



In partnership with



# A framework for strengths-based working

## Strengths-based working in practice

**Let's end homelessness together**

Homeless Link, Minories House, 2-5 Minories, London EC3N 1BJ | 020 7840 4430

[www.homeless.org.uk](http://www.homeless.org.uk) | Twitter: @Homelesslink | Facebook: [www.facebook.com/homelesslink](https://www.facebook.com/homelesslink)

© Homeless Link 2021. All rights reserved. Homeless Link is a charity no. 1089173 and a company no. 04313826.

# A framework for strengths-based working

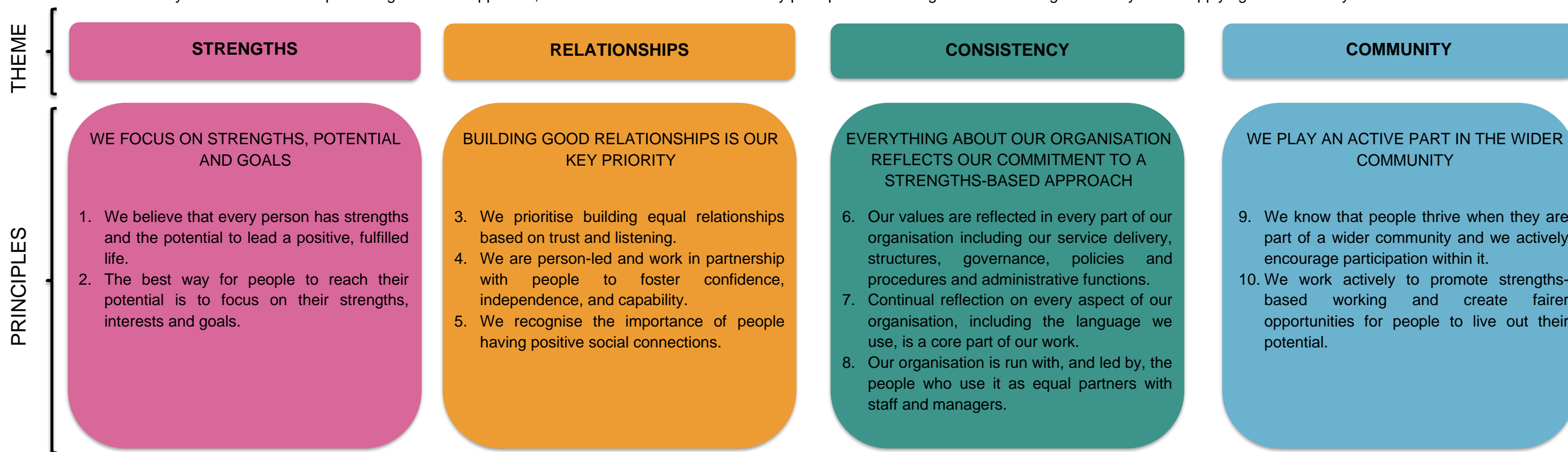
## Strengths-based working in practice

For more information on Strengths-based working please see the Toolkit at <https://homeless.org.uk/knowledge-hub/being-strengths-based/>

### Introduction

A strengths-based approach is a way of working that both focuses on peoples' strengths, potential and goals and that views them as assets in themselves, able to be full participants in their own support. Strengths-based working involves re-framing the work of organisations to focus on an individual's identified goals. In addition to focusing on strengths, there is a considerable emphasis on building positive relationships between people working in services and those accessing them and in ensuring those relationships are equal partnerships. It is a broad approach that impacts on everything we do within an organisation including our policies and procedures and the language we use. It also emphasises positive connections, prioritising the importance of people becoming part of their community to build strong links and support networks.

We have identified 4 key themes that make up a strengths-based approach, each of which has a number of key principles that an organisation working in this way will be applying to all that they do.



### About this Document

This document gives more detail on what working in a strengths-based way might look like when applied to a organisation setting. It is structured around a number of Indicators, each of which demonstrate that a organisation is working towards applying the Principles and Themes above. We have broken down in detail what each of these indicators might look like in practice and the steps that a organisation might need to take in order to get there. At the end there is a summary of key points.

# Strengths-based Framework

This Framework is for street outreach organisations. It aims to apply the principles of strengths-based working to an outreach setting is a practical guide to embedding a strengths-based approach.

THEME	STRENGTHS	RELATIONSHIPS	CONSISTENCY	COMMUNITY
PRINCIPLES	<p><b>WE FOCUS ON STRENGTHS, POTENTIAL AND GOALS</b></p> <ol style="list-style-type: none"> <li>1. We believe that every person has strengths and the potential to lead a positive, fulfilled life.</li> <li>2. The best way for people to reach their potential is to focus on their strengths, interests and goals.</li> </ol>	<p><b>BUILDING GOOD RELATIONSHIPS IS OUR KEY PRIORITY</b></p> <ol style="list-style-type: none"> <li>3. We prioritise building good relationships built on trust and listening.</li> <li>4. We are person-led and work in partnership with people to foster confidence, independence, and capability.</li> <li>5. We recognise the importance of people having positive social connections.</li> </ol>	<p><b>EVERYTHING ABOUT OUR ORGANISATION REFLECTS OUR COMMITMENT TO A STRENGTHS-BASED APPROACH</b></p> <ol style="list-style-type: none"> <li>6. Our values are reflected in every part of our organisation including our service delivery, structures, governance, policies and procedures and administrative functions.</li> <li>7. Continual reflection on every aspect of our organisation, including the language we use, is a core part of our work.</li> <li>8. Our organisation is run with, and led by, the people who use it as equal partners with staff and managers.</li> </ol>	<p><b>WE PLAY AN ACTIVE PART IN THE WIDER COMMUNITY</b></p> <ol style="list-style-type: none"> <li>9. We know that people thrive when they are part of a wider community and we actively encourage participation within it.</li> <li>10. We work actively to promote strengths-based working and create fairer opportunities for people to live out their potential.</li> </ol>
INDICATORS	<p>The organisation demonstrates positive regard towards those they are working alongside.</p> <p>The organisation has high ambitions for the people it works alongside that go beyond addressing housing needs and other deficits</p> <p>The organisation model is flexible to allow it to be person-led</p> <p>The organisation aims explicitly to uncover peoples' strengths, interests and goals</p> <p>Outcomes monitoring and measurement reflects a wide range of potential outcomes</p> <p>Staff and the individual work together towards mutually agreed goals</p>	<p>The relationship between the worker and the individual is prioritised and is based on trust and listening.</p> <p>Relationships are an equal partnership and the organisation works actively to balance power</p> <p>Information is shared openly about options and opportunities so that mutual decisions can be made</p> <p>The organisation fosters independence and capability</p> <p>Individual choices are respected</p> <p>New and existing positive social connections are actively encouraged</p>	<p>Policies and procedures are developed in consultation with staff and those using organisations and reflect the strengths-based ethos</p> <p>Language used both conversationally and in written documents reflects the strengths-based ethos</p> <p>Reflection is built into the organisation including regular reflective practice for staff</p> <p>The organisation involves people accessing it in decision making</p> <p>The organisation aims to employ people with lived experience at every level of the organisation</p>	<p>The organisation works with a wide range of partners inside and outside of the support sector to facilitate access to opportunities and options</p> <p>The organisation brokers individual opportunities for people to develop their interests and achieve their ambitions</p> <p>The organisation is embedded in the local community</p> <p>Representing the approach in the local and national context is an important part of our work</p> <p>The organisation plays an active part in resolving social issues locally and nationally</p>

STRENGTHS	Indicator	How this might look in practice	How this is delivered
Strengths 1	The organisation demonstrates positive regard towards those they are working alongside.	<ul style="list-style-type: none"> <li>Staff and volunteers are welcoming and demonstrate positive regard in their interactions with people</li> <li>Staff and volunteers have a good understanding of the impact of trauma, recovery and resilience</li> <li>Staff and volunteers see the person and potential and not the circumstances</li> </ul>	<ul style="list-style-type: none"> <li>Staff and volunteers trained in strengths-based approaches</li> <li>Staff and volunteers trained in trauma-informed care, recovery and resilience</li> <li>Recruitment is values based</li> <li>Regular reflective practice and adequate support and supervision</li> </ul>
Strengths 2	The Organisation has high ambitions for the people it works alongside that go beyond addressing housing needs and other deficits	<ul style="list-style-type: none"> <li>Organisation model includes referral and connections to broad range of organisations, organisations and groups</li> <li>Organisation is explicit when first introduced that they are a holistic organisation</li> </ul>	<ul style="list-style-type: none"> <li>Strong partnerships are developed that stretch beyond the usual support organisations</li> </ul>
Strengths 3	The organisation model is flexible to allow it to be person-led	<ul style="list-style-type: none"> <li>Managers give staff freedom to work flexibly with people as needed</li> <li>Staff and volunteers are able to work with someone for as long (or as short) a time as needed.</li> <li>There is no 'one size fits all' referral process</li> <li>The organisation leaders and commissioners actively seek out a range of accommodation options, referral routes and opportunities as relevant to the organisation.</li> <li>Commissioners and other stakeholders buy into the approach and ensure expectations and targets do not counteract it.</li> </ul>	<ul style="list-style-type: none"> <li>Flexible management style that trust Staff and volunteers to work as needed</li> <li>Flexible timescales for working with people and achieving outcomes</li> <li>Flexible referral protocols are developed with no fixed pathways</li> <li>Broad partnership working between organisations, private sector and local authority to source a range of accommodation options.</li> <li>Broad partnership working between organisations, private sector and local authority to source a range of other support and opportunities</li> <li>Collaborative work to build consensus of support for the approach amongst commissioners and other stakeholders</li> </ul>
Strengths 4	The organisation aims explicitly to uncover peoples' strengths, interests and goals	<ul style="list-style-type: none"> <li>Organisation aims to get to know the whole person</li> <li>Respect the crisis and offer immediate support as requested. It is not usually appropriate to ask people directly about strengths or long-term goals when in crisis. However, Staff and volunteers should still be looking for strengths and positives within their own view of the person and in conversation.</li> <li>When not in crisis and/or over time the organisation aims to ask more explicitly about strengths and longer-term goals. Shift focus to broader interests once crisis has stabilised.</li> <li>Where people are moving on from support with organisation, referrals to other agencies incorporate the wider interests of the person.</li> </ul>	<ul style="list-style-type: none"> <li>Use of paperwork is kept to a minimum</li> <li>Approach to assessment is broad and is led by the person using the organisation</li> <li>Staff and volunteers trained in assessing strengths in different ways and at the right time</li> <li>Broad partnerships to broker a range of opportunities including faith-based and community groups.</li> <li>Strengths, interests and goals are included in referral forms/processes both internally and to other agencies.</li> </ul>
Strengths 5	Outcomes monitoring and measurement reflects a wide range of potential outcomes	<ul style="list-style-type: none"> <li>Organisation does not simply measure referrals to housing and support but also measures wellbeing and engagement with broader groups.</li> <li>Organisation engages with commissioners and funders to promote broader measurement of outcomes</li> <li>The organisation aims to use mixed methods to measure progress in a way that is meaningful to those accessing the organisation</li> </ul>	<ul style="list-style-type: none"> <li>Alternative outcomes measurement to include case studies and self-defined goals</li> <li>Consultation process to develop alternative methods of measurement</li> <li>Strong partnerships with Commissioners and funders to ensure appropriate any required measurements are in line with the strengths-based ethos</li> </ul>
Strengths 6	Staff and volunteers and individual establish mutually agreed goals	<ul style="list-style-type: none"> <li>The organisation gives primacy to what the person asks for.</li> <li>The organisation is guided by the insight of the individual as to what solutions would work best.</li> <li>Where there are concerns around safeguarding or mental capacity, the team makes every attempt to understand the individual's what the individual's wishes might be and to work towards those where possible.</li> <li>Workers given flexibility to work towards mutually defined goals.</li> </ul>	<ul style="list-style-type: none"> <li>Staff and volunteers trained in coaching approaches/motivational interviewing</li> <li>Flexible management and monitoring (as above)</li> </ul>
Strengths Other			

RELATIONSHIPS	Indicator	How this might look in practice	How this is delivered
Relationships 1	The relationship between the worker and the individual is prioritised and is based on trust and listening.	<ul style="list-style-type: none"> <li>Building relationships is emphasised as the first key step</li> <li>Staff and volunteers are given time to get to know each person and there are no time limits to the support offer</li> <li>The organisation recognises that some individuals may prefer specialist support and that some people naturally work better together than others.</li> <li>Staff and volunteers listen to what the person is requesting</li> <li>Staff and volunteers 'respect the crisis' as presented and respond quickly and effectively as requested by the individual</li> <li>The organisation exclusively offers support and does not actively participate in enforcement activities.</li> <li>The organisation model reflects the importance of the support relationship (ie does not have restrictive targets for moving people through the organisation)</li> <li>The support is persistent and sticks with the individual regardless of engagement or relapse</li> </ul>	<ul style="list-style-type: none"> <li>Staff and volunteers are recruited based on their values, interpersonal skills and emotional intelligence.</li> <li>Staff and volunteers are supported to build and sustain relationships through adequate supervision and reflective practice. Clinical input is used when required.</li> <li>Staff and volunteers to not work to a fixed timetable</li> <li>There is a keywork system in place</li> <li>There are specialist workers on the team (for women, dual diagnosis etc) where possible.</li> <li>People using organisations are able to choose their keyworker where possible.</li> <li>Staff and volunteers are able to continue working with people after a transition (where needed)</li> <li>Staff and volunteers have small caseloads to enable intensive work to take place</li> <li>If needed there is a two-tiered organisation whereby those people who may need longer term support are allocated to a particular worker(s) with lower caseloads</li> </ul>
Relationships 2	Relationships are an equal partnership and the organisation works actively to balance power	<ul style="list-style-type: none"> <li>Interactions are conversational and allow the individual to reveal information at their own pace</li> <li>People are asked about their preferred communication styles and information is given in ways that best meet their asks.</li> <li>Meetings take place at times and spaces that work for both parties</li> <li>Staff and volunteers listen to people and respond to their requirements flexibly</li> </ul>	<ul style="list-style-type: none"> <li>Staff and volunteers are trained in coaching/motivational interviewing style working</li> <li>Staff and volunteers are flexible around meeting times and locations</li> <li>Paperwork is minimal and assessments are open, broad and approached in a conversational way</li> <li>Where possible the organisation has personal budgets for people to spend on mutually agreed items.</li> </ul>
Relationships 3	Information is shared openly about options and opportunities so that mutual decisions can be made	<ul style="list-style-type: none"> <li>Time is taken to fully explain, in a way which can be understood by the individual, what options and opportunities are available to them and why</li> <li>Options for referral are discussed so that both parties can make an informed decision</li> <li>Choice is a key part of any referral process</li> </ul>	<ul style="list-style-type: none"> <li>All involved in the organisation respect the need to provide clarity about options available</li> <li>Broad partnership working between organisations, private sector, local authority and voluntary and community agencies to ensure there are a range of referral options and opportunities available.</li> </ul>
Relationships 4	The organisation fosters independence and capability	<ul style="list-style-type: none"> <li>Where possible people are encouraged to do things for themselves e.g. they are supported to make the phone call, attend the appointment, complete the form (NB this has to be applied sensibly and people should not be forced to do things in difficult circumstances or against their own will).</li> </ul>	<ul style="list-style-type: none"> <li>Staff and volunteers have time to support people to do things for themselves</li> <li>Where possible, personal budgets are used to provide people with the equipment they need to act independently</li> </ul>
Relationships 5	Individual choices are respected	<ul style="list-style-type: none"> <li>People are permitted to make their own choices about their lifestyle including choices that could be deemed risky (except where there are safeguarding concerns)</li> <li>This is balanced with support that continues to work with the person and a continual emphasis on moving towards positive goals</li> <li>The goals of the working relationship are set in partnership</li> </ul>	<ul style="list-style-type: none"> <li>Staff and volunteers understand the Mental Capacity Act as well as autism, acquired brain injury and speech, language and communication needs</li> <li>Management supervision of Staff and volunteers to ensure that any safeguarding or other concerns are shared</li> </ul>
Relationships 6	New and existing positive social connections are actively encouraged	<ul style="list-style-type: none"> <li>People are encouraged to re-connect with any positive social contacts that they mention or discuss</li> <li>The organisation recognises the importance of positive social connections and offers options for encouraging these whether this is on social media or in person.</li> <li>The organisation encourages participation in activities that promote positive social connections</li> <li>Peer support is actively encouraged</li> </ul>	<ul style="list-style-type: none"> <li>Staff are given flexibility to support access to social connections in person, on social media or in other ways.</li> <li>Personal budgets can be used to facilitate social connections</li> <li>Peer support, co-production and volunteering is supported (see below under Consistency 4 and 5)</li> <li>Opportunities to participate in social activities and interest groups are facilitated (see below under Community 1 and 2)</li> </ul>

CONSISTENCY	Indicator	How this might look in practice	How this is delivered
<b>Consistency 1</b>	Policies and procedures are developed in consultation with Staff and volunteers and those using organisations and reflect the strengths-based ethos	<ul style="list-style-type: none"> <li>• Policies reflect positive regard for people using organisations and high ambitions for their future outcomes</li> <li>• Policies and procedures are regularly reviewed in consultation with Staff and volunteers and groups of people currently and/or formerly using organisations</li> </ul>	<ul style="list-style-type: none"> <li>• Review of current policies</li> <li>• Ongoing consultation with Staff and volunteers and people using or formerly using organisations</li> <li>• Re-design of policies and procedures</li> </ul>
<b>Consistency 2</b>	Language used both conversationally and in written documents reflects the strengths-based ethos	<ul style="list-style-type: none"> <li>• Negative and deficit-based language is avoided</li> <li>• Staff and volunteers avoid using generalisations or blanket terms</li> <li>• Staff and volunteers understand the significance of using positive language</li> <li>• Language such as how to refer to people accessing organisations, engagement and referrals is purposefully chosen and consistently used</li> </ul>	<ul style="list-style-type: none"> <li>• Review of current language used</li> <li>• Consultation on language to be adopted with Staff and volunteers and people using organisations (with the strengths-based framework outlined)</li> <li>• Training / consultation with Staff and volunteers to embed change</li> <li>• Guidance produced for Staff and volunteers</li> </ul>
<b>Consistency 3</b>	Reflection is built into the organisation including regular reflective practice for staff	<ul style="list-style-type: none"> <li>• Policies, procedures and governance have regular scheduled and meaningful reviews</li> <li>• The organisation makes time to reflect on its approach including staff, volunteers and people using organisations</li> </ul>	<ul style="list-style-type: none"> <li>• Space built into timetable for regular meetings and reflective practice sessions</li> <li>• Staff and volunteers meet regularly to discuss their work</li> <li>• Staff and volunteers attend reflective practice on a regular basis</li> <li>• Time is set aside for reflection on policies etc</li> <li>• Organisation has flexibility to change policies and procedures as needed</li> </ul>
<b>Consistency 4</b>	The organisation explicitly aims to involve people using the organisation in operation and decision making (co-production)	<ul style="list-style-type: none"> <li>• The organisation has multiple opportunities for listening to people accessing organisations including feeding back from casual conversations, suggestions boxes/boards/feedback forms in day organisations or accommodation organisations, regular meetings with people using or with past experience of using organisations and formal consultations where needed.</li> <li>• Staff and volunteers take an interest in the views of people using organisations and actively seek them out in conversation</li> <li>• Consultation and listening become part of the usual processes for decision-making</li> <li>• The organisation has opportunities for involvement of people with lived experience of homelessness at every level including casual volunteering, formal volunteering, trainee and employment opportunities</li> <li>• The organisation seeks to involve people with lived experience in external meetings and communications</li> </ul>	<p>Please see the Co-Production Toolkit for more information <a href="https://www.homeless.org.uk/co-production-toolkit">https://www.homeless.org.uk/co-production-toolkit</a></p> <ul style="list-style-type: none"> <li>• Recruitment or allocation of Staff and volunteers member to lead on coproduction and support volunteers</li> <li>• Establishment of groups and meetings to involve those accessing organisations (and those who have recently accessed organisations – recognising that people who are still sleeping rough will not always be in a position to become involved)</li> <li>• Established routes for volunteering or participating in the organisation (including admin and outreach opportunities)</li> <li>• Appropriate support provided to peer volunteers</li> </ul>
<b>Consistency 5</b>	The organisation aims to employ people with lived experience at every level of the organisation	<ul style="list-style-type: none"> <li>• The organisation recognises the importance of peer support for people experiencing rough sleeping</li> <li>• The organisation explicitly aims to recruit people with lived experience as employees</li> <li>• The organisation aims to employ peer volunteers to support with outreach</li> </ul>	<ul style="list-style-type: none"> <li>• Explicit aim to recruit people with lived experience part of recruitment policy</li> <li>• Values based recruitment to priorities approach over previous experience</li> <li>• Accessible employment policies (ie that do not have unreasonable periods of abstinence as a requirement or prohibitive restrictions related to past convictions)</li> </ul>
<b>Other</b>			

COMMUNITY	Indicator	How this might look in practice	How this is delivered
Community 1	The organisation works with a wide range of partners inside and outside of the support sector to facilitate access to opportunities and options	<ul style="list-style-type: none"> <li>The organisation has connections and relationships with a range of other agencies, including other support providers, faith-groups, community groups, local colleges and the broader VCS sector</li> </ul>	<ul style="list-style-type: none"> <li>Leadership and Staff and volunteers actively seek partners from a range of sources and introduce them to the organisation</li> </ul>
Community 2	The organisation brokers individual opportunities for people to develop their interests and achieve their ambitions	<ul style="list-style-type: none"> <li>At an appropriate time, Staff and volunteers work with individuals to research/identify opportunities that may be of interest (for example, sports clubs, art classes, driving lessons etc)</li> <li>The organisation has an established route for brokering opportunities for varied activities if they are requested/identified as an interest</li> <li>The opportunities exist within the wider community wherever possible (rather than provided by homelessness organisations)</li> </ul>	<ul style="list-style-type: none"> <li>Organisation makes use of other agencies and volunteers if necessary to source opportunities for people when required</li> <li>People's interests and wishes are included in any ongoing referrals from the outreach organisation</li> </ul>
Community 3	The organisation is embedded in the local community	<ul style="list-style-type: none"> <li>The organisation participates in neighbourhood and community activities and events</li> <li>The organisation works actively with the local community to broker relationships and reduce discrimination .</li> </ul>	<ul style="list-style-type: none"> <li>Attendance at local meetings</li> <li>Attendance at local events where appropriate</li> </ul>
Community 4	Representing the approach in the local and national context is an important part of our work	<ul style="list-style-type: none"> <li>The organisation actively seeks opportunities to share the approach and success with others working in this or related sectors.</li> <li>The organisation shares knowledge and resources with partners in order to support others to develop similar approaches</li> </ul>	<ul style="list-style-type: none"> <li>The organisations attends meetings, events and conferences to talk about the approach</li> <li>The organisation supports partners in learning more about the approach by sharing knowledge and resources</li> </ul>
Community 5	The organisation plays an active part in resolving social issues locally and nationally	<ul style="list-style-type: none"> <li>The organisation is engaged with local initiatives that affect both the people using the organisation and the broader community</li> <li>The organisation shares information about homelessness and support systems gained through outreach work with the wider community to improve support provided</li> <li>The organisation is a positive partner within both the support sector and wider community.</li> <li>People using organisations or those who have used them in the past are included and given the opportunity to share their expertise to help improve support offered at a local and national level</li> </ul>	<ul style="list-style-type: none"> <li>The organisation participates in multi-agency meetings</li> <li>The organisation participates in local and area-wide meetings and consultations</li> <li>Attendance and involvement is viewed as an important opportunity for both Staff and volunteers, management and people accessing organisations</li> <li>Appropriate preparation and support is given to those with recent lived experience to enable them to participate fully</li> </ul>
Other			

## Summary of key features

<p><b>STRENGTHS: We focus on strengths, potential and goals</b></p>	<ul style="list-style-type: none"> <li>• Approach of organisation, staff and volunteers exhibits positive regard and belief in potential of people accessing organisations</li> <li>• Staff and volunteers seek to get to know the whole person and see beyond the immediate crisis.</li> <li>• Staff and volunteers identify strengths and potential of the individual in an appropriate way and over time (not explicitly while in acute crisis)</li> <li>• Organisation works towards goals identified by the individual (including short-term/emergency goals when in crisis and broader long-term goals when stabilised)</li> <li>• Organisation model is flexible and organisation leaders facilitate access to a range of accommodation options in order to respond as requested by the individual.</li> <li>• Organisation model includes referral to broad range of organisations, organisations and groups including specialist organisations such as counselling, to support recovery as well as social and group activities in the wider community.</li> <li>• Outcomes measured are broader than housing and support needs and measurement includes case studies and self-defined successes.</li> <li>• Staff and volunteers trained in strengths-based approaches, trauma-informed care, recovery and resilience and coaching/motivational interviewing</li> </ul>
<p><b>RELATIONSHIPS: We are person-led and work alongside people in partnership</b></p>	<ul style="list-style-type: none"> <li>• Strong emphasis on building trusting relationships with people sleeping rough</li> <li>• Strong emphasis on listening to the person using the organisation and trusting them to identify their own wants and solutions.</li> <li>• If someone presents in crisis, listen and respond to their key asks promptly.</li> <li>• Use of paperwork kept to a minimum and assessments are open, broad and approached in a conversational way</li> <li>• Support offered is flexible and not on fixed timetable – work can continue after a transition into accommodation if needed</li> <li>• Support offered is consistent and not dependent on engagement or any fixed criteria</li> <li>• People have a named worker and a specialist where appropriate (eg women’s or dual diagnosis worker)</li> <li>• Staff and volunteers have small caseloads to enable intensive work</li> <li>• Organisation offers personalised budgets</li> <li>• Enforcement activities are not delivered by the outreach team</li> <li>• The organisation fosters independence and people are encouraged to do as much as possible for themselves (with appropriate support)</li> </ul>
<p><b>CONSISTENCY: everything about the organisation reflects our commitment to a strengths-based approach</b></p>	<ul style="list-style-type: none"> <li>• The organisation purposefully uses strengths-based language in conversation, communication and paperwork</li> <li>• The organisation uses values-based recruitment</li> <li>• Staff and volunteers regularly attend reflective practice sessions</li> <li>• The organisation offers opportunities and appropriate support for volunteering, including peer outreach volunteers</li> <li>• The organisation seeks to recruit people with lived experience and ensures adequate support is provided</li> <li>• People using organisations are actively involved in developing and delivering the organisation (co-production). Please see the Co-Production Toolkit for more information <a href="https://www.homeless.org.uk/co-production-toolkit">https://www.homeless.org.uk/co-production-toolkit</a></li> </ul>
<p><b>COMMUNITY: we play an active part in the wider community</b></p>	<ul style="list-style-type: none"> <li>• The organisation works with a wide range of partners inside and outside of the homelessness and related sectors to facilitate access to opportunities and options</li> <li>• The organisation is an active partner in multi-agency forums, and local and national initiatives that focus on better working alongside people sleeping rough</li> <li>• The organisation works to raise awareness of and promote strengths-based ways of working</li> <li>• The organisation works to raise awareness and influence change of systemic barriers and discriminatory practices</li> </ul>