



dog & bone

# *Impact Report*

2022-23

Carbon Neutral  
Company



Pathzero

Certified



Corporation



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# Celebrating Our Impact

This year the team at Dog and Bone is proud of the huge impact we have had, valued at more than \$8 million across the NFP sector, with some of the achievements including:

- ▶ Achieving over 8.2 million in total direct impact
- ▶ Identified \$6.1 million savings for our telco clients
- ▶ Awarded \$129,000 of impact grants to 11 small charities
- ▶ Delivered 39 projects to our tech clients that helped them reduce risk, improve efficiencies and more
- ▶ Implemented a range of environmental initiatives and renewed our carbon neutrality status
- ▶ Recertified as a B Corp to verify our ethical standards

We would like to thank all our valued clients and partners who have helped us maximise our social impact in 2023 and we are excited about what we can achieve together in 2024.



**Matt Walton**  
CEO, Dog and Bone





# We Audit Our Impact

FY22-23

At Dog & Bone, our core focus lies in the empowerment of our client's organisations through technology, and we achieve this through two pivotal avenues. Firstly, we specialise in enabling organisations to harness the full potential of technology to assist them in fulfilling their core mission.

Secondly, we excel in delivering substantial cost reduction through our procurement services. These services are designed to optimise the acquisition of essential resources and supplies, resulting in vital cost reductions and enabling our clients to strategically reinvest these savings.



\$8,283,402

TOTAL DIRECT IMPACT



\$265,350

DISCOUNTS PROVIDED



\$129,000

IMPACT GRANTS AWARDED



\$54,650

PRO BONO HOURS AND DONATIONS  
PROVIDED TO NFP AND IMPACT ORGANISATIONS



“We are so happy to have found a professional, reliable and trustworthy partner with digital and telecommunications expertise and resources. Working with Dog and Bone gives me peace of mind; I know we will receive sound advice and recommendations in the best interest of our organisation”.

Louise Jonas, Director of Corporate Services,  
Victorian Aboriginal Child Care Agency





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# *About Us*



# *Ethical & Independent Technology Advisors*

**At Dog & Bone, our vision is a 'better world through technology'.**

We're inspired by organisations who exist to make the world better. Supporting these organisations to have a greater impact through their use of technology is what drives our organisation and team. While our expertise is in technology, we do it to enable the people who are working so hard to improve the world at our clients' organisations.

With more than 20 years' experience working with NFPs, government agencies and impact-driven organisations, we've learned the challenges, pitfalls and opportunities and how to make it work.

**We support our clients to leverage technology, so they can focus on their core mission of improving the world.**

# We Audit Our Ethics

Bold claims are all well and good - we verified our s by retaining our B Corp status, increasing our score by 12%. Through extensive auditing of our governance, diversity and inclusion policies, environment and community, we can ensure that we run an ethical and sustainable business.

## Why B Corp?

For us, B Corp certification is a commitment to the continual improvement of the ethics and impact of our business. It's about walking the walk when it comes to doing good for the community. B Corp certification provides us with a framework to do so and support to keep us on track. After our assessment in 2019, our improvement goals primarily focused on our internal governance structures and strengthening our Impact Business Model. We are pleased to see growth in many areas in our 2022 Certification Report, with the largest area of growth highlighted in 'Governance' and 'Workers'.

# 103.8

## OUR VERIFIED SCORE

80 - MINIMUM TO CERTIFY. 50 -  
AVERAGE THAT COMPLETE THE  
IMPACT ASSESSMENT

Certified



Corporation

All B Corp assessments are public [view the detail of our certification here.](#)



# Sustainability

At Dog and Bone, we're always looking for ways to become a more sustainable organisation. We're proud to have achieved a carbon-neutral status because it demonstrates our commitment to reducing our environmental impact. By balancing our carbon emissions with offset initiatives, we contribute to the fight against climate change, preserve ecosystems, and contribute to a healthier planet and a more sustainable future.

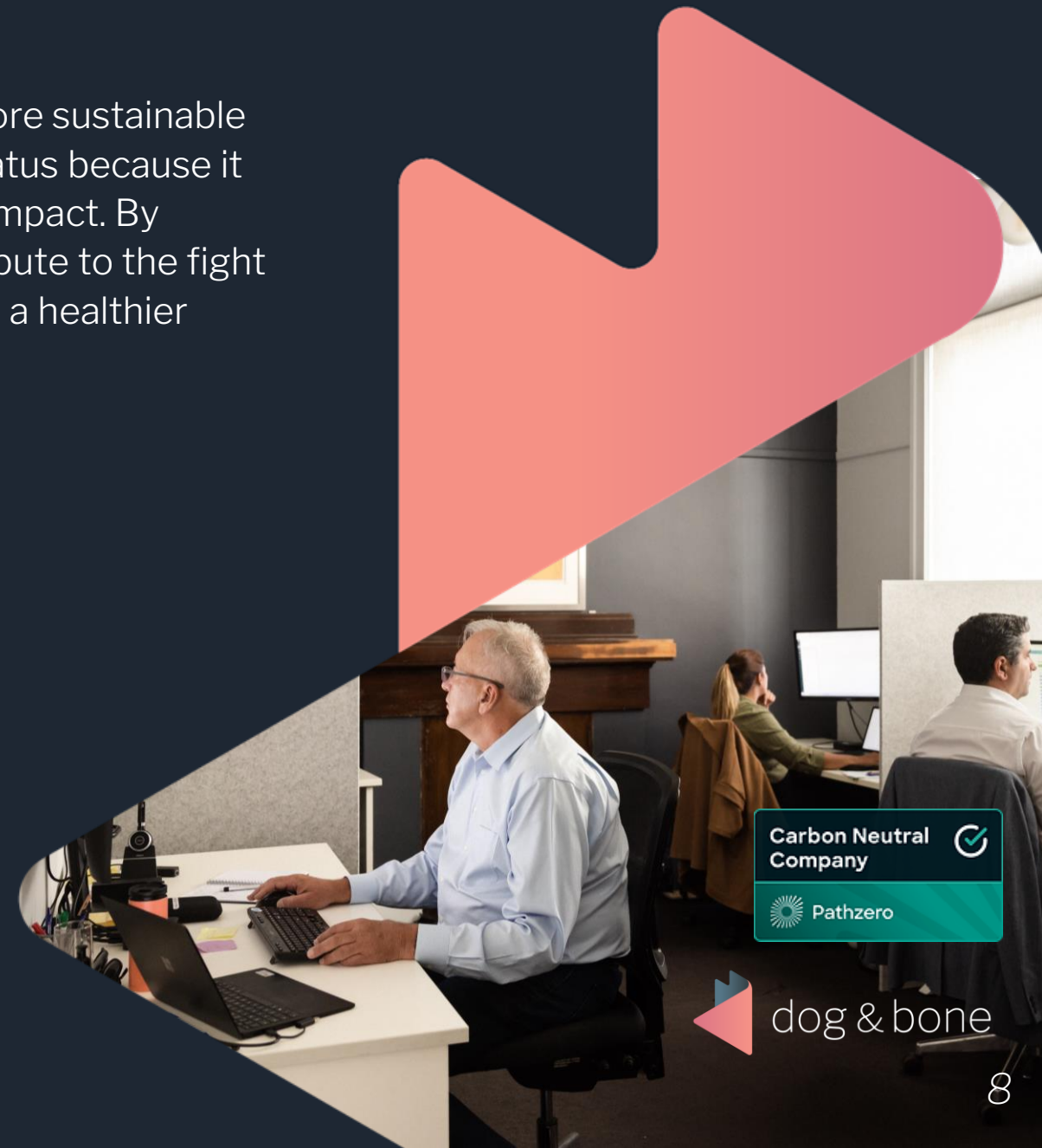
Some of the initiatives we've implemented include:


- ▶ Investment in purpose projects to offset emissions
- ▶ Provide electric vehicles to staff through salary packaging
- ▶ Preference sustainable and ethical suppliers
- ▶ Switching our office from gas to electric heating
- ▶ Utilising rechargeable batteries

-0.78

NET EMISSIONS SCORE

To learn more about our carbon emission position please click [here](#).



Carbon Neutral Company 

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# *Our Clients*

# Our Clients

*We're for organisations that improve the world.*

At Dog and Bone, our approach is resolutely purpose-driven when it comes to choosing our partners. We focus on providing support to organisations who are dedicated to making a positive impact so we can help amplify their purpose, enhance their capabilities and collectively work towards meaningful change. Our focus on these sectors enables us to delivered tailored solutions that align with our clients' values and objectives. We remain committed to this mission, and as a result only worked with for purpose organisations in 2022/23.

We specialise in:

- Not-for-profit
- Social enterprise and B corps
- Government agencies



# Our Clients

We are purposeful about who we work with. Enabling our clients allows us to create exponential impact. In 2022-23, 79% of our client base was made up of NFPs, with social enterprises, councils and a state-owned health service, making up the balance.

Our clients worked across sectors including poverty and homelessness alleviation, disability support, mental health care, carer support, employment services, health, childcare, youth support, and Aboriginal Community Controlled Organisations.



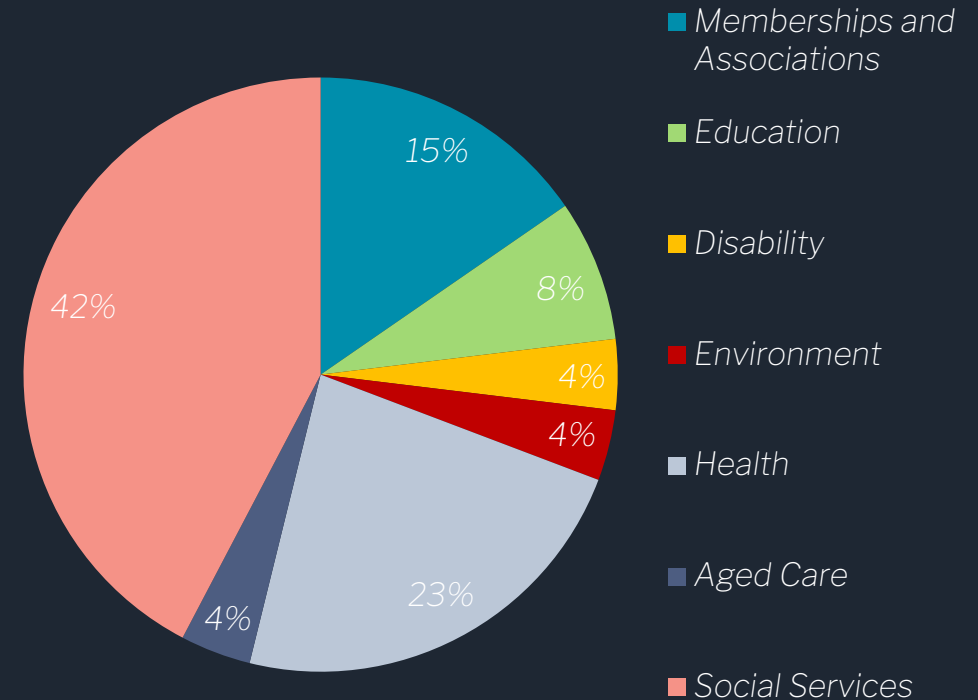
*“I love that Dog and Bone works with the NFP and government sectors because by assisting these organisations we can directly impact the communities they serve”.*

Amber Beard  
Client Engagement Manager, Dog and Bone



# 62

NUMBER OF PROJECTS



# *We Value Long-term Partnerships With Our Clients*

At Dog and Bone, we take great pride in being able to offer our clients an exceptional experience. As an ethical and independent organisation, our goal is to provide clarity, honesty, and the right solution.

We view client retention and repeat business as the highest compliment. That's why we're thrilled that over 75% of our current clients have engaged in our services before; either on an ongoing basis or for multiple projects. Now that's what we call voting with your feet! We love getting to know our clients, understanding their organisation and mission and working with them on an ongoing basis.

But we're always looking for ways to improve our services – that's why at the conclusion of each engagement our clients are invited to take part in a feedback survey. This allows us to learn about what we have done well and where we can improve, and we're proud to have upheld a fantastic net promoter score for another financial year.

9.2

NET PROMOTER SCORE





## Providing Real Impact: Nexus

Our commitment to building long-term partnerships and offering ongoing savings to our clients is something we take great pride in. One such example of this is in our long-standing engagement with Nexus Primary Health, who is a Victorian Healthcare provider delivering a broad range of health and community services to individuals and families. This incredible organisation aim is to improve the quality of life for individuals throughout the community by providing comprehensive and accessible healthcare services.

Nexus has engaged our services for a range of projects since 2021, including a telecommunications and technology review. Our more recent engagement being a Request for Proposal to help them identify and select and Managed Service Provider that is better aligned with their organisational size and complexity. As well as utilising our expertise through CIO-as-a-Service to assist them with implementation of a roadmap that emerged from the completion of our initial review. We are now about to start a systems review to help them select the best software applications for their staff to use in regional communities and store patient information.

With the goal of providing ongoing strategic guidance, bolstering internal IT capabilities and meaningful project outcomes, Dog and Bone identified a 63% reduction in telecommunication costs, assisted in the establishment of a steering committee to improve governance, provide guidance on systems technology and vendors, as well as recommend potential efficiencies to better align with their future strategies.

*"Dog and Bone are always honest and open, communicating clearly and without fluff".*

*Briony Gatt  
Infrastructure Manager, Nexus Primary Health*

Read more about this project [here](#)



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# *Our Impact Framework*

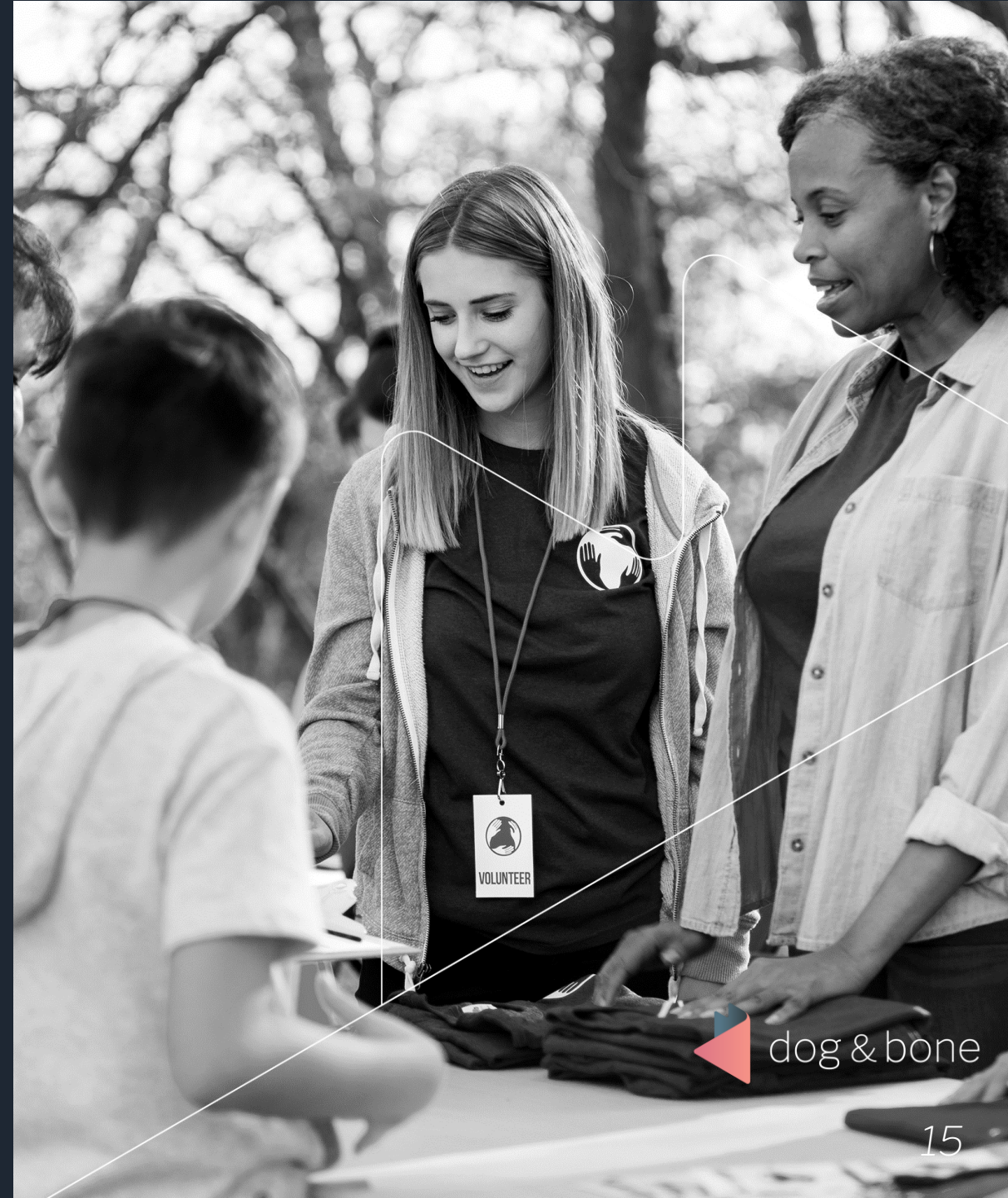
# Impact Approach

As a specialist in tech and telco, we developed our Impact Framework to maximise our positive social impact, to guide our decisions and help ensure our business delivers against our objectives.

With the overarching goal of creating a better world through everything we do; our framework covers four key areas in which we can drive impact from an organisational level. We do this by offering our:

- ▶ Time - through our pro bono work and impact grants
- ▶ Expertise – through the impact of our services
- ▶ Money – through donations to causes we believe in
- ▶ Voice – through advocacy and ethical practices

Through thoughtful decisions, and with a commitment to continuous improvement, we can be sure that we utilise our resources in conjunction with these guiding principles to maximise our overall impact.







Our goal is to maximise social impact and create a better world by giving our time, money, expertise and voice.

# Impact Framework

## EXPERTISE



One of the most scalable ways we can have a positive impact is through the work we do. Through delivery of great technology and telecommunications outcomes for our charity and NFP clients, we improve both their efficiency and effectiveness.

## MONEY



Having an impact means more than just working with great purpose-driven clients. We seek and donate to organisations and initiatives that are delivering outsized impact, such as bringing solar power to isolated communities.

## TIME



In order to expand the number of organisations we help, we created the Impact Grants program, offering \$120,000 in pro bono services to smaller NFPs that need support with their technology.

## VOICE



We have a responsibility to use our influence and resources to advocate on issues of impact, such as attending climate action protests and hosting events championing the B Corp community.



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# *Impact Through Our Services*

# Telco Management

During 2022/23, a significant portion of our activities involved continual telco management services and procurement projects. These projects focused on identifying and implementing cost saving initiatives, resulting in over \$7.78 million dollars in cost reduction opportunities identified.

Migration to new contracts saw the greatest cost reduction for our clients, followed by our ongoing Telco Management service, where we ensure our clients services are in optimal condition. Through engagements such as monthly audits and cancellation of thousands of no usage services, we have been able to claw back millions of dollars in over charges for our clients.

To learn more about our Telco Management services click [here](#).



**\$7,784,402**  
TOTAL COST REDUCTION

## *Achieved through:*

- Telco management
- Migration to new contracts
- Vendor reviews
- Consulting projects
- Implementation projects

# Impact Through Telco Services



## REALISING SAVINGS

**\$1,256,824**

- ▶ Monthly monitoring of telco billing to ensure accurate invoicing and charges
- ▶ Identification of billing errors and incorrect charges
- ▶ Chasing of credits from telcos on behalf of clients
- ▶ Cancellation of unused telecommunication services
- ▶ Support transitioning clients to correct charity pricing



## RESOURCING

**\$816,000**

- ▶ Proactively reduce the time required of NFP staff to manage their telco
- ▶ Develop and implement efficient processes for sourcing and managing telco services and devices
- ▶ Liaise with telco vendors on behalf of our NFP clients to reduce costs
- ▶ Facilitate finance and admin functions such as cost centre reporting to reduce effort



## USAGE MONITORING

**\$264,782**

- ▶ Monthly monitoring of usage to ensure all services are on appropriate plans
- ▶ Identification and proactive management of unused services
- ▶ Proactive cancellation of services unused over a period of time
- ▶ Liaise with telco vendors and managing cancellations and correct billing and chasing credits if required



## PROCUREMENT

**\$72,702**

- ▶ Leverage our wholesale pricing to get the best value on new mobile devices
- ▶ Develop device procurement strategies and streamlined deployment processes
- ▶ Provide advice on leveraging tech funds to get subsidised hardware for our NFP clients

# Providing Real Impact: VACCA



Our Impact Framework, and the values that underpin our mission, ensure that we build partnerships with the goal of maximising our client's savings, so they can increase their impact in the communities they serve. An example of this framework in action is in our long-standing partnership with Victorian Aboriginal Child Care Agency (VACCA). This fantastic organisation's purpose is to support culturally strong, safe and thriving Aboriginal communities.

VACCA recently engaged our services to assist with their migration to VTS charity pricing for their telecommunications. Further to this they required additional support and guidance as they took their Managed Services and WAN network to tender. With the help of our expertise, our team successfully transitioned VACCA to the most optimised VTS charity pricing, and selected and negotiated with a Managed Services Provider who can manage their technology environment on an ongoing basis.

With the help of Dog and Bone, VACCA's successful transition to VTS charity pricing has identified \$900,000 in savings over the next 3-years. Essential funds which can now be redispersed throughout the organisation to support their broader mission.

To learn more about our projects please click [here](#).

With guidance from Dog and Bone, VACCA is able to achieve \$900,000 in cost reduction over a 3-year period with their successful transition to optimised charity pricing.

# Tech Consulting

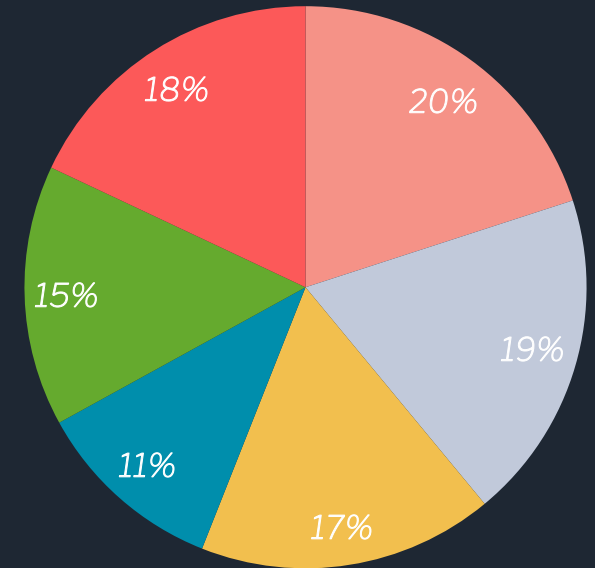
Our Tech Consulting team focus on providing expert guidance and advice to our clients to assist them with how they can leverage technology to best deliver their organisational mission and mitigate challenges and risks they may face.

With the help of our expertise, our clients experienced a number of benefits through their engagement with us – and better still, we charge no additional fees on top of the cost for IT. Some examples of our impact through projects include reduction of risk through security reviews, increasing efficiencies through new systems, improving communication through new intranets and improving governance through an IT strategy.

To learn more about our technology services click [here](#).

## Key impact areas achieved across our projects

- *Reduced Risk*
- *Increased Efficiencies*
- *Improved IT Services and Governance*
- *Improved Information Management*
- *Improved Communication and Collaboration*
- *Security Improvement*

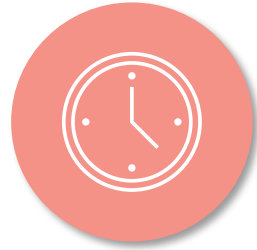


# Impact Through our Tech projects



## REDUCE RISK & IMPROVING SECURITY

- ▶ Undertake cyber security reviews and risk assessment
- ▶ Manage procurement projects to find new IT service providers to provide ongoing security services to our NFP clients
- ▶ Help charities choose new systems to store their sensitive data securely
- ▶ Develop IT strategies to manage information and security governance



## IMPROVE EFFICIENCY & SAVING TIME

- ▶ Automate workflows, forms and dashboards to help our clients reduce manual handling and paper-based forms
- ▶ Select and implement cloud-based systems to store and manage client or member information
- ▶ Design and implement mobile device management systems to automate deployment of applications and reduce manual handling



## IMPROVE COMMUNICATION & COLLABORATION

- ▶ Design and build intranets to improve staff communication
- ▶ Select and implement unified communications platforms to support communication across organisations
- ▶ Review and advise on websites and digital strategies to improve online presence of our charity clients



## SUPPORT GOVERNANCE & DECISION-MAKING

- ▶ Provide CIO-as-a-Service and ongoing strategic advice to managers in our NFP clients
- ▶ Report to boards and management on ongoing IT
- ▶ Develop IT strategies and roadmaps to guide future direction



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# *Impact Grants*



# Impact Grants

Over the last 20 years helping purpose-driven organisations maximise their technology and telco, we noticed many not-for-profits who couldn't afford the professional services that would help them have an even greater positive impact on the community. In order to expand the number of organisations we help, in late 2021 we created the Impact Grants program, offering \$120,000 per financial year in pro bono services to smaller NFPs that need support with their technology.

In 2022/23 we ran another year of successful grant programs, receiving 97 applications from organisations across the country, in four grant rounds. We awarded 11 grants, totalling a value of \$129,000, with nine projects completed and two in progress.

We're always looking for ways to widen our impact and expand the number of organisations we can help. Which is why we're excited to continue our Impact Program in 2023 and extend our services to even more inspiring organisations.

To find out more about our Impact Program and eligibility criteria click [here](#).



\$129,000

GRANTS AWARDED



\$74,078

GRANTS COMPLETED YEAR TO DATE



94

GRANT APPLICATIONS



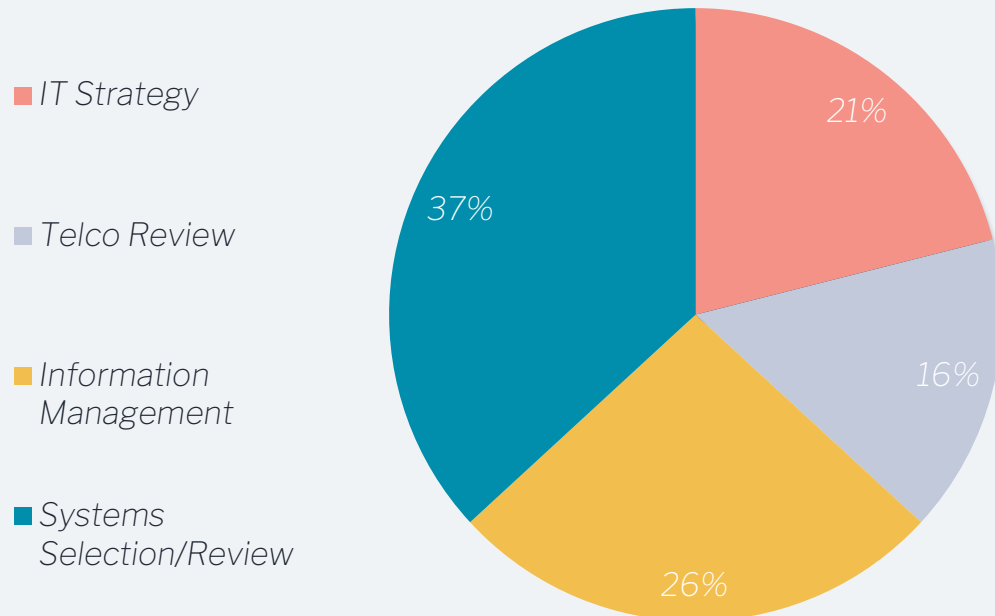
11

GRANTS AWARDED

# Areas Of Impact

Our Impact Grants program allows us to help many small not-for-profits who are doing incredible work but couldn't afford the professional services that would help them have an even greater positive impact on the community. Our grants are customisable and offer our clients a number of different options across strategy, procurement and management.

Below you will find a breakdown of our how our grant recipients utilised our services in 2022/23.



# Providing Real Impact



One on our most recent Impact Grant recipients, St Kilda Mums, is a prominent, local organisation that collaborates with Maternal Child Health nurses and social workers to help struggling families in need.

Dog and Bone was engaged to assess their use of technology, check it is fit-for-purpose and develop a technology strategy that will enable them to grow in-line with their organisation strategy.

Our team developed a thorough and independent approach to assess St Kilda Mums current technology environment and develop a technology strategy guiding future decision-making. This approach included several interviews with key stakeholders, a tour of St Kilda Mum's warehouse, a review of existing systems and regular meetings to understand requirements and discuss findings.

The IT Strategy project resulted in a roadmap for St Kilda Mums future ICT direction, with a focus on consolidation of systems, improving governance, reduction of security risks and improving use of current systems.

To learn more about this project click [here](#).





“The whole experience was fantastic and so valuable! As an Impact Grant recipient, we never felt we were treated any differently than a paying customer”.

Katherine Hinton  
Head of Corporate Services & People,  
St Kilda Mums



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# *Purpose Projects*

# Purpose Projects

One of the driving motives behind Dog and Bone's pursuit of success is to leverage its accomplishments and resources for the purpose of funding meaningful projects through both financial contributions and dedicated time.

2022/23 saw us provide \$10,000 and hundreds of hours of pro-bono work to purchase and assist with the installation of solar power systems and internet services in several remote communities in the Solomon Islands. We also became the largest non-institutional donor to Wetlands Revival projects, donating \$5,000 to aid in the restoration and improvement of the water quality of our wetlands.

In addition to this, we also provided \$1850 to various projects focusing on combating deforestation. This investment has not only helped us to reach carbon neutrality, but it has also provided us with an opportunity to help fight climate change.



\$10,000

DONATED TO SOLOMON ISLANDS SOLAR PROJECT



\$5,000

DONATED TO WETLANDS REVIVAL PROJECT



\$1,850

DONATED TO PROJECTS TO OFFSET OUR EMISSIONS

# Solomon Islands Project

*In 2020 Dog and Bone pledged \$30,000 to assist the Taungangoto community in the Solomon Islands to gain access to solar and internet via satellite service and to purchase much needed materials. The community hosts two of the most important infrastructure and services on the island; the only community high school and airport*

*In 2022 this pledge became a reality, with our founder and director Dan McKinley, travelling to the Solomon Islands to assist with stage 1 of the project. Through our work we will be providing critical internet access to not only to Angaiho Community High School, but the attached community hub. Resulting in members of the community being able to access the internet for the first time, which is life changing for people living in one of the most remote places on earth.*

*Dan will be returning to The Solomon Islands in 2023 to continue his amazing work within the community. In addition to the satellite internet service, we will also be installing a fully off grid solar system for both the school and the community service. Reliable power is a major roadblock for these communities due to the exorbitant cost of fuel.*



# Wetlands Revival Projects

*In addition to our ongoing efforts in the Solomon Islands, we have also taken another step towards environmental conservation through a significant donation to Wetland Revival Trust (WRT). This incredible organisation works with Traditional Owners and the broader community to protect and restore high value wetlands, waterways and their catchments.*

*Our donation to Wetland Revival projects aligns with our dedication to preserving biodiversity and allows us to support WRT's mission to restore wetlands landscape, fight climate change and provide a safe environment for threatened species.*

*Find out more about Wetlands Revival projects [here](#).*







# Carbon Projects We Support

Beyond our ongoing efforts to reduce our overall carbon emissions, we offset 88.49 tonnes of carbon through investing in various projects. The three projects highlighted below aim to combat deforestation and have been carefully selected for their collective potential to drive positive impacts across multiple dimensions, including mitigating climate change, fostering societal well-being and safeguarding biodiversity.

To learn more about the projects we support, and our carbon emission position please click [here](#).

Pacajai REDD+  
Project



Learn more [here](#).

Niht Topaiyo  
REDD+ Project



Learn more [here](#).

Southern Cardamom  
REDD+ Project



Learn more [here](#).



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*Get in Touch*

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