

“Creating A Crash Free Culture”

Queensland Fatigue Management Pilot

Where Are You Heading ?



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Background

- Refrigerated Transport Business
 - Predominantly Fresh Fruit & Vegetables
- Employs over 120 local staff
- One Depot in GATTON Queensland
- 50 vehicles, 65 trailers , 8 Tow Operators
- 10 Cold Rooms - Over 576 pallet spaces

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Distances to Key Markets

- Sydney – 1027 klm
- Melbourne – 1925 klm
- Adelaide – 2049 klm

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General Problems Encountered !

- Just In Time Marketing
- Market Price Fluctuations
- Distance
- Log Book Issues
- Climate – Heat, Cool
- Customers & Lack of Knowledge
- Highly Competitive Industry

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General Problems Encountered !



Overloaded with Issues

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How did the FMP Come to be ?

- Queensland Transport & the ATA joint Project est 1995 with 5 other companies.
- Standards, policies procedures discussed, Proposals developed, assessed checked – eventual agreement.
- Approval granted in 1996
- The first Fatigue Management program was born.

—————→ **The next step**

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What was the next step ?

- Discussed “fatigue effects” at various Management levels – Lack of Info.
- Held a meeting & asked our drivers
- Received many and varied responses
- Typical responses include. Drink coffee
Sleep at home, napping strategies
and of course more money !!

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Next step cont...

- Operational Issues
- Pre planning and Trip Preparation
- Lifestyle issues, health, family



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Risk Management Strategies ?

- At home
- Unloading
- Loading
- Demands
- Customers
- Schedules
- Limitations
- Financial Balance
- Coping with Stress
- General Health

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Lessons Learnt ?

- Things do not always happen quickly.
- Lack of appropriate marketing.
- Must create "buy-in"
- Drains staff resources.
- Are definite costs involved, more intangible
- May lose customers but will attract new ones
- Must have total management commitment.

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Lessons Learnt Cont ?

- Lack of information about Fatigue causes and effects.
- Company systems - more structured.
- Trucksafe was an excellent starting point.
- Effective ways of delivering information - the easier the better – K.I.S.S
- Support must be always at hand.

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What are the Benefits ?

- Healthier/happier workforce.
- Feeling of importance to the drivers
- Increased training & awareness
- Reduced fatigue related incidents
- Increased overall safety
- Good support from Enforcement

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Benefits Continued

- Better communication
- Better productivity
- Reduced Stress levels
- Meets OH&S & Duty of care
- Better Rostering Systems

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What are the Negatives ?

- More Exposure
- Cost \$\$\$, compliance, staff etc
- Drain on training Resources
- Paperwork & Audits
- Lack of On-Road Knowledge
- Change of Customer Base

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Summary

- Start talking about it
- Will not happen over night
- Take long term training and education & commitment
- There are costs and obstacles to overcome.
- Must have top level support.
- Benefits - for both business and employee.
- Continual improvement process

- Can you afford to do Nothing?

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Final Message – Regulators Perspective !



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New South Wales Roads & Traffic Authority

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For those who think things will never change !!



FROM



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For further information, copy of presentation
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