



## Fact sheet

### Practice reviews:

# Information for family, carers, and participant supporters

## About this fact sheet

This fact sheet provides practical information about practice reviews for parents, siblings, carers, guardians, advocates, and other people who care for, and represent, NDIS participants.

It provides information about participating in a practice review, as well as information about supporting people with disability to participate in a practice review.

This fact sheet 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, we suggest 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. It often focuses on a particular practice area, cluster of services, and/or particular team of support workers.

A practice review considers the connection between how things happen in an organisation (i.e. its systems and processes) and the impact of that on people - both participants and workers (i.e. its culture).

Practice reviews call on representation from all stakeholders across an organisation. This includes participants (i.e. people with disability), and the people who support and represent them.



You may be invited to be involved in a practice review, depending on the nature of the issues to be considered, or asked to support a participant to take part in a practice review.

It is important to note that practice reviews do not replace or duplicate reportable incident obligations and incident management system requirements for managers and key personnel of registered NDIS providers, as required by the *National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018*. For more information go to [our website](#).

## Background

A range of resources have been developed by the NDIS Commission regarding responses to incidents.

The practice review resources complement those, and are intended to help NDIS providers conduct practice reviews so that they can:

- prevent further incidents occurring
- better equip workers to manage incidents when they do occur
- influence improvements across other service delivery functions.

The *Practice Review Framework* and the *What is a practice review?* fact sheet explain further what practice reviews are, and how they can contribute to safeguarding, and improving the standard of support provided to, people with disability.

## When do practice reviews happen?

NDIS providers are encouraged to include practice reviews as part of your organisations' continuous improvement activities.

Practice reviews are usually triggered by a number of factors pointing toward an issue with the quality of service at a particular service outlet/site, or a group of services, or for a group of people. Providers will identify these factors through other continuous improvement activities, such as internal audits, preparation for NDIS registration, looking at information generated by incident reviews and investigations etc.

This is further explained in the *Indicators and triggers* for practice reviews fact sheet.



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## How might you be involved in a practice review?

You may be asked to participate in a practice review, to give your views on a particular issue and how it impacts the person with disability you support. This would generally involve speaking with a reviewer; this person may be someone you are familiar with from the organisation, or someone you do not know, either from the organisation or external to it.

The other way you might be involved is as a support person for a person with disability who is participating in a practice review. In this instance it is important that you allow the person with disability to express their views, opinions, and ideas. These may not always align with your own, in which case you should ask the reviewer if you can offer your independent views on a separate occasion, so they can also be considered.

The *What is a Practice Review? Easy Read* fact sheet has been written for people with disability, to help them understand what is involved in a practice review, and what being included in one will be like. You may find this a useful resource to use if you are asked to support a person with disability participating in a practice review.

Further information about how people with disability may be involved in a practice review is below.

## Opportunities for people with disability to participate

There are two main roles for people with disability in 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.

There is a range of criteria NDIS providers might consider when identifying potential participants in practice reviews. A guide to assist with this is included in the *Identifying people to participate in a practice review* fact sheet.

Providers are encouraged to include people with disability in practice reviews, as the experts in their own lives, and to seek whatever supports they may need to do so. The guide states that a person's level of cognition should not be a reason alone for ruling out their potential involvement in a practice review.

## Support for participants in practice reviews

The *Engaging people in a practice review* fact sheet provides a guide to assist providers appropriately engage people with disability in practice reviews, including how support people should be included.



## After a practice review

A *Reflection exercise for practice review participants* is also available, to be used after a practice review by anyone who participated.

Reflective practice is about thinking deeply and writing about something that has happened to us. People are encouraged to take the time to reflect on the practice review, to get in touch with how it made you feel, what you might have learned from it, and any action you want to take.

As a participant in a practice review, you may find it beneficial to complete this yourself or, as a support person, you may be asked to assist a person with disability to complete this.

## A case study

*An NDIS provider is finding it more difficult than usual to get support workers at a particular service outlet/site.*

*There have been several complaints over the past six months from two participants receiving supports, as well as from a third participant's family member. The complaints have raised similar issues, about missing scheduled activities (such as going to the club or visiting their families), and general dissatisfaction with the standard of support being provided (dirty clothes, messy appearance). The complaints have been investigated but no concrete reasons found for the issues of concern. A fourth participant's legally appointed guardian has raised similar concerns in a letter to the CEO.*

*There have been no incidents reported by workers from this service in over 12 months.*

After considering the complaint investigation reports and talking to the team leader without finding any satisfactory explanation for why things are not right, the senior manager decides to do a practice review.

This allows them to talk to a range of stakeholders and seek their input on how to improve the quality of service, and to address any issues found.

All the people who previously made a complaint (i.e. participants, family member, and guardian) are invited to take part in the practice review. One of the participants asks their advocate to support them; one chooses to participate on their own; the third (who has a significant cognitive disability) attends the meeting with their family member participating in the review.



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## 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



Indicators and triggers for practice reviews



Identifying people to participate in practice review



Engaging people in practice reviews



Reflection exercise for practice review participants

## 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](mailto:contactcentre@ndiscommission.gov.au)

**Website:** [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)