor/cause.

Fiona Johnston NZ ROT



Fiona is the founder of *Shiftwork Services*. She has been working with shiftworkers, their managers and supervisors since 1995 and has worked with most of New Zealand's leading organisations.

Fiona is a highly experienced trainer and presenter and is responsible for our programme of workshops and seminars. Her presentations are lively, entertaining and relevant to the challenges faced by the 24/7 society.



She regularly speaks at conferences on the subject of fatigue-risk, sleep and roster design.

Fiona's particular interest is in sleep and she specialises in providing solutions to the biological and social disturbances common in shiftworking or extended hours situations.

“Human beings are hard-wired to sleep at night, so when employees work shifts/extended hours this can significantly affect their judgment, alertness, reaction times and ability to think clearly. This reduced performance has a huge impact on the worker, the organisation they work in and the person's social relationships.”

She originally trained as an occupational therapist in Britain and has worked with people with sleep problems in New Zealand, previously running a sleep clinic in Auckland.

Fiona has written a book, *Getting a Good Night's Sleep*, which has been published internationally. Copies are available from *Shiftwork Services*.

Fiona is the editor of the FaidSafe® alliance newsletter, *Focus on Fatigue*. This is a forum of current research, case histories and service information aimed at helping people manage fatigue-risk.

Current and Past Clients Include

- Transpower
- ACC
- Fonterra
- Carter Holt Harvey
- EMA
- Ontrack (now Kiwirail)
- NZTA
- Fullers Group Ltd.
- Christchurch City Council
- Shell
- Paymark
- Genesis
- Meridian Energy
- MAF

What Clients Have Said About Us

Fatigue training ...is part of Meridian Energy's ongoing performance and safety programme. Shiftwork Services assessed our roster using FAID® software and it was reassuring to find out that compared to many rosters ours is a good one.

Meridian Energy Limited

It is important that our staff receive good information about managing work place fatigue in order to keep themselves and their colleagues safe. Shiftwork Services ran seminars for Carter Holt Harvey staff in New Zealand and Australia. This enabled each person to develop his or her own personalised fatigue management plan.

Carter Holt Harvey



Great information - managing fatigue is vital when you work in a mine. The most valuable information for us was a scientific understanding of the hours of work. This information enables us to identify high-risk times. ...Taking the guesswork out will help us develop a flexible Fatigue-risk Management System. **Oceana Gold**

...Staff are more aware of the issues and they are aware of the adjustments they need to make as a consequence of the shiftwork lifestyle. I have no doubt that a less fatigued work force will be safer and more productive. **Pernod Ricard New Zealand**

Fiona's input helped us identify the causes of fatigue and helped us develop a Fatigue Risk Management Plan. Being able to measure indicative fatigue and its impact on staff performance was an eye-opener for us. **Sealed Air**

Our Alliance Partners

Shiftwork Services (NZ) Ltd is a licensee of **FaidSafe®**. Through this relationship Shiftwork Services has access to a global network of **FaidSafe®** practitioners and relevant human factors scientific research communities, including the Centre for Sleep Research, University of South Australia.

This international alliance is called FaidSafe®

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