

# Find out

Understand options,  
how to do something



# Choose & act

Decide, apply or request  
something



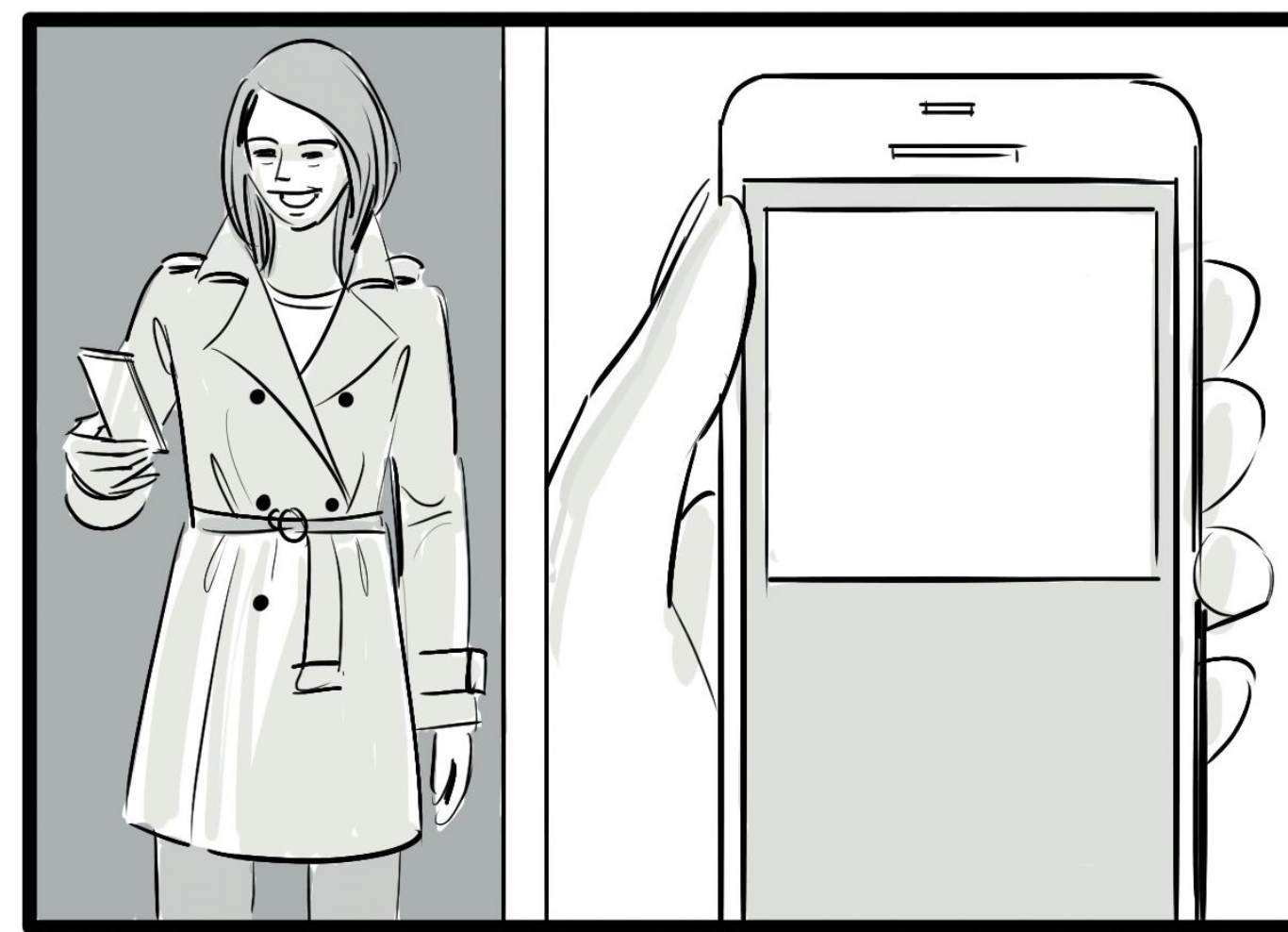
# Decide

Check identity, suitability  
and eligibility



# Issue or fulfill

Notify of a decision and  
issue something



# Use & comply

Do the things I need to  
do, meet the rules



# Enforce

Identify cases and  
decide intervention

