

Program task by task update								
	Period to: 31/03/2023	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	Draft baseline report completed in February.	\$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	\$40,000	Collaborating with RSL QLD on role description and core modules of a structure training package for an RSL WSO, ahead of a planning day with wider stakeholders including other State Branches. RSL QLD has offered to host content on their LMS.	\$400,000
A7	Integrate volunteer ATDP claims advocate network with RSL LifeCare				\$100,000	\$20,000	6-month pilot across multiple locations and encompassing access for RSL ATDP accredited advocates to LifeCare CRM progressing. East Maitland has since come on board the pilot.	\$400,000
A8	Sport and Recreation activities pilot			\$73,554	\$89,000*	\$73,554	Pilot complete. Transitioned to BAU. Sub-Project closed.	\$240,000
A9	Design and recruitment of full-time district coordinators			\$71,763	\$95,000	\$71,763	District Coordinator departed approx. 10 weeks early. Final report to be completed in May. Early departure will result in pilot coming in well under budget, without significant impact on deliverables.	\$104,400
A10	District rationalisation				\$10,000	\$0	Revised schedule and approach adopted. Reference Group meeting scheduled for April and May, ahead of Working Group.	\$16,600
A11	Day Clubs Engagement Plan and manager				\$0	\$0		
A12	Younger Members Carers Program				\$0	\$0		
A13	District review – role, function and support						New task to be planned and scoped. Likely new sub-Project.	
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	\$3,000	\$750 reallocation 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
B9	Review of ANZAC Day march						New task to be planned and scoped. Likely new sub-Project.	
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. CRM Resource Portal lift and shift underway. \$5k reallocation to C6.	\$60,000
C4	Brand Guide reflecting repositioning/refresh				\$0		Complete.	\$0

C5	Annual Marketing and Communications Plan		\$22,489	\$100,000	\$54,098	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	\$4,962	Defining requirements for consistent presence at ADF events through two rounds of transition seminars in a formal presence plan. Presented draft version to DPC in March ahead of Reference Group. Positive feedback.	\$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
C10	ANZAC App					New task to be planned and scoped. Likely new sub-Project.	
D1	Establish baseline data for membership growth*			\$50,000	\$0	Assessing requirements on a revised schedule	\$10,000
D2	Customer Relationship Management system		\$41,425	\$105,000	\$85,000	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 launched April 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. 200 people attended recent virtual event/panel discussion on member recruitment.	\$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
D7	Member merchandise store					New task complete. Likely addition to master project.	
D8	Collaboration forum for sub-Branches					New task to be planned and scoped. Likely addition to master project.	
E1	Pooled funding mechanism		\$995	\$100,000	\$63,995	SOP1 approved by DPC and Board in March. Communications and promotional planning underway, including video content. \$34k reallocated from E1 to E5 for increased consultancy spend. Project tracking within budget, and is likely to underspend over FY.	\$185,000
E2	Sub-branch KPI Reporting Framework			\$0		Project planning and delivery to restart in May 23. Draft brief ready for Fusion 5 to prepare reporting dashboard.	
E3	New head office location			\$0			
E4	Fundraising and alternative funding streams			\$75,000	\$50,000	More Strategic appointed for Fundraising consultancy, with discovery sessions to begin in May	
E5	Governance and regulatory compliance training		\$182,435	\$345,000	\$373,805	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 released to users. SRW course build completed, go live in May. Governance and Compliance go live in July. No significant impacts on planned roll out schedule.	\$525,000
E6	CY21 administrative cost baseline			\$60,000	\$40,000	Analysis of CY21 SBAs commenced. Project planning and delivery to restart in Mar 23.	
E7	Accounting System			\$0	\$0		
E8	Written Directions Framework		\$61,536	\$100,000	\$90,282	WDF reassigned to Business Model from Services project. Interim resources and handover guides for sB OBs available on the sub-Branch portal. Advanced in identification of required policies for development.	\$140,000

E9	Establish grants application advisory function			\$0	\$0		
E10	Operating Model Framework			\$0	\$0		