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Outline of Congress Presentation and Conduct

The Returned and Services League of Australia
(New South Wales Branch)





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Update on implementation of the Strategic Plan

The Returned and Services League of Australia
(New South Wales Branch)

OUTLINE OF TODAY'S SESSION

Key topics covered include:

- Operating Model and Brand
- Performance – how we are going with the implementation of the Strategic Plan

We hope this presentation will answer a lot of your questions. If not, there will be an opportunity for ANZAC House to answer your questions tomorrow.

However, this session will be interactive.

INTRODUCTION TO MENTI-METER

- We don't want to just talk at you - but hear your perspectives and feedback.
- Throughout the presentation, we'll be posing a series of questions.
- We'll be using Menti-meter – an interactive feedback tool – to hear your views in real time.
- You can join on your smart phone and responses are anonymous. Let's give it a test.

- You have a QR code on your table, otherwise:

Go to
www.menti.com
Enter the code
1443 6278



STRATEGIC PLAN – RE-CAP

At the last F2F congress (2019), delegates agreed the following issues needed to be addressed to have a sustainable & relevant RSL in NSW:

- Ageing membership (average membership age in 2019 was 78)
 - Brand confusion with Clubs
 - Relevance to younger veterans
 - Concern about proliferation of other service providers/charities so RSL is not relevant anymore
-

WHY WE'RE IMPLEMENTING THE STRATEGIC PLAN...



Enable a renewed and united RSL in NSW to achieve its charitable purpose

*Veterans and their families are at the centre of everything we do...
our charitable purpose.*



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Importance of the RSL Brand

Goal 2 and Initiatives 1.2 and 1.6

Brand Power



WHAT YOU MAY NOT KNOW:

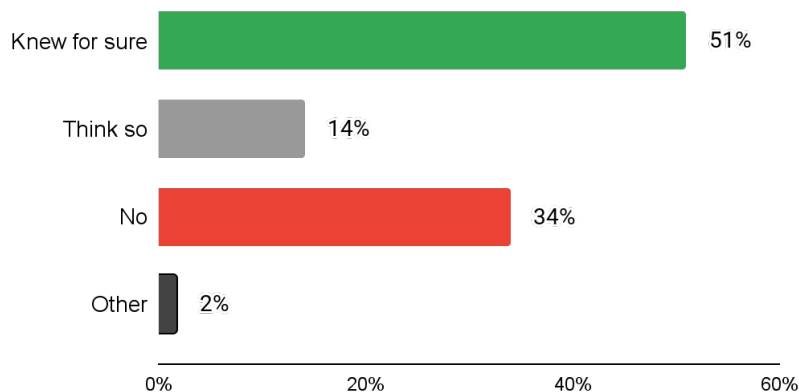
The RSL brand is as recognisable as:



1 in 3 misattribute the RSL logo as belonging to Clubs

RSL IS A MISUNDERSTOOD BRAND

- 1 in 3 veterans under 50 do not know the RSL sub-Branch (charity) is different from RSL Clubs:




"The website needs to make it clear they are not the pokie clubs."

The pokie machines from main three clubs in Sydney bring in \$60 million annually. What is the tangible outcome of that?

Q. Prior to this survey, did you know RSL NSW is a not-for-profit, member-based charity - different from the RSL Clubs (food & drinks)?

Q. For you, which description creates a more positive feeling towards RSL NSW? || Base: All respondents (n=452)

BRAND RECOGNITION

 Saltwater Veterans
182 followers
5p · Edited · 5

SPONSORSHIP | keeps us afloat.

Many thanks to Merewether-Hamilton-Adamson RSL sub-Branch for joining us as an event sponsor in Newcastle 🙏


It is amazing to have the support of

@rsimhs 🙏
SURVIVAL 🙏
Young Veterans (RSL Victoria) 🙏
Newcastle Cruising Yacht Club 🙏

to make these amazing days of meaningful connection (for veterans & their families) happen through our sport of sailing.

Direct & positive impact toward facilitation cost, equipment hire, travel 🙏

#saltwaterveterans 🙏
#oninaroundwater 🙏
#veteran #veteranowned
#ausarmy #ausnavy #ausairforce
#sailinglife #sail #sailinginstagram #sailinglovers #sailinglovers
#sailingphotography #instagram #sailingphotography #sailingyacht #yachts
#sailinginstagram #ncyc #rpayc #rsays #newcastle RSL NSW RSL Australia




ANZAC DAY
— 2021 —



BRAND RECOGNITION

2021 SBA Data

Over \$1.4 m donated to other
veteran charities

17 RSL NSW sub-Branches donated
\$121,420 of that amount to
Vietnam Veterans Federation
Australia.

One sub-Branch donated \$50,000

Nil recognition of RSL NSW sub-
Branches on VVFA channels

HOW WE DO IT

We rely on several resources that keep our doors open and accessible to those who require our specialist skills. As well as government and club grants, we rely on membership fees, donations, raffle ticket, and merchandise sales.

All Advocates have accredited DVA skill sets gained through the ADTD Program, which includes regular forums to upgrade and further their skills.

Donations are always welcome and empower the Donor to help us in many ways. HQ and our Sub-Branches always have projects and programs, or training courses, on hold, awaiting funding, that will help us to provide a means of administering toward aiding veterans. It could be for new office equipment, updating technology, or this weeks rent.

Whatever the cause your valued donation would be appreciated.

Fundraising through Raffle Tickets sales allow us to provide 3 scholarships for children and grandchildren of veterans each year. Buying a ticket will ensure the scholarships continue.

Purchasing merchandise by phoning through an order or by visiting your nearest sub branch, will make a difference, and your assistance is always welcome.

On-Line services to make a Purchase, Buy Raffle Tickets, and/or Make a Donation can be found on our [NSW website](#)

BRAND RECOGNITION



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\$3.1 MILLION

**DONATED BY RSL NSW SUB-BRANCHES
TO SUPPORT DELIVERY OF SERVICES
TO VETERANS AND THEIR FAMILIES**

BRAND AND STRATEGY IN PRACTICE

- Working together to fund statewide service provision for all veterans
- Combining our resources to maximise public exposure so the (veteran) community knows who we are and what we do
- Example of the Veteran Support Fund in action





RSL NSW President and Vietnam veteran Ray James with Middle East veteran Peter Liston at the Anzac Memorial in Hyde Park. Picture: Richard Dobson

MIDDLE EAST VETS TO LEAD ANZAC PARADE FOR THE FIRST TIME

LACHLAN LEEMING

RAY James remembers what it was like for Vietnam veterans returning from the conflict.

The absence of a welcome home parade. The difficulty joining RSL subbranches. The lack of appreciation for their sacrifices.

It's why the RSL NSW President is

"The Vietnam veterans weren't really treated well right across the board... (There were) mistakes made by previous members of the (Returned Services) League. We want to make sure we don't do the same," Mr James said.

"We're all veterans, whether it be Vietnam, World War II or Afghanistan, Iraq and Timor... We should be

moving forward with all veterans together."

Army veteran Peter Liston, who toured Afghanistan and Timor, said the gesture was "humbling" for those who have served over the past two decades.

"It's great to have the acknowledgment for those that have served in this conflict," he said.

determined for the same thing not to happen again with Australia's most recent veterans.

For the first time, those who served in the Middle East over the past two decades will march at the very front of Sydney's Anzac Day parade column, behind only Mr James and a dwindling contingent of World War II veterans.

DIGGER FURY AT RSL DRINKS BAN PROPOSAL

We fought for freedom and we'll fight for beer

EXCLUSIVE

ANTON ROSE

THE old adage "never get between a Digger and his beer" is playing out for real after a proposal to prohibit drinks before and after RSL sub-branch meetings across NSW.

Furious veterans have called the proposal "disgusting" and "un-Australian" and claim it will kill camaraderie and see the organisation implode.

The situation has become so volatile, the St Marys sub-branch sent 400 emails to headquarters in protest. Some sub-branches, whose members did not want to be identified, are in an all-out revolt and suggested they could even refuse to send funds to the state body over the stoush.

Others warn it will "be the end of the RSL".

"Well, I couldn't believe it when I saw it," Bass Hill sub-branch treasurer Ron Duckworth said. "We glanced at it the first time but, when you read into it, it's like: 'What are these people trying to do, destroy us all?'"

"We just couldn't believe it.

The further we dove into it, the more and more it was taking (from Diggers)."

The discussion paper was

floated online on June 7 by the RSL's state executive in a bid to look at how it could better spend charitable funds.

The Sunday Telegraph understands at least nine sub-branches in the city have voiced their concerns about the booze ban as well as others from Sydney to as far as Tarago.

The proposal suggested that meals and alcohol before and after meetings should be scrapped and that any beers

during other activities must be "self-funded". "It's not real good," Bass Hill sub-branch secretary Gary Roser said.

"If that comes in it will be the end of the RSL. Camaraderie will be gone because no one will come and the place will fold up. It's not about getting free beers on the RSL tab."

In a nutshell, other branches are saying that's the end of the RSL.

"It's un-Australian." A spokeswoman for the NSW RSL said: "RSL NSW has not proposed that alcohol be banned from meetings and other activities."

"To ensure that the organisation is meeting its charitable obligations, RSL NSW is developing a range of consistent, statewide policies. As a member-based charity, RSL NSW distributed a discussion

paper for consultation with members to gauge their views on the development of a policy in relation to the expenditure of charitable funds.

"RSL NSW has received a range of positive and negative views from members on the variety of subjects raised in the discussion paper and will develop a policy that is consistent with their views."

WHAT SUB-BRANCHES COULD CONTRIBUTE TO...

ADF to play Turks in NRL curtain-raiser

23 April 2021

STORY

RELATED SERVICE(S)

DEFENCE

TOPIC

INTERNATIONAL

TAG(S)

ANZAC DAY ANZAC DAY 2021

ADF RUGBY LEAGUE

SHARE



Turkish captain Arda Dalcik, left, Sydney Roosters captain Angus Crichton, St George Illawarra Dragons captain Corey Norman and ADF Rugby League captain Able Seaman Connor McCabe at the Sydney Cricket Ground. Photo: Able Seaman Sittichai Sakonpoonpol

National
brand
association

Broad
audience –
high impact

Project
positive
brand image

Broadcast/
photo
opportunity

DID YOU KNOW?



Applies to:

- Stationery
- Promotional material
- Websites
- Social media
- Clothing/uniform

SUB-BRANCH STATIONERY



<Start your letter here>

<insert sub-Branch location> RSL sub-Branch <Address>
Phone 02 XXXX XXXX Email xxxxx@rslnew.org.au

President: <insert name and contact details>
Secretary: <insert name and contact details> | Treasurer: <insert name and contact details>



With Compliments

<insert sub-Branch location> RSL sub-Branch <address>
Phone 02 XXXX XXXX Email xxxxx@rslnew.org.au



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OPERATING MODEL

Goal 5, initiative 5.2

The sub-Branch at the centre of everything

ROLE OF SUB-BRANCH

- Camaraderie – meetings, sport, recreation and community/mateship
 - Wellbeing support - complete 'concierge' service to refer a veteran to services that are not provided at the sub-Branch
 - Local commemoration, community events
 - Local fundraising and financial support to local veteran support initiatives
 - *Are you familiar with this definition and where it is from?*
-

ANNEXURE A OF STRATEGIC PLAN (P20)



Collaborative Funding
Approach - Funding
Model and Budget
Summary
[see Annexures
B1 and B2]

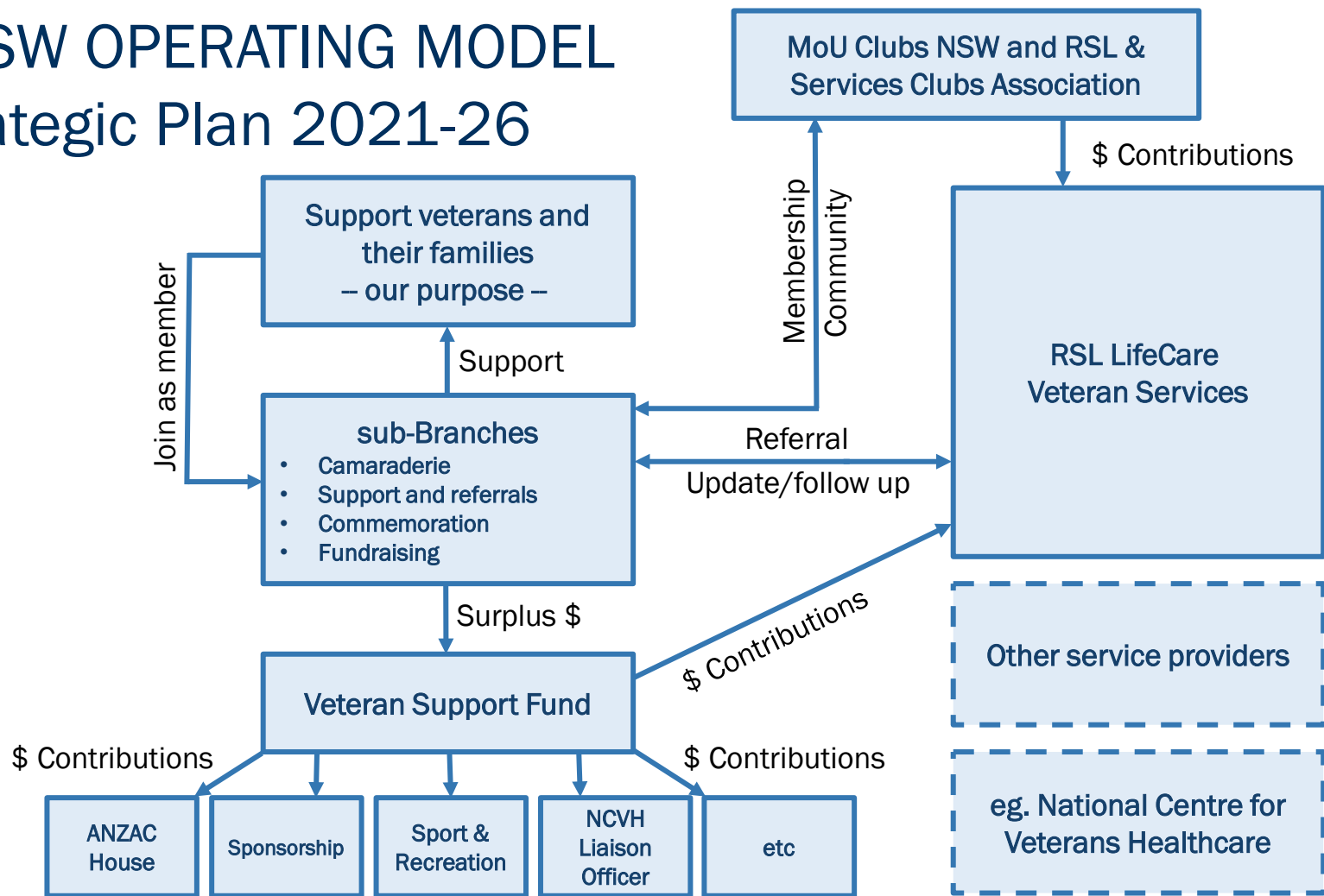
Veteran and Veteran Family Support Services



Note: This is a concept diagram, for discussion purposes only. Version 2.3

RSL NSW OPERATING MODEL

Strategic Plan 2021-26



REFERRALS TO RSL LIFECARE VETERANS SERVICES

- RSL LifeCare provides a range of services on our behalf, generously funded through donations from sub-Branches (\$3.1m in FY21/22).
- All delegates have received a pack of RSL LifeCare Veteran Services referral tools for their sub-branch
- All members will receive a 'Veteran Services wallet card' in the December issue of Reveille
- And new members will now receive a new membership card printed with RSL LifeCare contact details

**INVITE A MATE
TO JOIN**



1300 679 775
rslnsw.org.au



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**Veteran Services
Card**

RSL LifeCare
VETERAN SERVICES



- DVA claims advocacy and appeals
- Homelessness support and accommodation
- Financial assistance
- Housing assistance and transport support
- RSL Veterans' Employment Program
- SPUR Equine Program
- Home care and retirement living
- Veteran Wellbeing Centres

Call 8088 0388 or email info@rsllifecare.org.au

Or
Scan for services and support



National Centre for Veterans' Healthcare

Australia's first comprehensive care centre offering specialist physical and mental healthcare services for veterans in one location at Concord Hospital
RSL NSW Liaison Officer:
NCVH-Liaison@rslnsw.org.au

Immediate Crisis Support

Open Arms	1800 011 046
ADF Mental Health All-Hours Support Line	1800 628 036
Suicide Call Back Service	1300 659 467
Defence Member and Family Helpline	1800 624 608
Safe Zone Support	1800 142 072



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Governance and Performance

How is the implementation going?

GOVERNANCE AND REPORTING

- As per Strategic Plan, reports are provided to the Board against agreed milestones, budget, scope and risk
- Two progress reports for each meeting
 - Program dashboard (overarching view of the program)
 - Task by task update (granular view)
- The reports are made available on [website](#) for all members, consistent with the Strategic Plan.



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Progress on initiatives



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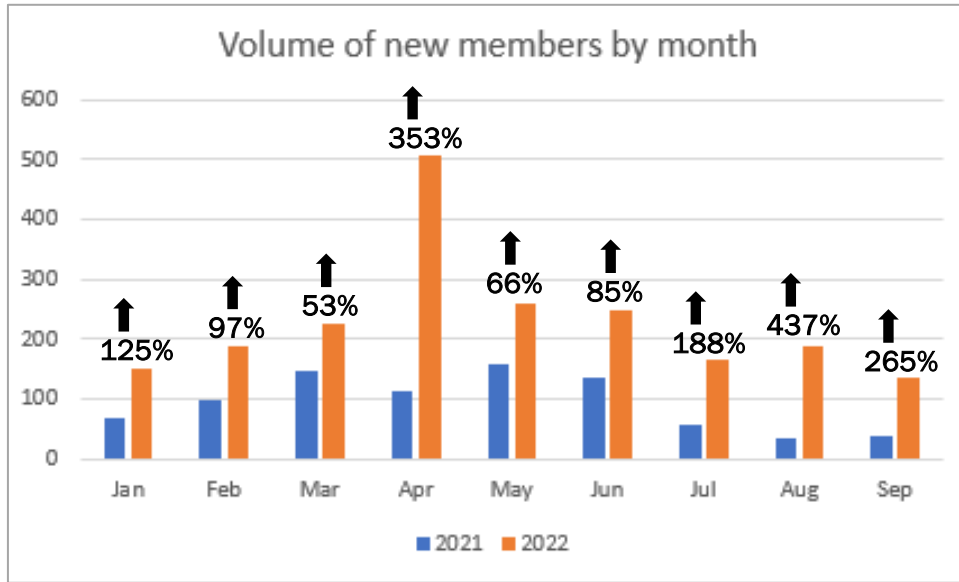
NSW

Membership Numbers

Strategic Plan Goal 3, including Initiative 3.3

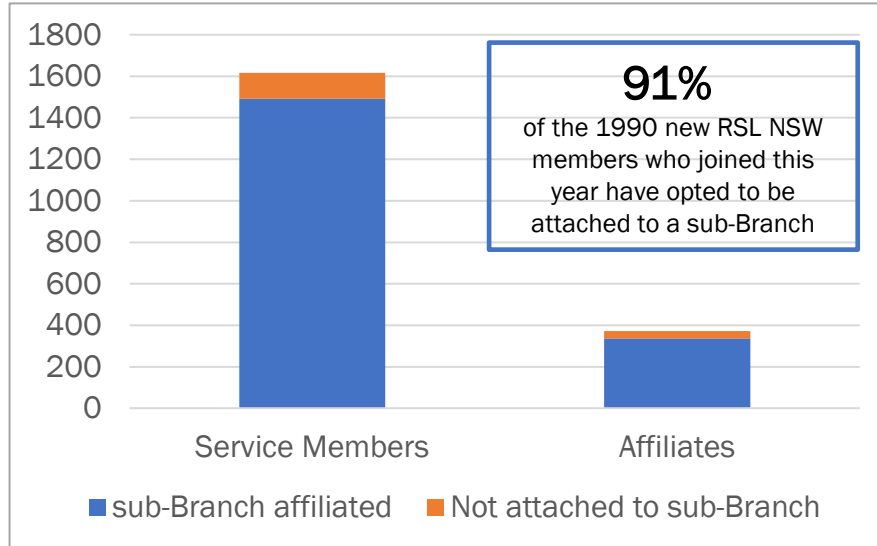
Grow membership to support each other and have fun, and help all veterans and their families in need

INCREASE IN NEW MEMBERS



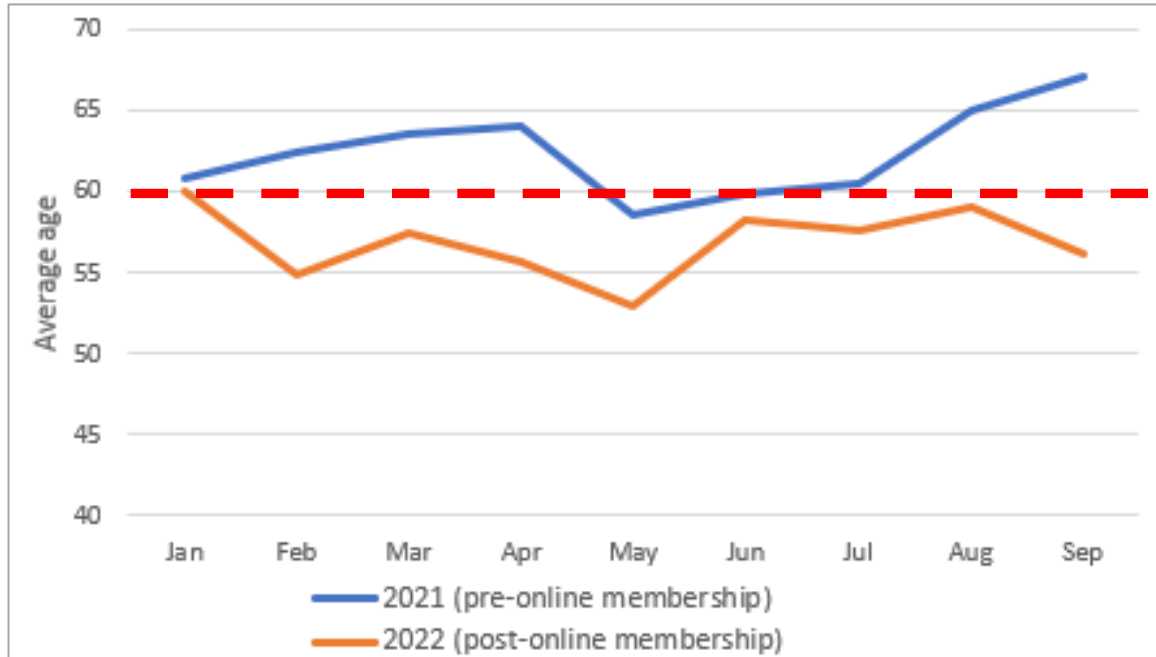
- Significant YOY increase in new members joining the League.
- Almost 2000 new members so far this year

VETERANS WANT TO BE PART OF A SUB-BRANCH



- While an alternative is available, veterans and their families overwhelmingly want to be a part of their local sub-Branch, and we are actively encouraging connect with sub-Branches.
- While they may not present immediately, it's important that we nurture their understanding of the RSL in the hope they want to get involved.
- It's critical that sub-Branches facilitate activities to retain members.

AVERAGE AGE OF NEW MEMBERS



- Average age of new members since the introduction of the online membership process is almost 6 years younger.
- Target average age of 60 by 2026

AVERAGE AGE ALL MEMBERS

2019 – 78

2022 – 72

2026 target - 60

RECRUITMENT PLAN



THE PRICE OF LIBERTY



IS ETERNAL VIGILANCE

How we're helping you to build your community

Today:
Launching the
member
recruitment
toolkit

Early 2023:
Promotional
video to share
who we are
and what we
stand for

March 2023:
Event where
you will hear
from sub-
Branches
about how
they reach out
to and recruit
younger
members

June 2023:
Acquisition
campaign that
will encourage
potential
new members
to enquire and
join

Download the member toolkit at rslnsw.org.au/member-recruitment-toolkit

COMMUNICATIONS & MARKETING PLAN

- Position RSL NSW as a relevant ex-service organisation by publishing useful information to veterans on key issues
- Build content for website and social media channels
- Continue to build engaged database of readers of the Reveille newsletter
- Identify PR and media opportunities
- Identify new partnership opportunities with organisations such as the ADF, sporting codes etc



MERCHANDISE STORE



SOCIAL MEDIA – EVERYONE PLAYS A PART



RSL NSW Webinar – Veterans' Finance

1 Like
2 Shares
470 people reached

Death of WWII Veteran

699 Likes
85 Shares
154 Comments
18,430 people reached





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MOU with Clubs NSW and the RSL & Services Clubs Association

Strategic Plan Goal 2 Initiative 2.6

CLUBS NSW & RSL SCA MOU

- Explain difference between role of club and sub-Branch
- Membership and community
- Improved governance
- Funding support to veteran services
- Strategic communications
- Joint working groups





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Written Directions Framework

Strategic Plan Goal 5, Initiative 5.15

Written Directions Framework

Added in Feb this year as a priority, the program has worked to develop a fit-for-purpose written directions framework (policies and procedures) and resources to support for RSL NSW employees, volunteer office bearers, and sub-Branch members in discharging their responsibilities.

These resources will be made available on the sub-Branch portal for easy access to office bearers.

Working Group comprising 33 RSL NSW members provided consultation and advice through the course of the project.

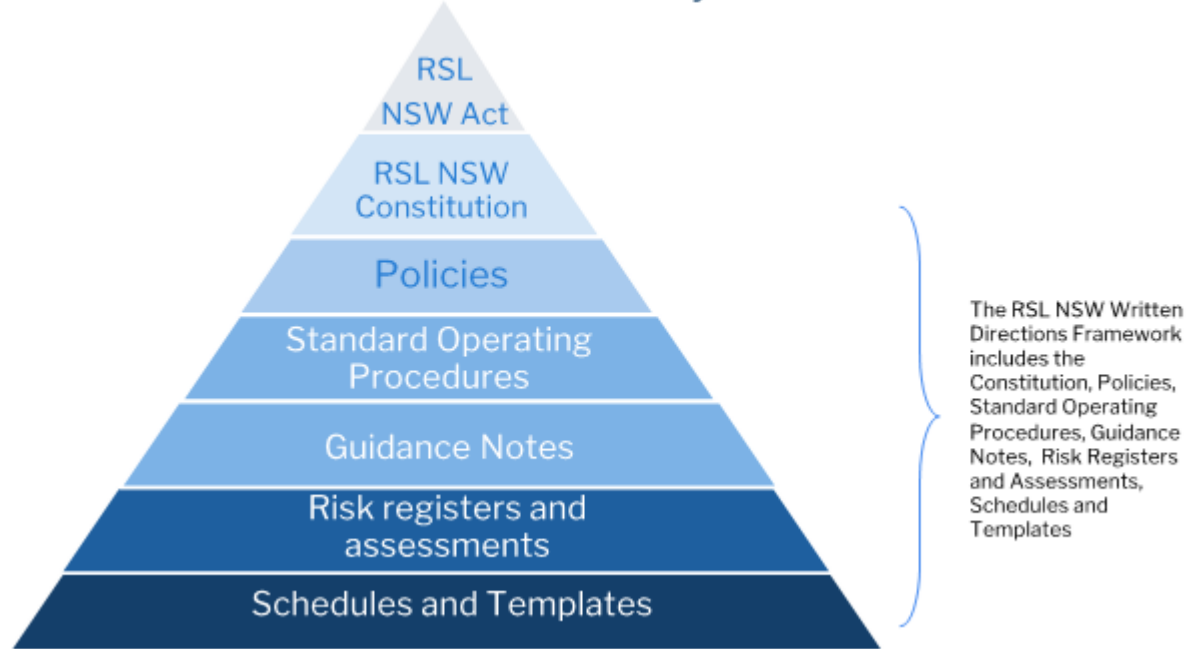
Project Timeline

- 23 February – project established
- 14 March – Eol to support
- 12 April – project commences
- December/January – content upload and testing
- February – project complete

Resources scheduled to be made available ahead of sub-Branch elections in the new year.

Written Directions Hierarchy

Written Directions Framework Hierarchy





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Governance and Compliance Support for sub-Branches

Goal 5, Initiative 5.7

Compliance Annual Report (CAR)

- Initiative 5.7 of the RSL NSW Strategic Plan, a sub-Branch compliance framework is being developed and implemented to assist sub-Branches in meeting their obligations, responsibilities, and organisational requirements.
- Key features:
 - Online
 - Reporting aligned with SBAs
 - Risk assessment
 - Guidance for training and resources

Compliance Annual Report (CAR) form

The screenshot shows the RSL NSW Branch Profile page. The top navigation bar includes links for Renewals, Members, Associated Members, Annual Returns, Compliance Report (circled), Office Bearers, Applications, and ANZAC House. Below the navigation bar, the breadcrumb trail is Home > RSL NSW Branch Profile. The main heading is RSL NSW Branch Profile. A blue arrow points from the circled 'Compliance Report' link in the navigation bar to the 'My Compliance Reports' section. The 'My Compliance Reports' section has a breadcrumb trail of Home > My Compliance Reports. Below the heading, there is a 'Draft' filter and a search bar labeled 'Search Compliance Report'. A table lists the reports, with the first entry '2022-Compliance Annual Report' circled. The table has columns for Name and Due Date (sorted ascending).

Home > RSL NSW Branch Profile

RSL NSW Branch Profile

Home > My Compliance Reports

My Compliance Reports

☰ Draft ▾

Search Compliance Report 🔍

Name	Due Date ↑
2022-Compliance Annual Report	17/01/2023 ▾

Complete the form by answering a series of questions across four categories

Home > My Compliance Reports > **Draft Compliance Report**

Draft Compliance Report

1 Finance Processes

2 Legal & Regulatory Compliance

3 Governance Processes

4 Charitable Purpose

5 Review

Please provide a response to each question. All questions are mandatory, and can be reviewed prior to submitting your report. Any outstanding items will be highlighted during the review phase, for your attention. Questions will require either a single response, free text, or multiple choice response (through drop-down menus). Please note that some questions will require additional information, depending on the response given. Should you require assistance with completing your Compliance Annual Report, please contact RSL NSW Support on 1300 679 775.

Finance Processes

1. Has the sub-Branch expended value more than \$20,000 on a single item without written consent from the Board?

☐ Yes ☐ No

2. Has the sub-Branch made single donations more than \$5,000 without written consent from the Board?

☐ Yes ☐ No

sub-Branch CAR results (example)

⬅ Compliance Annual Report

Overview

Breakdown

Sub Branch Detail

Risk Rating

2.8

Avg. Question Score

0.0

Standard Deviation

Possible Scores

4.9

Max Possible

1.1

Min Possible

Variance to Max Possible

2.1

Variance to Max

56.5%

of Max Possible

Question	Category	Sub Category	Ideal Response	Max Possible	Response	Risk Rating
written consent from the Board?						
4. Does the sub-Branch derive rental income?	Finance Processes	Financial abuse/mismanagement	No	4		4
4a. When was the last market rent review?	Finance Processes	Financial abuse/mismanagement	Within 3 years	5		5
5. Has the sub-Branch disposed of any property?	Finance Processes	Financial abuse/mismanagement	No	4	No	4
5a. Was the property subject to an independent valuation prior to sale?	Finance Processes	Financial abuse/mismanagement	Yes	5		5
5b. Was the sale approved by the Board?	Finance Processes	Financial abuse/mismanagement	Yes	5		5
6. Have the Trustees obtained Board approval for all Property activity as per the Constitution?	Finance Processes	Financial abuse/mismanagement	Yes	5	No	1
6. Have the Trustees obtained Board approval for all Property activity as per the Constitution?	Finance Processes	Financial abuse/mismanagement	Yes	5	Yes	5
7. Are detailed records of all Property-related transactions kept securely on file by the sub-Branch?	Finance Processes	Financial abuse/mismanagement	Yes	5	No	1

Governance and Compliance Training

Initiative 5.7 of the RSL NSW Strategic Plan identifies the need to implement a state-wide education and training program to support all sub-Branch Executive members.

The areas of focus for the online training program will be:

- **Conflicts of Interest**
- **Safety and Risk**
- **Governance and Compliance**

Course design



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Conflicts of Interest

▶ About

▶ Key Resources

▶ Replay Intro

▶ Glossary

▶ Email

▶ Help

▶ Exit



- 1 Module name here
- 2 Module name here
- 3 Module name here
- 4 Module name here
- 5 Module name here



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Code of Conduct

Strategic Plan – Page 6

Values Underpin the Code

CODE OF CONDUCT

- Our values guide our behaviours and underpin a code of conduct.
- Approved by Board and DPC
- To be released; new SOP required



Respect

Treat others as you want to be treated.

Appreciate the value individuals bring.

Show kindness, courtesy and encouragement.

Foster an environment where everyone is comfortable to express their opinions and ideas.



Teamwork

Build a culture of collaboration.

Work together as one RSL, to be more effective, efficient and fulfilled.

Empower each other's individual strengths, celebrate successes and learn from our mistakes.



Courage

Do what is right

Make tough decisions

Concerned about the needs and wishes of others over own

Understand the contribution of those we are here to support, putting them at the centre of everything we do.



Trust

Display honesty, keep promises, follow through.

Stand behind whatever you are asking someone else to do.

Recognise when personal aspirations or relationships inhibit integrity and decision making.

Do the right thing even when there is pressure not to.



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Sport and Recreation

Strategic Plan Goal 3, initiative 3.8



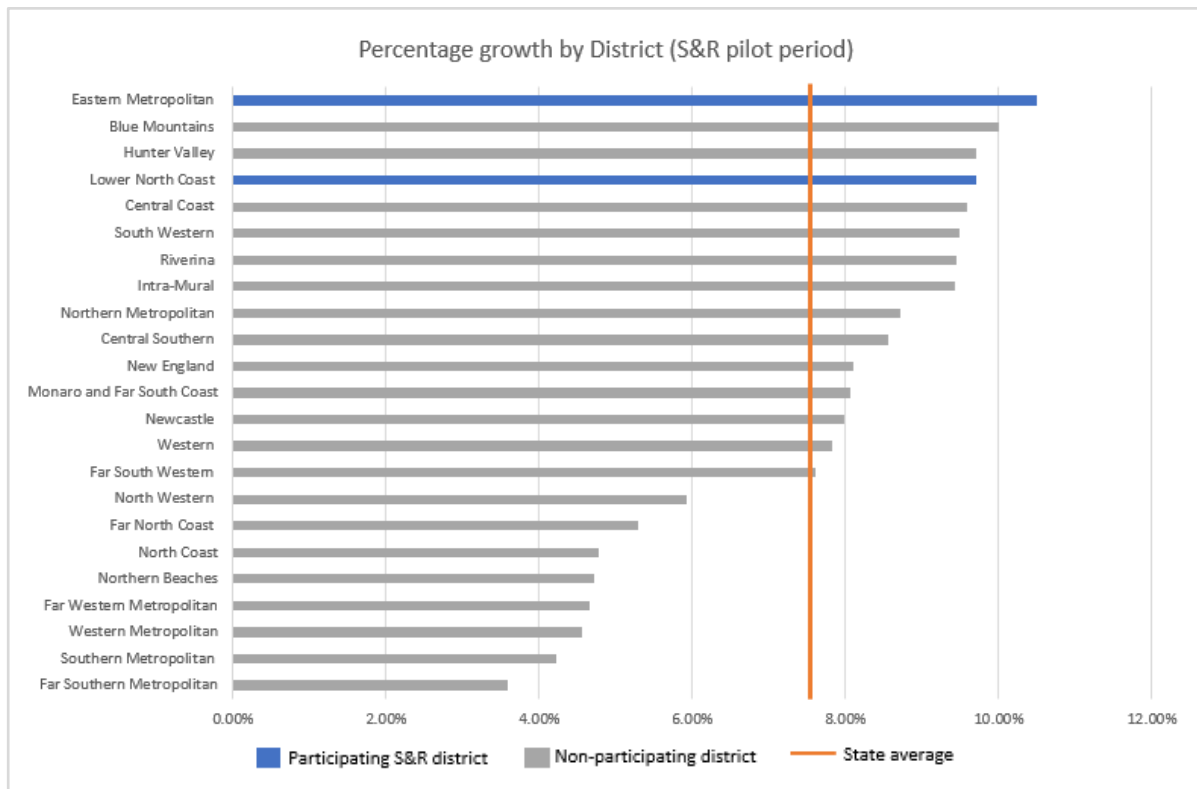
Facilitate inter sub-Branch sport, recreation or other fun activities that attract new members of all ages and ability

Purpose of Sport and Recreation

1. Support veteran wellbeing through social connection and camaraderie
2. Create an inclusive and supportive environment for veteran's families
3. Growing community connection
4. Increase membership and engagement



Results from Sport and Recreation Pilot



Results from Sport and Recreation pilot

2022 Participation Competition

Eastern Metropolitan		Lower North Coast	
Maroubra	23	Nabiac	139
Paddington/Woollahra	20	Wauchope	71
Matraville	9	Old Bar Beach	14
Coogee Randwick Clovelly	2	Forster-Tuncurry	11
Redfern	0	Wingham	9
		Gloucester	3
		Port Macquarie	1
		Laurieton	0

Events from Oct 27th



Mon Oct 31st 9:30am - 10:45am

Wauchope sub-Branch - Fun Sport Mondays

Join Wauchope RSL sub-Branch for Fun Sport Mondays. Each session is a non-competitive sport session open to all ex serving Defence members ...



Wed Nov 2nd 8:00am - 9:00am

Nabiac sub-Branch | Group Exercise Physio Sessions

Join Nabiac sub-Branch for weekly exercise physio sessions with Forster Tuncurry Rehabilitation. *Free for all veterans and their family ...



Mon Oct 31st 10:30am - 11:30am

Wingham sub-Branch | Weekly Fitness Sessions at Body Strength Health & Fitness

Join Wingham sub-Branch for a weekly group fitness session at Body Strength Health & Fitness. Classes are free for all veterans and their ...



Mon Nov 7th 9:30am - 10:45am

Wauchope sub-Branch - Fun Sport Mondays

Join Wauchope RSL sub-Branch for Fun Sport Mondays. Each session is a non-competitive sport session open to all ex serving Defence

Submit Event



Tue Nov 1st 8:00am - 9:00am

Nabiac sub-Branch | Pilates

RSL NSW Pilates Classes taught by The Physio Clinic Tuncurry Free for all veterans and their family members For more information, ...



Mon Nov 7th 10:30am - 11:30am

Wingham sub-Branch | Weekly Fitness Sessions at Body Strength Health & Fitness

Join Wingham sub-Branch for a weekly group fitness session at Body Strength Health & Fitness. Classes are free for all veterans and their ...

Lessons from Sport and Recreation pilot

1. Survey your community
2. Regular activities and cadence
3. Inclusive sport
4. Focussing on fun!
5. Connection with current serving (if possible)
6. Using social media to communicate



NABIAC



WINGHAM



Home > Mid North Sport > Wingham bests Nabitac in RSLNSW badminton challenge

Mid North Sport

Wingham bests Nabitac in RSLNSW badminton challenge

By Rob Douglas - October 20, 2022



MAROUBRA





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Catalogue of Services

Strategic Plan Goal 4, Initiative 4.1



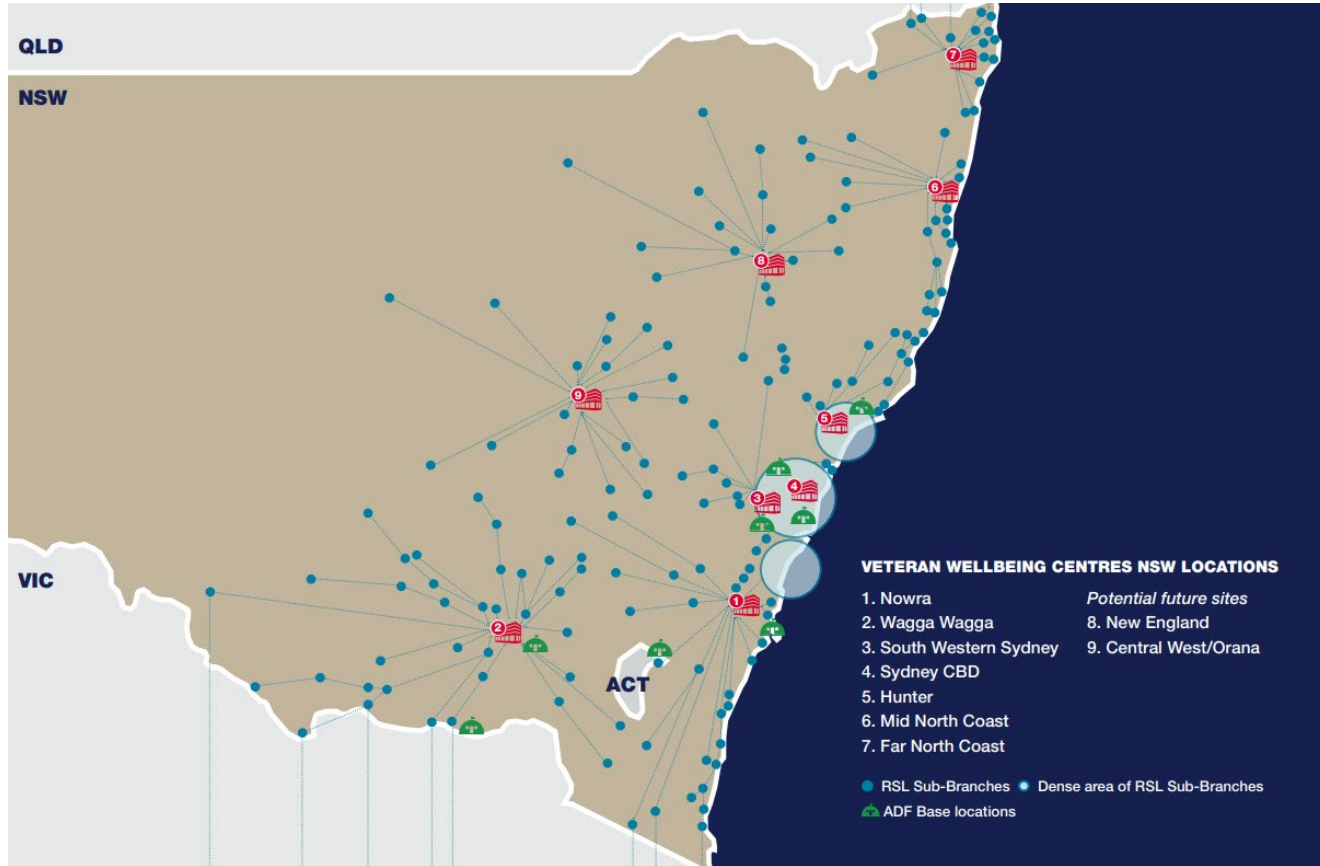
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Veteran Wellbeing Centres (VETERANS' AND FAMILIES' HUBS)

Goal 4, Initiative 4.3

AMBITION FOR THE FUTURE



STATUS

- RSL members worked together with other ESOs to lobby MPs and promote benefits of VWC and the RSL NSW/RSL LifeCare consortium model in local media.
- RSL NSW President and CEO met with Federal Minister and Shadow Assistant Minister in the lead up to the May election.
- Brochure outlining consortium model and recommended locations provided.
- VWCs at Nowra and Wagga operational in temporary centres. Permanent presence for Nowra VWC nearing completion.



Nowra VWC construction nearing completion – Oct '22



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District Rationalisation

Strategic Plan Goal 5, Initiative 5.10

Grow membership to support each other and have fun, and help all veterans and their families in need

DISTRICT RATIONALISATION OVERVIEW

Strategic Plan initiative 5.10 identifies a need to rationalise the number of Districts on a sustainability basis and 1.10 to establish a team to provide training and support to sub-Branches and Districts.

A steering committee, including representatives from the DPC, was established in October 2021 to assess the appropriate number of districts and recommend a pathway forward.

The RSL NSW Board has accepted the recommendation of the steering committee:

- 10 districts proposed for consultation before finalisation
- 12-month period of consultation
- A target of 1 January 2024 for implementation

MAPS – Proposed Boundaries

Metropolitan

- <https://assets.rslnsw.org.au/wp-content/uploads/2022/10/25131724/Metro-ProposedDistrictRationalisationSYDNEYmap-v6NoKey.pdf>

Regional

- <https://assets.rslnsw.org.au/wp-content/uploads/2022/10/25131727/Regional-ProposedDistrictRationalisationNSWmap-v6NoKey.pdf>

RSL NSW

- www.rslnsw.org.au

CONSULTATION

Timeline

- Dec-Jun '23: Consultation with sub-Branches via MS Teams & F2F
- Jun '23: District Coordinator pilot concludes
- Jul '23: Steering Committee considers consultation and results of pilot. Provides final recommendation
- Oct '23: Endorsement of District Rationalisation Congress '23 followed by Board and DPC consideration
- Jan '24: Transition to new districts



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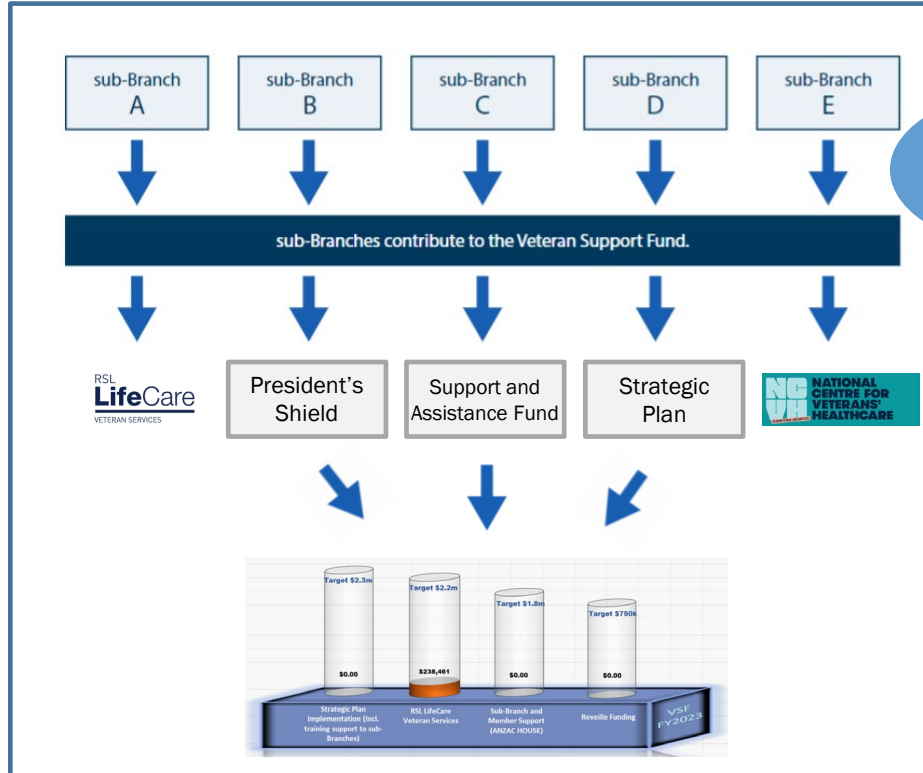
NSW

Funding Model & Veteran Support Fund (VSF)

Strategic Plan Goal 5

Implement an optimised and sustainable operating and business model

FUNDING MODEL



Veteran Support Fund
– a closer look



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Standard Operating Procedure

SOP 1

(Funding the Charitable Purpose)

To be incorporated
in new SOP1

VERSION

DOCUMENT STATUS

APPROVED BY

EFFECTIVE DATE

6.0

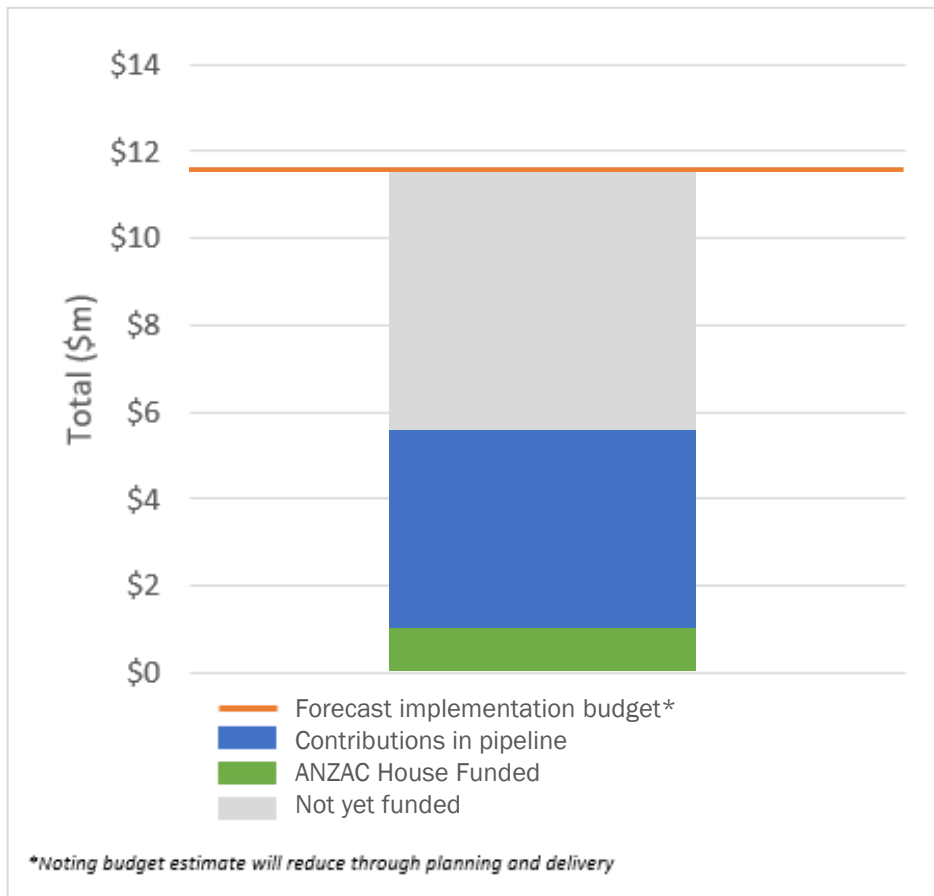
Draft

Workshop

FUNDING MODEL– VETERAN SUPPORT FUND*

- Veteran Support Fund balances are on the RSL NSW website [here](#).
- You can find the balances of the VSF and other funds in the [Finance section](#) of Member Resources.

WHAT ABOUT STRATEGIC PLAN FUNDING?





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Example of initiative funded by Veteran Support Fund
National Centre for Veterans' Healthcare

NATIONAL CENTRE FOR VETERANS' HEALTHCARE

Service offering

- Multidisciplinary integrated service for Australia's veterans
- “One stop shop” for clinical assessment, stabilisation, evidence-based treatment and linkage with ongoing community supports
- Broad eligibility:
 - ☐ Aged 17 years or older
 - ☐ Medicare card holder
 - ☐ Veteran (defined by one or more days' CFTS service) or current ADF member
 - ☐ Referral by General Practitioner or ADF Medical Officer
- No differential access based on DVA approved conditions
- No out-of-pocket costs associated with care



Health
Sydney
Local Health District



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Concord Hospital

NATIONAL CENTRE FOR VETERANS' HEALTHCARE

Fussell House

On-site accommodation for NCVH clients to receive care, with support of families or carers

Safe and comfortable residential setting, with opportunity to develop social connections & friendships with other veterans

Supported by \$6.7m capital contribution from DVA

Initial and episodic in person attendance with access to virtual care for ongoing care



Health
Sydney
Local Health District



Concord Hospital



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WHAT'S NEXT?

INITIATIVES IN PIPELINE

- Wellbeing Support Officers (Goal 1 - Initiative 1.7)
- sub-Branch accounting system (Goal 5 - Initiative 5.4)
- younger members carers program (Goal 3 - Initiative 3.10)
- schools and community commemoration suite (Goal 6 - Initiative 6.4)
- Alternative funding streams (Goal 5 - Initiative 5.5)
- Veteran wellbeing KPI (Goal 5 - Initiative 5.6)
- Grants application support for sub-Branches (Goal 5 - Initiative 5.8)
- 'Portal' Upgrade – members/executive training records; access to records by District etc.
- RSL LifeCare CRM access for RSL volunteer advocates pilot (Goal 1 - Initiative 1.11)



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Thank you

*Remember there is an opportunity
to ask questions tomorrow*

The Returned and Services League of Australia
(New South Wales Branch)