

Code of Conduct

Purpose

General Practice Queensland Limited, trading as CheckUP Australia (CheckUP) recognises that its reputation is one of its most valuable assets and is founded largely on the behaviour of the people who represent CheckUP.

The Code of Conduct sets out the ethical and expected standards of conduct and behaviour that are required of all workers of CheckUP.

Compliance with this Code of Conduct is a condition of employment or engagement with CheckUP and will serve to enhance CheckUP's brand and reputation.

Scope

This Policy applies to all employees and Board members.

In addition, contractors, subcontractors, outworkers (contractors or employees who work at home), apprentices and trainees, work experience students, and volunteers who work in the business must uphold the principles and intent of this Code of Conduct.

All the above types of workers must sign or acknowledge that they have read, and agree to comply with, the Code of Conduct upon commencement or engagement with CheckUP.

The Code of Conduct applies:

- Whenever the person represents CheckUP. This may include times when the person is outside their usual place of work or working hours, for example work related functions or events when the person is out in the community on behalf of CheckUP and;
- To any behaviour (including behaviour outside of work or work hours) that is likely to cause serious damage to the relationship between the person and CheckUP, damages, interests or is incompatible with the person's duties to CheckUP as a worker.

Related Documents

- doc_0110 Conflict of Interest Policy
- doc_0116_Discipline Policy
- doc_0037_Delegated Authority Policy
- doc_0108_Anti-Discrimination Harassment and Bullying Policy
- doc_0184_Board_Child Safety and Wellbeing Policy
- doc_0167_Social Media Policy
- doc_0012 Board_Media Statement Policy

Code of Conduct

CheckUP Vision, Purpose and Values

Our Vision, Purpose & Values

Vision

Healthy, sustainable,
inclusive communities.

Purpose

Create collaborative
healthcare and workforce
solutions that improve
community health
and wellbeing, and
equitable access to care.

Values



Collaboration

We are proactive
in building long
term, mutual
and respectful
partnerships
with external
organisations.



Excellence

We are solutions
focused and
results driven
to meet the
needs of our
customers.



Innovation

We are forward
thinking: we
embrace change
and seize
opportunity.



Integrity

We are transparent
and honest in
our actions and
invest in socially
responsible
solutions.



Compassion

We act with
care and
consideration
in all our
interactions;
everyone matters.

Principles

1. Act with integrity, honesty, and professionalism

- 1.1. The trust and confidence of CheckUP's clients, customers, suppliers, associates, partners, other stakeholders and the public is critical to its ongoing success. Therefore, it is essential that CheckUP conducts its activities with integrity and honesty.
- 1.2. To further promote CheckUP's reputation and maintain the expectations of those with whom it works, workers must ensure that their actions, behaviours and conduct always project an image of professionalism.
- 1.3. Workers are expected to:
 - 1.3.1. Contribute to the achievement of CheckUP's vision by maintaining a high standard of professionalism;
 - 1.3.2. Consistently demonstrate CheckUP's values in all business dealings or in any activity or function associated with their employment or engagement at CheckUP ;
 - 1.3.3. Deal fairly and ethically with all parties;
 - 1.3.4. Respect and accept individual differences and diversity;
 - 1.3.5. Be respectful in all dealings with others and treat them openly and honestly without prejudice or discrimination;
 - 1.3.6. Ensure that the information they provide in the course of their work is prepared with professionalism, diligence and care;

Code of Conduct

- 1.3.7. Not participate in activities that may result in inappropriate personal gain;
- 1.3.8. Not behave in a manner that is dishonest, illegal, fraudulent, corrupt or is otherwise unethical; and
- 1.3.9. Immediately report any actual or likely occurrences or suspicions of dishonest, illegal, fraudulent, corrupt, or other unethical behaviour.

2. People are valued

- 2.1. CheckUP is committed to fostering a culture that values, respects, and supports its workers and where workers treat each other and stakeholders in accordance with CheckUP's values. These values set the standards for behaviour and the way CheckUP conducts its business.
- 2.2. Workers are expected to:
 - 2.2.1. Treat all people they deal with fairly and respectfully;
 - 2.2.2. Carry out their duties safely and in accordance with relevant health and safety policies, standards, practices, and procedures;
 - 2.2.3. Report any issues, incidents, or practices which may compromise their health or safety in the workplace, or the health and safety of any other individual in the workplace;
 - 2.2.4. Be fit to perform their duties at all times, unimpaired by the effects of drugs, alcohol or other substances;
 - 2.2.5. Always be aware of their behaviour towards others in the workplace. Behaviour which could in any way be perceived by the other person as inappropriate, unreasonable or intimidating must not occur;
 - 2.2.6. Never engage in bullying, sexual harassment, discrimination, or any other type of harassment against their fellow workers, customers, visitors or any other individuals in the workplace or at a work-related function; and
 - 2.2.7. Never treat anyone less favourably because they have made, or propose to make, a genuine complaint against another.

3. Ensure child safety and wellbeing

- 3.1. The safety and wellbeing of children and young people attending or engaging with CheckUP services or programs is paramount.
- 3.2. CheckUP is committed to ensuring that children, young people, families, and communities feel confident that CheckUP provides a safe environment where children's rights, needs and interests are met.
- 3.3. CheckUP takes a zero-tolerance approach to child abuse and will not tolerate any abuse or neglect of children or young people involved in CheckUP programs, services, or contracted health professionals. Where conflicts of interest are identified, they will be managed appropriately.
- 3.4. Workers are expected to:

Code of Conduct

- 3.4.1. Act in accordance with CheckUP's Child Safety and Wellbeing policies and procedures at all times;
- 3.4.2. Promote the human rights, safety and wellbeing of all children;
- 3.4.3. Create an environment that promotes and enables children's participation and is welcoming, culturally safe and inclusive for all children and their families.
- 3.4.4. Report any child safety concerns, allegations or disclosures to the CEO and senior management as soon as possible and/or report to the relevant child safety authority if they have a reasonable belief that a child has been harmed or is likely to be harmed;
- 3.4.5. Not engage in any unlawful activity with or in relation to a child or that is likely to physically, sexually or emotionally harm a child;
- 3.4.6. Not arrange personal contact, including online contact, with children or families engaged with CheckUP for a purpose unrelated to CheckUP's activities; and
- 3.4.7. Maintain the validity of their Blue Card, where required, and report anything that may impact eligibility for a Blue Card.

4. Use of position, company assets and resources in a responsible manner

- 4.1. At CheckUP it is expected that a worker's position within the business, and all business assets and resources are used in an appropriate, acceptable, efficient, and responsible manner, and in accordance with the worker's professional duties. This means that assets such as funds, products, hardware and software, and information and tools must be used for legitimate business purposes only, unless otherwise agreed in writing with CheckUP.
- 4.2. Workers of CheckUP each have a responsibility to protect the assets of CheckUP, including proprietary information such as intellectual property, business and marketing plans, worker information and any information concerning CheckUP which is not generally known to the public, subject to any relevant disclosure protocols. In some cases, this obligation to protect the business' assets continues after ceasing employment/engagement with CheckUP.
- 4.3. Workers are expected to:
 - 4.3.1. Act in good faith and in the best interests of CheckUP;
 - 4.3.2. Act with due care and diligence;
 - 4.3.3. Refrain from improperly using information gained through their employment or engagement;
 - 4.3.4. Not take improper advantage of their position;
 - 4.3.5. Never use CheckUP's electronic and communication media improperly or in a manner which may offend, discriminate against, bully, sexually harass or harass other workers or the public;
 - 4.3.6. Never access, view, send, store, transmit, create, or download inappropriate or offensive material; and
 - 4.3.7. Protect CheckUP's physical assets by using the appropriate security mechanisms correctly.

Code of Conduct

5. Comply with obligations

- 5.1. CheckUP recognises and endeavours to comply with its obligations under all relevant laws, rules, regulations, standards and codes, internal policies and procedures, and by having regard to accepted community and ethical standards. CheckUP takes its obligations seriously. Breaches of such obligations can have serious consequences for CheckUP and the individual involved.
- 5.2. Workers are all personally responsible for understanding which obligations apply to them and the work they do. To assist CheckUP in meeting its obligations, CheckUP has in place several systems, policies, standards, practices and procedures to assist workers to behave and act appropriately and in accordance with applicable laws and regulations.
- 5.3. Compliance with the relevant laws, rules, regulations, standards, and codes, as well as CheckUP policies, standards, practices and procedures will enable CheckUP to achieve its business objectives.
- 5.4. Workers are expected to:
 - 5.4.1. Be familiar and comply with the relevant laws and regulations which apply to them;
 - 5.4.2. Abide by all applicable rules and standards of bodies empowered to regulate the industry in which CheckUP operates;
 - 5.4.3. Comply with and carry out their work in accordance with CheckUP internal standards, policies, procedures and practices;
 - 5.4.4. Comply with all contractual obligations and other undertakings without attempting to evade or delay compliance;
 - 5.4.5. Comply with all reasonable and lawful directions of their Manager or as issued in accordance with the performance of their duties;
 - 5.4.6. Act within their authority level;
 - 5.4.7. Complete all required training and education programs to ensure they understand all relevant laws, regulations, policies, procedures and practices;
 - 5.4.8. Not take any action that fails to comply with laws, regulations and any relevant CheckUP policy, standard, practice or procedure; and
 - 5.4.9. Report matters and obtain advice from their Manager if they are unsure whether a particular law, regulation, or CheckUP policy, standard, practice or procedure applies.

6. Respect confidentiality and disclosure

- 6.1. At CheckUP the confidentiality of business affairs, and those of its customers, clients, suppliers, colleagues, and business associates is respected. CheckUP endeavours to comply with the laws which govern the use and disclosure of information, including Privacy laws.
- 6.2. Workers are not to communicate any confidential and/or privileged information concerning CheckUP business activities to the media, press or any third parties unless specifically authorised to do so.

Code of Conduct

6.3. These obligations of confidentiality continue after workers leave CheckUP.

6.4. Workers are expected to:

- 6.4.1. Respect CheckUP's customers, stakeholders, other workers and individuals privacy rights;
- 6.4.2. Protect the security of any personal information they handle in the course of doing their job;
- 6.4.3. Not encourage or pressure others to disclose personal, confidential, sensitive or privileged information;
- 6.4.4. Never use confidential information for personal gain or for the gain of others, such as relatives, friends, business associates or any other related parties;
- 6.4.5. Follow policies and procedures to protect information. This refers to how workers collect, use, store, handle, update and destroy information as part of their role;
- 6.4.6. Follow all protocols relating to the maintenance of passwords, and security measures and use of their hardware devices (desktop computers, laptops, tablets, mobile phones etc);
- 6.4.7. Lock or log-off their hardware devices whenever they are left unattended;
- 6.4.8. Never disclose any information about CheckUP (verbally, in person, in writing, online etc) that is not already in the public domain unless they have the authority to do so;
- 6.4.9. Never communicate either directly or indirectly with the media/press on CheckUP business activities unless authorised to do so; and
- 6.4.10. Access confidential information only for authorised work-related tasks.

7. Care for the community and environment

7.1. CheckUP is aware that the choices it makes in its business activities may impact its workers, clients, customers, suppliers, the community, and the environment and CheckUP takes this into account when making decisions. CheckUP aims to be socially and environmentally responsible in the use of its resources.

7.2. Workers are encouraged to:

- 7.2.1. Participate in, or support the participation of other workers and individuals in community events and activities; and
- 7.2.2. Demonstrate respect for our communities and the environment in all their activities and undertakings in the performance of their role.

8. Use social media responsibly

8.1. Social media provides instantaneous communication with vast audiences and therefore allows messages to potentially spread far greater than originally intended. Workers are personally responsible for the content of their posts online. Where workers are identified through their use of social media as a worker of CheckUP or it could be implied through their actions or context, they will not post material that is

Code of Conduct

obscene, defamatory, negative, critical, threatening, harassing, discriminatory or hateful of or to another person or entity, including about CheckUP and its workers and associates.

8.2. Workers are expected to:

- 8.2.1. Act in accordance with the CheckUP Social Media Policy
- 8.2.2. Be respectful of all individuals with whom they interact online;
- 8.2.3. Be polite and respectful of other opinions, even in times of heated discussion and debate;
- 8.2.4. Respect copyright, privacy, confidentiality, and any other applicable laws when
- 8.2.5. posting on social media **platforms**;
- 8.2.6. Ensure they are not first to make a CheckUP announcement, unless authorised to do so;
- 8.2.7. Ensure that any comments made about CheckUP are informed and factually accurate;
- 8.2.8. Clearly state that any opinions expressed are their own personal opinions; and
- 8.2.9. Use a disclaimer to ensure their views and opinions are understood to be their own and not those of CheckUP.

8.3. This section of the Code does not apply to workers' personal use of social media where they make no reference to CheckUP or reference cannot be implied.

9. Identify conflicts of interest and avoid improper gifts, benefits and favours

- 9.1. Critical to workers' conduct is taking all reasonable endeavours to avoid situations where their personal or external interests could be perceived to, potentially or actually, conflict with the best interests of CheckUP. This includes not requesting, encouraging, or accepting gifts or benefits in connection with their employment or engagement with CheckUP except as permitted by the CEO, or in the case of the CEO, the Chair of CheckUP.
- 9.2. A gift or benefit may be an item, consumable or service of value, including, but not limited to money. Examples of gifts or benefits include Christmas gifts, entertainment, promotional gifts, and hospitality. Gifts or benefits may be accepted in limited circumstances. A worker should consider whether accepting a gift or benefit could create a perceived, potential, or actual conflict of interest, having regard to the business of CheckUP. If a worker is in any doubt, they should not accept the gift or benefit and should seek clarification from their Manager.
- 9.3. Where conflicts of interest are identified, they will be managed appropriately.
- 9.4. Workers are expected to:
 - 9.4.1. Be aware of actual, perceived, or potential conflicts of interests and disclose them;
 - 9.4.2. Exercise due care and discretion when giving or receiving business related gifts, and disclose the gift;
 - 9.4.3. Not accept a gift or benefit, and seek clarification from their Manager, if they are in any doubt about whether they are permitted to accept the gift or benefit; and
 - 9.4.4. Strive for genuine, fair and transparent competition.

Code of Conduct

10. Intellectual Property

- 10.1 Intellectual property developed by an employee because of their employment with CheckUP remains the sole property of the company. Copyright of work produced by an employee must be approved by CheckUP before obtaining the copyright.

11. Issues/Complaints Resolution

- 11.1. At CheckUP, all issues/complaints are regarded as important and entitled to be handled promptly, fairly, consistently and professionally. Generally, and as appropriate to do so, we encourage employees to resolve an issue by discussing the matter directly with the person involved or with their Manager.
- 11.2. Complaints from stakeholders, clients or families must be handled in line with CheckUP's Feedback Policy and Procedure.

12. Media/Public Representation

- 12.1. CheckUP respects an individual's right of opinion and freedom of expression. However, employees must take personal responsibility at all times, including on social media, to ensure that information, comments or actions by employees does not reveal any private or confidential information, contravene our values, misrepresent or cause reputational damage to CheckUP or its stakeholders.
- 12.2. Only authorised employees/spokespersons nominated by the CheckUP Board or Senior Management may speak or make representations on behalf of CheckUP, in accordance with organisation's Media Statement Policy.

13. Professional Attire

- 13.1. When attending work or functions, employees are required to maintain a professional image through a professional standard of grooming and personal presentation. Dress and appearance shall be neat, clean, and appropriate to the nature of the work undertaken.

14. Work Health & Safety (WHS)

- 14.1. CheckUP is committed to an environment that is safe, appropriate for work, and mitigates risk to health safety and wellbeing for its employees. All employees have a duty to provide and maintain, as far as reasonably practicable, a safe work environment.

Code of Conduct

All employees are expected to take reasonable care in ensuring:

- their own safety and that of others;
- complying with relevant legislation;
- complying with organisational policies and work practices;
- active participation in WHS training and reporting any WHS matters; and
- cooperating with CheckUP to enable compliance in matters relating to work health and safety, and wellbeing.

Accountabilities

Chief Executive Officer (CEO)

It is the responsibility of CEO (or a delegated authority) to implement the Code of Conduct and to monitor its performance.

General Managers, Senior Managers and Managers

It is the responsibility of Managers to:

- model appropriate behaviour; and
- take appropriate action to rectify any breaches of the Code of Conduct.

Workers

It is the responsibility of workers to:

- be familiar with and comply with the Code of Conduct; and
- immediately report any breaches of the Code of Conduct to their Manager.

Breach of policy

Breaches of this policy may result in disciplinary action, up to and including termination of employment depending on the seriousness of the breach/es, being taken against the employee.

For persons other than employees, a breach of this Policy may result in appropriate action, which may include the termination of the person's engagement with CheckUP

Code of Conduct

Definitions

Bullying (or workplace bullying) is repeated, unreasonable behaviour, directed towards a worker or a group of workers that creates a risk to health and safety. It includes both physical and psychological risks and abuse.

Discrimination occurs when a person, or a group of people, is treated less favourably than another person or group because of their background or certain personal attributes or affiliation with a specific individual or group with a certain background or personal attributes.

The attributes for which it is unlawful to discriminate against anyone on the basis of include:

- Sex;
- Relationship status;
- Pregnancy;
- Parental status;
- Breastfeeding;
- Age;
- Race;
- Impairment/disability;
- Religious belief or religious activity;
- Political belief or activity;
- Trade union activity;
- Lawful sexual activity;
- Gender identity or sexual orientation or intersex status;
- Family responsibility; and
- Association with, or relation to, a person identified on the basis of any of the above attributes.

Sexual harassment is unwelcome conduct of a sexual nature in relation to a person. It occurs in circumstances where a reasonable person would anticipate the possibility of the person who is harassed being offended, humiliated or intimidated. Conduct of a sexual nature includes making a statement of a sexual nature to, or in front of, a person. The statement can be spoken or in writing.

Code of Conduct

Worker means employees, Board members, contractors, subcontractors, outworkers, apprentices and trainees, work experience students and volunteers who work in CheckUP's business.

Workplace is any place where work is carried out for CheckUP and includes any place where a worker goes, or is likely to be, while at work. It also includes any place where work-related parties, events and functions are held.

Victimisation is the term used to describe the unfavourable treatment of an individual or subjecting them to some form of detriment because the individual:

- has made a complaint or has proposed to make a complaint in accordance with the policy
- has acted as a witness or has proposed to act as a witness in a complaint
- has supported a Complainant or intends to support a Complainant; or
- is a Respondent in a complaint.

Enter Worker's name here

Insert signature here

Select Date

Worker

Signature

Date

Note: As an alternative to completing the panel above to confirm reading, understanding, and committing to comply with this Code, a worker's acknowledgement may also be recorded/evidenced via;

- The Acknowledgement function In CheckUP's Quality Management System (LogiqcQMS)
- Online Provider Registration form