

**APPROACH**

- Develop social connection
- Encourage diversity
- Support solidarity
- Collaborate to encourage dialogue and partnership
- Be helpful and responsive to increase trust
- Build people’s expertise, strengths and relationships
- Explore possibilities and solutions
- Emphasize clients’ explanations and evidence



**PRAXIS**

- Explore narratives of clients’ experiences
- Understand experiences of discrimination...  
...in economic, political and social relations
- Identify experiences of oppression

**CULTURAL COMPETENCE**

- Develop cultural competence...
- Build diversity in social relations
- Build ethnic-sensitive practice
- Examine multiculturalism
- Adapt practice to minorities’ preferences
- Develop regular training and staff development

**NARRATIVES TO EXPLORE**

- Exploitation
- Marginalization
- Powerlessness
- Cultural imperialism

**ANTI-DISCRIMINATION AND ANTI-OPPRESSION**

- Help people find exit opportunities
- Support expression in people’s own voices
- Use rights-based provision
- Use authority, influence and power appropriately
- Comply with administrative and legal constraints
- Minimise interventions
- Explain and promote clients’ rights
- Listen and respond to fears about agency oppression
- Acknowledge political and social demands
- Build critical awareness of social constraints
- Explore impact of political issues

**EXPLORING OPPRESSION**

- Aggression and hatred
- Aversion and avoidance
- Impacts on Identity
- Compliance with majority cultures
- Threats to identity
- Withdrawal

**TYPES OF POWER**

- Enforcement
- Authority
- Management

**EMPOWERMENT**

- Develop people’s motivation and skills
- Build their comfort and self-esteem
- Explore action for social change
- Contest tokenistic participation
- Encourage mutual aid and peer support
- Build partnerships
- Use the law and discretion creatively
- Develop prevention
- Build social consciousness
- Support multifocus views of issues
- Provide practical help for collective activities

You cannot give power, only help people take it

**TYPES OF PREVENTION**

- Diversification
- Early prevention
- Heavy-end
- Restorative

**MULTIFOCAL VIEW OF ISSUES**

- Explore meanings
- Develop identity
- Encourage resistance
- Shift perceptions
- Boost questioning attitudes