



Fact sheet

Practice reviews:

Reflection exercises for decision makers

About this fact sheet

This fact sheet provides steps to a guided reflection.

It is recommended to be used after a practice review by Senior Managers, CEOs and other Executives, and non-Executive Board Directors.

This fact sheet 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

Registered NDIS providers are required to: 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, in its simplest form, is thinking about or reflecting on what you do. It is closely linked to the concept of learning from experience, in that you think about what you did, and what happened, and decide from that what you would do differently next time.

It can be used to reflect on what a practice review has taught you about your organisation; how the values of your organisation are informing practice and driving good outcomes.



You are encouraged to take the time to reflect after each practice review. This will help inform your actions and drive your values throughout your organisation. You can do this as an individual, or as an Executive team or Board of Management.

Reflective questions

Here is a series of questions that will guide your reflection on the outcomes of a practice review.

- i. What have we tried? And what does this say about our organisation?
- ii. What have we learned? And what does this say about our organisation?
- iii. What are we pleased about? And what does this say about our organisation?
- iv. What are we concerned about? And what does this say about our organisation?
- v. What does it say about our organisation that this event happened or this situation developed?
- vi. What values of our organisation have come into question or need realigning as a result of what has happened?
- vii. What support do my frontline workers need to be able to realign these specific organisational values with their practices?
- viii. Given everything we have learned and now, reflected on, what should we do next? What steps will we take to ensuring that something like this doesn't happen again?
- ix. Who will we share these actions with, and who will we choose to check-in with us that we are on track to follow through with these actions?

NB: Questions i)-iv) are adapted from The Learning Community for Person Centered Practices Inc. 2012.



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



Reflection exercise for
practice review
participants



Reflection exercise for
reviewers

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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Worksheet

Tell

What happened during the Practice Review?

What did you learn?

Explain

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

(tell me more)

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?