

Find out	Choose & act	Decide	Issue or fulfill	Use & comply	Enforce
Understand options, how to do something	Decide, apply or request something	Check identity, suitability and eligibility	Notify of a decision and issue something	Do the things I need to do, meet the rules	Identify cases and decide intervention
					

User	User	User	User	User	User
<p>People know if they need to do something and what the options are</p> <p>They know the right thing to do and what to do next</p> <p>They feel confident about what to do and how to do it</p>	<p>People actually do the right thing or have (correctly) ruled themselves out</p> <p>Service provider</p> <p>Organisation gets the right data it needs to make a decision</p>	<p>People are clear about what is happening and when</p> <p>Service provider</p> <p>Organisation is able to make a decision in line with evidence and policy</p>	<p>People understand what the decision means, what they can and can't do. They get the decision in time</p> <p>Service provider</p> <p>Issue permission and/or token of entitlement. This entitlement can be checked by others where appropriate</p>	<p>People can do what they need to do and know how to meet the rules for this service</p> <p>Service provider</p> <p>Records of status and entitlement are accurate and up to date, entitlement can be checked by others</p> <p>Policy</p> <p>Understand the impact of policy decisions and the extent to which we're achieving policy outcomes</p>	<p>People know if they are complying with rules or not and what is likely to happen if they are not</p> <p>Service provider</p> <p>Identify cases of rule or law breaking, determine appropriate action and take steps</p> <p>Policy</p> <p>Understand the impact of policy decisions and the extent to which we're achieving policy outcomes</p>