

## **MYPASS VOLUNTEER DIGITAL SKILLS PASSPORTS**

### **Did you know your health service has created a Digital Skills Passport especially for volunteers?**

Your Health Service is a proud member of the Loddon Mallee Health Network (LMHN). The LMHN is made up of the sixteen public health services within the Loddon Mallee region. Each of these health services has entered into a Joint Venture Agreement with the purpose of collaborating to provide mutual support and ensure a positive healthcare experience for everyone across the Loddon Mallee region. As part of our work being undertaken, a LMHN Volunteer Strategy has been developed to support our volunteers. This strategy aims to provide comprehensive support, enhance the quality of volunteers assisting the LMHN, and establish a streamlined system that effectively manages our volunteer programs within our health services.

### **What is a MyPass Digital Skills Passport?**

Your MyPass Volunteer passport is similar to a travel passport you would obtain for overseas travel. This volunteer passport enables you to retain your information and present it to other volunteer organisations, with the goal of reducing the requirement to complete onerous paperwork when you connect with each one. MyPass has set up this system to be your gateway to volunteering, allowing you to store and manage all your volunteer-related documents efficiently.

Your MyPass volunteer passport contains:

- Contact details
- Volunteer classification
- CV/Resume
- Qualifications, certificates, licenses, and orientations/inductions
- Volunteer and employment history
- References

Your MyPass Volunteer passport grants you the ability to expedite your onboarding process, centralise your documents digitally, pre-verify documents for compliance, and easily manage your applications for any volunteer roles you may wish to undertake.

### **Do I have to have a MyPass Digital Passport?**

Yes, all volunteers connected with the LMHN health services will need to sign up for a MyPass Passport as it will aid your health service to capture you as one of their volunteers.

### **What if I don't have access to a computer or smartphone?**

Don't panic; for those of you who lack access to a computer or smartphone, your health service will assist you in registering and accessing your passport using a device at the service. Each LMHN Volunteer Leader/Coordinator is determined about making this process as convenient as possible for you.

### **What does MyPass cost?**

MyPass is completely FREE for volunteers. Employers pay to use the platform.

### **How do I create a MyPass Digital Skills Passport?**

Your health service will set up a profile on your behalf and extend an invitation for you to join their MyPass portal. You will receive two emails: one to notify you that a Digital Passport is being

generated in your name, and the other will be dispatched once you have been invited. The second email will include a link enabling you to set a password for your Digital Passport. For further details, please refer to our article [Getting Invited](#).

### **I've forgotten my password, what do I do?**

In case you have forgotten your password, you will encounter a [Forgot Password](#) option when you attempt to Sign In. You will be sent an email with a code to the email address associated with your MyPass account. If you have any concerns about this, your health service's Volunteer Leader/Coordinator will provide you with the necessary support.

### **Can I change my username or email address within MyPass?**

Email addresses can only be changed through the MyPass Support Team. Please email your request to [support@mypassglobal.com](mailto:support@mypassglobal.com). It is also encouraged that you advise your health service Volunteer Leader/Coordinator of any changes.

## **PRIVACY AND SECURITY**

### **Is my data secure?**

MyPass takes the security of your personal data seriously. All data is stored within local and respected data centres, and strict password protocols are in place for all users. MyPass will 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 the MyPass [Privacy Policy](#).

### **Is my personal information kept secret?**

Your information remains private, and volunteer organisations or employers can only access your profile and training materials with your explicit permission. Loddon Mallee Health Network possesses the ability to access your profile, as it is affiliated with the health service you volunteer with and will aid them to report on volunteering numbers and activities for the region in line with their LMHN Volunteer Strategy mentioned above.