

	Period: 01/05/2022-30/06/2022	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 wellbeing survey circulated – integrated with information request to populate Catalogue of Services. 90 responses received as of 1 August	
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	Contract signed by RSL National and Servulink on 12 July. Collecting details of NSW sub-Branch service offerings to populate Catalogue of Services. Contingency formulated for non-returns.	
A5	Written directions framework			\$54,000		\$48,000	Written directions framework task is advanced and tracking well.	
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 multiple locations and encompassing access for RSL ATDP accredited advocates to their CRM and RSL volunteers providing front office support to WVC. Risk to timeline associated with required LifeCare actions remains a concern under management. CEO RSL NSW has liaised with RSL LifeCare, regular meetings in place with deadlines set for required actions.	
A8	Sport and Recreation activities pilot			\$69,743	\$189,055	\$87,000	Milestone of 50 individual activities linked to Sport and Rec Pilot achieved in July. Attendance range being 7-30 participants. A process to automate result returns is underway – support potential for scalability.	\$240,000
A9	Design and recruitment of full-time district coordinators			\$9,078	\$120,000	\$7,000	District Coordinator onboarded for 12-month pilot.	\$104,400
A10	District rationalisation			\$1,231	\$0	\$0	Steering committee due to consider draft district design on 20 June.	\$16,600
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			\$444	\$35,000	\$5,000		
B5	RSL Clubs, Service Associations & Clubs Australia MOU				\$0	\$0	On track to sign MOU with Clubs NSW and RSL & Service Clubs Association in August	
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*			\$4,000	\$0	\$0	Small internal project reallocation of funding to source external support to complete minor piece of baseline work. Complete	\$5,000
C2	Website optimisation*			\$28,000	\$45,000	\$32,000		
C3	Internal communications process and collateral			\$3,390	\$40,000	\$30,000	Frist phase of template preparations completed in readiness for CRM Resource Portal lift and shift	\$60,000
C4	Brand Guide reflecting repositioning/refresh				\$0	\$0	Complete.	\$0
C5	Annual Marketing and Communications Plan			\$55,114	\$180k	\$70,000	Briefed agency, plan advanced in development.	\$410,000
C6	ADF Event Presence Plan				\$0	\$0	Seeking sub-Branch volunteers to support coordinated presence with RSL National and RSL LifeCare at September events. Collateral and materials underway.	\$0

C7	Community and schools commemorative learning material suite			\$0	\$0		\$170,000
C8	Commemorative guidance support products suite			\$40,000	\$5,000	RSL National advanced in development. Completing review by Army Ceremonial.	\$10,000
C9	Veterans/families feedback loop and annual validation survey			\$0	\$0		\$100,000
D1	Establish baseline data for membership growth*			\$0	\$0		\$10,000
D2	Customer Relationship Management system		\$220,997	\$209,625	\$190,000	Challenges with the vendor are being managed. Accrued cost to manage offboarding activities factored into expenses.	\$400,000
D3	Member Recruitment Strategy			\$0	\$0	Campaign strategy leveraging market research under development	\$144,000
D4	Free nationally portable on-line membership process		\$375	\$375	\$375	Online membership available	\$89,000
D5	Campaign to have Vietnam Veterans ESOs join RSL NSW			\$0	\$0		\$20,000
D6	Recruiting and Presence Reporting process			\$0	\$0		\$0
E1	Pooled funding mechanism		\$55,751	\$80,000	\$80,000	August workshop with members of DPC and broader membership to advance stalled SOP and other matters.	
E2	Sub-branch KPI Reporting Framework			\$0	\$0		
E3	New head office location			\$0	\$0	Tour of site scheduled in August.	
E5	Fundraising and alternative funding streams			\$75,000	\$0		
E6	Governance and regulatory compliance training		\$34,800	\$75,000	\$75,000	Project plan scheduled to implement online reporting by 31 December. CAR development kick off meeting 8 August Procurement process for enterprise training provider complete. Governance and compliance training kick off meeting 16 August. On schedule to roll out Conflict of Interest training in 2022	\$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		