



# St Vincent's ETHOS PROGRAM

## So you are going to receive an Ethos Message...

### What is the Ethos program?

The Ethos Program is a staff led early intervention program designed to remove barriers to speaking up about behaviour that undermines patient and staff safety. The Ethos program encourages a culture of speaking up and feedback. There is an online reporting tool for staff to submit reports about observed positive or negative behaviour and an Accountability Pathway which provides a framework to ensure a consistent, timely and transparent response.

### What the Ethos program isn't?

The Ethos program is not a disciplinary program and is independent of the Human Resources Department. The Ethos message is not punitive, is not recorded on your employee file, is not part of a formal process or investigation, is not coaching or counselling and is delivered by a colleague in a completely confidential manner.

### What is an Ethos message?

An Ethos message is an informal, respectful and confidential conversation between an Ethos Messenger and a staff member who has been the subject of a negative Ethos report. The aims of an Ethos message are to inform an individual about how their behaviour has been perceived by another staff member and to offer an opportunity to reflect and think about ways they may behave differently next time.

### What does informal mean?

An informal message is one that is not punitive or judgmental, does not involve Human Resources and the content of the discussion is not recorded. It is designed as a feedback mechanism to provide information and an opportunity for reflection.

### What is an Ethos Messenger?

An Ethos Messenger is a member of the Ethos team who delivers informal Feedback to staff when there is a negative report in the Ethos reporting tool. Ethos Messengers are carefully selected and trained to deliver an Ethos message.

### Why am I receiving an Ethos Message?

Some examples of perceived behaviours that could result in a negative Ethos report include behaviours which:

- Interfere with our ability to achieve excellence
- Are inconsistent with our values
- Create intimidating, offensive or unsafe work environments
- Undermine or are inconsistent with effective teamwork
- Contravene our agreed policies and procedures including safety checks and processes



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## How are reporters protected from retaliation?

SVHA does not condone retaliation or action taken against any person who reports behaviour that undermines our culture. If there is any allegation of retaliation, this will be dealt with formally through the applicable disciplinary processes.

When you receive an Ethos message, you are reminded that you are not to attempt to contact or approach any person who you suspect may have reported them.

## Why doesn't the reporting person just talk to me about this?

Sometimes staff may feel ill-equipped and/or unable to speak up when they witness or in some way experience behaviour that they consider to undermine patient or staff safety. The Ethos reporting tool provides a safe avenue for all staff to report unsafe behaviours.

## What is self-reflection?

Self-reflection means asking yourself:

1. Are others' perceptions of my behaviour different to my own?
2. Can I see the situation from others' point of view?
3. How could I have handled this situation differently/better?
4. How do I set myself up to manage a similar situation better in the future?
5. Do I need help in managing my own emotions/behaviour?

## Further assistance

If you still require further clarification or assistance please contact the SVHM Ethos Manager on 9231 3261.

If receiving an Ethos message or invitation to attend an Ethos message has been distressing you can contact:

- Access EAP Counselling 1800 818 728
- Human Resources 9900 7688
- Pastoral Care 9900 7688
- Your line manager