



Fact sheet

Incident management and reportable incidents: Identifying people to participate in practice reviews

About this fact sheet

This fact sheet provides guidance on selecting participants and frontline workers to participate in a practice review.

It is one in a series of resources about practice reviews, and should be read in conjunction with other NDIS Quality and Safeguards Commission (NDIS Commission) fact sheets and publications about practice reviews. As a minimum, it is suggested that you also read the Practice Review Framework for NDIS Providers, and the *What is a Practice Review?* fact sheet.

Key messages

A practice review is a reflective process that examines a provider's engagement with a group of participants, and improvements that can be made to their experience of service, often with a focus on a particular practice area, a cluster of services, and/or a particular team of support workers.

Participants should always be involved in a practice review. It is their experiences you are examining, and they are experts in their own lives.

Frontline workers and managers should always be involved in a practice review. They directly influence people's experience of a service, and have relationships with the people they support that are different from anyone else's in the organisation.

Both participants and frontline workers may need support to participate in a practice review.



What is the purpose of the practice review?

When considering who to invite to participate in a practice review firstly reflect on its purpose: What is it about? What is your organisation trying to discover?

From the purpose, then consider: Which services are involved in the issue/situation being reviewed? Who uses these services? Who delivers these services?

What input are you looking for?

There are two ways participants and frontline workers can contribute to a practice review:

- Role 1: as a person sharing their unique and subjective experience of a particular event relating to the practice review issue/situation; and
- Role 2: as a stakeholder of the organisation, providing their objective opinions and expertise of the lived experience of disability, or as a frontline worker or manager.

Both of these are significant ways of involving people in a practice review. It is, however, acknowledged that participants and frontline workers are most likely to be invited to contribute to the practice review in Role 1; that is, giving a subjective account of their personal experience.

Role 2 refers to when you might invite people to contribute as a practice review panel member, to provide objective opinions and expertise. Refer to the *How to do a Practice review* fact sheet for more information about practice review panels.

Participation in role 1

When considering potential practice review participants for role 1, reflect on the following:

- How recently has the person been involved in the issue/situation being reviewed?
- How significant is/was their involvement? Are/Were they involved enough to contribute?
- Are they adversely affected as a result? If so, what support might they need?

For **participants**, also consider:

- How does the person communicate and what support may they require in this area?
- If they only communicate in non-verbal ways or have low cognition, could they contribute by being there and putting a face to the experience of service (with an advocate's support)?
- What other supports will the person require in order to participate effectively?



- If the person requires a support person, is there someone suitable who could attend with them?

NB: A person's level of cognition should not be a reason alone for ruling out their potential involvement in a practice review.

For **frontline** workers, also consider:

- What supports might they require in order to participate effectively? e.g. literacy support, translation service, emotional support person.
- If they require any of these supports, is there someone suitable who could attend to assist? If no, which external support services could be recommended to, or organised for, them?

NB: A worker's level of English literacy or proficiency should not solely be a reason for ruling out their potential involvement in a practice review

Participation in role 2

When considering potential practice review participants for role 2, reflect on the following:

- What contribution would the person likely bring to the practice review? e.g. their worldview, experience, background.
- What experience has the person had in roles such as this?
- If they have had little or none, what kind of training and/or support will be provided to enable their participation?
- How does the person communicate and what support may they require in this area? What other supports will they require in order to participate effectively?
- Should the person require a support person, is there someone suitable who could attend the practice review with them?

When to include other stakeholders

There may be other people who aren't participants or direct customers of your organisation, or directly involved in the issue/situation being reviewed that have useful perspectives and information to offer.

Parents, siblings, carers, guardians, advocates, and other people who care for, and represent, participants may want to be involved in a practice review. This is particularly the case when the trigger for the practice review is a result of representations they have made about a particular issue or situation – such as raising issues at case meetings, making complaints, providing other feedback.



Consideration should always be given to how these stakeholders are involved, whether as contributors to the practice review, as support for participants (i.e. people with a disability), or just to keep the lines of communication open.

There may also be **other providers or services** you want to approach to offer a peer review perspective. This could be at any step in a practice review.

For example, you may seek input from a peer provider prior to making decisions about action to take or reflecting on recommendations from a practice review, about what they would do in a similar circumstance.

For guidance about including other workers from your organisation and/or subject matter experts, please refer to the *Who should lead a practice review?* fact sheet.

Approaching potential practice review participants

After thinking about the purpose of your review, what input you need, and who should be included, it is time to decide who to approach. Remember that all potential practice review participants will have a contribution to make no matter how small or subtle, but providing them with tailored supports is more likely to elicit a good result.

It is also important to remember that while some people may seem to fit the role well, they may not turn out to be suitable (or are unable to participate) on the day. For this reason, it is advisable to have a number of back-up candidates available on stand-by.

Provide the following resources to people you are inviting to participate in the practice review:

- *What is a practice review?* fact sheet
- *What is a practice review?* Easy Read fact sheet (refer page 2 in particular)
- *Information for family, carers, and participant supporters* fact sheet



Related resources

Refer to the *Practice Review Framework for NDIS Providers* for a complete list of documents related to this series.



Practice Review
Framework for
NDIS Providers



What is a practice
review



What is a practice
review – Easy Read



Information for family,
carers, and participant
supporters



Who should lead a
practice review?

Contact Us

Call: 1800 035 544 (free call from landlines).

Our contact centre is open 9.00am to 5.00pm (9.00am to 4.30pm in the NT), Monday to Friday, excluding public holidays.

Email: contactcentre@ndiscommission.gov.au

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