

*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. The quality of a person's life is the result of the experiences they have when they interact on a daily basis with the people, places, things, and services that they encounter and how these meet their goals and expectations.

This questionnaire is called the Quality-of-Life Impact Assessment Tool – the QIAT. It is designed to allow a person who is receiving a service, or someone acting on their behalf, to give feedback on the extent to which a service they are receiving has succeeded in enhancing their quality of life.

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 think about whether the service in which the person on whose behalf you are acting has made any difference to them 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 the person has received.

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

Directions

A proxy respondent reports on the experiences or opinions of another person. Proxy respondents are often adults who are asked to report for children or on behalf of a person who is considered to be unable to report for themselves for some reason.

You have volunteered to complete this questionnaire on behalf of the person concerned. You are acting as their proxy respondent. It is important to be clear that, in order to act as a proxy respondent, you need to be very familiar with the person, their daily lives and their dreams and desires. If you feel that you are not the right person to complete the questionnaire, please let the service know so that they can find a more suitable proxy respondent.

One important aim of the service in which the person, on whose behalf you are acting, is participating is to improve the quality of their life. This questionnaire, the Quality-of-Life Impact Tool (QIAT), is intended to provide you with an opportunity to provide feedback to the service on your opinions of the experiences of the person concerned as a participant and the difference you believe it has made to them in terms of their personal development, their participation in society and their sense of 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 participants and proxy respondents so that your answers cannot be identified by any member of staff of the service.

Please read the instructions below carefully. Then complete the examples to make sure that you understand how to respond.

If you are unsure about anything, you can ask for an explanation.

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.

Read each statement and think about whether the participation in the service of the person on whose behalf you are acting impacted 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 don't know or are unsure whether the statement reflects the impact that the service is having on the person concerned, or,
- 6 The statement describes something that you do not believe that the person concerned expects or requires. In other words, the statement is not relevant to the person concerned.

It is important for you to distinguish between 'Totally Disagree'/'Disagree' and 'No Sure/Don't Know' or 'Not Relevant'.

- If you think that the person concerned needed help with what is described in the statement, but the service did not provide it, then you should select 'Disagree' or 'Totally Disagree'
- If you are unsure whether the service had the impact described in the statement for the person concerned, then you should select 'Not Sure/Don't Know'
- If you believe that the person concerned did not need help or if you believe that the service was not intended to address the impact described in the statement, then you should select 'Not Relevant'. For example, the person concerned may well already be very competent in an area and did 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 '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 their service enables the person I represent 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

If you are confident that you understand how to complete the questions, you can move on to the next page and begin the questionnaire.

If you feel that you are not the appropriate person to complete the questionnaire, please contact the person who gave you the code to access it and let them know.

Individual Empowerment

A person who is individually empowered can make choices and decisions and act on them. They set goals and engage in activities to develop their capacities. They are able to exert control over things in their environment and can deal with any challenges that stand in their way.



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 on the person you represent.

Personal Development

► Help text

It is important to keep in mind that some of the statements below may not be relevant to the person you represent and the service they received, or you may not be sure about some of them. If this is the case, make sure to indicate that by selecting the 'Not Relevant' option.

Participation in the activities offered by their service enables the person I represent 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 their service enables the person I represent 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

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: Interpersonal Relationships, Rights & Citizenship, Employability, and Community Participation.

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

Interpersonal Relationships

► Help text

It is important to keep in mind that some of the statements below may not be relevant to the person you represent and the service they received, or you may not be sure about some of them. If this is the case, make sure to indicate that by selecting the 'Not Relevant' option.

Participation in the activities offered by their service enables the person I represent 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 their service enables the person I represent 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 their service enables the person I represent 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 their service enables the person I represent 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

QI.30 : Find new opportunities for participation in their life.

1= Totally Disagree

2= Disagree

3= Agree

4= Totally Agree

5= Not Sure/Don't Know

6= Not Relevant

QI.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

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 on the person you represent.

Emotional Wellbeing

► Help text

It is important to keep in mind that some of the statements below may not be relevant to the person you represent and the service they received, or you may not be sure about some of them. If this is the case, make sure to indicate that by selecting the 'Not Relevant' option.

Participation in the activities offered by their service enables the person I represent 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 their service enables the person I represent 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 their service enables the person I represent 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

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:

Section: Enter section

Has the person ever been employed?

Yes

No

What is their highest study level:

What was their status immediately prior to attending the service:

Do they live:

Do they have dependent persons:

What type of service do they attend?

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

Please indicate by marking an X below any areas in which the person you represent has 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 them)

_____ | **Mental wellbeing**
_____ | (Feeling ok about themselves)

_____ | **Remembering**
_____ | (Recalling things that happened recently)

_____ | **Learning or problem solving**
_____ | (Dealing with new information or things they are unfamiliar with)

_____ | **Relationships**
_____ | (Getting on with other people)

_____ | **Chronic ill-health**
_____ | (For example, heart or breathing problems)

_____ | **Pain**
_____ | (That interferes with their life on a daily basis)