*Indicates required field

Introduction

Directions for the Administrator

The Assisted Rating version of the Quality Impact Assessment Tool (QIAT-AD) is designed to be administered with the assistance of a staff member who does not normally wo
conversation about the meaning of each item before assisting them to indicate a decision. There are three stages in the process:

- AR1 Orientation: Perception of Fact: This prompt is designed to open up a discussion about the topic that is the focus of the item. It can take as long as needed, and the e
of the item, the administrator moves on to the next prompt.
- AR2 Need to Improve Current Status: This prompt provides an opportunity to discuss with the participant what they do and what they would like to do better. Once again,
oriented towards the content of the item, they can proceed to the formal question.
- AR3 Extent to which the service has helped the person to learn how to do this: This question is intended to provide an indication of how the participant feels about what th

It is important for the administrator to be aware that only the answers to AD2 and AD3 are used in generating a score for an item.

The scales for AR2 and AR3 have two primary options 1=No and 2=Yes. 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 or allowing the parti

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

The DK option should be used when the participant indicates that they are unsure or when the participant clearly does not understand an item despite all the decision suppor

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

If the administrator develops the impression that the participant is challenged in understanding a number of the items in a single dimension, consideration needs to be given

Introduction for the Participant *(The administrator can rephrase the wording below.)*

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?

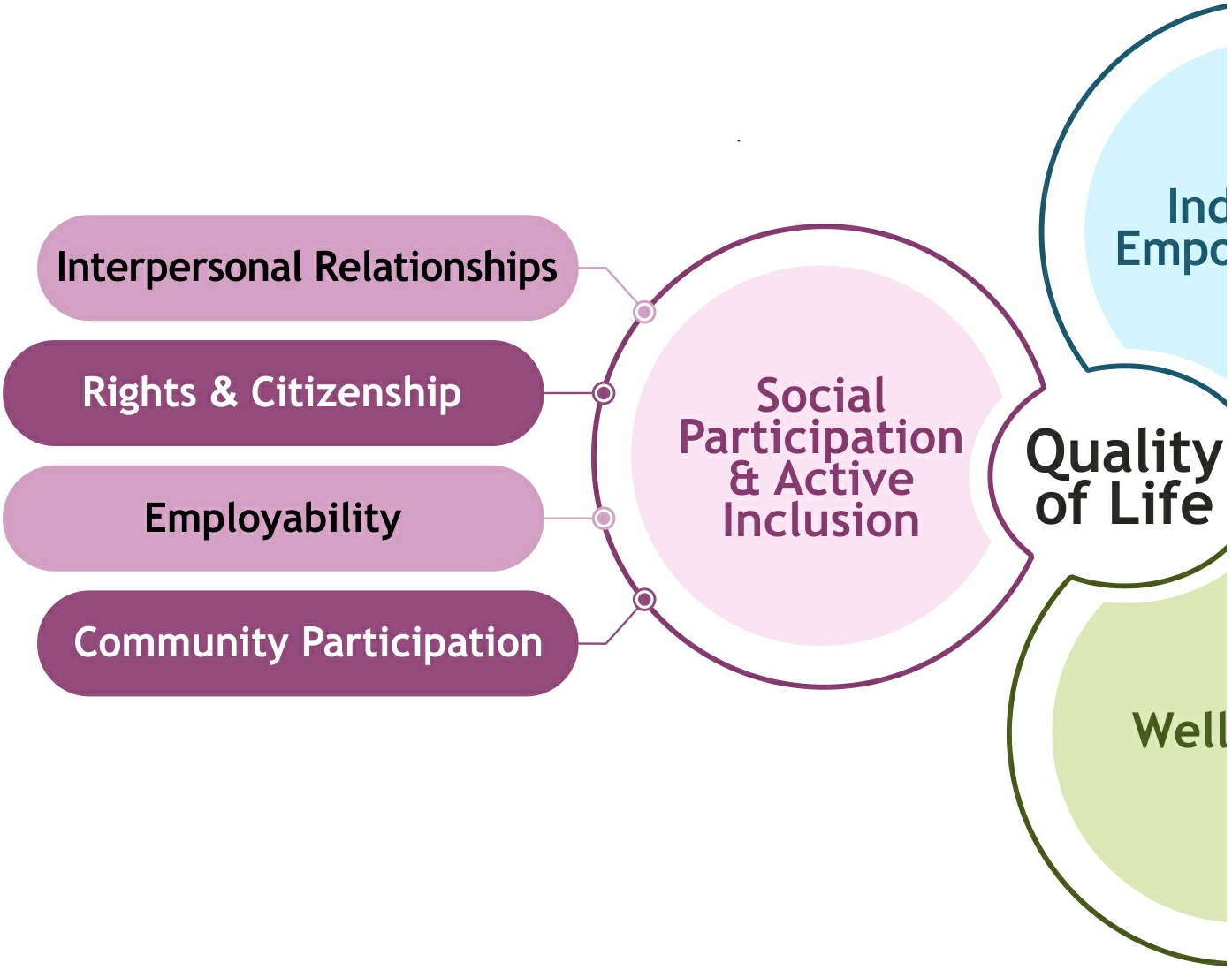
The quality of your life is the result of the experiences you have when you interact with the people and places around you. You have goals and you expect things to happen. W

I am going to ask you some questions about the service you attend and you can tell me what you feel about them.

I will point out the areas that we are talking about on the map as we talk about them.

Here are the different areas. (Point and list the items in the figure)

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



Before we talk about an area, I will explain what it means and you can ask me about anything you would like to know.

Are you ready to begin?

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

Directions

The administrator can rephrase the wording below. The current phrasing is to give an indication of the conversation to be had with the participant.

The items for the QIAT-AD are available on laminated sheets, which can be given to the participant so that they can indicate their perceptions non-verbally by pointing to thei service and the participant. They can also be presented on a Tablet with a touch sensitive screen.

I want to know what you feel about the things that your service does for you.

So, let us talk about what you do in your service and the things you like doing.

Do you remember the names of the people who help you in your service?*(This question can lead to a discussion about the staff involved and the activities they do with the p the service)*.

(Insert here the names of the people listed by the participant) cannot see what you say about the things that you do.

But what you say can help make the service better. *(Make sure that the participant understands the nature of anonymity)* .

We can talk about some of the things that *(insert here the names of the staff named by the participant in response to the question above)* do with you. Then you can tell me

When you have decided what you feel, you can let me know by telling me what you think, by pointing to the picture that is best for you or by showing me a sign like this *(The ad*

Status	Visual	Suggestions
1 No, I disagree		You can say 'No' or point to this when something is not true for you. Make this gesture as you discuss the option.
2 Yes, I agree		You can say 'Yes' or point to this when something is true for you. Make this gesture as you discuss the option.
3 DK - Don't Know		When you don't know, you can tell me, or you can point to this. Or you can just do this (The administrator extends their hands in a 'don't know' gesture).
4 Not Important		Other times you may feel that a thing is not important to you or that you do not want it. When this is what you feel, you can say, 'Not Important', point to this or do this (The administrator shrugs their shoulders.)

Sometimes 'No' is the first one, like this:

Status	Status
1=No, I disagree	2=Yes, I agree
	

Other times 'Yes' is the first one, like this

Status	Status
2=Yes, I agree	1=No, I disagree
	

Let's give it a go.

Examples

The administrator implements the procedure using Example 1 below. This example provides an opportunity to explore an area of quality of life for which there is a valid answer

Do not forget that you can use the examples which are available when you click on the ⓘ icon.

example

Ex.1.B : Are there things you want to learn?



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

Ex.1.C : Does your service (use the names provided by the participant if needed) help to learn things?



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

Give the p

This exam
used.

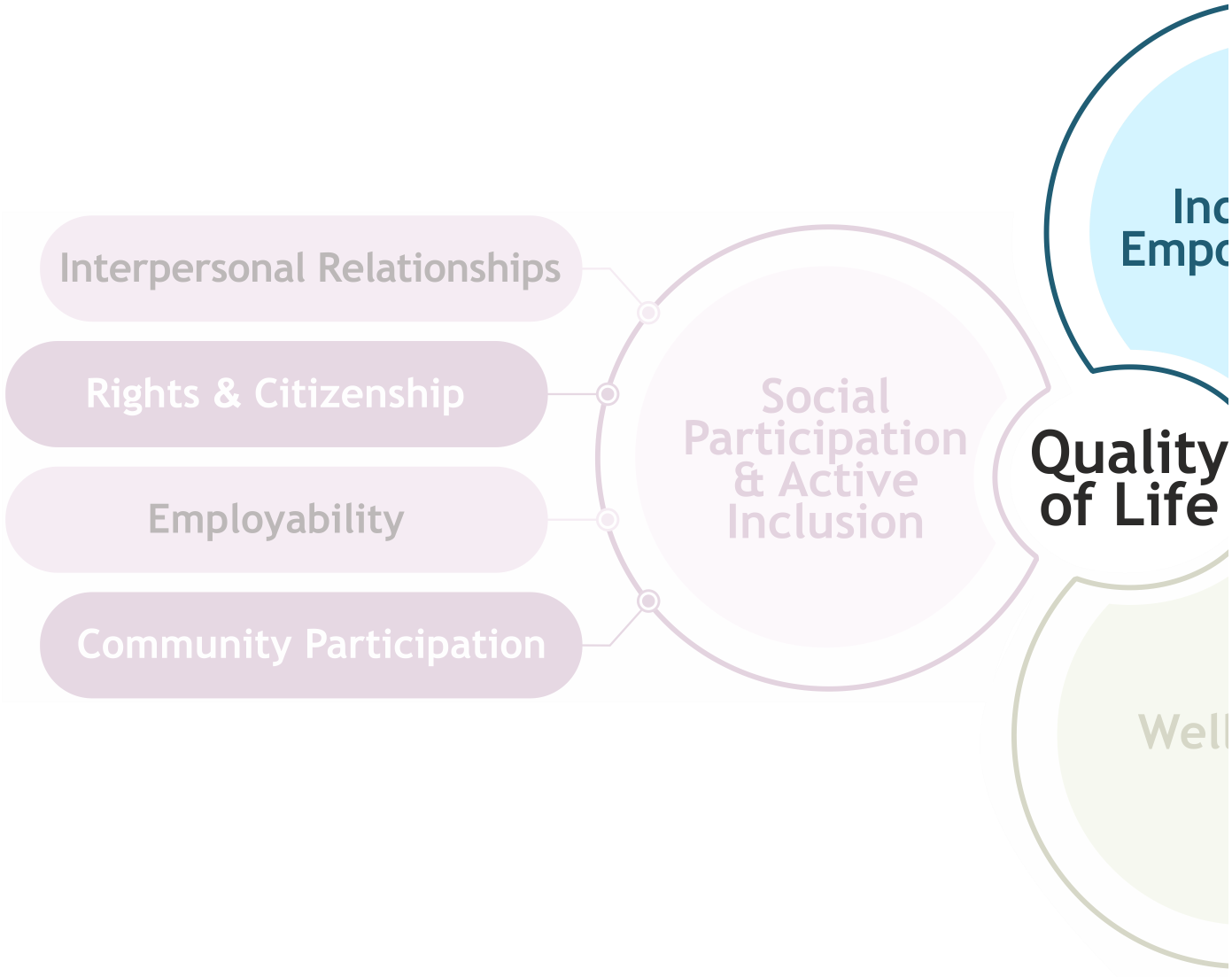
The administrator makes sure that the participant is ready to start the questionnaire. If this is not the case, further explanations can be offered or a decision can be made to te

If you are happy that the participant understands how to complete the question, you can move on to complete the items on the following pages.

Individual Empowerment

The administrator can rephrase the wording below. The current phrasing is to give an indication of the conversation to be had with the participant.

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 ne



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

Read the questions on the next page and encourage the participant to let you know if they agree or disagree with them.

Personal Development

▸ **Help text**

Remember that some of the sentences below may not apply to the participant or their service. If they are unsure about some of them, you can specify either the 'Don't Know' c

ARQI.1.B : Do you get to do the things you like?

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

ARQI.1.C : Does your service help you find things you like to do?

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

ARQI.2.B : Have you ever tried to do something new that you never did before?



ARQI.2.C : Does your service help you to try out new things?



ARQI.3.B : Do you want to learn more new things?



ARQI.3.C : Does your service help you with learning things?



ARQI.4.B : Do you need to be better at dealing with problems?



ARQI.4.C : Does your service help you to learn how to deal with problems better?



Self-Determination

▸ **Help text**

ARQI.5.B : Do you need to know better what you want to do?



ARQI.5.C : Does your service help you to know what you want to do?



ARQI.6.B : Do you need to be more able to decide what you want to do?



ARQI.6.C : Does your service help you with what you want to do for yourself?



ARQI.7.B : Do you need to be better at finding people to help you do the things you want to?



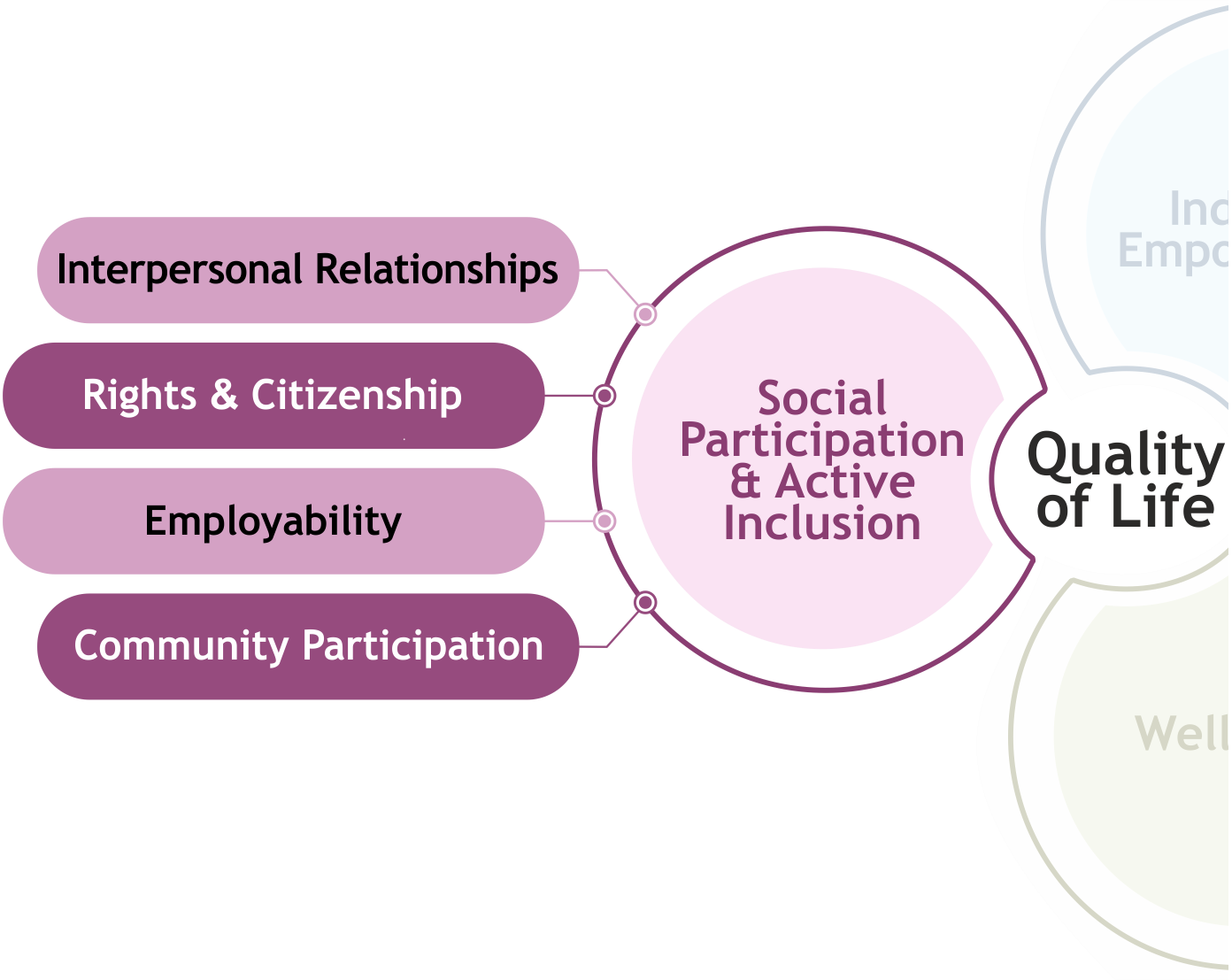
ARQI.7.C : Does your service help you to find people who can help you do the things you want to?



Social Participation & Active Inclusion

The administrator can rephrase the wording below. The current phrasing is to give an indication of the conversation to be had with the participant.

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
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 encourage the participant to let you know if they agree or disagree with them.

Interpersonal Relationships

▸ **Help text**

Remember that some of the sentences below may not apply to the participant or their service. If they are unsure about some of them, you can specify either the 'Don't Know' c

ARQI.8.B : Do you want more friends?

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

ARQI.8.C : Does your service help you meet more friends?

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

ARQI.9.B : Do you need to get on better with your friends and family?

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

ARQI.9.C : Does your service help you to get on better with your friends and family?

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

ARQI.10.B : Do you need to be better at telling people what you want?

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

ARQI.10.C : Does your service help you to learn how to tell people what you want?

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

Rights & Citizenship

▸ **Help text**

ARQI.11.B : Do you need to know more about what is happening in the news?

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

ARQI.11.C : Does your service help you to find out what is happening in the news?

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

ARQI.12.B : Would you like to learn more about voting?

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

ARQI.12.C : Does your service help you to know how to vote and help you to do it?

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

ARQI.13.B : Do you need to know more about your rights?



ARQI.13.C : Does your service help you to know what your rights are?



ARQI.14.B : Do you need to know more about where to get help sticking up for your rights?



ARQI.14.C : Does your service help you to find out where to get help sticking up for your rights?



ARQI.15.B : Do you want to be better at knowing when you are not getting your rights?



ARQI.15.C : Does your service help you to learn to know when you are not getting your rights?



Employability

▸ **Help text**

ARQI.16.B : Do you want to be better at getting work?



ARQI.16.C : Does your service help you to learn how to be better at getting work?



ARQI.17.B : Do you need to be better at looking for work?



ARQI.17.C : Does your service help you to learn how to look for work?



ARQI.18.B : Do you need to know how best to keep work when you get it?



ARQI.18.C : Does your service help you learn the things you need to do to keep your work?



Community Participation

▸ **Help text**

ARQI.19.B : Do you want to help other people in your area?



ARQI.19.C : Does your service help you to know how you can help other people in your area?



ARQI.20.B : Do you need to be able to find more new things to do with other people?



ARQI.20.C : Does your service help you to find more new things that you can do with other people?



ARQI.21.B : Do you want to be better at travelling to places near where you live?

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

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ARQI.21.C : Does your service help you to learn how to travel to places near where you live?

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

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ARQI.22.B : Would you like to do more things in clubs and groups in your local area?

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

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ARQI.22.C : Does your service help you to find local clubs and groups to do things with?

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

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Wellbeing

The administrator can rephrase the wording below. The current phrasing is to give an indication of the conversation to be had with the participant.

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.



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

Read the questions on the next page and encourage the participant to let you know if they agree or disagree with them.

Emotional Wellbeing

▸ Help text

Remember that some of the sentences below may not apply to the participant or their service. If they are unsure about some of them, you can specify either the 'Don't Know' c

ARQI.23.B : Do you need to be better at dealing with feelings, such as being angry or sad?






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

ARQI.23.C : Does your service help you learn how to deal better with feeling angry or sad?






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

ARQI.24.B : Do you need to be better at dealing with your worries?






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

ARQI.24.C : Does your service help you to deal better with your worries?






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

ARQI.25.B : Do you need to know more about the things you are good at and what you need help with?






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

ARQI.25.C : Does your service help you to learn about the things you are good at and what you need help with?






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

Physical Wellbeing

▸ Help text

ARQI.26.B : Do you need to be better at keeping yourself fit and well?






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

ARQI.26.C : Does your service help you to learn how to keep yourself fit and well?






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

ARQI.27.B : Do you need to be better at taking care of yourself?



ARQI.27.C : Does your service help you learn how to be better at taking care of yourself?



ARQI.28.B : Do you need to take more exercise, like running or walking?



ARQI.28.C : Does your service help you to learn how to be better at taking exercise?



Material Wellbeing

▸ **Help text**

ARQI.29.B : Do you need to know how to manage your money better?



ARQI.29.C : Does your service help you to learn how to manage money better?



ARQI.30.B : Do you want to get money for working?



ARQI.30.C : Does your service help you to be more able to get money for working?



ARQI.31.B : Do you need to enjoy your free time more?

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

ARQI.31.C : Does your service help you to learn how to use your 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 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 previous

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)