



Fact sheet

Practice reviews:

What is a practice review?

About this fact sheet

This fact sheet provides a definition and description of practice reviews.

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*.

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.

Initiated and undertaken by NDIS providers, a practice review is focused on how a provider engages with participants, why workers make the decisions they make, and what can be done better to improve the service experience.

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](#).



What a practice review is – and is not

A practice review is focused on understanding the factors contributing to peoples' experience of a service, with a view to learning and improving practice.

A practice review looks at:

- the appropriateness and effectiveness of how a provider's operations deliver safe, high quality supports, and positive outcomes for participants. → the connection between how things happen (its systems and processes)
- how an organisation's values are brought to life → the impact of that on people - both participants and staff (its culture)

Different from purely compliance-driven activities, practice reviews aim to go further than just preventing harm and promoting quality. Practice reviews seek to also build capability and support systems actively, including strengthening the capability of people with disability, the workforce, and providers (Source: NDIS Quality and Safeguarding Framework, 2016, p. 14).

A practice review is not an investigation. An investigation is a fact-finding process to determine the root cause of an event, primarily with a view to preventing it happening again. Refer to *The continuous improvement continuum* fact sheet for further details about the differences between practice reviews and other quality improvement activities.

Reflection is key

Practice reviews invite reflection on how an organisation's engagement with its customers is delivering the desired outcomes, why things go wrong sometimes, and what can be done to improve the support provided.

Table 1 describes how these reflective lenses can be used in a practice review.



Table 1: Practice review reflective lenses

How did that practice happen?	Assessment of, and reflection on, process.	Looking at issues of measurement, such as: <ul style="list-style-type: none"><input type="checkbox"/> data trends<input type="checkbox"/> was policy and procedure followed<input type="checkbox"/> what is missing/where the gaps are<input type="checkbox"/> the facts surrounding the situation prompting the review
Why did that practice happen?	Appraisal of, and reflection on, reason/purpose.	Looking at how organisational and personal values influence the decisions we make.
What could we do better? What else could we be doing?	Evaluation of and reflection on opportunities to improve.	Looking at the fit between goals, practice, and experience of service.



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



The continuous
improvement continuum

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

Website: www.ndiscommission.gov.au