



Department
for Work &
Pensions

Work Choice: Official Statistics

November 2015

Executive summary

This is the official statistics publication on Work Choice. It contains figures on all Work Choice providers **excluding Remploy**, from October 2010, up to and including **September 2015**. The job outcomes counted in this publication are supported, unsupported (yet to be sustained) and unsupported sustained outcomes for which the provider has received a payment, plus unsupported outcomes for which the provider is not paid.

In the current financial year (1st April 2015 – 30th September 2015) there were:

- 7,440 referrals for 7,040 individuals¹;
- 5,630 starts for 5,560 individuals;
- 5,070 job outcomes² for 5,020 individuals.

In the previous financial year (1st April 2014 – 31st March 2015) there were:

- 20,860 referrals for 18,910 individuals;
- 16,050 starts for 15,300 individuals;
- 12,010 job outcomes² for 11,440 individuals.

Author(s) contact details

Hatti Archer
Disability Employment and Support Analysis Division
Strategy Group
Department for Work and Pensions

¹ A person can be referred to / start Work Choice more than once in the period, and as a result can obtain more than one job outcome in the period. Therefore the number of individuals is less than the number of referrals / starts / job outcomes.

² Only one job outcome per Work Choice start is only captured in the total job outcomes figure. So if an individual gains a supported job outcome, which then becomes unsupported after a period of time, only the first job outcome is counted.

Email Hatti.Archer@dwp.gsi.gov.uk

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1 Introduction

1.1 Work Choice

1.1.1 Summary

This publication contains figures on all Work Choice providers **excluding Remploy**, from October 2010, up to and including **September 2015**. Annexe A provides more detailed breakdowns. Figures given for the most recent quarter will be subject to revision as more complete data becomes available.

The table below shows the reporting period for each quarterly publication:

Quarter of publication	Reporting period
May	Full financial year which ended in March of current year
August	First quarter of current financial year
November	First two quarters of current financial year
February	First three quarters of current financial year

Note: This document contains official statistics on Work Choice. The statistics cover referrals, and associated starts and job outcomes. Management Information on Work Choice is produced separately from this note and is used for internal monitoring purposes. This publication uses different measures and different data sources and is not comparable.

1.1.2 Background

On 25th October 2010, WORKSTEP, Work Preparation and the Job Introduction Scheme were replaced by Work Choice.

Work Choice helps people with disabilities whose needs cannot be met through other work programmes, Access to Work or workplace adjustments. This might be because they need more specialised support to find employment or keep a job once they have started work.

Work Choice is tailored to meet individual need. It focuses on helping individuals to achieve their full potential and move towards being more independent. Work Choice also ensures employers get the support they need to employ more disabled people.

The Work Choice programme is delivered by providers funded by the government. There are three different sections called modules:

Module one: Work Entry Support

All new participants will enter Module One of Work Choice. This module lasts for up to six months. Individuals receive help with personal skills and work-related advice to get them into supported or unsupported work.

Module two: Short to Medium Term In-Work Support

Once a participant has found paid employment (or self-employment) of 16 hours or more a week that is supported by Work Choice, the provider will work with the employer and participant to identify the support required for the participant to start work and stay in their job. This module lasts for up to two years.

Module three: Longer-term In-Work Support

Individuals receive help to progress in their job and where appropriate, help them move into unsupported work. This module is not time limited.

1.1.3 Methodology

The Work Choice referrals and starts figures in this publication are derived from the Labour Market System (LMS) Opportunity Type database³. Providers send monthly data returns to DWP, containing information on individuals who have achieved a job outcome through Work Choice. This outcome data is recorded on the Provider Referrals and Payments System (PRaP). The referrals and starts information from LMS is then merged with the job outcome information from PRaP to build a complete picture of an individual's journey through the Work Choice programme, and enables figures on referrals, starts and job outcomes to be produced. The merged LMS and PRaP data is then merged with the DWP's National Benefit Database, to identify any benefits received by individuals four weeks prior to their Work Choice referral date.

³ Referrals and starts from individuals in receipt of Universal Credit are derived from the Provider Referrals and Payments System (PRaP).

2 Headline Statistics

These statistics are figures for all Work Choice customers (excluding those referred to Remploy) in the current financial year.

2.1 Referrals, Starts and Job Outcomes (1st April 2015 to 30th September 2015)

2.1.1 Referrals

7,440 referrals for 7,040 individuals⁴; Of which:

- 7,250 were for new customers
- 190 were for transitional⁵ / retention⁶ customers

2.1.2 Starts

5,630 starts for 5,560 individuals. Of which:

- 5,550 were for new customers;
- 90 were for transitional / retention customers.

2.1.3 Job Outcomes

5,070 job outcomes⁷ for 5,020 individuals. In total there were:

- 3,180 were supported job outcomes;
- 2,700 were unsupported job outcomes.

⁴ A person can be referred to / start Work Choice more than once in the period, and as a result can obtain more than one job outcome in the period. Therefore the number of individuals is less than the number of referrals / starts / job outcomes.

⁵ Individuals who transferred over to Work Choice from WORKSTEP, Workprep or Job Introduction Scheme are referred to as Transitional customers.

⁶ If an employee (or a self-employed person) becomes newly disabled, or their existing disability changes in a way that puts their prospects of continued employment at serious risk (and Access to Work cannot provide an immediate solution), then support from Work Choice may be required to ensure the employee retains their job. These customers are referred to as Retention Customers.

⁷ For each Work Choice spell, an individual can obtain a supported and unsupported outcome in the same reporting period. In this instance, they would be counted once in the total job outcomes, and once in each of the supported and unsupported totals. Up to one job outcome per Work Choice spell for each individual is included.

2.2 Cohort analysis

Looking at a six-month cohort of Work Choice programme starts between 1st October 2014 and 31st March 2015, there were 6,780 starts to Work Choice in this period. Of these, 4,240 (62.5%) had obtained a job outcome by 30th September 2015⁸.

⁸ This cohort analysis is slightly different to the cohort analysis in Table 6. The cohort used here is more recent and allows individuals 6-12 months from their start date to obtain a job outcome, whereas Table 6 includes individuals that have had at least 12 months from their referral date to obtain a job outcome.

3 Work Choice process

3.1 The key aspects of the Work Choice process

Work Choice is delivered by a Prime Provider in each of the 28 Contract Package Areas (CPAs). Prime Providers can sub-contract with a range of other specialist or niche providers to support disabled people who are eligible and suitable for the programme, in overcoming their complex employment needs related to disability. Remploy is also delivering the Work Choice business model, providing a choice for customers/claimants in most CPAs, though Remploy figures are **not** counted in this publication.

The aim of Work Choice is to provide a voluntary, tailored, coherent range of specialist employment services which can respond more flexibly to the individual needs of disabled people and their employers and make better use of resources.

The key principles underpinning Work Choice focus on:

- those who most need specialist support;
- less prescription and greater flexibility;
- better links between elements of provision;
- better consistency and quality of provision;
- provision for all types of disability;
- opportunities for the customer/claimant to exercise choice and control;
- job outcomes;
- improved support for people in either employment or self employment;
- improved progression to unsupported employment;
- achieving potential within longer-term supported employment.

Work Choice participants should have the same pay and conditions as other, non-supported employees doing similar jobs. Providers agree arrangements with employers and ensure that people have the same access to training and development opportunities as other employees. This helps encourage progression

both within Work Choice modules and towards unsupported employment where appropriate.

The Disability Employment Advisor (DEA) has a pivotal role as the gatekeeper for the Work Choice programme in ensuring that only eligible and suitable disabled people are referred. Referrals to the DEA may be made from a number of sources – e.g. Work Choice providers including Remploy, external partners, and customer/claimant self-referrals. Also, JCP advisers may refer JSA and ESA claimants facing complex employment situations arising from their disability to the DEA for assistance and possible consideration for Work Choice.

All new participants enter Module One of Work Choice where they work with their provider on a detailed Development Plan to address their complex barriers and employment support needs. Minimum levels of support must be maintained on a monthly basis. Providers are expected to be flexible to the needs of customers/claimants. Support should be sufficient to enable participants to engage in at least eight hours preparation for work entry per week. The support could include one to one help or less intensive support and advice depending on the participant's needs. As the participant progresses through Module One, their level of activity on the programme should increase up to 16 hours per week as they prepare to make the transition into work.

In Module Two, once a participant has found paid supported employment (or self-employment) supported by Work Choice of 16 hours or more a week (NB this could be more than one job which adds up to 16 hours or more a week) the provider will work with the employer and participant to identify the support required for the participant to start work. The provider must provide a range of support tailored to the needs of the individual participant depending upon their circumstances.

Module Three recognises that some participants will need support in employment for the foreseeable future. All participants should be helped and encouraged to progress to unsupported employment where appropriate. The provider must work with the participant or with others on behalf of the participant (e.g. their employer) to ensure that for at least four hours per month the participant is engaged in activity aimed at developing their full potential at work. This may include up to four hours one-to-one guidance, or a more advisory role, depending on the participant's needs, level of independence and abilities. As in Module Two, this might include, for example, learning new skills, broadening their role or responsibilities, learning new ways of working, etc. The opportunities for working towards progression must remain to the fore in all planning discussions.

Providers of Work Choice are expected to provide certain elements of the normal Access to Work provision as part of their service to their programme participants. Prime Providers have access to a Work Choice-dedicated Access to Work team who will provide advice and support on applications. Anyone moving into **unsupported** work at any point would be able to make an application to Access to Work in the normal way.

Providers receive a service fee for each individual who starts Work Choice. They receive a further payment if that individual obtains a job outcome, and a final payment if that job outcome is sustained – unsupported for at least 6 months.

Annexe A: Work Choice Breakdowns

Totals may not sum due to rounding

Table 1: Number of Work Choice referrals, starts and job outcomes by financial quarter

Quarter	Referrals	Starts	Total Job Outcomes ⁹	Of which are Supported Outcomes	Of which are Unsupported Outcomes	Of which are Sustained Unsupported Outcomes ¹⁰
Q3 2010-11 ¹¹	17,960	16,090	300	N/A	300	240
Q4 2010-11	5,570	4,890	1,170	130	1,050	810
Q1 2011-12	4,050	2,730	1,400	400	1,060	880
Q2 2011-12	3,690	2,820	1,320	570	880	730
Q3 2011-12	3,960	3,170	1,390	690	950	750
Q4 2011-12	5,500	4,100	1,570	800	1,140	900
Q1 2012-13	4,780	3,520	1,690	960	1,230	900
Q2 2012-13	5,210	3,940	1,520	920	1,060	760
Q3 2012-13	5,310	3,910	2,230	1,700	1,170	820
Q4 2012-13	6,490	4,760	2,110	1,550	1,250	920
Q1 2013-14	6,230	4,660	2,560	2,010	1,440	970
Q2 2013-14	6,880	4,970	2,680	2,010	1,720	1,140
Q3 2013-14	6,780	5,140	2,240	1,620	1,830	1,220
Q4 2013-14	7,390	5,380	2,260	1,600	1,760	1,210
Q1 2014-15	6,570	5,000	2,620	1,980	1,790	1,180
Q2 2014-15	5,500	4,270	2,940	2,100	2,050	1,370
Q3 2014-15	4,090	3,220	2,660	2,120	1,720	1,090
Q4 2014-15	4,700	3,570	2,760	2,270	1,610	940
Q1 2015-16	3,920	3,020	2,250	1,720	1,700 ¹²	N/A
Q2 2015-16	3,520	2,610	1,830 ⁸	1,450	1,000 ⁸	N/A
Total	118,070	91,760	39,490	26,590	26,670	16,840

⁹ Where an individual has both a supported and unsupported outcome, the first outcome is counted here. Note that the definition for total job outcomes in this table is different to the definition used for in the Executive Summary and in Section 2.1. Table 1 includes only one job outcome (the first obtained) for each individual Work Choice spell, whereas the latter allows one job outcome per individual Work Choice spell to be included in *each* reporting period (financial year) for example a supported job outcome may be obtained in one financial year, and become unsupported in the subsequent year.

¹⁰ Unsupported employment sustained for at least six months, these are only shown for those who have had at least 6 months from the date of their job outcome to obtain a sustained unsupported job outcome ie up to and including Q4 2014-15. The total for this column is also up to and including Q4 2014-15.

¹¹ A large number of cases from WORKSTEP, Workprep and Job Introduction Scheme were transferred over to Work Choice on the go-live date of 25th October 2010.

¹² The unsupported job outcomes figure for Q1 2015-16 has seen a relatively large retrospective increase since the August 2015 publication. It is possible that the job outcome figures for Q2 2015-16 will also see a retrospective increase in the next publication; they should therefore be treated with a degree of caution. This will be monitored closely in the future.

Table 2: Number of referrals by provider and financial quarter

Provider	Total	2010-11 Q3 and Q4	2011-12 All four quarters	2012-13 All four quarters	2013-14 All four quarters	2014-15 All four quarters	2015-16 Q1 and Q2	Of which have started Work Choice	Of which have achieved a job outcome
Shaw Trust	67,850	13,250	9,880	12,610	16,110	12,010	4,000	53,660	24,480
Advance Housing and Support Ltd	4,310	820	520	990	1,070	680	230	3,220	1,140
CDG Wise Ability Ltd	3,080	950	370	480	660	440	180	2,620	1,100
Momentum	2,880	600	400	550	610	560	170	2,440	1,150
Ingeus UK Ltd	4,240	650	650	870	1,010	810	250	3,040	1,090
The Pluss Organisation	9,610	2,180	1,330	1,660	2,110	1,630	710	7,530	3,080
Seetec	6,980	770	1,020	1,320	1,650	1,640	570	4,540	1,650
Working Links	19,130	4,310	3,040	3,290	4,060	3,100	1,330	14,720	5,800
Total	118,070	23,520	17,190	21,780	27,280	20,860	7,440	91,760	39,490

Note: Totals may not sum due to rounding.

Table 3: Number of referrals by Contract Package Area and financial quarter

Contract Package Area	Total	2010-11 Q3 and Q4	2011-12 All four quarters	2012-13 All four quarters	2013-14 All four quarters	2014-15 All four quarters	2015-16 Q1 and Q2	Of which have started Work Choice	Of which have achieved a job outcome
CPA1 - Highlands, Islands, Clyde Coast and Grampian	2,880	600	400	550	610	560	170	2,440	1,150
CPA2 - Forth Valley, Fife and Tayside	2,690	630	360	550	520	490	150	2,330	1,160
CPA3 - Glasgow, Lanarkshire and East Dunbartonshire	3,360	610	450	720	770	590	220	2,490	1,190
CPA4 - Ayrshire, Dumfries, Galloway and Inverclyde, Edinburgh, Lothians and Borders	3,760	760	530	780	880	640	180	2,860	1,380
CPA5 - North and Mid Wales, South East Wales	3,740	820	650	650	820	570	230	3,120	1,250
CPA6 - South West Wales, South Wales Valleys	6,060	1,400	860	1,050	1,220	1,120	400	5,280	2,780
CPA7 - Northumbria, South Tyne and Wear Valley	3,860	970	470	710	850	650	210	3,100	1,390
CPA8 - North and East Yorkshire and The Humber, Tees Valley	3,990	930	600	750	880	590	230	3,270	1,340
CPA9 - Cumbria and Lancashire	2,890	580	590	510	540	500	170	2,270	1,280
CPA10 - Greater Manchester East and West, Greater Manchester Central	5,710	700	930	1,180	1,470	1,040	400	4,110	1,810
CPA11 - Merseyside, Cheshire, Halton and Warrington	4,460	730	640	820	1,170	810	290	3,520	1,500
CPA12 - West Yorkshire	5,340	850	820	1,010	1,320	950	390	3,820	1,360
CPA13 - Derbyshire, South Yorkshire	5,470	740	880	1,130	1,430	1,000	290	4,160	1,840
CPA14 - Nottingham, Lincolnshire and Rutland	4,200	640	440	810	1,290	740	280	3,300	1,370
CPA15 - Leicestershire and Northamptonshire	3,200	690	550	610	700	450	180	2,590	900
CPA16 - The Marches, Staffordshire, Coventry and Warwickshire	5,430	950	900	1,030	1,250	970	340	4,310	1,960
CPA17 - Birmingham and Solihull, Black Country	4,310	820	520	990	1,070	680	230	3,220	1,140
CPA18 - Cambridgeshire and Suffolk, Norfolk	4,250	1,110	590	690	910	750	200	3,460	1,560
CPA19 - Bedfordshire and Hertfordshire, Essex	6,030	1,240	730	1,010	1,590	1,130	330	4,440	1,770
CPA20 - Waltham Forest, Redbridge, Havering, Barking and Dagenham, City and East London	3,000	470	460	420	760	610	280	1,920	680

Contract Package Area	Total	2010-11 Q3 and Q4	2011-12 All four quarters	2012-13 All four quarters	2013-14 All four quarters	2014-15 All four quarters	2015-16 Q1 and Q2	Of which have started Work Choice	Of which have achieved a job outcome
CPA21 - Central London, West London, Barnet, Enfield and Haringey	6,980	770	1,020	1,320	1,650	1,640	570	4,540	1,650
CPA22 - Lambeth, Southwark and Wandsworth, South London	4,240	650	650	870	1,010	810	250	3,040	1,090
CPA23 - Berkshire, Buckinghamshire and Oxfordshire	2,670	470	420	460	730	450	140	2,230	950
CPA24 - Hampshire and Isle of Wight	3,080	950	370	480	660	440	180	2,620	1,100
CPA25 - Kent, Surrey and Sussex	6,110	1,450	850	1,100	1,280	990	440	4,590	1,930
CPA26 - Gloucestershire, Wiltshire and Swindon, West of England	3,090	890	530	500	500	490	190	2,500	1,050
CPA27 - Dorset and Somerset	3,030	780	490	440	610	550	170	2,530	1,210
CPA28 - Devon and Cornwall	4,260	1,320	510	650	790	680	310	3,710	1,720
Total	118,070	23,520	17,190	21,780	27,280	20,860	7,440	91,760	39,490

Note: Totals may not sum due to rounding.

Table 4: Number of referrals by Primary Disability and financial quarter¹³

Primary Disability	Total	2010-11 Q3 and Q4	2011-12 All four quarters	2012-13 All four quarters	2013-14 All four quarters	2014-15 All four quarters	2015-16 Q1 and Q2	Of which have started Work Choice	Of which have achieved a job outcome
Missing / Unknown	24,880	23,520	1,020	0	20	110	200	21,810	7,750
Conditions Restricting Mobility / Dexterity	13,580	N/A	2,110	3,320	4,200	2,920	1,030	10,190	4,620
Visual Impairment	3,070	N/A	590	710	880	650	250	2,250	970
Hearing and / or Speech Impairment	4,660	N/A	940	1,040	1,300	1,040	350	3,460	1,600
Long-term Medical Conditions	10,160	N/A	1,510	2,450	3,050	2,360	800	7,560	3,620
Moderate to Severe Learning Disability	8,780	N/A	2,150	1,970	2,390	1,730	530	6,580	2,640
Mild Learning Disability	16,520	N/A	3,060	3,500	4,630	3,940	1,380	12,830	5,960
Severe Mental Illness	1,060	N/A	230	280	290	210	50	750	310
Mild to Moderate Mental Health condition	18,230	N/A	2,840	4,450	5,440	4,010	1,490	13,540	6,340
Neurological Conditions	4,660	N/A	880	1,130	1,320	1,010	320	3,510	1,580
Multiple Conditions	12,470	N/A	1,850	2,930	3,770	2,880	1,030	9,300	4,100
Total	118,070	23,520	17,190	21,780	27,280	20,860	7,440	91,760	39,490

Note: Totals may not sum due to rounding.

¹³ Primary Disability information is only recorded on LMS for referrals from 3rd May 2011 onwards. Those with a "Missing / Unknown" primary disability from 2013-14 onwards, are individuals in receipt of Universal Credit. This is due to referrals from individuals in receipt of Universal Credit not being recorded on LMS, but are however derived from PRaP. Primary disability is not currently being captured on PRaP.

Table 5: Number of referrals by financial quarter and benefit claimed / participation on employment programme four weeks prior to programme referral

Benefit Combination	Total	2010-11 Q3 and Q4	2011-12 All four quarters	2012-13 All four quarters	2013-14 All four quarters	2014-15 All four quarters	2015-16 Q1 and Q2	Of which have started Work Choice	Of which have achieved a job outcome
No benefit / employment programme	14,390	6,650	1,280	1,520	2,110	1,970	870	12,220	6,560
JSA (without DLA)	48,020	4,560	7,640	10,580	13,000	9,210	3,020	35,740	14,590
JSA and DLA	21,470	2,710	3,970	4,600	5,270	3,750	1,170	16,660	6,350
IB/SDA/ESA (without DLA)	9,500	810	1,120	1,620	2,500	2,480	970	7,080	3,320
IB/SDA/ESA and DLA	11,050	1,700	1,830	2,150	2,720	1,990	650	8,280	2,850
DLA (without JSA or IB/SDA/ESA)	12,630	6,910	1,290	1,210	1,520	1,210	480	11,050	5,440
UC	340	N/A	N/A	N/A	20	110	200	200	100
Other combination of benefit / employment programme ¹⁴	680	170	70	100	140	140	70	540	270
Total	118,070	23,520	17,190	21,780	27,280	20,860	7,440	91,760	39,490

Note: Totals may not sum due to rounding.

¹⁴ Other combinations of benefit / employment programme category includes those not in receipt of Jobseekers Allowance (JSA), Disability Living Allowance (DLA), Incapacity Benefits (IB/SDA/ESA) or Universal Credit (UC), but were in receipt of one or more of Income Support (IS), Carer's Allowance (CA), Bereavement Benefit (BB), Widow's Benefit (WB) or were participating on an employment programme.

Table 6: Cohort analysis of referrals: numbers that have since started Work Choice and obtained a job outcome¹⁵

Quarter of Work Choice referral	Number of referrals	Number of starts	% which have started	Number of job outcomes	% of starts which have obtained a job outcome	Number of sustained unsupported job outcomes	% of starts which have obtained a sustained unsupported job outcome
Q3 2010-11	17,960	16,380	91.2%	6,410	39.1%	5,250	32.0%
Q4 2010-11	5,570	4,440	79.7%	1,050	23.7%	550	12.5%
Q1 2011-12	4,050	3,160	77.9%	930	29.4%	540	17.0%
Q2 2011-12	3,690	2,890	78.3%	760	26.3%	340	11.8%
Q3 2011-12	3,960	3,030	76.6%	980	32.2%	450	15.0%
Q4 2011-12	5,500	4,210	76.7%	1,470	34.8%	660	15.7%
Q1 2012-13	4,780	3,620	75.8%	1,410	39.0%	600	16.5%
Q2 2012-13	5,210	3,890	74.7%	1,650	42.4%	700	17.9%
Q3 2012-13	5,310	3,950	74.4%	1,750	44.4%	710	17.9%
Q4 2012-13	6,490	4,840	74.6%	2,380	49.0%	990	20.5%
Q1 2013-14	6,230	4,670	75.1%	2,300	49.1%	1,000	21.4%
Q2 2013-14	6,880	5,110	74.3%	2,220	43.4%	990	19.3%
Q3 2013-14	6,780	5,020	74.0%	2,180	43.4%	N/A	N/A
Q4 2013-14	7,390	5,500	74.4%	2,710	49.3%	N/A	N/A
Q1 2014-15	6,570	4,920	74.8%	2,680	54.4%	N/A	N/A
Q2 2014-15	5,500	4,030	73.3%	2,360	58.5%	N/A	N/A
Q3 2014-15	4,090	3,130	76.4%	N/A	N/A	N/A	N/A
Q4 2014-15	4,700	3,700	78.7%	N/A	N/A	N/A	N/A
Q1 2015-16	3,920	2,910	74.4%	N/A	N/A	N/A	N/A
Q2 2015-16	3,520	N/A	N/A	N/A	N/A	N/A	N/A

¹⁵ Numbers and proportions of starts / job outcomes will increase for more recent quarterly cohorts as individuals are given a longer time to start / obtain a job outcome. This carries further relevance for those who go on to obtain a sustained unsupported job outcome. Volumes and rates for starts/ job outcomes/ sustained job outcomes are only shown in the table above for those who have had at least 3 months / 12 months/ 24 months respectively from the point of referral to start Work Choice/ obtain a job outcome/ obtain a sustained unsupported job outcome. This definition is slightly different to the definition used in Section 2.2 which looks at a more recent cohort and allows individuals 6-12 months to obtain any type of job outcome.

