

Program task by task update								
	Period to: 31/07/2023	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	Draft Baseline report completed in February	\$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. Awaiting Pilot rep	\$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 completed and awaiting agreement by Board and DPC.	\$104,400
A10	District rationalisation				\$10,000	\$0	Revised schedule and approach adopted. 2x Reference Group meetings held April and May, with first working group convened July 20 '23. Working Group. Working Group Chair agreed and will convene on monthly basis.	\$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. To be closed.	\$50,000
B2	JTA Memorandum of Understanding				\$0	\$0	Sitting with RSL National.	\$0
B3	Research on veteran advocacy needs and gaps				\$0	\$0	To be closed.	\$0
B4	Veteran Centres				\$9,250	\$3,000	\$750 reallocation to B5. Ongoing DVA bidding process.	\$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 2022. Closed.	\$0
B6	Advocacy management process including responsibilities				\$0	\$0	Process drafted and approved by VSPC. Comms plan to be developed.	\$50,000
B7	National covenant with RSL related organisations				\$0	\$0	Sitting with RSL National.	\$0
B8	Advocacy Plan including prioritisation of issues, reviewed annually				\$0	\$0	To be developed by September 2023, in collaboration with RSL National, RSL QLD and VSPC.	\$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	\$0	Complete.	\$5,000
C2	Website optimisation*				\$20,000	\$20,000	SEO upgrades complete. Undertaking SEM through MadebyHoliday.	\$50,000
C3	Internal communications process and collateral				\$0	\$0	Member Resources Page build in progress.	\$60,000
C4	Brand Guide reflecting repositioning/refresh				\$0	\$0	Complete.	\$0
C5	Annual Marketing and Communications Plan				\$75,000	\$75,000	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			\$5,000	\$5,000	Formal Event Presence Plan approved by DPC. Dynamic document.	\$0
C7	Community and schools commemorative learning material suite			\$50,000	\$50,000	Commenced development of learning materials project.	\$170,000
C8	Commemorative guidance support products suite			\$0	\$0	RSL National advanced in development. Completing review by Army Ceremonial.	\$10,000
C9	Veterans/families feedback loop and annual validation survey			\$62,500	\$62,500	New Member Engagement survey circulated May 2023, successful results. Survey to form part of feedback loop.	\$100,000
C10	ANZAC App			\$0	\$0	New task to be planned and scoped. Likely new sub-Project.	
D1	Establish baseline data for membership growth*			\$0	\$0	District Council membership growth targets coming under D1.	\$10,000
D2	Customer Relationship Management system			\$0	\$0	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 streamlining process complete.	\$400,000
D3	Member Recruitment Strategy			\$40,000	\$40,000	Campaign strategy leveraging market research prepared. Recruitment toolkit and other sub-Branch resources live on website and sB portal. Engagement survey of new members to collect data on experiences and perspectives complete. Potential to undertake survey annually for membership intakes.	\$144,000
D4	Free nationally portable on-line membership process			\$0	\$0	Online membership available.	\$89,000
D5	Campaign to have Vietnam Veterans ESOs join RSL NSW			\$0	\$0	Project commenced.	\$20,000
D6	Recruiting and Presence Reporting process			\$0	\$0	Additional questions completed and delivered to Compliance Manager.	\$0
D7	Member merchandise store			\$0	\$0	Member merchandise store complete. Ongoing updates to store and products available.	
D8	Collaboration forum for sub-Branches			\$0	\$0		
E1	Pooled funding mechanism		\$995	\$100,000	\$63,995	SOP01/VSF launched to sub-Branch members and key stakeholders on 1 July 2023. Agency developing poster and DL flyer with guide how to submit VSF funding proposals and drafting copy and design of onsert for September Reveille issue.	\$185,000
E2	Sub-branch KPI Reporting Framework			\$0		Agency developing Annual Budget spreadsheet to online form, Reference Group reviewing functionality, with final form to be released mid-September.	
E3	New head office location			\$0			
E4	Fundraising and alternative funding streams			\$75,000	\$50,000	Fundraising consultancy findings to be presented at RSL NSW Board meeting on 24 August.	
E5	Governance and regulatory compliance training		\$182,435	\$345,000	\$373,805	Governance & Compliance – MTS finalising course content and to be released once SOP07 approved by Board. Office Bearers registered: 1,816 – Conflicts of Interest – 449 passed; Safety, Risk and Wellbeing – 269 passed, Fusion5 developing Learner details to add data to CRM and Sub-Branch Portal.	\$525,000
E6	CY21 administrative cost baseline			\$60,000	\$40,000	Analysis of CY21 SBAs commenced. Project planning and delivery to restart in end 23.	
E7	Accounting System			\$0	\$0		
E8	Written Directions Framework		\$61,536	\$100,000	\$90,282	SOP07 awaiting Board approval. Code of Conduct RfP sent to 7 participants of whom 5 have confirmed participation, submissions due 18 August.	\$140,000
E9	Establish grants application advisory function			\$0	\$0		
E10	Operating Model Framework			\$0	\$0		