2nd Annual Paramount Strategies for Rostering and Shiftwork

Identifying the correct elements in roster formation for a productive and effective tailored solution to your roster

Melbourne
12th & 13th February 2009

"Productivity is never an accident. It is always the result of a commitment to excellence, intelligent planning, and focused effort"
Paul J Meyer

Acquire insights and best practices in planning, implementing & managing your roster and shiftworkers.

Introducing Half day workshop by:

Dr Adam Fletcher Founder
Integrated Safety Support
Dr Fletcher is an advisor to numerous organisations within Australia and overseas. Since his return from the U.S. in early 2006 he has been focussed on developing, implementing, and reviewing fatigue-related safety programs, with an emphasis on risk-based systems, for clients in 24/7 industries. Current major projects that Adam is involved with are for the Qantas Group, BHP-Billiton, Airservices Australia, and the Department of Sustainability and Environment (Victoria).

Dr Katie Kandelaars Technical Analyst
Integrated Safety Support
Dr Katie Kandelaars advises clients on issues related to data integrity and potential improvements to workforce management/rostering systems. Current major projects that Dr Kandelaars is involved with are for the Qantas Group, Airservices Australia and the Department of Sustainability and Environment (Victoria).

Key benefits of attending:

• Focusing on core competencies to create an ideal “Tailored Solution” to your roster
• Analysing the differences between rostering systems to illustrate the best possible solution
• Addressing the environment and health factors essential to enhancing staff productivity and minimising workplace risk
• Empowering staff to eliminate absenteeism and turnover whilst increasing productivity
• Increasing performance and employee satisfaction with effective management skills that drive business demands and understand your employee

Featuring case studies, expert presentations and international keynote presentations by:

Scott Taylor General Manager Human Resources
Star City Casino
Timothy Pegley National Operations Manager
NRMA Insurance, IAG
Sergeant Dennis Gellatly HR Roster Review Project Manager
Australia Federal Police
Jim Huemmer Principal
Shiftwork Solutions
Christine Graham Workforce Planning Manager
Sky City Entertainment Group
Shane Falkiner Compliance Manager - Asia Pacific
LinFox Group
Senior Sergeant Craig Ryan Greater Darwin Regional Command
Northern Territory Police, Fire, Emergency Services
Trent Raymond Safety Manager - Southern 2bne
Coles Group
Gayle Burmeister Lead OH&S
National Union of Workers
Jodie Dickson Employment Relations Manager
Mounties Group
Professor Sandra West Faculty of Nursing and Midwifery
University of Sydney

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Thursday 12th February 2009

0830 Registration & coffee

0900 Session One - Case Study
Setting up your own Flexible Rostering System - Results seen from the AFP: What can it do for you?
Sergeant Gellatly has just completed a review in policing rostering at AFP. In this session he will present the findings and achievements from the year gone by to illustrate the highlights and benefits of a more tailored solution to the AFP roster.
- What the review set out to achieve and what the AFP have achieved as a result
- Identifying results gained by the AFP as a result of new initiatives introduced
- Successfully managing peak and low periods
- Applying three tiers of control - roster, staff and management

Sergeant Dennis Gellatly HR Roster Review Project Manager
Australian Federal Police

0945 Session Two - Case Study
Managing Absenteeism and Presentism for efficient work practices
According to the most recent CCH Unscheduled Absence Survey, employers are losing ground when it comes to keeping workers on the job. Unscheduled absenteeism rates have risen to their highest levels since 1999. What continues to be of most concern is that almost two out of three employees who don’t show up for work aren’t physically ill.
Employers are struggling to find effective programs that keep healthy workers on the job as unscheduled absenteeism can cost large companies hundreds of thousands Australian dollars each year.
- Attaching a dollar value to what absenteeism is costing your organization each year
- Investigating the root cause of absenteeism and formulating best solutions
- Overcoming the challenges in absenteeism input to increase efficiency
- Investigating absenteeism patterns, highs and lows to better manage your roster

Scott Taylor General Manager, Human Resources
Star City Casino

1045 Session Three - Case Study
Advancing your Fatigue Management initiatives to maximise productivity amongst shiftworkers
- Allocating sleep opportunity with the roster for profit gain and productivity
- Adopting a rostering system to reduce the potential stress of your staff
- Implementing simple and effective measures in the workplace to prevent the incidents of fatigue

Shane Falkiner Compliance Manager - Asia Pacific
LinFox Group

1130 Session Four - Case Study
Getting the Roster Right
In these changing economic times many organizations are reviewing their costs, including how their rosters affect the use of key equipment and human resources.
Shiftwork Solutions experience indicates that many existing work rosters are either inherited from a previous time (and different workload requirements) or simply copied from another site. Come and learn from the experts what it takes to get the roster right and achieve real cost savings.
- Learn out about current trends in roster design
- Discover which roster structures best suit your coverage needs
- Review business, employee and health/safety considerations
- Evaluate the advantages of using a process for roster design and implementation in different industrial environments
- Observe some of the common mistakes in employee pay and benefit calculations when implementing new rosters
- Hear about roster decisions and experiences that have occurred from the shop floor to the CEO’s office

Jim Huemmer Principal
Shiftwork Solutions

1215 Luncheon

1315 Session Five - Case Study
Utilising new technologies that eliminate your rostering dilemmas
- Balancing the costs and benefits of implementing new technologies
- Eliminating the duplication of tasks when using automated rostering systems
- Capturing and analysing data vital for your roster formation
- Increasing productivity when cutting time spent on rostering solutions for higher ROI
Speaker to be advised

1400 Session Six - Case Study
Demand Based Rostering within a framework for success
- Matching Demand for labour with an appropriate supply of staff
- Determining and allocating a suitable mix of competency and experience
- Introducing changes to the rostering systems

Christine Graham Workforce Planning Manager
Sky City Entertainment Group

1445 Session Seven - Case Study
Keeping your shiftworkers actively engaged to maximise productivity during down times
- Promoting staff initiatives with effective training programmes
- Ensuring staff to share their responsibility as a shiftworker
- Allocating expectations of roles to ensure employee satisfaction
- Benefits productivity rise & costs cut with responsible staff

Senior Sergeant Craig Ryan Greater Darwin Regional Command Northern Territory Police, Fire, Emergency Services

1530 Afternoon refreshments and networking break

1600 Session Eight - Case Study
Behavioural based safety as a tool for cultural change - Engaging shift workers in the change model
- Practical tools for engaging employees and shift managers in safety
- Ownership and involvement in change management
- Developing internal motivation for safe behaviour
- Designing reward and recognition programs
- Controlling drug and alcohol consumption

Trent Raymond Safety Manager - Southern Zone
Coles Group

1645 Session Nine - Expert Advice
Overcoming apprehension to change with effective communication and involvement from unions
- Examining the risks involved when not communicating well with union representatives
- Facilitating greater dialogue with unions - Creating effective working relationships
- Adopting communication principals that include all relevant parties
- Liaising with employees to identify needs coupled with business demands
- Managing change with correct communication

Gayle Burmeister Lead OH&S National Union of Workers

1730 Closing remarks from the Chair and end of Day One
Conference Programme Day Two

Friday 13th February 2009

0830 Morning coffee

0900 Session One - Case Study
Engagement and retention Strategies for Shiftworkers
- Identifying what shiftwork incentives work to retain correct staff
- Motivating your staff to maintain productivity that meets business demands
- Implementing strategies to your organisation that improves working conditions for your shiftworker

Jodie Dickson Employment Relations Manager
Mounties Group

0945 Session Two - Case Study
Taking work-life balance strategies into consideration when designing your roster
- Establishing the need for both quality of work-life (QWL) and work-life balance to increase productivity and employee efficiency
- Balancing employees needs vs. company demands
- Applying best practices for Work-life solutions from organisations and industries addressing this successfully

Timothy Pegley National Operations Manager, Customer Operations And Improvement
Nrm Insurance, IAG

1100 Session Three - Expert Advice
Exploring the long term effects on the Australian Shiftworker - The effects of your roster!
- Providing the knowledge on what is safe and what isn’t for your employees
- Understanding the framework of the perfectly adapted human
- Linking shiftworkers to higher percentage of certain health complication
- Examining the distinct differences on what is tolerated vs. acceptable for your employee

Professor Sandra West Faculty of Nursing and Midwifery
University of Sydney

1145 Session Four - Case Study
Accounting for the health risks of long term shift worker to maximise staff productivity and minimise incidences
- Maximising staff productivity when accounting for health risks of shiftworkers
- Understanding the health implications associated with operations in 24/7 industries
- Increasing knowledge of health implications to take charge in eliminating risks and avoiding unnecessary costs
- Capitalising from an injury free workplace

Neil Morris Operations Manager
Erasing Power

1230 Luncheon

Who must attend
- Operations Managers / Supervisors
- HR Managers
- Team Leaders
- Business Analysts
- Rostering Managers and Supervisors
- Employee Relations Managers
- Scheduling Managers
- Plant Managers/Supervisors
- Production Managers
- Logistics Managers
- Duty Managers
- Industrial Relations Managers
- Shift Managers
- Labour Relations Managers
- OH&S Managers

From:
- Essential services such as
  - Electricity
  - Power
  - Posts
  - Police
  - Production industries with continuous processes (mining, oil refining, smelting, furnace, plastic)
- Health services such as hospitals, ambulance, pharmacies, medical clinics and laboratories.
- Social and community care services.
- Transport - bus, tram, train, shipping, coach and airlines.
- Food production and processing - farming, fishing, and manufacturing.
- Hospitality and Tourism Industry
- The tourism industry
- Service industries
- Data processing centres
- Retail shops, supermarkets etc.
- Call centre Managers
- Sleep Research Managers
- Training and Development Managers
- Organisational Development Managers

Half Day Workshop

1330 Half day workshop: Exploring Rostering Systems to Improve Overall Business Performance

Background
- With an abundance of rostering solutions available across a variety of industries, finding or developing a “successful roster” – one that is tailored to your business demands and formed within the industry framework - can be extremely difficult.
- Changing from traditional rostering systems to account for more complex business requirements and improve efficiency is a process that can deliver significant benefits for all stakeholders, but is also associated with various risks that need to be managed

Part I: Illustrating the Rostering Process, System Requirements and Available Tools:
- Introducing the major stages of rostering
- Discussing a simple Excel-based example
- Discussing a complex example
- Detailing data requirements for gaining maximum benefit from roster solutions
- Detailing system requirements that allow for maximum resilience
- Outlining some examples of free rostering tools and commercially available products and systems
- Summary of the critical considerations for simple and complex systems

Part II: Linking Rostering to Safety Management:
- Assessing the impacts of rosters on work-related fatigue and social/family time
- Improving the management of risks by considering safety, health, environment or other factors as part of the rostering process; an example process cycle using fatigue-related risk as a safety consideration
- Integration of Safety Management System data with hours of work / rostering system elements

Part III: Creating a Tailored Solution:
- Liaising with all relevant parties to address the broadest range of requirements
- Exploring most suitable rostering systems and options within a broad context of business performance
- Developing rostering processes that consider the all requirements and generates valuable business outputs
- How to get additional support if it is required

Dr Adam Fletcher Founder
Integrated Safety Support
Dr Katie Kandelaars Technical Analyst
Integrated Safety Support

1730 Closing remarks from the Chair and end of conference

Why you must attend

While work outside daytime hours is unavoidable in many industries such as essential services, schedules which include shift work and extended hours are unsuitable for some types of work. In addition, shift work and extended hours have often been introduced with little or no consideration of the risks to health and safety.

Employers owe a legal duty of care to employees which includes ensuring that health and safety effects are always considered in planning rosters and working arrangements. The effects of working hours on family and social life must also be considered.

Gain imperative insight into creating your magic roster tailored to your organisation that drives business success and meets staff demands.

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marcus evans would like to thank everyone who has helped with the research and organisation of this event, particularly the speakers and their staff for their support and commitment.

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