



The Oaktree Passport FAQ

Why do we need an Oaktree Passport, why now?

It's the people that make this organisation tick. Our volunteers are our most valuable resource, giving over 2600 hours each year. It's their incredible hard work, creativity and resilience that enables Oaktree to achieve impact on the movement to end poverty.

We have big plans for 2014. In order to make it happen we need to ensure that our volunteers are equipped with the skills, knowledge and attitudes that they need to achieve their goals.

The Oaktree Passport will facilitate the personal and professional development of all volunteers - and track their progress against goals and KPIs. We already know that being an Oaktree volunteer is about more than fulfilling a certain role - for many it's a transformative experience, by the nature of the challenging and rewarding work that we do and the unique and passionate community we are a part of. The Oaktree Passport enables us to ensure that the Oaktree volunteer experience is one of learning, growth and impact.

What is the Oaktree Passport?

The Oaktree Passport is a framework that enables you, as Oaktree volunteers, to invest in your own professional development, allowing you to develop the skills and knowledge to have the greatest impact in your role at Oaktree and in the movement to end extreme poverty. The Passport itself is a living document that maps the skills and knowledge you currently possess, and those you are working towards. There are three main components:

1. Passport Benchmarks

The Passport Benchmarks will define and track the skills, knowledge and attributes that all volunteers need to be equipped with. They represent the generic skills such as communication, facilitation and Oaktree Organisational knowledge that are necessary in all volunteer roles. They will be delivered through 4-5 induction modules and their completion will be tracked online through "My Passport".

2. "My Passport" Online

Your individual "My Passport" document is a personal log of your volunteer journey. It maps:

- a. Your completion of the Benchmarks and induction modules
- b. Your KPIs and current priorities
- c. Reflections and achievements
- d. Your skill level and knowledge across key areas
- e. Learning and Training you have received
- f. Leadership opportunities you've been a part of
- g. Current learning and development goals and actions for working towards them



3. Monthly Passport check-ins

These will be conducted with your ASD (for state volunteers) or your manager (for national volunteers), and will be a time for you to re-evaluate your goals and progress.

Main aims of these check-ins are to:

- a. Reflect on wins, challenges and your performance against KPIs
- b. Identify strengths and areas for growth in the context of upcoming priorities
- c. Have a clear understanding of how to work towards your professional learning goals and what resources and support you will need to achieve them.

What will it do for me?

These things:

1. Enable and encourage you to invest in your own personal and professional development.
2. Provide you with awesome resources, access to internal and external training sessions, and expertise to do so.
3. Hold you accountable to doing the best you can in your role (through a clearer understanding of role KPIs) ensuring you have the greatest impact on the movement to end extreme poverty.

What do I have to do?

There are 6 simple steps

1. Attend the Passport Launch in your branch and any follow-up sessions to ensure that you're re-inducted.
2. Schedule a time for your first check-in with your ASD or manager
3. At your first check-in (if not before) fill out your details in your My Passport doc.
4. If you don't know what your role KPIs (Key Performance Indicators) are, talk this through with your manager and then fill them out in your Passport.
5. With your ASD / manager, identify skill and knowledge areas you'd like to develop or improve on and think about what actions and resources you'll need to achieve those goals.
6. Map out what the next 6 weeks look like in your role, where your priorities lie, what challenges you will face and what skills you will need to help you deal with those challenges.
7. BE HUNGRY TO LEARN.

How will it cater for all volunteers – new and old?

An important Oaktree value is our hunger to learn. Whether you've been at Oaktree 5 years, 5 months or 5 minutes, you never stop learning and there will always be new skills you'll want to acquire. Through a thorough and comprehensive induction process, all Oaktree vols will be set up with a base level of knowledge and skills. From there, the skills and knowledge you seek will be guided by you, your needs and your curiosity. Hence, your goals and learning will always remain relevant to you; with ASDs, managers and the P&C team working to provide you with quality resources through oaktree.org/passport.



Why do I have to be re-inducted?

A crucial part of the Oaktree Passport are the **Passport Benchmarks** - the basic knowledge and skills critical to being an awesome Oaktree volunteer - presented through a thorough and comprehensive induction process. As we are quite aware that the knowledge and skill levels of our volunteers at the moment are a bit all over the place, we think it's important that we go back to basics and get everyone up to speed. We want this to be a fun, interactive experience that helps build a culture of shared learning, so no matter how much you already know you will have something to learn or contribute to the learning of others.

My Oaktree work already keeps me so busy, where will I find the time to invest in the passport?

We know you're busy, and whilst you'd love to invest more time in your own learning and development sometimes you just can't? Well guess what, a lot of your learning and developing is done through the work you already do in your role, whether you realise it or not. Therefore, we're not asking you to do a lot more than that, we're just giving you a way to do what you already do consciously and better. Plus, we want to help you develop skills to make you more efficient and effective in your role so that you will have more time to invest!

What if I don't have time to commit to the passport during busy peak periods?

Ditto above! So much of your learning and development is realised during the peak periods of any major campaign or initiative, and we want you to capture that in your Passport. During Passport check-ins you will be able to map out what the next month looks like in your role and build your goals and actions in around that. You won't be expected to do more than what is realistic but rather encouraged to learn and develop through the experience itself and document that in your Passport later.

Who will see your passport?

You, your ASD and your manager will have access to your Passport. At each check-in you will fill out a form that updates your progress, the data from which will be accessible to the P&C team so we can keep track of how everything's going and evaluate success of the Passport.

What learning resources will there be for me?

The P&C team is currently in the process of developing and compiling quality and relevant resources that will be available at oaktree.org/passport. ASDs will play a crucial role in sourcing resources that are both state specific and specific to the immediate needs of volunteers. Through the Passport we will also be able to identify the skill-sets currently possessed by our volunteers, and draw on them to institute a culture of shared organisation-wide learning.



MORE QUESTIONS?

Please don't hesitate to contact the P&C team!

Meg Brodie - m.brodie@oaktree.org

Emily Edwards - e.edwards@oaktree.org

Yvonne Xu - y.xu@oaktree.org

Natasha Gomez - n.gomez@oaktree.org