

TRAIN THE TRAINER

4 PILLARS OF SHIFTWORK SUCCESS®

Marcus Evans Australia - Enhancing Fatigue Management and Recovery through Rostering Techniques, Employee Wellbeing and Shiftwork Policies. 18-20 Nov 2019 – Melbourne.

Fiona Johnston - Pre-Workshop Interview Questions

What would you say are the notable challenges in rostering and managing fatigue in the workplace?

From a staff perspective the number one issue is getting adequate sleep. Shiftworkers are often sleep deprived due to working nights and not being able to get to sleep in the day because the body clock is just not ready to kick in. This in turn causes fatigue which often results in accidents and incidents in the workplace. Over time sleep problems and fatigue cause mood issues, health difficulties and makes it more difficult to maintain a healthy work – life balance. Getting a good sleep is the starting point for shiftworkers to be safe, healthy and well.

Could you highlight any useful tools/ applications/technologies in the industry used to ensure safer and smoother operations?

To ensure safer and smoother operations organisations are advised to assess the quality of the roster and the impact it has on fatigue. Many organisations use FAID® software which has been an industry standard for alertness prediction and fatigue management since its introduction in the late 1990s. and offers scientifically verified accuracy based on real-world data. Other complimentary technologies include altigraphs and sleep monitoring devices.

What would you identify as significant fitness-for-duty check points managers should be aware of?

In order for staff to be fit for duty they need to be alert enough to work safely. The rule of thumb is that if they have had less than 5 hours sleep in the last 24 hours, they are likely to start showing signs of fatigue and may not be fit for duty. Check points include problems with cognition such as trouble focusing and paying attention, memory, thinking and planning as well as making mistakes.

Based on your current/previous experiences, could you briefly describe programmes/initiatives that are effectively addressing fatigue related problems at work?

MPI have engaged the whole workforce to understand fatigue risks in their workplace, brain storm solutions and develop a comprehensive Fatigue Risk Management Plan.

Nestle are looking at *Train the Trainer* in 4 Pillars of Shiftwork Success so that their staff are highly engaged with the process of managing workplace fatigue.

SPARK are looking at engaging the whole workforce and using measurable outcomes including how managing fatigue impacts on worker satisfaction, productivity and absenteeism.

NZ Blood are looking a holistic approach to managing workplace fatigue giving particular consideration to employee welfare.

OfficeMax are aware of the complexities of managing workplace fatigue so are providing shiftwork lifestyle training and asking the question – *what can be done in this organisation to reduce workplace fatigue and improve staff welfare?*

What would you like delegates to take away from your presentation?

Shiftwork fatigue is here to stay, we can't eliminate it but we can reduce risk. There is no one solution so I recommend working with the whole team including staff, managers and families to find out what is going to work best for the unique issues faced by your industry and workforce.

WHAT ARE THE 4 PILLARS OF SHIFTWORK SUCCESS?



SLEEP

Enable adequate and good quality sleep



ALERTNESS

Work safely and efficiently



PHYSICAL ACTIVITY

Improve motivation



WORK-LIFE BALANCE

Make time to enjoy both personal and family life

Ask about being sponsored into this programme

Contact

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4 Pillars of Shiftwork Success - Tool Kit