

	Period: 01/01/2022-28/02/2022	Sponsor: CEO RSL NSW	RAG	Actuals - Expenditure	Net Budget Estimate	FY Forecast expenditure	Comments	Approved Budget (After PSC process)
A1	Data baseline establishment with PMO*				\$0	\$0		
A2	Develop/conduct veteran survey for NPS score towards service access*				\$0	\$0	Veteran survey scheduled for distribution in second half of the year to provide clear air for communications	
A3	Veteran's needs research			\$27,870	\$45,000	\$28,000	Commissioned research received in Dec	
A4	JTA Memorandum of Understanding				\$0	\$0		
A5	Services Catalogue including portal/app and management processes				\$270,000	\$170,000	RSL NSW and RSL QLD agreed to contribute funding to the National led project, along with funding from National Strategic Plan funding. MoU with Servulink and media announcement imminent.	
A6	Design, recruitment and training of WSO volunteer category				\$90,000	\$0	Positive prelim discussions between Anzac House, RSL LifeCare and ATDP.	
A7	Design and recruitment of full-time district coordinators				\$120,000	\$50,000	Recruitment in progress for pilot. Interviews and offer for 12-month contract on schedule to occur in April.	
A8	Recreation activities pilot			\$21,620	\$189,055	\$125,000	Activity end date for C'wealth grant extended to October, with amended agreement between DVA and RSL NSW signed.	\$240,000
A9	Day Clubs Engagement Plan and manager				\$0	\$0		
A10	Veteran Centres				\$35,000	\$10k	Campaign strategy drafted, materials produced, campaign activity commenced. Further announcements from Govt and opp expected during election campaign period.	
A11	Veterans/families feedback loop and annual validation survey				\$0	\$0		
A12	National covenant with RSL related organisations				\$0	\$0		
B1	Baseline data on advocacy provided to date*				\$0	\$0		
B2	Full-time paid pension advocates and ATDP function transitioned to RSL DefenceCare				\$20,000	\$0	RSL LifeCare designing a pilot across two locations and encompassing access for RSL ATDP accredited advocates to their CRM and RSL volunteers providing front office support to WVC.	
B3	Research on veteran advocacy needs and gaps				\$0	\$0		
B4	Advocacy management process including responsibilities				\$0	\$0		
B5	Advocacy Plan including prioritisation of issues, reviewed annually				\$0	\$0		
C1	Marketing and Communications audit to establish baseline*				\$0	\$0		
C2	Website optimisation*			\$20,000	\$45,000	\$32,000		
C3	Internal communications process and collateral				\$40,000	\$40,000		
C4	ADF Event Presence Plan				\$0	\$0		
C5	Brand Guide reflecting repositioning/refresh				\$0	\$0		
C6	Annual Marketing and Communications Plan				\$180k	\$50,000		
C7	Issue position statements library				\$0	\$0	Available to Board members in SharePoint	
C8	Community and schools commemorative learning material suite				\$0	\$0		
C9	Commemorative guidance support products suite				\$40,000	\$20,000	RSL National advanced in development. Review by Army Ceremonial on hold until after ANZAC Day.	
D1	Establish baseline data for membership growth*				\$0	\$0		
D2	Free nationally portable on-line membership process			\$375	\$0	\$375	Online membership available	

D3	Customer Relationship Management system		\$109,828	\$210,000	\$200,000	Challenges with the vendor are being managed	
D4	Member Recruitment Strategy			\$0	\$0	Campaign strategy leveraging market research under development	
D5	Campaign to have Vietnam Veterans ESOs join RSL NSW			\$0	\$0		
D6	Recruiting and Presence Reporting process			\$0	\$0		
D7	Younger Members Carers Program			\$0	\$0		
D8	RSL Clubs, Service Associations & Clubs Australia MOU			\$0	\$0	Discussions with Clubs NSW and RSL and Service Clubs Association underway on draft Memorandum of Understanding	
E1	Pooled funding mechanism		\$55,751	\$80,000	\$80,000	VSF SOP and charitable purpose policy has been circulated for feedback	
E2	Sub-branch KPI Reporting Framework			\$0	\$0		
E3	New head office location			\$0	\$0	Second meeting of joint Combined Services sB and RSL NSW steerco re: Barrack Street scheduled for May. Property consultant appointed to deliver scope of project by end of March	
E4	District rationalisation			\$0	\$0	Options paper at steering committee on 19 May following consultation.	
E5	Board fundraising committee			\$75,000	\$75,000		
E6	One RSL Operating Model Framework			\$0	\$0		
E7	FY20/21 administrative cost baseline			\$30,000	\$0		
E8	Accounting System			\$0	\$0		
E9	Establish grants application advisory function			\$0	\$0		
E10	Enterprise training partnership			\$75,000	\$100,000	RFP went to market in March. Scheduled to close in early May and award in late May.	
E11	Commercial fundraising enterprise			\$0	\$0		
E12	Compliance system and training		\$34,800	\$0	\$120,000	Engaged third party. Project plan scheduled to implement online reporting by 31 December. Scope and design to inform project cost	