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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 |