*Indicates required field

Introduction

Directions for the Administrator

The Simplified version of the Quality Impact Assessment Tool (QIAT) is designed to be administered with the assistance of a staff member who does not normally work with the participant. The language of the survey has been simplified, and so has the rating scale.

The rating scale has two primary options 1=Disagree and 2=Agree. These are also indicated with a thumbs up symbol for 'Agree' and a thumbs down symbol for 'Disagree'.

The person administering the questionnaire can support the decision-making process by also using the thumbs up and thumbs down gestures during the administration.

There are also options for specifying that the participant does not know – 3=DK, I don't know or that the item was not relevant 4=Not Important .

If a participant requests additional information, you can use the standard examples that can be accessed by clicking on the icon .

Introduction for the Participant

Quality of Life is about how well you live your life.

For example:

- How well do you get on with the people in your local area?
- How happy are you that you can have what you need?
- Have you got all the things that you desire?
- Are you able to do all the things you wish to do?

The quality of your life is the result of the experiences you have when you interact with the people and places around you. You have goals, and you expect things to happen. When they turn out well, you feel good about the quality of your life.

This questionnaire is called the Quality-of-Life Impact Assessment Tool - QIAT. It is designed to allow you to let the people in the service you attend know how well the service has worked for you.

The figure below shows you the areas of quality of life that the QIAT asks you to consider, which includes:

- Individual Empowerment (Personal Development and Self-Determination).
- Social Participation & Active Inclusion (Interpersonal Relationships, Rights & Citizenship, Employability and Community Participation).
- Wellbeing (Emotional, Physical and Material).



As you work through the QIAT, you will be asked to think about whether the service, which you have been receiving, has made any difference to you in each of the areas listed in the figure.

The QIAT presents you with a short description of each area so that you are clear about what it covers and asks you whether you agree or disagree with a set of statements about the impact of the service you received.

On the next page, you will find more detailed directions for how to complete the questionnaire.

Directions

We want to know if your service has made a difference to your quality of life. By filling in this survey, you can let your service know how you feel about it. This will help the staff make the service better for other people. We want to know if the service helped you to become more able to do things, take part in activities in your area and feel better about yourself.

You will be able to see your answers. But it is important for you to know that no one else can. Your name is not used, and your answers are combined with other people's answers in a summary. So, the staff in your service will not know what you answered.

Here is how you answer the survey.

- I will read a sentence about your service.
- You think if it is true for you.
- Then you mark the answer that is nearest to what you feel.
- You are provided with 4 options.

Status	Visual	Suggestions
1 No, I disagree		Mark this one if you are certain the sentence is not true for you.
2 Yes, I agree		Mark this one if you are certain the sentence is true for you.
3 DK - Don't Know		Sometimes you may not know or be unsure if the sentence is true or not. If this is what you feel, then you can mark this one.
4 Not Important		Other times you may feel that the sentence does not apply to you at all and you do not know what the sentence is about. If this is what you feel, then you can mark this.

Sometimes 1= No, I disagree and 2=Yes, I agree are presented in a different order.

Explanations	Status	Status
Sometimes they are like this	1=No, I disagree	2=Yes, I agree
Other times they are like this	2=Yes, I agree	1=No, I disagree

Look out for the order of the number each time you mark an item to make sure you mark the right one for you.

The next page presents you with some examples of how to complete the questions.

Examples

Now, look at the sentences below. Sentences 1 and 2 have been marked for you.

Sentence 1 says that attending the service helps you to travel to the moon. This cannot happen, so the right answer is 4=Not Important. '4' is always the last number in the row. This has been marked.

Sentence 2 says that attending the service helps you learn. This is most likely to be true, so the right answer is 2=Yes, I agree. This is the second one. This has also been marked for you.

Now you do Sentences 3 and 4 to make sure you know how to mark the survey. Then you can mark the other sentences.

If you are unsure what a sentence means, you can click on the .

This will give you some examples which could make things clearer for you.

Attending my service helps me to:

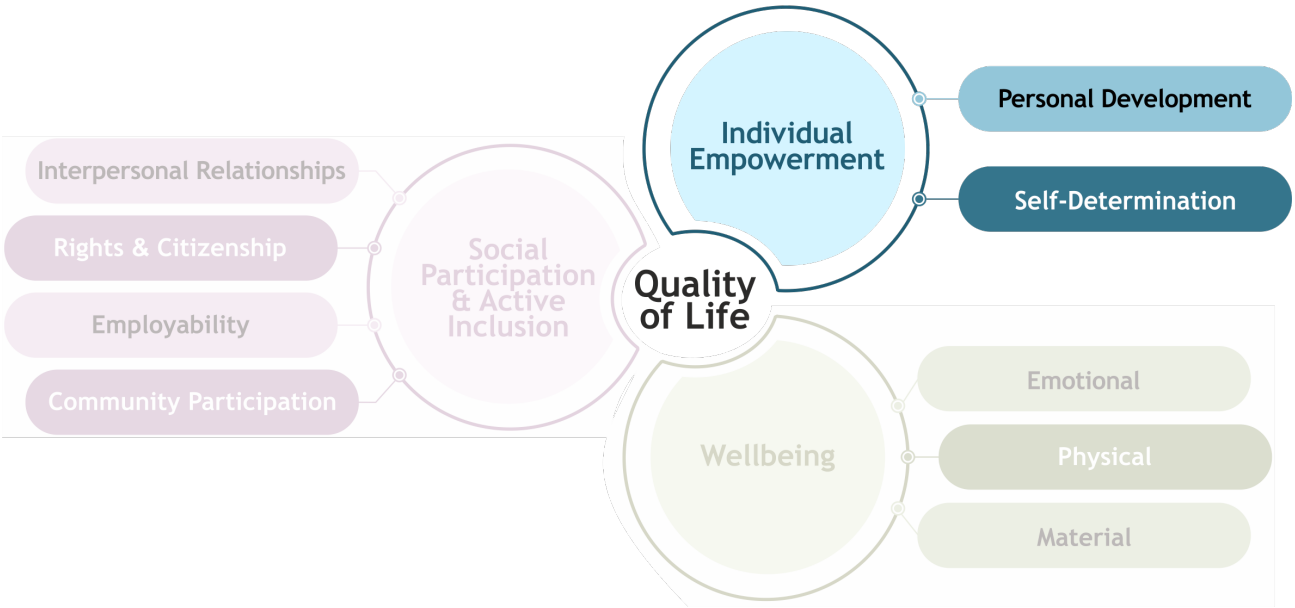
example



If you are happy that you know how to mark the survey, we can go on to the other sentences on the next pages. I will read the sentences to you and will help to mark each question.

Individual Empowerment

You are empowered when you can choose what you want to do and decide things for yourself. When you are empowered, you can set your own goals and learn how to do new things. You can change things in the place where you live. You can deal with things that stand in your way.



There are two parts to Individual Empowerment: Personal Development and Self-Determination.

Read the questions on the next page and let me know if you agree or disagree with them.

Personal Development

▸ **Help text**

Remember that some of the sentences below may not apply to you or your service. You may also be unsure about some of them. If you feel this, then choose the 'Not Important' option.

Attending my service helps me to:

SiQI.1 : Do the things I like to do.

2= Yes, I agree | 1= No, I disagree | 3= I don't know | 4= Not Important

SiQI.2 : Try out new things.

2= Yes, I agree | 1= No, I disagree | 3= I don't know | 4= Not Important

SiQI.3 : Learn new things.

1= No, I disagree | 2= Yes, I agree | 3= I don't know | 4= Not Important

SiQI.4 : Be more able to deal with problems.

1= No, I disagree | 2= Yes, I agree | 3= I don't know | 4= Not Important

Self-Determination

▸ **Help text**

Attending my service helps me to:

SiQI.5 : Be clear about the goals I want to reach in life.

2= Yes, I agree | 1= No, I disagree | 3= I don't know | 4= Not Important

SiQI.6 : Decide things for myself.

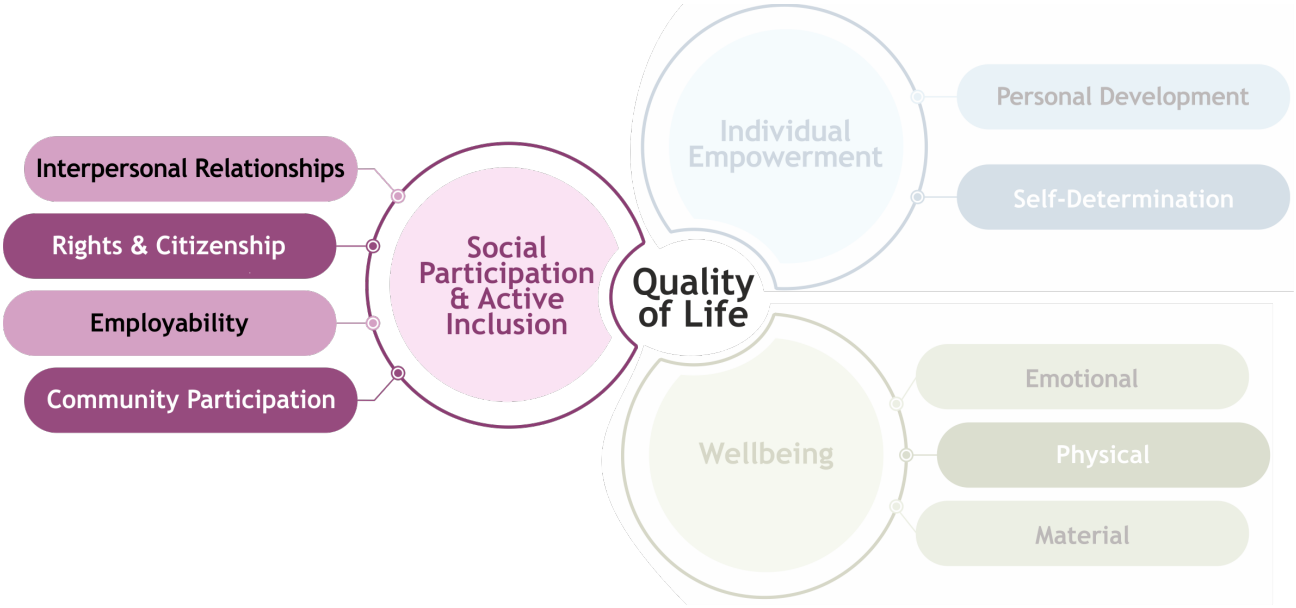
2= Yes, I agree | 1= No, I disagree | 3= I don't know | 4= Not Important

SiQI.7 : Know what help I need to do what I want in life.

1= No, I disagree | 2= Yes, I agree | 3= I don't know | 4= Not Important

Social Participation & Active Inclusion

Your quality of life is better when you can take part in the things that are going on around you. This includes getting with your family, having friends and dealing with strangers. It also means being part of clubs or groups in your local area, going to events, such as shows or games and voting in elections. You are more included when you know what your rights are and how to make sure they are valued. Being able to go to work is important to inclusion.



There are four parts to Social Participation and Active Inclusion: Interpersonal Relationships, Rights & Citizenship, Employability, and Community Participation.

Read the questions on the next page and let us know if you agree or disagree with them.

Interpersonal Relationships

▸ **Help text**

Remember that some of the sentences below may not apply to you or your service. You may also be unsure about some of them. If you feel this, then choose the 'Not Important' option.

Attending my service helps me to:

SiQI.8 : Meet more people.



SiQI.9 : Get on better with my friends and family.



SiQI.10 : Make it clearer to other people what I want to say.



Rights & Citizenship

▸ **Help text**

Attending my service helps me to:

SiQI.11 : Know what is going on in the news.



SiQI.12 : Be a part of society, like voting in elections.



SiQI.13 : Know what my rights are.



SiQI.14 : Stick up for my rights and get help to do this.



SiQI.15 : Know when my rights are not being met.



Employability

▸ **Help text**

Attending my service helps me to:

SiQI.16 : Be better at getting a job.



SiQI.17 : Do what I need to look for a job.



SiQI.18 : Believe I can keep the job that I get.



Community Participation

▸ **Help text**

Attending my service helps me to:

SiQI.19 : Join in activities to help others in my area.



SiQI.20 : Find new things to do with other people.



SiQI.21 : Be able to move around places in my local area more easily.

2= Yes, I agree | 1= No, I disagree | 3= I don't know | 4= Not Important

SiQI.22 : Want to try to join in with local groups and events.

2= Yes, I agree | 1= No, I disagree | 3= I don't know | 4= Not Important

Wellbeing

When you are feeling well, you are happier with your life. This can be about your health. It can also be about how you are feeling and having money to do the things you want. Being able to deal with stress or sad feelings can improve the quality of your life.



There are three parts to Wellbeing: Emotional Wellbeing, Physical Wellbeing, and Material Wellbeing.

Read the questions on the next page and let us know if you agree or disagree with them.

Emotional Wellbeing

▸ **Help text**

Remember that some of the sentences below may not apply to you or your service. You may also be unsure about some of them. If you feel this, then choose the 'Not Important' option.

Attending my service helps me to:

SiQI.23 : Deal with my feelings, such as not getting angry or sad too easily.

1= No, I disagree | 2= Yes, I agree | 3= I don't know | 4= Not Important

SiQI.24 : Handle things that make me worry.



SiQI.25 : Know what I can do and when I need help.



Physical Wellbeing

▸ **Help text**

Attending my service helps me to:

SiQI.26 : Be more healthy.



SiQI.27 : Take better care of myself each day.



SiQI.28 : Be better at exercising.



Material Wellbeing

▸ **Help text**

Attending my service helps me to:

SiQI.29 : Use my money better.



SiQI.30 : Be able to earn a living in the future.



SiQI.31 : Use my free time better.



1= No, I disagree | 2= Yes, I agree | 3= I don't know | 4= Not Important

Personal Details

Additional Tracking Code (Optional):

Note: In order to keep track of the results of this questionnaire, an additional reference code can be inserted here. This will allow you to filter the data set to identify responses which have the same Tracking Code. This can be used to track the responses of participants who are involved in innovative projects or to gather together responses which share similar characteristics.

Demographics:

In order for your responses to be most useful in helping to improve services, it is important for you to provide some information about yourself. As has been explained previously, this information is anonymous, and no one will be able to know how you have responded.

If you do not wish to answer any of the questions below, feel free to leave the question blank. However, the more information you give, the more useful your responses will be.

Age in years:

Gender:

Other

Gender: Enter other...

Have you ever been employed?

Yes **No**

Highest study level:

Status immediately prior to attending the service:

You live:

Dependent persons:

What type of service do you attend?

Do you attend the service on a full time or part time basis?

Please indicate by selecting below any areas in which you have experienced barriers:

Physical activities

(For example: getting around inside or outside buildings, handling things; moving heavy things from one place to another)

Seeing

(Even with the use of corrective lenses)

Hearing

(Without a hearing aid)

Speaking
(So that people can understand you)

Mental wellbeing
(Feeling ok about yourself)

Remembering
(Recalling things that happened recently)

Learning or problem solving
(Dealing with new information or things you are unfamiliar with)

Relationships
(Getting on with other people)

Chronic Ill-health
(For example, heart or breathing problems)

Pain
(That interferes with your life on a daily basis)