



Fact sheet

EASY READ

Practice reviews:

What is a practice review?

About this fact sheet

This fact sheet tells you what a practice review is.

Key messages

A practice review is something a provider does to check in on how well they are doing the things they are meant to do.

For example, if a provider is there to make sure people are happy, safe, and well supported in their home, a practice review would check on these things.

A practice review happens after people notice patterns or changes.

For example, there might be a lot of incidents happening. Or there might be a few complaints about the same thing.

It involves a meeting with people from the organisation – such as people like you, workers, managers – who sit together to talk about how a service is going.

A practice review asks questions about how things are going to see what can be better. It also checks how an organisation gets people like you involved.

A practice review checks how things happen in an organisation and asks people (participants and staff) 'how is that for you?'



There are four main questions that might be asked or talked about in a practice review meeting:

1. How did that thing happen?
2. Why did that thing happen?
3. What could we do better?
4. What else could we be doing?

The next section talks about what being part of a practice review would be like.

Being involved in a practice review

STEP 1: BEING ASKED TO CHAT

Someone from your organisation will ask you to have a chat about a 'practice review'. They will ask if it's okay for them to call your main support person (a family member, an advocate, or a friend). This is to plan a date and time to chat.

STEP 2: MEETING TO FIND OUT MORE

You will meet with the same person from your organisation (who asked to chat) with a support person there too. This might take place at your organisation's head office. The person will tell you what a practice review is. They will then ask you if you would like to be involved.

STEP 3: THE PRACTICE REVIEW

If you agreed (said "yes") to doing the practice review, you will go to a meeting with other people from your organisation. There will be staff from the organisation there and someone to support you. The meeting will probably happen at your home or maybe at your provider's head office. It will go for about 1 hour. You will be asked to share your ideas. You can also ask questions.

STEP 4: AFTER THE PRACTICE REVIEW

You will be given a 'practice review reflection sheet' to take home. The support person you took to the meeting will help you complete this. It will ask you how the practice review was for you. Someone from your organisation will also call you within a few days to see if you are doing okay after the meeting.



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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