**Letter from the CEO – Independent Assessment Second Pilot – Interim Evaluation Report**

As part of my commitment for the Agency to be as transparent as we can, I’m pleased to share with you our interim evaluation report to the 2nd Independent Assessment pilot.

It analyses the experience of over 3,700 participants who volunteered to take part in the pilot from November 2020 to May 2021. At the end of June, over 4,000 assessments have now been completed.

The evaluation had participation from the Independent Advisory Council (Council), and conclusions made in the evaluation report were confirmed by the Centre for Disability Studies and Centre for Disability Research and Policy at the University of Sydney.

The Agency fully recognises that there is a range of experience and feedback from participants, including criticisms and suggestions for improvement. Some of these criticisms include:

* an assessor not deeply understanding or showing empathy for a participant’s disability and
* context
* an approach that is unsuitable for a certain cohort of participants
* assessment tools that are too complex, or not fit for purpose, and
* assessment results that are not easy to understand, and/or are inaccurate.

The Agency takes these, and other perspectives seriously. It is, working with the Council to address these issues.

Both the evaluation report and Council’s advice have recommendations that the Agency will incorporate into an improved independent assessment proposal.

This feedback will make the approach used in the pilot better. As we roll-out any potential process, we will have to keep testing, listening, learning, and improving what we do.

We are undertaking additional analysis on the pilot. This will be incorporated into a final evaluation report that we will share publicly once completed.

I’d like to thank the participants and their family members who volunteered to take part in the pilot, and who shared their feedback with us.

I’d also like to acknowledge the assessors who also shared their feedback with us, and supported the pilot.

In closing, let me reiterate my commitment to deliver a Scheme that is fair, equitable, simple, and sustainable, for all Australians today and well into the future.

**Martin Hoffman**

Chief Executive Officer

*Note: this introduction was not reviewed by the Centre for Disability Studies and Centre for Disability Research and Policy at the University of Sydney.*