



## Welcome:

Welcome to our first newsletter, the first of many we hope will be of interest to you. Please feel free to contact us if you would like to discuss any aspect of the newsletter. Our contact details are at the bottom of this page.

## Discomfort, Pain and Injury (DPI) Management Tools

ACC has added a range of informative tools to their webpage which are easy to download and can be used as part of your ergonomic programme. Check out [www.habitatwork.co.nz](http://www.habitatwork.co.nz)

The information is based on latest research and will be useful for a wide range of business activities. The tools can also be ordered in a format supportive of your own intranet system.

### Reducing your DPI Risk

Think about some of the ways you can reduce your DPI risk.

1. Work Organisation
  - Provide sufficient staff to cover sickness, deadlines and holidays
  - Schedule regular rest breaks and rotate staff between different activities (three or more activities)
  - Consult and inform employees about hazards and how to avoid them.

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2. Workplace Layout/ Awkward Postures
  - Reduce handling distances and twisting actions
  - Provide sufficient space to perform the task
  - Avoid the need for squatting, kneeling or crouching
3. Task Invariability
  - Avoid repetitive actions and vary the work to rest different muscle groups
  - Provide sufficient rest breaks
  - Limit duration of handling, and particularly if standing or sitting
4. Load/ Forceful Movements
  - Provide mechanical lifting aids and train to use them safely
  - Make the load lighter or reduce the force being applied or split the load
  - Make the load stable and easier to grip.
5. Individual Factors
  - Consider age, fitness and other needs
  - Plan for new employees and those returning to work after illness or injury
  - Provide training specific to the tasks being performed
6. Psychosocial Factors
  - Provide a supportive workplace environment where staff can report discomfort and pain early
  - Improve shift work rosters and reduce unsociable hours
  - Do not promote the belief that work is harmful.
7. Environmental
  - Cover outdoor areas and protect employees from wind
  - Monitor temperature, noise and light
  - Remove clutter, rough surfaces and obstacles

*"A ship is safe in the harbor.  
But that is not what ships were built for"*

# Literacy and Numeracy Initiatives

*"I can't see what good Literacy and Numeracy training would do my business – I mean how hard it is to shift product around the yard? You don't need to read and write fancy stuff for that you know!"*

If you would like less waste and downtime fixing problems, improved communication and teamwork amongst other benefits of a workplace literacy programme then, there are a few options to help you.

Firstly, if you belong to an ITO (industry training organisation), then you have access to the ITO Embedded Literacy and Numeracy Fund. Talk with your ITO and ask them to put you into contact with the Tertiary Education Commission (TEC) staff who will work closely with you and guide you through. Go to <http://www.tec.govt.nz/templates/itosummary.aspx?id=542> for a list of ITOs.

However, don't despair if you don't belong to an ITO. The Government has invested \$11.6M in the Workplace Literacy Fund which is expected to grow over the next four years. Employers are expected to contribute towards the programme in some way. This may mean offering a training room, giving employees time off for participating in the programme and helping in other ways.

Guidelines and forms are on the Tertiary Education Commission (TEC) website. There is a three step process for applications.

1. Education provider applies for eligibility
2. Provider applies for funding to undertake an initial needs analysis in the chosen workplace
3. Provider applies for funding for workplace literacy programme support.

Go to <http://www.tec.govt.nz/templates/standard.aspx?id=917>

## Websites:

Tertiary Education Commission  
[www.tec.govt.nz](http://www.tec.govt.nz)

## Literacy Organisations

Workbase: [www.workbase.org.nz](http://www.workbase.org.nz)

Literacy Aotearoa: [www.literacy.org.nz](http://www.literacy.org.nz)

# Efficiency or Effectiveness?

There are two types of improvement gains:

- Effectiveness ie improving the products or services (outputs) that you deliver
- Efficiency ie eliminating waste typically through reduced costs, reduced variability and reduced cycle time

Organizations sometimes focus on efficiency gains and overlook effectiveness gains. This approach can result in an organization having efficient processes with ineffective products or services that at best slows down the process of going out of business.

**To kick start your improvement efforts** with respect to effectiveness gains, simply telephone your customers and ask them why they deal with you and what you could do to enhance your products/ services further.

## Tip of the Month

Think in terms of your business and what the five greatest dangers are to people, environment, machinery and product. Once these have been defined, then ask yourself what is in place to reduce the likelihood of these events. Focus should be on:

1. Communication ie training, testing peoples' understanding, written procedures.
2. Refresher training on an annual basis
3. Review of operational systems

### Did you know?

- The world population of chickens is about equal to the number of people.
- The full chemical name for caffeine is 1,3,7-trimethylxanthine and its chemical formula is  $C_8H_{10}N_4O_2$ . When coffee is roasted and when the coffee beans begin to cool, they release about 700 chemical substances that make up the vaporizing aromas.

*We would like you wish you all a safe and happy Christmas and a prosperous 2009.*