



Australian Government
Comcare

WORK DESIGN TO SUPPORT PSYCHOSOCIAL RISK MANAGEMENT

Wednesday 29 October 2025, 1.30pm – 2.30pm AEDT

Safety

every job, every day



What is good work?

Good work is:

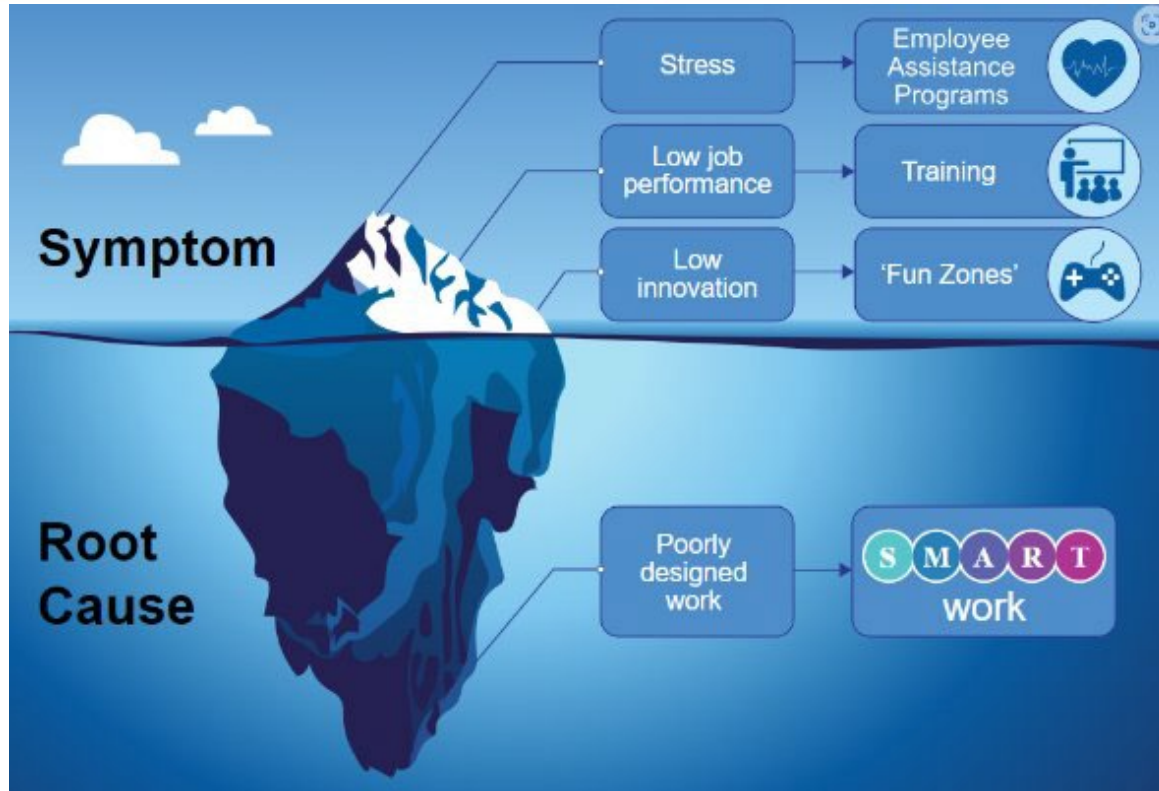
- Safe and healthy
- Respectful
- Engaging
- Fair
- Meaningful
- Secure



Wellbeing and psychosocial factors



Why use SMART work design



The five themes of SMART



'S' for
Stimulating



'M' for Mastery



'A' for Agency



'R' for Relational



'T' for Tolerable
demands

The five themes of SMART

Job resources



Job demands



3 ways to do SMART work design

Lead for SMART

Daily actions that shape work design and SMART work



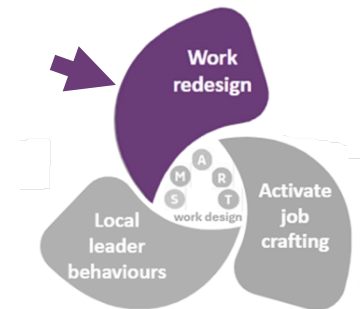
Work redesign

Bake in new work roles with reconfigured tasks, responsibilities, relationships &/or decision-making

Activate job crafting

Encourage & enable workers individual and collective job crafting

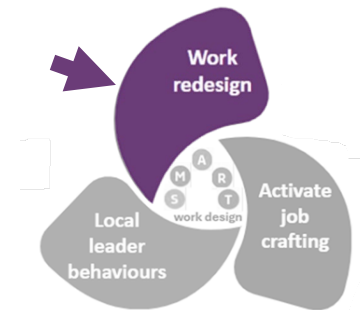
1. Work redesign in practice



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(Safe Work Australia, 2024. *How to manage work health and safety risks Code of Practice*)



2. Job craft using SMART



Video from tailoredthinking.co.uk



2. Job craft using SMART

Job crafting in Action – Nicole, APSC



Task crafting: Identifies important tasks to be done the next day



Relationship crafting: Gets to know other people around the agency through 'Coffee Roulette'



Wellbeing crafting: Takes the full hour for lunch – away from the desk!



3. Lead for SMART

What great managers do

	1. Addressing work designs		6. Enhancing performance
	2. Knowing your team		7. Providing flexible work
	3. Building trust in your team		8. Managing change at work
	4. Supporting your team		9. Managing absence
	5. Effective communication		10. Supporting return to work



3. Lead for SMART



This team talk is part of a series created to help you discuss good work design with your team. Read the team talk to your team and use the questions to start a discussion.



3 reasons to use SMART work design

national safe
work month

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Evidence-based approach that is effective in preventing psychosocial risks at their source

Tackle multiple challenges at once and grow wellbeing, innovation and performance



Offers practical strategies that empower people at all levels to make work better

Talking about SMART work design

Which **SMART** element would you like to discuss today?

As a **team**, when and how should we talk about our **work design**?



Tips for having SMART conversations

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Be curious

Meet
people
where
they are at

Follow
through
and keep
talking

What can you do now?

- Promote use of Comcare's [Good work design](#) resources to frontline managers and teams
- Put EL2s and high performing EL1s through the APS Leadership Edge program and Relational Leadership SES program
- Access existing and upcoming resources via Comcare's LMS and website
- Use publicly available resources from sources like Curtin University, TailoredThinking and Thrive at Work
- Contact us at goodworkdesign@comcare.gov.au

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