MYPASS LODDON MALLEE HEALTH SERVICE

MYPASS

What is MyPass?

MyPass is an innovative workforce and compliance management system connecting volunteers, organisations, health services, and community projects. Organisations access aggregated volunteer performance, skills, and compliance information, and volunteers self-manage their qualifications, certificates, and experience using their MyPass Skills Passport. MyPass is a cloud-based platform enabling users to manage a range of activities including applicant tracking and selection, volunteer communications, workforce data, competency tracking and verification, and project dashboard reporting. MyPass is centred around an industry-wide Skills Passport offering secure storage of volunteer qualifications, licenses and work history in one place, making data accessible in real-time. With volunteer permission, transparency is given to relevant organisations, training institutions, and volunteer networks. The MyPass technology easily integrates with other applications including existing Volunteer Management Software.

What are the core functions of MyPass' technology?

MyPass provides support for a variety of workforce management functions, including applicant tracking and selection, competency verification, compliance management, workforce allocation and scheduling, worker communications, and dashboard reporting. The technology offered by MyPass has diverse applications, spanning workforce compliance reporting, resource leveling, management of time and attendance data, access control, mobilisation, and real-time reporting across multiple organisations and projects.

Does your health service have to use the MyPass system?

The Loddon Mallee Health Network agreed that as part of the LMHN Volunteer Strategy Project that the use of a volunteer passport platform would be an opportunity to reduce the burden of paperwork for volunteers, aid to build capacity, and provide an opportunity to potentially share volunteers to support Loddon Mallee health services and the broader region. MyPass will be set up for all sixteen LMHN health services to access, and while the use of the system is not mandated, it is encouraged.

Does our health service have to pay to use MyPass?

Loddon Mallee Health Network has paid the initial subscription for the sixteen health services affiliated with the Loddon Mallee Health Network to use MyPass for its volunteers for the period of this initial contract. Beyond the period of the contract, each health service will be billed based on their number of active volunteers.

How many volunteers can I have in MyPass?

Loddon Mallee Health Network hopes that this system will allow for increased numbers of volunteers. In the initial scope of this project, however, the number of volunteers will be monitored by the LMHN to ensure it aligns with their MyPass subscription.

PRIVACY AND SECURITY

How does MyPass maintain privacy of your volunteer records?

MyPass takes the security of personal data seriously. All data is stored within local and respected

data centres, and strict password protocols are in place for all users. We take all reasonable precautions to ensure the security of any personal information we possess, safeguarding it against loss, misuse, or unauthorised alteration. For further details, please refer to our Privacy Policy.

How do I know the data on MyPass is secure?

Data Governance and Information Security are paramount to MyPass. We are currently ISO 27001 certified and are in the process of integrating this standard across our business to strengthen our overall information security management. Customer data is secured through a range of mechanisms, thereby minimising the risk of data loss or compromise. Security measures include, but are not limited to, encryption of customer data, monitoring and logging of privileged access through event and user action tracking, utilisation of reputable local data centres, as well as implementation of data backup and recovery procedures.

Who has access to my volunteer's data?

MyPass provides a single source of truth and is designed to provide maximum efficiency and value through an industry-wide data-sharing platform. Your health service will share your volunteer's data through a 'Resource Pool' with Loddon Mallee to allow for regional reporting. No other health service or company will be able to access your volunteer data unless the volunteers themselves choose to share their details with another service.

ONBOARDING

How does my health service onboard for MyPass?

Loddon Mallee Health Network has a Network Onboarding Hub that provides a link to the onboarding form all health services will be required to fill out. The hub also supplies links to valuable resources and training articles.

Do I have the option to configure my portal uniquely to suit my health service?

Standard portal configuration is provided as part of your onboarding process. Loddon Mallee will provide direction on any standardisation of MyPass features across health services to ensure a level of consistency and to enable the sharing of volunteers where appropriate and agreed by the volunteer. You will have the capacity to implement a degree of configuration to suit your service.

What does this mean for my volunteers?

Your volunteer information will be held and managed by your volunteers, giving them greater ownership over their data. Your volunteers will also have greater peace of mind knowing their data is maintained in Australia and not off-shore. It will also allow your volunteers to share their information with other organisations, reducing the onus of repetitive paperwork. For those volunteers who travel throughout the region, it also means they could continue to volunteer within the LMHN.

How do my volunteers create a MyPass Digital Passport?

The Digital Passport is created through an Invitation Upload process. The volunteer receives two emails: one to notify them that a Digital Passport is being generated on their behalf, and the second email is sent once the volunteer has received the invitation. The second email includes a link for them to create a password for their Digital Passport. For further details, refer to our

article Getting Invited. The process for volunteers is designed to be uncomplicated, allowing volunteers to complete their passport quickly and efficiently. Depending on the number of volunteers, there might be a need for additional support from each LMHN Volunteer Leader initially. However, it is anticipated that any initial challenges will yield substantial benefits in the long run.

What about the volunteers that don't have a computer?

We acknowledge that a few volunteers might not have computer access, although it's worth noting that the majority now possess mobile phones, given the transition away from older models. However, if a volunteer lacks computer and mobile phone access, they can still use the MyPass platform with your assistance and the utilisation of a device at your health service.

SUPPORT

Who can I contact if I need assistance?

MyPass provides 24-hour support for both product queries and technical issues. You can reach out to the MyPass Support Team either directly through the chat facility within your portal or via email at support@mypassglobal.com. Loddon Mallee Administrators are also available to assist you with any queries related to using MyPass within your health service. The administrators include:

- Sharon Walsh: SWalsh@bendigohealth.org.au
- Amanda Bass: ABass@bendigohealth.org.au
- Jodie Carter: jecarter@bendigohealth.org.au