



Fact sheet

Practice reviews:

Engaging people in practice reviews

About this fact sheet

This fact sheet is a guide to engaging people who have agreed 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 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.

Make sure you understand the communication needs of all participants, and have organised appropriate support and assistance where necessary.

Check in with the person after the discussion to make sure they are okay.



Guidelines

After considering the most suitable participants for the practice review, consider the steps below to provide your participants with the best possible opportunity to offer their views.

Before the Practice Review

Familiarise yourself with the practice review participants' individual communication needs, and the supports they will require to be able to fully participate.

Think about what preparation may be needed beforehand – of the environment, or explaining the process to the practice review participants.

Make sure you have some idea of people's profiles. For example: for participants (i.e. people with disability), you will have read their profile and know a bit about their likes/dislikes, what's important to and for them, their routine, as well as reviewing any relevant support plans;. For workers, this might mean knowing how long they have worked with the organisation or at a particular service outlet/site.

Ensure the practice review participant has received the relevant fact sheet that explains what a practice review is, preferably at least one week before you meet with them.

If the participant has a legal guardian or an advocate, it is advisable to make sure they know about the practice review, and are invited to contribute – either supporting the participant or in their own right.

Encourage participants, and their support people, to ask any questions they might have about the practice review prior to the day.

Make sure participating workers know they can ask questions beforehand as well. Additionally, ensure their direct line managers are briefed on the practice review process and are able to answer any questions or know who to contact for further information and support.

Ensure an accessible and appropriate venue is available for the discussion. This could be in the participant's home or it could be in an office environment, or it may be over the phone or a video meeting.

Note that for many participants who have long been supported by services, there may be a negative connotation associated with the term 'meeting' (and specific rooms that are used for meetings) so be mindful of that.

Participating workers will need to be compensated for their time – i.e. their participation in the practice review should be during their regular shift time, and their manager should be aware of their participation so that rosters and timesheets can be adjusted, as necessary.



During the practice review

Start on time: As far as possible, ensure participants in the practice review are not left waiting for more than five to ten minutes before starting. This will help to optimise concentration time and keep any anticipatory anxiety at bay.

Format: Short sessions with regular breaks are recommended, ensuring the person knows they can ask to stop or withdraw at any time.

Environment: Make sure the room is well lit and check that everyone can see each other, as well as any screens that you might use during the practice review.

Supports: Ensure any documents that will be shared are available (printed and in large font), along with supporting visuals. If the person requires a support person, ensure this is someone they know who has been briefed on their role in supporting/advocating for the person.

Language: Use simple and short sentences, especially when posing questions and seeking clarification. This will benefit all participants. The tone of the meeting should be professional but informal, especially when enquiring about someone's personal experience of an event.

Context: Be clear and specific about the purpose of the person's involvement – tell them why they have been asked to participate.

Questions and prompts: Please refer to the Questions and prompts for people with disability during a practice review fact sheet. Remember to check in with the person during the practice review that they are okay to continue – for example, do they need to take a break. Make sure they are receiving suitable support in order to participate – for example, realising when someone may need an alternative question, prompt or visual.

After the practice review

Make sure the person (and their supporter) knows who to contact if they have anything to add.

Make sure the person (and their supporter) knows who to contact if they experience any distress after the meeting or need to debrief more formally with someone from the practice review.

Provide the person with a copy of the Reflection exercise for practice review participants fact sheet, and ensure a suitable person is able to complete it with them (e.g. support person who attended the meeting, key worker, line manager, a colleague who also participated). This should ideally take place within 24 hours of the meeting.

Note that this type of debriefing is not to be confused with critical incident debriefing, following the experience or witnessing of a critical incident.

Don't forget to thank the person for their involvement and remind them of the importance and value that their contribution has made. Follow up with the person for any feedback they may have on the process of the practice review.



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



Identifying
people to
participate in
practice review



Questions and
prompts for
people with
disability
during a
practice review



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

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