



Fact sheet

Practice reviews:

Questions and prompts to use in a practice review with people with disability

About this fact sheet

This fact sheet provides guidance on how to prepare for talking with people with disability, and the types of questions and prompts you might use with people with disability, participating in a practice review.

It is intended as a guide only; the approach taken and questions asked should be tailored to the issues/situation central to your practice review.

This fact sheet is one in a series of resources about practice reviews, and should be read in conjunction with other 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.

People with disability should always be involved in a practice review. It is their experiences you are examining.



Consider the range of communication strategies and aids that may be needed to ensure that everyone is able to contribute in a way that is best for them.

Refer also to the *Consulting with people with disability during a practice review* fact sheet, and *Engaging people in a practice review* fact sheet.

The tables below have some key messages about the approach you might take, and examples of the types of questions and prompts you might use.

Table 1: Preparation for talking to people with disability

Key message	Examples
Understand people's needs	<p>To ensure a person's successful participation in a practice review meeting, time must be taken to consider their specific communication methods and support needs (i.e. personalised visual aids or communication devices).</p> <p>Any plans the person has about these should be reviewed, and questions arising should be clarified with an appropriate supporter or carer.</p>
Make people comfortable	<p>If you are in a person's home, try to integrate into their environment</p> <p>- e.g. "Thank you for agreeing to have a chat today. Where would you feel comfortable to sit?".</p> <p>If you are in an office environment, take extra care to make sure the person is comfortable.</p>



Key message	Examples
Be patient	<p>Remember to be patient and encourage patience in others when guiding a consultation that involves a person with a disability.</p> <p>Be as relaxed and informal as possible. It's key to understand that if the person doesn't know you and maybe doesn't trust you so it's important you go at their pace and stop if they start to get distracted or worried.</p> <p>Allow time for questions to be processed and answers formed, and for people to respond when they are ready.</p> <p>Any support people involved are there to assist, but not to take away from the contribution of the person with a disability.</p>
Follow the person's lead	<p>Start at a slow pace and remember to pay attention to cues that the person might need a break or is not understanding the chat.</p> <p>If the person is looking uncomfortable, it may be suitable to check in with them, before inviting a support person to sit in.</p>



Table 2: Before commencing the practice review

Key message	Examples
Introduce yourself.	<p>The person may not know you so make sure you tell them a bit about yourself – and ask them about themselves (use environmental prompts such as photos or pictures to find conversation starters).</p> <p>Be sure to include your role in the organisation, where you are based and your role in the practice review.</p>
Check in	<p>‘Has someone explained to you about why you’re here today?’.</p> <p>Refer to the What is a practice review? Easy Read factsheet or one you have developed for the particular practice review you are undertaking (read it aloud). Check if the person has any questions.</p>
Be transparent	<p>Clearly state the issue that the practice review will be exploring.</p> <p>E.g. ‘Today I’d like to talk about...’</p> <p>‘I’m here today to make sure your happy living/coming here/with the supports and services you get from us?’</p>



Table 3: During the practice review

Key message	Examples
How did that happen?	<p>‘Is it okay if I ask you about...’</p> <p>Example: Is it okay if I ask you about your Day Program? What sort of things do you do there?</p> <p>Do you have favourite activities you like to do? Who do you normally do those with? Friends.... staff?</p> <p>Do you ever go out anywhere? For a drive.... to the park... to the shops... somewhere else?</p> <p>What do you do when you go there?</p>
	<p>‘Can I check with you about...’</p> <p>Example: Can I check with you about how often your support worker comes to your home?</p> <p>Do you they do the things you ask them to do when they come? e.g. give you a shower, clean your house, take you shopping?</p> <p>Are there times when you’d like them to do something different but they say they can’t?</p> <p>Do you like your workers/the help you get?</p> <p>What’s the best bit about coming here/living here/the support or services you get from us?</p> <p>What don’t you like?</p> <p>Who is the boss here? Are they good?</p>



Key message	Examples
Why did that happen?	<p>'I'd like to ask you some questions about what that was like for you</p> <p>when...'</p> <p>Example: How did you feel when you wanted to miss your speech therapy session because you felt sick, and you were told you had to go anyway?</p> <p>'How did you feel when...?'</p> <p>'What was that like for you?... Was it okay or not okay?'</p>
What could we do better? What else could we be doing?	<p>'If you were the boss here, what would happen?'</p> <p>'If we think about what happened to you when... what could someone do differently next time to make it better for you?'</p> <p>'What could they say?' 'What could they help you with?'</p> <p>Example: You told us today that you're not allowed to help with chores and other activities around the house. If you could choose, what would you like to do?</p> <p>If you needed help (support) with doing that, who (which worker) would you choose to help you?</p> <p>'You told us before that... If we wanted to make things better, what could we do or what could we change?'</p> <p>Example: You told us before that after you finish work for the day, you often have to wait a long time to get picked up. You also told us this happens to some of your friends. We would like to all talk together now about what we could do to make this better, so that you are not having to wait after work.</p>



NDIS Quality
and Safeguards
Commission

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



Consulting with people
with disability during a
practice review



How to engage
people in a practice
review



Reflection exercise for
reviewers

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.

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