



Fact sheet

Practice reviews:

Reflection exercises for reviewers

About this fact sheet

This fact sheet provides steps to a guided reflection, to be used by people doing a practice review – to help them if they get stuck.

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.

Reflection is an important step of the practice review process.

It is critical at the end of the process, when considering the learnings and implications of the practice review, as well as during the other steps of the practice review (as outlined in Table 2 in the How to do a practice review fact sheet).

This reflection exercise is designed for the person or people leading the practice review. It is a way to work through complex issues that might arise during the practice review.



Key definitions

Reflection: Awareness of self within the moment, having a clear mind so as to be open to possibility of that moment (Johns, 2009).

Reflective Practice: Learning through and from experience towards gaining new insights of self and practice (Finlay, 2008).

Types of Reflective Practice (Schon, 1983; 1987; 1995):

- Reflection-in-Action: A way of thinking about a situation whilst engaged within in.
- Reflection-on-Action: All of the thinking that occurs after an event.

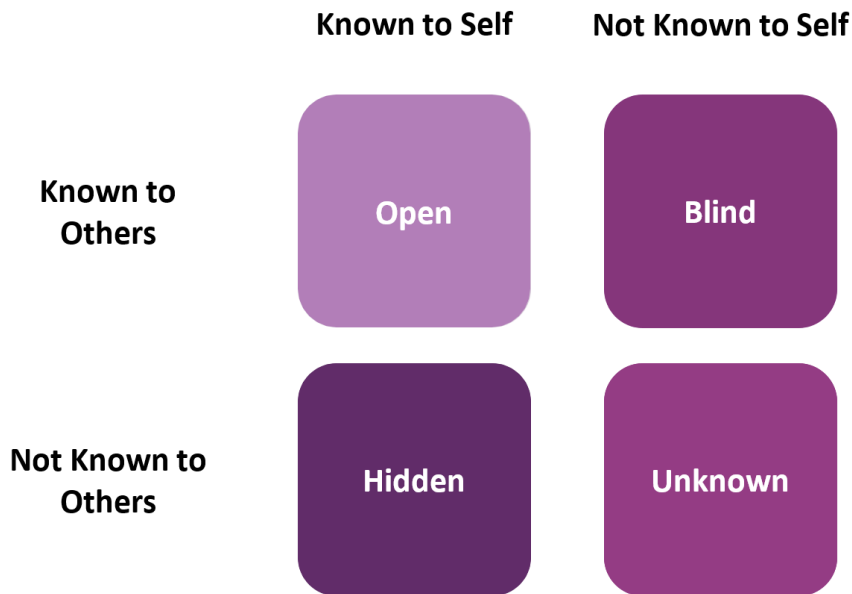
Reflection task

The Johari Window (Luft & Ingham, 1955) is a reflective technique designed to help individuals better understand their relationships with themselves and others. It can be used to identify and capture feelings, experiences, views, attitudes, skills, intentions, and motivations within or about an individual, or in relation to their group. In particular, it can be useful for identifying any blind spots.

In this context it has been adapted to support practice review panels during difficult times of the practice review process. It is useful for increasing self and team awareness when managing a response to change.

The Johari Window asks 4 questions:

1. What is known to you about yourself and also known by others? (Open).
2. What is unknown by you about yourself but known by others? (Blind).
3. What do you know about yourself that others do not know? (Hidden).
4. What is unknown to you about yourself and also unknown by others? (Unknown).



References:

Finlay, L. (2008). *Reflecting on 'Reflective practice'*. Practice-based Professional Learning Paper 52, The Open University.

Johns, C. (2009). *Becoming a Reflective Practitioner*. 3rd ed. UK: Wiley Blackwell.

Schon, D.A. (1995). *The Reflective Practitioner: How professionals think in action*. UK: Taylor & Francis Ltd.

Luft, J., and Ingham, H. (1955). 'The Johari window, a graphic model of interpersonal awareness', *Proceedings of the western training laboratory in group development*. Los Angeles: UCLA.



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



How to do a practice
review fact sheet



How to engage people
in a practice review



Questions and prompts
to use in a practice
review with people
with disability



Consulting with people
with disability during a
practice review

Contact Us

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