

Program task by task update								
	Period to: 30/06/2024	Sponsor: CEO RSL NSW	RAG	FY Actuals - Expenditure	FY Budget Allocation	FY Forecast expenditure	Comments	Approved Budget since inception (After PSC process)
A1	Data baseline establishment with PMO*			0	\$0	\$0	Completed.	\$0
A2	Develop/conduct veteran survey for NPS score towards service access*			0	\$0	\$0		\$0
A3	Baseline data on advocacy provided to date*			0	\$0	\$0	Completed.	\$0
A4	Services Catalogue including portal/app and management processes			\$0	\$150,000	\$0	Proceeding with Ask Izzy integration on RSL NSW website, with contracts to be signed.	\$350,000
A5	Written directions framework			0	0	0	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			\$67,325	\$100,000	\$75,000	118 WSOs trained. 8 trainers trained. Online course being developed - and invoiced by MTS. Communications strategy underway, including direct member engagement - 1st round succesful, with more than 100 EOIs.	\$400,000
A7	Integrate volunteer ATDP claims advocate network with RSL LifeCare			\$48,197	\$100,000	\$100,288	CoP: First meeting with RSL NSW volunteer Advocate mentors firming up Initial plan, structure and next steps on what support can be offered. Advocates networking tool engaged LifeCare CRM pilot: LifeCare CRM – Rollout to next seven volunteer advocates 01/07/24	\$400,000
A9	Design and recruitment of full-time district coordinators			\$179	\$120,000	\$108,179	Pilot completed. Project paused.	\$104,400
A10	District rationalisation			\$2,780	\$20,000	\$14,000	Project paused indefinitely.	\$16,600
A11	Day Clubs Engagement Plan and manager			0	\$0	\$0	To be scoped. PM to review outdated procedures and day club membership credentials. PM to review the day club	

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A12	Younger Members Carers Program			0	\$0	\$0	membership to ensure charitable purpose is being met, veterans as members. Ongoing	
A13	District review – role, function and support			0	0	0	To be reviewed by DPC as part of the Written Directions Framework project under SOP10.	
Project A total				\$118,481	\$490,000	\$297,467		\$1,271,000
B1	Veteran’s needs research			0	\$0	\$0	Completed.	\$50,000
B2	JTA Memorandum of Understanding			0	\$0	\$0		\$0
B3	Research on veteran advocacy needs and gaps			0	\$0	\$0	Completed.	\$0
B4	Veteran Centres			\$571	\$10,000	\$9,636	RSLLC VS/RSL NSW consortium operating Hubs in Nowra, Riverina, Newcastle and Dee Why. Business Cases approved for Hunter, Queanbeyan, Tweed and Hawkesbury/Bardia. Grant application for Central Coast approved. To complete network, Hubs required in Central West, New England, Mid North Coast, with possibility of CBD location.	\$50,000
B5	RSL Clubs, Service Associations & Clubs Australia MOU			\$73	\$0	\$0	Completed.	\$0
B6	Advocacy management process including responsibilities			\$ 1,600	\$25,000	\$25,000	Plan on a Page Drafted. See https://rslnsw.org.au/wp-content/uploads/2023/10/Strategy-page_Landscape.pdf . Completed.	\$50,000
B7	National covenant with RSL related organisations			0	\$0	\$0	RSLA responsibility. While RSL NSW can advocate for this, there are no practical steps it can take to achieve this task. RSL NSW has signed MOU with RSL & Services Clubs Association.	\$0
B8	Advocacy Plan including prioritisation of issues, reviewed annually			0	\$0	\$0	See B6. Completed.	\$0
B9	Review of ANZAC Day march			0	0	0	New task to be planned and scoped. Likely new sub-Project.	
Project B total				\$2,244	\$35,000	\$34,636		\$150,000

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C1	Marketing and Communications audit to establish baseline*			0	\$0	0	Completed.	\$5,000
C2	Website optimisation*			\$0	\$20,000	\$20,000	Completed.	\$50,000
C3	Internal communications process and collateral			\$0	\$0	\$0	Completed.	\$60,000
C4	Brand Guide reflecting repositioning/refresh			0	\$0	0	Completed.	\$0
C5	Annual Marketing and Communications Plan			\$46,301	\$75,000	\$66,718	Review of annual plan required. Depending on outcome, a further Annual Marketing & Communications Plan may be necessary. Keep open.	\$410,000
C6	ADF Event Presence Plan			\$196	\$5,000	\$2,196	Requires communication with DPC/DCs. Review required before finalising plan. Volunteer Manager to assist while position is filled.	\$0
C7	Community and schools commemorative learning material suite			\$5,326	\$50,000	46000	23 participating sub-Branches engaged with their local schools to distribution the 'Postcards of Honour' packs and educate the children about Middle East Area of Operations commemoration on 11 July 2024.	\$170,000
C8	Commemorative guidance support products suite				\$0	\$0	RSL National advanced in development. Completing review by Army Ceremonial. Awaiting RSL National approvals is delaying process.	\$10,000
C9	Veterans/families feedback loop and annual validation survey				\$62,500	\$62,500	RSL NSW Office Bearer and Member Survey released. Results due in July.	\$100,000
C10	ANZAC App						New task to be planned and scoped. Likely new sub-Project.	
Project C total				\$51,823	\$212,500	\$197,414		\$805,000

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D1	Establish baseline data for membership growth*			0	\$50,000	\$0	Baseline data established, with data validation required by District Councils re. postcode distribution. Only 5 of 23 DCs have responded thus far. Data integrity remains an issue. Manually checking older members through Ryerson and Aus Cemetery indexes.	\$10,000
D2	Customer Relationship Management system			\$0	\$105,000	\$79,722	Completed.	\$400,000
D3	Member Recruitment Strategy			\$6,096	\$40,000	\$29,591	Keep open and utilise funding to stand up webinar events on membership recruitment and as a collaboration Forum for sub-Branches (D8).	\$144,000

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D4	Free nationally portable on-line membership process			0			Online membership available. Motion to Congress to lobby National for implementation.	\$89,000
D5	Campaign to have Vietnam Veterans ESOs join RSL NSW			0			Planned, draft environment scan, high-level overview and WBS. Standardised process to be developed based on previous work with the Legion. Requires Template MOU, Declaration of Liability. Suggest begin work with associations i.e. Naval Association.	\$20,000
D6	Recruiting and Presence Reporting process			0			Completed.	\$0
D7	Member merchandise store						Completed.	
D8	Collaboration forum for sub-Branches						Potential pilot to run through Facebook group for Sport & Recreation.	
Project D total				\$6,096	\$195,000	\$109,313		\$663,000
E1	Pooled funding mechanism			\$18,313	\$30,000	\$26,539	<p>Part 1: Morgan Stanley Wealth Management - CFO responsible with BAU activities since July 2022.</p> <p>Part 2: Veteran Support Fund: Board approved most of the endorsed 2025 VSF initiatives with a few adjustments, DOC to give final approval. Contracts still to be drafted for 2024 VSF initiatives for ESOs. 2024 VSF funds finalised after 30 June deadline.</p>	\$185,000

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E2	Sub-Branch KPI Reporting Framework			\$20,453	\$0		Finalised development of Membership snapshot; and training data requirements for dashboards, Conduct UAT of the Membership snapshot and Training dashboards, then release to PROD State Secretary and Sub-Branch Advisory Manager reviewed data to be collected for annual budget, Brief Fusion5 to quote on the re-development of Annual Budget online form for release in September.	\$160,000
E3	New head office location				\$60,000	\$60,000		
E4	Fundraising and alternative funding streams			\$0	\$200,000	\$160,000	Fundraising Committee Chair of Committee has resigned. 3 open positions on committee.	
E5	Governance and regulatory compliance training			\$21,203	\$110,000	\$117,762	CAR - already transitioned to BAU. Design brief for MTS to develop new online Commemorations training Office Bearers registered: 1,777; Conflicts of Interest – 753 passed; Safety, Risk and Wellbeing – 604 passed; Governance and Compliance – 461 passed	\$525,000
E6	CY21 administrative cost baseline			\$13,830	\$160,000	\$156,180	Combined with E02 and removed from Strategic Plan.	

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E7	Accounting System				\$70,000	\$70,000		
E8	Written Directions Framework			\$7,494	\$120,000	\$90,000	DPC announced at Congress their SOP review priorities: SOP02 – Membership (include Code of Conduct); SOP03 – Conduct of sub-Branch meetings; SOP08 – RSL Auxiliaries; SOP10 – District Council DPC & ANZAC House to select priority SOPs for review. Developed draft project plan and RfP for Code of Conduct. Finalising remaining 12 ANZAC House HR policies.	\$140,000
E9	Establish grants application advisory function				\$0	\$0	PD developed for grant writer - to begin recruiting process.	
E10	Operating Model Framework			16800	\$0	\$0	Work underway, with external consultant to be engaged.	
Project E total				\$98,093	\$750,000	\$680,481		\$1,010,000
Strategic Plan - Total				\$276,737	\$1,682,500	\$1,319,311		\$3,899,000