



R S L N S W

District Support Officer Pilot Terms of Reference

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INTRODUCTION

In accordance with Strategic Plan initiative 5.9, this pilot program is to assess the viability and practicality of providing Districts with a paid employee. Initiative 5.9 states: *Establish a cadre of full-time staff to support and train volunteers in sub-Branches to build the capability of RSL NSW including fulfilling full time secretary function to support each district.*

This pilot will use a test area in regional NSW to determine whether a paid employee is able to support the District Councils, sub-Branches and members in that area. The test area covers Riverina and Western District Councils. Combined, these two Districts have 42 sub-Branches (19 and 23 respectively) and a total membership of 1,813 (750 and 1,063 respectively). The test area will be larger than a post rationalised DC may look like.

Riverina and Western DC are proposed as the test areas as they both have sub-Branches that require significant support to:

- Comply with annual reporting
- Struggle with IT use
- Connect across large distances
- Manage small sub-Branches who require transition to Chapters or closing

There is no need for the DCs or constituent sub-Branches to alter their normal operations or meeting schedules during the pilot.

OBJECTIVES

The key objective of this pilot is to determine whether a District Support Officer can provide the RSL entities and members within an area the following support:

1. Constitutional Compliance
 - a. Sub-Branch Annual Returns
 - b. Sub-Branch budget
 - c. Constitutional approvals under 15.56 (a) – (c)
 - d. Ensure all Trustee and Executive positions are filled
 - e. Maintenance and recording of Trust Deeds
 - f. Support workflow process for RSL awards and creation of Chapters
 - g. Understanding and providing guidance with Standard Operating Procedures
2. Regulatory Compliance
 - a. ACNC Annual Information Statement
 - b. Responsible Persons list is correct on the ACNC Charity Portal
 - c. Compliance with Charitable Fundraising Authority conditions
 - d. Supporting the RSL NSW Assurance Framework Project
3. Communication
 - a. Each sub-Branch and DC secretary has access to the RSL NSW email account
 - b. Member postal addresses are accurate
 - c. Contact numbers are correct for all members
 - d. Email addresses are correct for all members
4. Use of IT platforms
 - a. Secretaries are able to access and update information through the sub-Branch Portal
 - b. Support virtual meetings of DC/sub-Branch executives and delegates/members
 - c. Renewing membership through the Portal
 - d. Accessing documents through the Portal
5. Financial Support
 - a. Accessing appropriate grants
 - b. Supporting grant applications and auspicing as required.
 - c. Submitting requests to Support and Assistance Fund



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- d. Requesting project funding through DC to Veteran Support Fund
 - e. Identifying local fundraising activities
6. Strategic Plan
- a. Connecting sub-Branches with the suite of services
 - b. Sub-Branch sport and recreation programs
 - c. Develop local recruiting programs for sub-Branches

MEASURE

The pilot program can be measured against the objectives above. The main area of focus will be:

- Completion of SBAs and AIS
- Correct data in Portal and ACNC portal
- Access and usage of RSL emails
- Identifying and transitioning non-viable sub-Branches
- Recruiting
- Supporting veterans

CONDUCT

The pilot will be conducted in four phases.

Phase 1 – Confirm ToR and Position Description at committee meeting of 18 October

Phase 2 – liaise with HR to determine employee conditions and commence recruiting. It is anticipated that recruiting would target members within the pilot areas for a suitable candidate. The goal is to secure a candidate prior to the end of 2021

Phase 3 – Commence employment from return to work in January 2022 on a 12-month contract

Phase 4 – updates will be provided to the committee with a final report at the completion of the employment contract.

SCHEDULE

Phase 1. Confirm Position Description 18 October 2021

Phase 2. Recruit prior to end of calendar year 2021

Phase 3. Engage early 2022

Phase 4. Report to steering committee

BUDGET

\$100,000 from Strategic Plan funding

REPORTING

The District Support Officer will sit within the Member Services section of the ANZAC House organisation chart with their immediate supervisor being the Support Unit Coordinator. The Support Unit Coordinator reports directly to the Head of Member Services/State Secretary. The State Secretary will give regular updates to the Steering Committee.



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The Support Unit Coordinator will develop a document (handbook/guide) to assist the DSO with managing support tasks based on the objectives listed above. This will aid in the collation of information and the management of issues within sub-Branch expectations.

The District Support Officer will work closely with all sections in ANZAC House but particularly with the Sub-Branch Advisory Manager.

Other key stakeholders will be the two DC Presidents, constituent sub-Branch secretaries and members.

Time sheets or similar may be required in order to assess the amount of time spent on each of the objectives per week. These may also provide insight into the engagement with various sub-Branches. Workflow for the DSO will be managed and monitored through the RSL NSW Helpdesk.

An assessment of the pilot will be provided to the Steering Committee halfway through and at the end of the employment period as a means of determining the success or otherwise of the pilot.

EMPLOYMENT

It is anticipated that the District Support Officer would be sourced from within the sub-Branch network of the pilot area i.e. Riverina or Western District Council. It should be noted that there are a number of healthy sub-Branches in these regions from which a potential candidate could emerge.

The candidate will need to be able to work from home and have access to a reliable internet service. It is also anticipated that the candidate will need to be supplied with an RSL mobile phone and workstation by ANZAC House. The candidate will also need access to all RSL NSW platforms.