



Fact sheet

Practice reviews:

Building a practice review culture

About this fact sheet

This fact sheet makes suggestions about introducing practice reviews into your organisation, and embedding them into your continuous improvement continuum.

It is one in a series of resources about practice reviews, and should be read in conjunction with other NDIS Commission factsheets 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.

All levels of an organisation should be aware of – and where possible – engaged in practice reviews, from your Board, through to participants and frontline workers.

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.



Some benefits of practice reviews

One of the most effective ways to build a practice review culture is to promote the benefits to the different stakeholder groups.

Below are some benefits for identified stakeholders; this is not an exhaustive list and your organisation's unique perspective and experience will provide other insights into how embedding a practice review culture is worth the time and effort.

For participants

- Improve support and engagement.
- Identify ways to improve how support needs are met.
- Ensure safe, purposeful environments and supports that lead to positive, person centred outcomes.

For example: My involvement in the practice review meant I had a formal way to give feedback about how I was being supported, what was working and what wasn't working, and give my ideas about what I wanted done differently. As a result, I feel safer, and more confident I will get the results I need from my supports.

For frontline workers

- Identify ways to improve skills and knowledge, and strengthen practice.
- Improve workplace safety through proactively identifying preventative measures.

For example: My involvement in the practice review meant I had time to reflect on how I was supporting people, and what I could improve on. As a result, I feel more confident about meeting participants needs when I support them, and more likely to know when things aren't going right so I can prevent incidents from occurring.

For senior managers/CEOs/Boards

- Identify gaps in governance arrangements.
- Improve the standard of service and workplace culture.
- Supports the development and implementation of preventative strategies.
- Shows a commitment to identifying, managing, responding to and eliminating poor practices and culture, and minimising the risk of reoccurrence of incidents.

For example: My involvement in the practice review meant I got some insight into why so many incidents had been occurring, and have a clearer picture about the action being taken to minimise risk to participants and workers. As a result, I feel more confident that workers are committed to providing safe support, will get the targeted training they need, and are focused on participants' needs.



Participants and frontline workers

Ensuring the involvement of participants, their representatives, and frontline workers in practice reviews is critical to building a culture that is open to reflection, and asks how we can do better.

Practice reviews provide an opportunity to engage with people in a focused and open process to give ideas for improvement, and reflect on how they contribute to improving practice.

Governance and practice reviews

Practice reviews can become a part of your organisational governance, with existing or new committees introducing the practice review lenses to their proceedings.

For example, a sub-committee focused on risk management may start to consider its reports with the options of recommending a practice review for areas of increasing or high risk. Looking at data through the practice review lenses of ‘how, why, and what’ may prompt people to ask different types of questions.

For organisations that support people who have complex needs (e.g. health-related or behavioural), specific committees with a brief to review data trends and spikes around incidents through practice review lenses may be a useful strategy.

Building and reporting on organisational benchmarks is another way practice reviews can inform the governance of an organisation. Being able to compare practice between service outlets, service groups, teams, or functional areas can provide valuable intel that could influence business decisions about quality and safeguarding, and potential areas of expertise to market.

How to talk to your board about the benefits of practice reviews

Here are a few strategies for starting the conversation:

- Share the Practice Review Framework for NDIS Providers document and suggest, “Here’s something we might want to consider”.
- Start sharing information about identified practice reviews indicators relevant to your organisation with your board leadership.
- Think of each person on the board. Is there a board member that is especially interested in a practice area that has indicators that may prompt a future practice review?
- Think of practice review indicators your board would consider to be especially pertinent to the organisation’s mission and goals.
- Think business benefits. Consider practice review indicators and how they tie into strategic metrics (for example, safety, reputation, type of incidents) and the organisation’s mission.
- If you can’t get interest the first time, keep trying, or move on to other board members.



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

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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