

\*Indicates required field

# Introduction

Quality of Life is about a person's position in life, within their own community and in terms of their personal beliefs, dreams and values. Quality of life is the result of the interaction between a person, their goals and expectations and the experiences they have when they interact every day with the people, places, things, and services that they encounter.

One important aim of the service in which you work is to improve the quality of life of its participants. In order to gain insight into the extent to which your service is impacting on the quality of life of participants in the way that it is intended, it is essential to have a clear view of the objectives of the service.

This questionnaire, the Quality-of-Life Impact Assessment Tool (QIAT), allows you to specify what you believe are the intended quality of life outcomes of the service in which you work. By completing the questionnaire, you will contribute to a service profile which can be used to benchmark the views of participants about their experiences.

The figure below provides you with an overview of 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 rate the extent to which the service, in which you work, is intended to impact on participants 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 in which you work.

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

## Directions

An important aim of community care and vocational education and training services is to improve the quality of life of those who attend the service. This questionnaire, Quality Impact Assessment Tool (QIAT), is intended to provide you, as a member of staff, with an opportunity to provide feedback to your organisation on your opinions about the intended impact of your service on those who participate in terms of their personal development, participation in society and wellbeing.

It is important for you to know that while you will be able to see a summary of your responses, the answers you give will be combined with the responses of other staff members so that your answers cannot be identified by anyone else working in your organisation.

Please read the instructions below carefully.

Then complete the examples on the next page to make sure that you understand how to respond.

Once you are confident that you understand how the QIAT works, you can complete the rest of the questions.

## Directions for completing the Quality-of-Life Impact Tool (QIAT)

The QIAT presents you with a set of statements about the impact that a service can have on a person's quality of life. Each statement describes a possible result of participating in a service. You are required to indicate the extent to which you agree or disagree with the statement.

Read each statement and think about whether your service is intended to impact in the way that the statement describes.

You are provided with four options.

- 1 Totally Disagree
- 2 Disagree
- 3 Agree
- 4 Totally Agree

Take care when choosing an option because the numbers are sometimes presented in a different order.

There are also options to allow you to indicate that:

- 5 You do not know or are unsure whether the statement reflects your experience of being a participant in the service, or,
- 6 The statement describes something that you did not expect or require. In other words, the statement is not relevant to you.

It is important for you to distinguish between 'Totally Disagree'/'Disagree' and 'Not Sure/Don't Know' or 'Not Relevant'.

- If you think that the service is not intended to impact on the quality of life of participants in the way that is described, then you should select 'Disagree' or 'Totally Disagree'
- If you are unsure whether the service is intended to have the impact described in the statement, then you should select 'Not Sure/Don't Know'
- If you believe that the participants of your service do not need or expect the impact described in the statement, then you should select 'Not Relevant'. For example, they may well already be very competent in an area and do not need any assistance.

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

## Examples

Have a look at the examples below. Examples Ex1 and Ex2 have been filled in for you.

The first thing you need to notice is that the numbers for rating the options sometimes read from left to right and sometimes from right to left. This means you need to be careful that the one you are selecting is the right one for you.

Ex1 states that the service helped a person to fly to the moon. This is clearly highly unlikely, and so the answer needs to be 'This is not relevant'. The correct option to make this clear is '6'. The numbers run from left to right, and so '6' is on the right-hand side, furthest from the statement.

Ex 2 is highly likely to be relevant to a service, and so the ratings for this will be between 1=Totally Disagree and 4=Totally Agree. The numbers for this statement run from right to left, and so these numbers are also to the right. The person in this example agreed with the statement, and so they ticked option '3'.

Now complete Ex3 and Ex4 to make sure you are confident in how to respond before moving on to the main statements.

1. Totally Disagree
2. Disagree
3. Agree
4. Totally Agree
5. Not Sure/Don't Know
6. Not Relevant

Participation in the activities offered by my service enables people to:

### example

| Ex1 : Travel to the moon | Ex2 : Learn            | Ex3 : Meet other people | Ex4 : Grow taller      |
|--------------------------|------------------------|-------------------------|------------------------|
| 1= Totally Disagree      | 6= Not Relevant        | 6= Not Relevant         | 1= Totally Disagree    |
| 2= Disagree              | 5= Not Sure/Don't Know | 5= Not Sure/Don't Know  | 2= Disagree            |
| 3= Agree                 | 4= Totally Agree       | 4= Totally Agree        | 3= Agree               |
| 4= Totally Agree         | 3= Agree               | 3= Agree                | 4= Totally Agree       |
| 5= Not Sure/Don't Know   | 2= Disagree            | 2= Disagree             | 5= Not Sure/Don't Know |
| 6= Not Relevant          | 1= Totally Disagree    | 1= Totally Disagree     | 6= Not Relevant        |



There are two dimensions in the domain of Individual Empowerment: Personal Development and Self-Determination.

Review the statements on the next page and consider whether you agree or disagree with them in relation to the impact of the service in which you work.

## Personal Development

### ► Help text

It is important to keep in mind that some of the statements below may not be relevant to the service in which you work, or you may not be sure whether it is intended to achieve the outcome described. If this is the case, make sure to indicate that by selecting the 'Not Relevant' option.

Participation in the activities offered by my service enables people to:

**Q1.1 : Pursue their interests.**

**1= Totally Disagree**

**2= Disagree**

**3= Agree**

**4= Totally Agree**

**5= Not Sure/Don't Know**

**6= Not Relevant**

---

**Q1.2 : Engage in new activities.**

**1= Totally Disagree**

**2= Disagree**

**3= Agree**

**4= Totally Agree**

**5= Not Sure/Don't Know**

**6= Not Relevant**

---

**Q1.3 : Understand the consequences of their actions before doing them.**

**1= Totally Disagree**

**2= Disagree**

**3= Agree**

**4= Totally Agree**

**5= Not Sure/Don't Know**

**6= Not Relevant**

---

**Q1.4 : Actively engage in learning new things.**

**6= Not Relevant**

**5= Not Sure/Don't Know**

**4= Totally Agree**

**3= Agree**

**2= Disagree**

**1= Totally Disagree**

---

**Q1.5 : Feel more capable of overcoming obstacles and challenges.**

**6= Not Relevant**

**5= Not Sure/Don't Know**

**4= Totally Agree**

**3= Agree**

**2= Disagree**

**1= Totally Disagree**

---

# Self-Determination

► **Help text**

Participation in the activities offered by my service enables people to:

**Q1.6 : Define their personal objectives more clearly.**

**1= Totally Disagree**

**2= Disagree**

**3= Agree**

**4= Totally Agree**

**5= Not Sure/Don't Know**

**6= Not Relevant**

---

**Q1.7 : Feel more capable of taking decisions for themselves.**

**1= Totally Disagree**

**2= Disagree**

**3= Agree**

**4= Totally Agree**

**5= Not Sure/Don't Know**

**6= Not Relevant**

---

**Q1.8 : Stand up for themselves and their opinions.**

**6= Not Relevant**

**5= Not Sure/Don't Know**

**4= Totally Agree**

**3= Agree**

**2= Disagree**

**1= Totally Disagree**

---

**Q1.9 : Identify the support and services they need to achieve their life goals.**

**6= Not Relevant**

**5= Not Sure/Don't Know**

**4= Totally Agree**

**3= Agree**

**2= Disagree**

**1= Totally Disagree**

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# Social Participation & Active Inclusion

Full participation and inclusion in the community and society are important aspects of quality-of-life. Social participation includes being able to interreact successfully with family, friends and strangers on an individual level and to engage in social, cultural and political activities in the local community. Engaging in society as a citizen on an equal basis with others and respect for rights and entitlements are two key aspects of participation and inclusion. Participating in work is a particularly important example of inclusion.



There are four dimensions in the domain of Social Participation and Active Inclusion:

Review the statements on the next page and consider whether you agree or disagree with them in relation to the impact of the service in which you work.

# Interpersonal Relationships

## ► Help text

It is important to keep in mind that some of the statements below may not be relevant to the service in which you work, or you may not be sure whether it is intended to achieve the outcome described. If this is the case, make sure to indicate that by selecting the 'Not Relevant' option.

Participation in the activities offered by my service enables people to:

**Q1.10 : Increase the number of people with whom they have regular contact.**

**1= Totally Disagree**

**2= Disagree**

**3= Agree**

**4= Totally Agree**

**5= Not Sure/Don't Know**

**6= Not Relevant**

---

**Q1.11 : Improve their relationships with people close to them, including family and friends.**

**1= Totally Disagree**

**2= Disagree**

**3= Agree**

**4= Totally Agree**

**5= Not Sure/Don't Know**

**6= Not Relevant**

---

**Q1.12 : Communicate better with other people.**

**1= Totally Disagree**

**2= Disagree**

**3= Agree**

**4= Totally Agree**

**5= Not Sure/Don't Know**

**6= Not Relevant**

---

**Q1.13 : Be better able to solve conflicts with other people.**

**6= Not Relevant**

**5= Not Sure/Don't Know**

**4= Totally Agree**

**3= Agree**

**2= Disagree**

**1= Totally Disagree**

---

**Q1.14 : Know how to work as part of a team.**

**6= Not Relevant**

**5= Not Sure/Don't Know**

**4= Totally Agree**

**3= Agree**

**2= Disagree**

**1= Totally Disagree**

---

## Rights & Citizenship

► **Help text**

Participation in the activities offered by my service enables people to:

**Q1.15 : Be informed on current matters.**

**1= Totally Disagree**

**2= Disagree**

**3= Agree**

**4= Totally Agree**

**5= Not Sure/Don't Know**

**6= Not Relevant**

---

**Q1.16 : Have the same opportunities as other people have to participate as a citizen in society.**

**1= Totally Disagree**

**2= Disagree**

**3= Agree**

**4= Totally Agree**

**5= Not Sure/Don't Know**

**6= Not Relevant**

---

**Q1.17 : Know where they can find advice and support to protect their rights**

**1= Totally Disagree**

**2= Disagree**

**3= Agree**

**4= Totally Agree**

**5= Not Sure/Don't Know**

**6= Not Relevant**

---

**Q1.18 : Be aware of their rights in society.**

**6= Not Relevant**

**5= Not Sure/Don't Know**

**4= Totally Agree**

**3= Agree**

**2= Disagree**

**1= Totally Disagree**

---

**Q1.19 : Understand their duties as a citizen.**

**6= Not Relevant**

**5= Not Sure/Don't Know**

**4= Totally Agree**

**3= Agree**

**2= Disagree**

**1= Totally Disagree**

---

**Q1.20 : Be better able to exercise their rights and know where they can get help with this.**

**1= Totally Disagree**

**2= Disagree**

**3= Agree**

**4= Totally Agree**

**5= Not Sure/Don't Know**

**6= Not Relevant**

---

**Q1.21 : Know when their rights are not being respected.**

**1= Totally Disagree**

**2= Disagree**

**3= Agree**

**4= Totally Agree**

**5= Not Sure/Don't Know**

**6= Not Relevant**

---

# Employability

► **Help text**

Participation in the activities offered by my service enables people to:

**Q1.22 : Improve their chances of getting a job.**

**1= Totally Disagree**

**2= Disagree**

**3= Agree**

**4= Totally Agree**

**5= Not Sure/Don't Know**

**6= Not Relevant**

---

**Q1.23 : Be more able to look for a job.**

**6= Not Relevant**

**5= Not Sure/Don't Know**

**4= Totally Agree**

**3= Agree**

**2= Disagree**

**1= Totally Disagree**

---

**Q1.24 : Be more capable of handling the demands of work.**

**6= Not Relevant**

**5= Not Sure/Don't Know**

**4= Totally Agree**

**3= Agree**

**2= Disagree**

**1= Totally Disagree**

---

**Q1.25 : Feel more confident about keeping a job once they get it.**

**1= Totally Disagree**

**2= Disagree**

**3= Agree**

**4= Totally Agree**

**5= Not Sure/Don't Know**

**6= Not Relevant**

---

**Q1.26 : Define realistic employment goals.**

**1= Totally Disagree**

**2= Disagree**

**3= Agree**

**4= Totally Agree**

**5= Not Sure/Don't Know**

**6= Not Relevant**

---

**Q1.27 : Be more motivated to get a job.**

**1= Totally Disagree**

**2= Disagree**

**3= Agree**

**4= Totally Agree**

**5= Not Sure/Don't Know**

**6= Not Relevant**

---

# Community Participation

► **Help text**

Participation in the activities offered by my service enables people to:

**Q1.28 : Be more involved in community and voluntary activities.**

**6= Not Relevant**

**5= Not Sure/Don't Know**

**4= Totally Agree**

**3= Agree**

**2= Disagree**

**1= Totally Disagree**

---

**Q1.29 : Feel themselves useful they participate in their community.**

**6= Not Relevant**

**5= Not Sure/Don't Know**

**4= Totally Agree**

**3= Agree**

**2= Disagree**

**1= Totally Disagree**

---

**Q1.30 : Find new opportunities for participation in their lives.**

**1= Totally Disagree**

**2= Disagree**

**3= Agree**

**4= Totally Agree**

**5= Not Sure/Don't Know**

**6= Not Relevant**

---

**Q1.31 : Become more mobile within their environment.**

**1= Totally Disagree**

**2= Disagree**

**3= Agree**

**4= Totally Agree**

**5= Not Sure/Don't Know**

**6= Not Relevant**

---

**Q1.32 : Be more motivated to participate in local community groups and activities.**

**1= Totally Disagree**

**2= Disagree**

**3= Agree**

**4= Totally Agree**

**5= Not Sure/Don't Know**

**6= Not Relevant**

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# Wellbeing

Wellbeing is about being satisfied with your life. Generally, it refers to health, happiness, and prosperity. Experiencing good mental and physical health, being able to manage stress, and being able to gain the money needed for a decent life are all factors that can enhance quality-of-life.



There are three dimensions in the domain of Wellbeing: Emotional wellbeing, physical wellbeing, and material wellbeing.

Review the statements on the next page and consider whether you agree or disagree with them in relation to the impact of the service in which you work.

## Emotional Wellbeing

### ► Help text

It is important to keep in mind that some of the statements below may not be relevant to the service in which you work, or you may not be sure whether it is intended to achieve the outcome described. If this is the case, make sure to indicate that by selecting the 'Not Relevant' option.

Participation in the activities offered by my service enables people to:

**Q1.33 : Feel more secure about themselves.**

**6= Not Relevant**

**5= Not Sure/Don't Know**

**4= Totally Agree**

**3= Agree**

**2= Disagree**

**1= Totally Disagree**

---

**Q1.34 : Be more stable emotionally.**

**6= Not Relevant**

**5= Not Sure/Don't Know**

**4= Totally Agree**

**3= Agree**

**2= Disagree**

**1= Totally Disagree**

---

**Q1.35 : Deal more successfully with situations of stress.**

**1= Totally Disagree**

**2= Disagree**

**3= Agree**

**4= Totally Agree**

**5= Not Sure/Don't Know**

**6= Not Relevant**

---

**Q1.36 : Develop a better opinion about themselves.**

**1= Totally Disagree**

**2= Disagree**

**3= Agree**

**4= Totally Agree**

**5= Not Sure/Don't Know**

**6= Not Relevant**

---

**Q1.37 : Gain a better understanding of their strengths and their needs.**

**1= Totally Disagree**

**2= Disagree**

**3= Agree**

**4= Totally Agree**

**5= Not Sure/Don't Know**

**6= Not Relevant**

---

**Q1.38 : Cope more easily with changes.**

**6= Not Relevant**

**5= Not Sure/Don't Know**

**4= Totally Agree**

**3= Agree**

**2= Disagree**

**1= Totally Disagree**

---

**Q1.39 : Feel happier with life.**

**6= Not Relevant**

**5= Not Sure/Don't Know**

**4= Totally Agree**

**3= Agree**

**2= Disagree**

**1= Totally Disagree**

---

## Physical Wellbeing

► **Help text**

Participation in the activities offered by my service enables people to:

**Q1.40 : Develop a healthier lifestyle.**

**1= Totally Disagree**

**2= Disagree**

**3= Agree**

**4= Totally Agree**

**5= Not Sure/Don't Know**

**6= Not Relevant**

---

**Q1.41 : Manage their health in a better way.**

**1= Totally Disagree**

**2= Disagree**

**3= Agree**

**4= Totally Agree**

**5= Not Sure/Don't Know**

**6= Not Relevant**

---

**Q1.42 : Be more capable of taking care of themselves.**

**1= Totally Disagree**

**2= Disagree**

**3= Agree**

**4= Totally Agree**

**5= Not Sure/Don't Know**

**6= Not Relevant**

---

**Q1.43 : Feel more able to do physical activities.**

**6= Not Relevant**

**5= Not Sure/Don't Know**

**4= Totally Agree**

**3= Agree**

**2= Disagree**

**1= Totally Disagree**

---

## Material Wellbeing

► **Help text**

Participation in the activities offered by my service enables people to:

**Q1.44 : Manage their financial situation more easily.**

**6= Not Relevant**

**5= Not Sure/Don't Know**

**4= Totally Agree**

**3= Agree**

**2= Disagree**

**1= Totally Disagree**

---

**Q1.45 : Be more capable of earning a living in the future.**

**1= Totally Disagree**

**2= Disagree**

**3= Agree**

**4= Totally Agree**

**5= Not Sure/Don't Know**

**6= Not Relevant**

---

**Q1.46 : Understand how to enjoy their leisure time better.**

**1= Totally Disagree**

**2= Disagree**

**3= Agree**

**4= Totally Agree**

**5= Not Sure/Don't Know**

**6= Not Relevant**

---

**Q1.47 : Know the financial supports to which they are entitled.**

**1= Totally Disagree**

**2= Disagree**

**3= Agree**

**4= Totally Agree**

**5= Not Sure/Don't Know**

**6= Not Relevant**

---