



Fact sheet

Practice reviews:

Indicators and triggers

About this fact sheet

This fact sheet provides a list of indicators that could trigger a practice review.

It is not an exhaustive list; it should be adapted to fit your organisation's scope of operations and access to data.

This fact sheet is one in a series of resources about practice reviews, and should be read in conjunction with other NDIS Quality and Safeguards Commission (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.

A range of incidents, events, or situations – or a combination of these – can trigger practice reviews.

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](#).



Indicators

The following tables offer a number of indicators across three domains: participants, workers, and other. The trigger for a practice review would involve at least one or more of these indicators from any of the domains.

You would normally become aware of one or more of these indicators through other continuous improvement activities, such as your organisation's incident management and reporting systems, complaint management systems, internal and external audits, investigations and related activities.

Your organisation's systems may generate some of this data – e.g. client management system, risk management system, work health and safety system – or you may need to go looking for it.

In addition to the available data, when managers and leaders of an organisation visit service outlets/sites or talk to participants, they should ask themselves questions like:

- Does it feel like a home or a place people would want to be?
- Are people doing something? Are they actively engaged?
- Is this person comfortable talking to me about the supports we provide to them?
- Does this person seem unhappy/angry/sad about something we've done or not done?
- If the answers to these questions is "no" then a practice review could be needed.

In addition to the indicators in the following tables, you should consider other possible triggers for practice reviews from your own organisation's perspective.

Table 1: Indicators focused on people with disability

Indicators
Changed health needs for more than one person
Changed behavioural needs for more than one person
Increased number of injuries
Unexplained injuries
Increased number of incidents/cluster of incidents



Indicators

Increased number of 'near misses' – e.g. medication misses picked up by colleague on shift, clients absconding but being safely returned

Under or non-reporting of incidents

Trends in incidents – e.g. same kind of incident repeatedly reported for a group of customers

Increased number of complaints or issues raised/ clusters of complaints/an absence of complaints

Level and complexity of issues raised by other stakeholders

Table 2: Indicators focused on staff

Indicators

Changed attendance patterns – e.g. higher number of staff sick days

Higher than usual staff turnover

Higher than usual overtime rates (unrelated to scarcity of staff)

Reluctance of staff to work at particular service outlets or with particular participants

Staff not attending/completing training

Team meetings not occurring

Increased number of WHS incidents

Increased number of grievances/issues raised



Table 3: Indicators focused on risk factors

Indicators
High-risk practice areas (e.g. high intensity daily personal activities, behaviour support, restricted practices)
Isolated people – e.g. customers who may only have contact with support workers (including customers living independently in community) or with only one provider
Difficulty for participants being able to visit with family and friends, or have them visit in a relaxed and comfortable environment
Increased property damage
The 'vibe' – e.g. people don't greet you when you visit, people isolate themselves when you visit



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



Building a practice
review culture

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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