



RSL NSW STRATEGIC PLAN 2021-2026 AUGUST 2024 UPDATE

The Program Management Office (PMO) is pleased to share an update on the RSL NSW Strategic Plan 2021-2026. As of August 2024, of the 50 sub-projects covering five key areas, 23 have been completed or merged, and 27 are currently ongoing. The majority of the ongoing sub-projects are progressing on track, and all are within budget.

To view the most recent Task Update, [click here](#).

As some sub-projects move into business-as-usual (BAU) operation, the PMO is working to ensure all have the necessary resources to support this transition. Now that the Strategic Plan is entering its second phase, the focus is shifting towards the delivery and coordination of services, stronger lobbying and advocacy, and simplified business practices to reduce the load on RSL NSW volunteers.

Project A - Services:

Significant strides have been made in the Services project. To date, 134 volunteer Wellbeing Support Officers (WSOs) have been trained across 46 sub-Branches, with an online WSO training course currently in development. The WSO project received acknowledgment in parliament by The Hon. Andrew Gee MP. ANZAC House has received more than 150 expressions of interest from members to complete the training, which is planned to continue until May 2025.

Following the success of the first Community of Practice forum for Advocates and WSOs, ANZAC House is preparing to launch an online networking platform that will enable Advocates to connect and share knowledge. To provide support with workload, the RSL LifeCare Veteran Services' CRM system has been made available to the RSL NSW volunteer Advocate network, and 17 Advocates are currently utilising the CRM.

Additionally, planning is underway to develop a Mentoring Pathway for volunteer Advocates, and a catalogue of services will soon be integrated into the RSL NSW website.

Project B - Advocacy:

The RSL NSW Policy Strategy and the 2025 Advocacy Plan are being finalised.

RSL NSW continues to support RSL LifeCare to expand the number of Veterans' and Families' Hubs in communities across NSW, providing much-needed localised support to veterans and

their families. The new Central Coast Veteran and Family Hub at 31 Hely St, Wyong, will open on 13 September 2024, with a program of health, wellbeing and support services.

For more information about the Veterans' and Families' Hubs, visit the [RSL LifeCare Veteran Services website](#).

Projects C&D - Membership and Engagement:

The Membership and Engagement projects are ahead of schedule. The recent 'Postcards of Honour' school-based campaign offered 23 participating sub-Branched a unique opportunity to strengthen relationships with local schools while promoting commemorative-based learning.

In July 2024, RSL NSW achieved a significant milestone, reaching 30,000 members. Membership has increased by 54% since the start of the Strategic Plan 2021-2026, and the average age of new members is now 55. RSL NSW is on track to see a 14% growth in membership in 2024, which translates to an additional 3,500 members. The current membership comprises 77.5% Service, 13.1% Affiliate, 5% Life and 4.4% Auxiliary.

This year, 163 new Office Bearers have taken up executive positions in sub-Branched, bringing the average age of Office Bearers across the network down to 64.

In support of initiative 3.1, which aims to fully understand what veterans and their families want from RSL NSW, the annual validation survey was successfully circulated to Office Bearers and Members.

Project E - 2025 Initiatives:

Looking ahead to 2025, the Veteran Support Fund (VSF) initiatives and funding targets have been reviewed and approved by the District Presidents' Council and the RSL NSW Board, and donations are already being made by sub-Branched. To view the 2025 initiatives and targets, please visit the [SOP1 page in the RSL NSW Member Portal](#).

Additional progress has been made in implementing a sub-Branch KPI reporting framework (initiative 5.6). Interactive dashboards have been developed to help RSL NSW to track membership data and training progress.

In support of initiative 5.8, to establish a full-time grants application and advisory function to support sub-Branched, recruitment is currently underway for a grant writer.

To expand on the state-wide governance and regulatory compliance training already introduced to support sub-Branch Office Bearers, additional training is being developed that will provide guidance around conducting commemorations.

Progress continues to be made across all projects, and the PMO remains committed to delivering on the RSL NSW Strategic Plan 2021-2026. Thank you for your continued support and dedication, ensuring that RSL NSW can proudly maintain its place as the most recognisable and respected ex-service organisation in the nation.