

*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 work with the participant. The staff member assisting the participant to respond to the items in the QIAT-AD engages with them in a 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 examples provided can be used to assist understanding. Once, it is clear that the participant has an understanding of the content 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, as much time as is required can be assigned to this item. When the administrator believes that the participant has been fully 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 the service is doing for them in relation to the activity or area of quality of life which is the focus of the item.

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 participant to point to the option on the response template 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 

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 support provided by the administrator.

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 to using the proxy version of the QIAT.

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. When they turn out well, you feel good about the quality of your life.

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 their preferred option. The administrator can record the response digitally or on a hard copy, whichever is most suitable for the 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 participant. The aim is to ascertain that the participant is clearly oriented towards the activities and interventions provided by 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 how you feel about these things.

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 administrator uses the thumbs-up-thumbs-down gesture)*. This  means Yes, I agree, and this  means No, I disagree.

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 <i>(The administrator extends their hands in a 'don't know' gesture)</i> .
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 <i>(The administrator shrugs their shoulders)</i> .

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

2=Yes, I agree

Status

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

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

1= No, I disagree

2= Yes, I agree

3= I don't know

4= Not Important

1= No, I disagree

2= Yes, I agree

3= I don't know

4= Not Important

Give the participant time to

This example is intended to t

meaning of 'Not Important' c

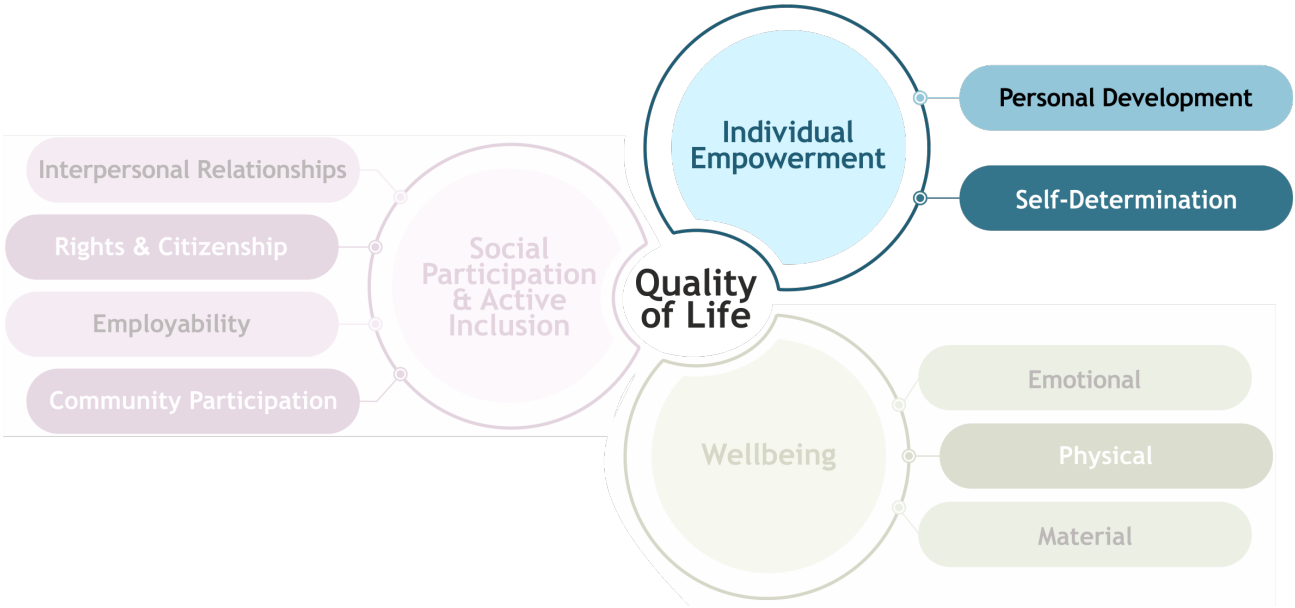
The administrator makes sure that the participant is ready to start the questionnaire. If this is not the case, further explanations can be offered or a decision can be made to terminate the session and to use the proxy version of the QIAT.

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 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 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' or 'Not Important' option.

ARQ1.1.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

ARQ1.1.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

ARQ1.2.B : Have you ever tried to do something new that you never did before?



2= Yes, I agree



1= No, I disagree



3= I don't know



4= Not important

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



2= Yes, I agree



1= No, I disagree



3= I don't know



4= Not important

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



1= No, I disagree



2= Yes, I agree



3= I don't know



4= Not important

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



1= No, I disagree



2= Yes, I agree



3= I don't know



4= Not important

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



1= No, I disagree



2= Yes, I agree



3= I don't know



4= Not important

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



1= No, I disagree



2= Yes, I agree



3= I don't know



4= Not important

Self-Determination

► Help text

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



2= Yes, I agree



1= No, I disagree



3= I don't know



4= Not important

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



2= Yes, I agree



1= No, I disagree



3= I don't know



4= Not important

ARQ1.6.B : Do you need to be more able to decide what you want to do?



2= Yes, I agree



1= No, I disagree



3= I don't know



4= Not important

ARQ1.6.C : Does your service help you with what you want to do for yourself?



2= Yes, I agree



1= No, I disagree



3= I don't know



4= Not important

ARQ1.7.B : Do you need to be better at finding people to help you do the things you want to?



1= No, I disagree



2= Yes, I agree



3= I don't know



4= Not important

ARQ1.7.C : Does your service help you to find people who can help you do the things you want to?



1= No, I disagree



2= Yes, I agree



3= I don't know



4= Not important

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. 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 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' or 'Not Important' option.

ARQ1.8.B : Do you want more friends?



1= No, I disagree



2= Yes, I agree



3= I don't know



4= Not important

ARQ1.8.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

ARQ1.9.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

ARQ1.9.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

ARQ1.10.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

ARQ1.12.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

ARQ1.12.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

ARQ1.13.B : Do you need to know more about your rights?



2= Yes, I agree



1= No, I disagree



3= I don't know



4= Not important

ARQ1.13.C : Does your service help you to know what your rights are?



2= Yes, I agree



1= No, I disagree



3= I don't know



4= Not important

ARQ1.14.B : Do you need to know more about where to get help sticking up for your rights?



2= Yes, I agree



1= No, I disagree



3= I don't know



4= Not important

ARQ1.14.C : Does your service help you to find out where to get help sticking up for your rights?



2= Yes, I agree



1= No, I disagree



3= I don't know



4= Not important

ARQ1.15.B : Do you want to be better at knowing when you are not getting your rights?



1= No, I disagree



2= Yes, I agree



3= I don't know



4= Not important

ARQ1.15.C : Does your service help you to learn to know when you are not getting your rights?



1= No, I disagree



2= Yes, I agree



3= I don't know



4= Not important

Employability

► Help text

ARQ1.16.B : Do you want to be better at getting work?



1= No, I disagree



2= Yes, I agree



3= I don't know



4= Not important

ARQ1.16.C : Does your service help you to learn how to be better at getting work?



1= No, I disagree



2= Yes, I agree



3= I don't know



4= Not important

ARQ1.17.B : Do you need to be better at looking for work?



2= Yes, I agree



1= No, I disagree



3= I don't know



4= Not important

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



2= Yes, I agree



1= No, I disagree



3= I don't know



4= Not important

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



2= Yes, I agree



1= No, I disagree



3= I don't know



4= Not important

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



2= Yes, I agree



1= No, I disagree



3= I don't know



4= Not important

Community Participation

► Help text

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



1= No, I disagree



2= Yes, I agree



3= I don't know



4= Not important

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



1= No, I disagree



2= Yes, I agree



3= I don't know



4= Not important

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



1= No, I disagree



2= Yes, I agree



3= I don't know



4= Not important

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



1= No, I disagree



2= Yes, I agree



3= I don't know



4= Not important

ARQ1.21.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

ARQ1.21.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

ARQ1.22.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

ARQ1.22.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

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. 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 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' or 'Not Important' option.

ARQ1.23.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?



1= No, I disagree



2= Yes, I agree



3= I don't know



4= Not important

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



1= No, I disagree



2= Yes, I agree



3= I don't know



4= Not important

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



1= No, I disagree



2= Yes, I agree



3= I don't know



4= Not important

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



1= No, I disagree



2= Yes, I agree



3= I don't know



4= Not important

Material Wellbeing

► Help text

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


2= Yes, I agree


1= No, I disagree


3= I don't know


4= Not important

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


2= Yes, I agree


1= No, I disagree


3= I don't know


4= Not important

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


2= Yes, I agree


1= No, I disagree


3= I don't know


4= Not important

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



2= Yes, I agree



1= No, I disagree



3= I don't know



4= Not important

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 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:

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)

