



## Fact sheet

Practice reviews:

# Reflection exercise for practice review participants

## About this fact sheet

This fact sheet provides steps to a guided reflection, to be used after a practice review by people who took part: participants and their parents, carers, and other supporters; - and frontline workers and managers.

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.

Reflective practice is about thinking deeply and writing about something that has happened to us.

You are encouraged to take the time to reflect on the practice review you took part in recently. This will help you get in touch with how it made you feel, what you might have learned from it, and any action you want to take.

The attached worksheet can be used to do this. You can complete the worksheet on your own or with your support worker, a family member, or your manager or a colleague.



Additional information on reflective practices in support work can be found at:

- NDS Workbook 1.4 (July 2016): Person Centred Practices Across Cultures: Reflective Practice - why different points of view matter. Prepared by Futures Upfront. [www.nds.org.au/images/resources/person-centred/Reflective-Practice.pdf](http://www.nds.org.au/images/resources/person-centred/Reflective-Practice.pdf)
- NDS Presentation: Practice Leadership Workshops for Behaviour Support Practitioners: Reflective Practice. Prepared by Dave Relf, National Practice Lead - Zero Tolerance Initiative. [www.nds.org.au/images/resources/Practice-Leadership--Workshop-2--Reflective-Practice.pdf](http://www.nds.org.au/images/resources/Practice-Leadership--Workshop-2--Reflective-Practice.pdf)

## Related resources

Refer also to the *Practice Review Framework for NDIS Providers* for a complete list of documents related to this series.



[Practice Review Framework - NDIS providers](#)



[Reflection exercise - reviewers](#)



[Reflection exercise - decision makers](#)

## 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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**Website:** [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)



# WORKSHEET

## **Tell**

What happened during the Practice Review?

What did you learn?

## **Explain**

**(tell me more)**

What was the Practice Review like for you? How did it feel?

What did it mean to you? What was important about it for you?

What did you learn about yourself?

## **Rate**

How important was this experience for you?

Why was it important or not important?

## **Plan**

What will you do with the things you've learned?

Will you share them with others; will you change how you do something?