

Program task by task update								
	Period: 31/08/2022-31/10/2022	Sponsor: CEO RSL NSW	RAG	FY Actuals - Expenditure	FY Budget Allocation	FY Forecast expenditure	Comments	Approved Budget (After PSC process)
A1	Data baseline establishment with PMO*				\$0	\$0	Data analysis on veteran wellbeing surveys returned from around 100 sub-Branches commencing.	\$0
A2	Develop/conduct veteran survey for NPS score towards service access*				\$0	\$0		\$0
A3	Baseline data on advocacy provided to date*				\$0	\$0		\$0
A4	Services Catalogue including portal/app and management processes			\$25,000	\$25,000	\$25,000	Catalogue of Services launched at RSL NSW Congress on 1 November – branded Catalogue of Veterans' Services.	\$350,000
A5	Written directions framework			\$27,614	\$100,000	\$100,000	Budget available in project for necessary portal enhancements to support roll out. Schedule impact due to CRM vendor offboard/onboard and balancing priorities of work with Fusion 5. Contractor on written directions framework task offboarded 11 Oct. Any further work needed to support sub-Branch portal roll out to be internally resourced.	\$140,000
A6	Design, recruitment and training of WSO volunteer category				\$100,000	\$100,000	Positive prelim discussions between Anzac House, RSL LifeCare and ATDP in late '21, however limited information since. Investigating training packages of other parties due to slow progress with ADTP). RSL QLD offered access to their training content and platform – reviewing content and functionality.	\$400,000
A7	Integrate volunteer ATDP claims advocate network with RSL LifeCare				\$100,000	\$20,000	Pilot across multiple locations and encompassing access for RSL ATDP accredited advocates to LifeCare CRM to commence on 17 Nov. User agreement being actioned by RSL LifeCare following IP issue/concerns.	\$400,000
A8	Sport and Recreation activities pilot			\$58,360	\$89,000*	\$89,000	Active phase of Sport and Rec Pilot concluded on 31 October – progressing review and assessment.	\$240,000
A9	Design and recruitment of full-time district coordinators			\$33,491	\$95,000	\$102,000	District Coordinator onboarded for 12-month pilot. Careful monitoring of budget.	\$104,400
A10	District rationalisation				\$10,000	\$7,400	Extended period of consultation commencing.	\$16,600
A11	Day Clubs Engagement Plan and manager				\$0	\$0		
A12	Younger Members Carers Program				\$0	\$0		
B1	Veteran's needs research				\$0	\$0	Commissioned research received in Dec	\$50,000
B2	JTA Memorandum of Understanding				\$0	\$0		\$0
B3	Research on veteran advocacy needs and gaps				\$0	\$0		\$0
B4	Veteran Centres				\$9,250	\$9,250	Reallocation of \$750 to B5	\$50,000
B5	RSL Clubs, Service Associations & Clubs Australia MOU			\$750	\$750	\$750	MOU with Clubs NSW and RSL & Service Clubs Association signed in August.	\$0
B6	Advocacy management process including responsibilities				\$0	\$0		\$50,000
B7	National covenant with RSL related organisations				\$0	\$0		\$0
B8	Advocacy Plan including prioritisation of issues, reviewed annually				\$0	\$0		\$0
C1	Marketing and Communications audit to establish baseline*				\$0		Complete	\$5,000
C2	Website optimisation*			\$4,000	\$50,000	\$50,000		\$50,000
C3	Internal communications process and collateral			\$6,095	\$35,000	\$20,000	Frist phase of template preparations completed – CRM Resource Portal lift and shift underway. Reallocation of \$5k to C6.	\$60,000
C4	Brand Guide reflecting repositioning/refresh				\$0		Complete.	\$0
C5	Annual Marketing and Communications Plan			\$17,520	\$100,000	\$100,000	Underway.	\$410,000

C6	ADF Event Presence Plan		\$3,965	\$5,000	\$5,000	September round of ADF Transition Seminars completed – assessing approach and requirements on future rounds.	\$0
C7	Community and schools commemorative learning material suite			\$0			\$170,000
C8	Commemorative guidance support products suite			\$50,000	\$10,000	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*			\$50,000	\$50,000	Assessing requirements on a revised schedule	\$10,000
D2	Customer Relationship Management system		\$17,694	\$105,000	\$85,000	Portal Enhancements scope of works developed – new vendor (Fusion5) to commence November. Membership automation in CRM included in scope.	\$400,000
D3	Member Recruitment Strategy			\$50,000	\$50,000	Campaign strategy leveraging market research prepared. Program Manager briefed YVC on initial components in August. Recruitment toolkit and other sub-Branch resources live on website.	\$144,000
D4	Free nationally portable on-line membership process					Online membership available	\$89,000
D5	Campaign to have Vietnam Veterans ESOs join RSL NSW						\$20,000
D6	Recruiting and Presence Reporting process						\$0
E1	Pooled funding mechanism		\$995	\$100,000	\$100,000	Positive engagement and outcomes generated from August workshop with members of DPC and broader membership to advance stalled SOP. Scheduled to return to DPC and Board following consultation.	\$185,000
E2	Sub-branch KPI Reporting Framework			\$0		Project planning and delivery on hold to Dec 22.	
E3	New head office location			\$0			
E4	Fundraising and alternative funding streams			\$75,000	\$75,000		
E5	Governance and regulatory compliance training		\$113,728	\$345,000	\$345,000	Two rounds of CAR UAT (including sub-Branch review) complete and final revisions in production. Col course build underway and filming set for 21 Nov. Build complete in early Dec, working to bring forward. Revised timing options under consideration following feedback at Congress. Safety and Risk course outline complete.	\$525,000
E6	CY21 administrative cost baseline			\$60,000	\$60,000	Analysis of CY21 SBAs commenced. Project planning and delivery on hold to Dec 22.	
E7	Accounting System			\$0	\$0		
E8	Establish grants application advisory function			\$0	\$0		
E9	Operating Model Framework			\$0	\$0		