

Program task by task update								
	Period to: 31/01/2023	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, extrapolating as baseline. Draft baseline report completed in February. Scheduled to close tasks A1 and A3 in first week of March following review.	\$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			\$25,340	\$25,000	\$25,340	Pilot continuing following launch of Catalogue of Services at RSL NSW Congress on 1 November – branded Catalogue of Veterans' Services.	\$350,000
A5	Written directions framework						WDF reassigned from Services to Business Model project at close of 2022. Budget and actuals reallocated to new task E8 Written Directions Framework.	
A6	Design, recruitment and training of WSO volunteer category				\$100,000	\$100,000	Investigating training packages of other parties due to limited movement from ADTP. RSL QLD offered access to their training content and platform – reviewed content and functionality, and host content on LMS. Draft WSO role description developed. Seeking adoption at NVAC. Potential for development of structured, base level training package for RSL WSO, with potential to supplement with state specific and further content. Initial approach to RSL QLD to partner (ahead of other State Branches), and incorporate existing content in structured package.	\$400,000
A7	Integrate volunteer ATDP claims advocate network with RSL LifeCare				\$100,000	\$20,000	Delayed commencement of 6-month pilot across multiple locations and encompassing access for RSL ATDP accredited advocates to LifeCare CRM in mid-Jan. User agreement actioned by RSL LifeCare following IP issue/concerns. One advocate not proceeding with pilot participation.	\$400,000
A8	Sport and Recreation activities pilot			\$73,338	\$89,000*	\$73,338	Pilot complete. Transitioned to BAU.	\$240,000
A9	Design and recruitment of full-time district coordinators			\$58,259	\$95,000	\$98,204	District Coordinator to depart approx. 10 weeks early. Feedback and data for final report being collected prior to departure. Early departure will result in pilot coming in well under budget, without significant impact on deliverables.	\$104,400
A10	District rationalisation				\$10,000	\$7,400	Ongoing engagement with DPC. Revised approach endorsed and seeking agreement on next steps at joint-DPC/Board meeting in March.	\$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	\$7,000		\$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	\$44,000	Identified SEO upgrades in progress.	\$50,000
C3	Internal communications process and collateral		\$4,480	\$35,000	\$14,480	Frist phase of template preparations completed. Now available on sub-Branch portal.	\$60,000
C4	Brand Guide reflecting repositioning/refresh			\$0		Complete.	\$0
C5	Annual Marketing and Communications Plan		\$7,279	\$100,000	\$48,279	Reallocation of \$13k of invoices from Meta coded to BAU to happen in February close. Task will remain well within budget for the FY.	\$410,000
C6	ADF Event Presence Plan		\$4,062	\$5,000	\$4,925	Planning for March-May round of ADF Transition Seminars. Defining requirements for consistent presence at ADF events through two rounds of transition seminars. Identification of further events.	\$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	\$0	Assessing requirements on a revised schedule	\$10,000
D2	Customer Relationship Management system		\$39,493	\$105,000	\$79,473	Migration of resources currently housed on public facing website migrated to new resources centre on sub-Branch portal complete. Portal Enhancements to improve functionality and increase administrative access for sub-Branches complete. Membership automation to follow in Q1 2023.	\$400,000
D3	Member Recruitment Strategy		\$10,820	\$50,000	\$35,820	Campaign strategy leveraging market research prepared. Recruitment toolkit and other sub-Branch resources live on website and sB portal. Planning survey of new members to collect data on experiences and perspectives. Potential to undertake annually for membership intakes.	\$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	\$79,995	SOP not approved by DPC on second pass. Redrafting as distinct policy and process instruments. Amended schedule for return to DPC mid-year.	\$185,000
E2	Sub-branch KPI Reporting Framework			\$0		Project planning and delivery to restart in Mar 23.	
E3	New head office location			\$0			
E4	Fundraising and alternative funding streams			\$75,000	\$75,000		
E5	Governance and regulatory compliance training		\$147,745	\$345,000	\$343,260	CAR released as pilot in mid-Jan for completion by 31 May, aligned with sBA. Higher response rate than anticipated at this early stage, and positive feedback received. Col course build complete. Pilot of enrolment process and course access underway ahead of release. Issues with Safety and Risk course outline managed by SME and PM – corrected and now working to revised timeline. No significant impacts on planned roll out schedule.	\$525,000
E6	CY21 administrative cost baseline			\$60,000	\$60,000	Analysis of CY21 SBAs commenced. Project planning and delivery to restart in Mar 23.	
E7	Accounting System			\$0	\$0		
E8	Written Directions Framework		\$27,600	\$100,000	\$100,014	WDF reassigned to Business Model from Services project. Interim resources and handover guides for sB OBs to be placed on the portal ahead of sB elections.	\$140,000
E9	Establish grants application advisory function			\$0	\$0		
E10	Operating Model Framework			\$0	\$0		

