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| Hearing their story –  clarifying the issue | Helping them access  accurate information |
| Establishing what their preferred outcome is | Helping them explore  options including processes involved in each |
| Helping them to decide  what they want, including  all potential outcomes | Helping them to tell others  what they want |
| Helping to understand outcomes | Making positive endings  when the advocacy  relationship ends |
| Advocate advises the  individual on what options  they think they  should choose | Advocate discusses  individual with social worker  by means of de-brief |