

	Period: 01/03/2022-30/04/2022	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 mid-year to provide clear air for communications	
A3	Baseline data on advocacy provided to date*				\$0	\$0		
A4	Services Catalogue including portal/app and management processes			\$150,000	\$270,000	\$150,000	RSL NSW and RSL QLD agreed to contribute funding to the National led project, along with funding from National Strategic Plan funding. Contract now due to be signed 1 June by RSL National and Servulink. Details of NSW sub-Branch service offerings due in July ahead of November launch.	
A5	Written directions framework			\$9,600		\$48,000	Written directions framework task is well advanced. Multiple meetings with working group incorporating RSL members. Highly positive feedback received, and recommendations incorporated into delivery.	
A6	Design, recruitment and training of WSO volunteer category				\$90,000	\$0	Positive prelim discussions between Anzac House, RSL LifeCare and ATDP.	
A7	Integrate volunteer ATDP claims advocate network with RSL LifeCare				\$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. Possible risk to timeline associated with required LifeCare actions is under management.	
A8	Sport and Recreation activities pilot			\$44,032	\$189,055	\$87,000	Activity end date for C'wealth grant extended to October, with amended agreement between DVA and RSL NSW signed. Smartwaiver online waiver launched to pilot participants. Cost of the software donated by Smartwaiver. Reduce risk, improve compliance and data capture.	\$240,000
A9	Design and recruitment of full-time district coordinators				\$120,000	\$7,000	District Coordinator onboarded for 12-month pilot.	
A10	District rationalisation				\$0	\$0	Steering committee due to consider draft district design on 20 June.	
A11	Day Clubs Engagement Plan and manager				\$0	\$0		
A12	Younger Members Carers Program				\$0	\$0		
B1	Veteran's needs research			\$27,870	\$45,000	\$28,000	Commissioned research received in Dec	
B2	JTA Memorandum of Understanding				\$0	\$0		
B3	Research on veteran advocacy needs and gaps				\$0	\$0		
B4	Veteran Centres				\$35,000	\$5,000		
B5	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	
B6	Advocacy management process including responsibilities				\$0	\$0		
B7	National covenant with RSL related organisations				\$0	\$0		
B8	Advocacy Plan including prioritisation of issues, reviewed annually				\$0	\$0		
C1	Marketing and Communications audit to establish baseline*				\$0	\$0	Sourcing external support for minor piece of work. Small reallocation of funding from Comms and Marketing Plan ahead of completion in mid-July.	
C2	Website optimisation*			\$24,000	\$45,000	\$32,000		
C3	Internal communications process and collateral				\$40,000	\$30,000	Significant activity scheduled in June. Template preparations in readiness for CRM Resource Portal	
C4	Brand Guide reflecting repositioning/refresh				\$0	\$0	Briefed and awaiting completion.	
C5	Annual Marketing and Communications Plan			\$19,984	\$180k	\$70,000	Briefed agency, plan in development.	

C6	ADF Event Presence Plan			\$0	\$0		
C7	Community and schools commemorative learning material suite			\$0	\$0		
C8	Commemorative guidance support products suite			\$40,000	\$5,000	RSL National advanced in development. Review by Army Ceremonial on hold until after ANZAC Day.	
C9	Veterans/families feedback loop and annual validation survey			\$0	\$0		
D1	Establish baseline data for membership growth*			\$0	\$0		
D2	Customer Relationship Management system		\$109,828	\$209,625	\$190,000	Challenges with the vendor are being managed	
D3	Member Recruitment Strategy			\$0	\$0	Campaign strategy leveraging market research under development	
D4	Free nationally portable on-line membership process		\$375	\$375	\$375	Online membership available	
D5	Campaign to have Vietnam Veterans ESOs join RSL NSW			\$0	\$0		
D6	Recruiting and Presence Reporting process			\$0	\$0		
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. Tour of site scheduled in late June.	
E5	Fundraising and alternative funding streams			\$75,000	\$0		
E6	Governance and regulatory compliance training		\$34,800	\$75,000	\$75,000	Engaged third party. Project plan scheduled to implement online reporting by 31 December. Scope and design to inform project cost. RFP went to market in March. Scheduled to close in early May.	\$525,000
E7	CY21 administrative cost baseline			\$30,000	\$0		
E8	Accounting System			\$0	\$0		
E9	Establish grants application advisory function			\$0	\$0		
E10	Operating Model Framework			\$0	\$0		