

# **CASS - The Carers Association Charter**

## **The Way We Work**

### **Supporting Carers to enable them and their cared for to live life to the full in caring communities**

We will:

1. Work together with openness, honesty and integrity
2. Always act in the best interests of CASS
3. Focus on the right priorities in the best interests of CASS
4. Support the Chief Operating Officer and respect his/her operational autonomy
5. Seek out new challenges and be prepared to work outside our comfort zones
6. Respect each other's views and the decisions of the Board whether or not we agree
7. Be prepared to challenge each other
8. Avoid defensiveness when challenged
9. Be aware and mindful of our personal impact
10. Deal with conflict appropriately
11. Ensure that there is no blame culture
12. Take collective and individual responsibility
13. Maintain confidentiality at all times
14. Never undermine the organisation or our colleagues in any way
15. Respond timely and effectively to communications both by e mail/phone or letter complying with any specific required timescales