



Impact Matters: Highlights 2024-25



FROM THE CEO



We're proud to celebrate the breadth and depth of our client impact in the not-for-profit sector. This year, we delivered more than \$7.4M in direct benefits - reducing telco costs, creating IT strategies, improving IT governance, and procuring systems and vendors.

Our pro bono Impact Program expanded further, with themed rounds in telco cost reduction, IT managed service provider assessments and cyber security. These projects, valued at over \$803K, equipped for-purpose organisations with practical strategies to save money, improve resilience, and amplify their reach.

As part of our social commitment, our investment in grassroots projects in the Pacific, brought power, connectivity, and healthcare another step closer to communities in need.

We contributed to sector-wide conversations, including the Social Impact Summit, where I was pleased to host a panel on how AI can be used as a force for good, while also examining the risks and responsibilities it brings. Reflecting on the year, I'm reminded that the real impact isn't in the numbers - it's in the people and communities our clients serve - a mission to which the team and I are immensely proud to contribute.

A handwritten signature in black ink that reads "Matt Walton".

CEO, Dog and Bone



\$7.46M



\$6.13M



202



\$803K

TOTAL DIRECT
IMPACT TO NFP
SECTOR

SAVINGS FROM
BETTER VENDOR
DEALS

PRO BONO
HOURS
PROVIDED

TOTAL VALUE
OF IMPACT
PROGRAM

At Dog and Bone, we help not-for-profits (NFPs) unlock the full potential of technology – strengthening their ability to deliver on their mission.

Through smarter solutions and significant cost savings, we enable organisations to reinvest resources where they matter most – in the communities they serve.

Our latest Impact Report showcases our work across four streams:

- Telecommunications
- Tech Advisory & Projects
- Pro bono Impact Program and
- Social and environmental.

We're proud to share highlights from 2024/25 – a year of practical solutions, measurable savings and meaningful change.

Impact Framework



TIME

Through our Impact Program, NFPs receive consultancy in themed rounds. This year we provided 202 pro bono hours to the NFP sector.



MONEY

We provided \$7.46M total direct impact to the NFP sector, and supported communities in need through philanthropic projects.



VOICE

We advocated for positive social impact, this year hosting panels at the Social Impact Summit and Volunteering Victoria.



EXPERTISE

Our expertise serves NFP and for-purpose organisations through smarter technology and telecommunications outcomes.

Meet some of our clients and Impact Program participants



Brotherhood
of St Laurence



Anglicare
Victoria



melba
support services



mecwacare

Jabiru



Forensicare



Royal Flying
Doctor Service



VACCA
Connected by culture



City of
KINGSTON

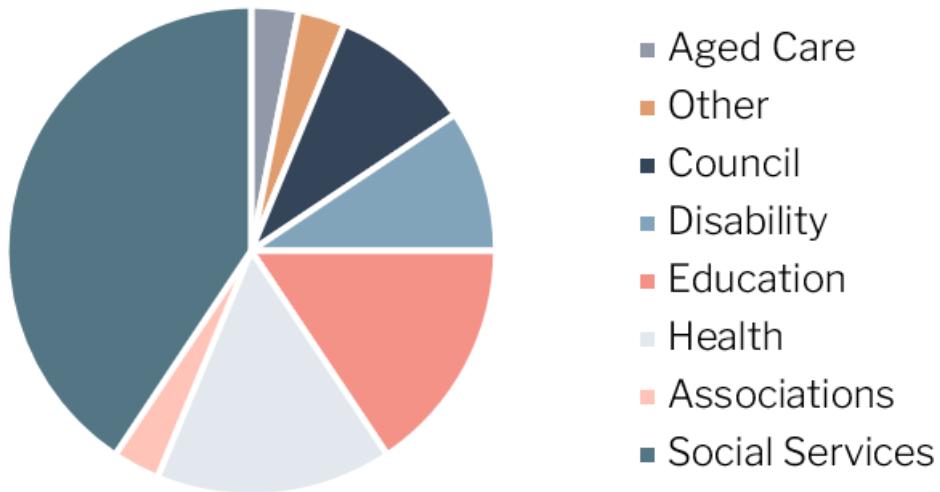
MS
PLUS



Thrive
SERVICES



Client sectors



We are purposeful about who we work with. Empowering NFP organisations, allows us to create exponential impact. In 2024-25, the majority of our client base was 'for purpose' organisations, including charities, health providers and local government.

Our clients work across sectors including poverty and homelessness alleviation, disability support, mental health, carer support, employment services, healthcare, childcare, youth support and indigenous support organisations.

Telecommunications Projects and Management

Smart telecommunications management means more than just keeping the phones on – it helps not-for-profits save money, manage devices and ensure teams have the right services in-place.

In 2024-25, a major focus was to deliver telco management and procurement projects that unlocked substantial savings and efficiency gains.

Through audits and targeted initiatives, we helped clients:

- Recover millions in excess charges
- Cancel thousands of unused services
- Transition to better-value contracts

These efforts created millions in cost reduction opportunities, freeing up funds to be reinvested where they matter most.



Dog & Bone delivered on their promises. We're satisfied with the cost reduction opportunities they delivered, which aligned perfectly with their initial analysis.

Peter Opie, Senior Manager ICT & Cybersecurity | MS Plus 7

CLIENT IMPACT IN TELCO

\$6.13M



Savings from better vendor deals & pricing plans

\$1.04M



Efficiency gains by augmenting teams with our expertise

28%



Average hardware savings

\$260K



Unused service cancellations & credit recovery

\$387K



Risk avoidance via benchmarking & proactive management

\$334K



Phones procured at no cost via Tech Funds



The support I received was exceptional. The team was knowledgeable, incredibly friendly and attentive, making the entire experience pleasant and stress-free.

CLIENT IMPACT IN TECH

01



Equipped managers and boards with strategic tech advice to support smarter decision-making.

02



Facilitated procurement and guided smart vendor and system selection with our expert advice and structured processes.

03



Reduced risk and boosted cyber security through better systems, tighter vendor management and expert cyber guidance.

04



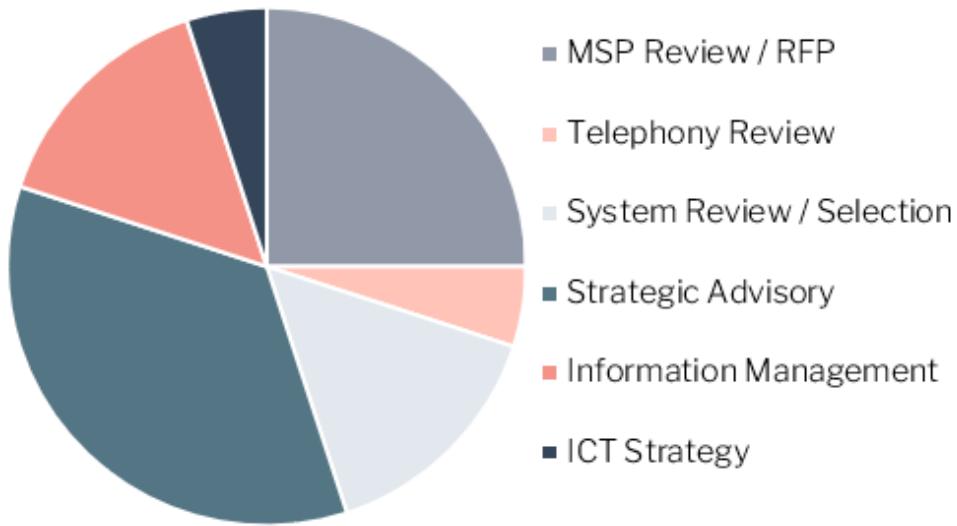
Helped organisations choose and implement cloud technologies to improve communication and collaboration.

“

The project went smoothly and was delivered on time. The consultant was thoughtful, proactive and communicated clearly, making the whole experience seamless.

CEO, Domestic violence organisation

Tech Project Types



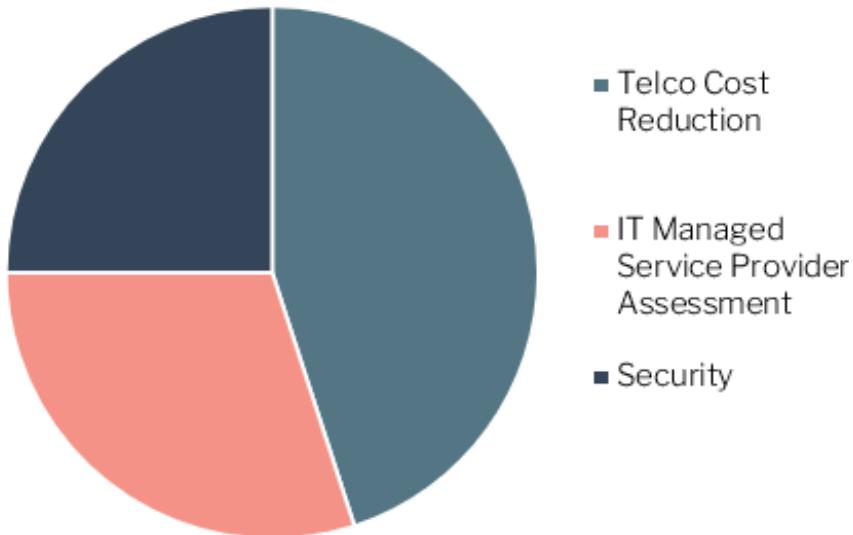
Our Tech Advisory team helps not-for-profits harness technology to deliver their mission more effectively while reducing risk and overcoming operational challenges.

In 2024/25, our expertise supported clients through projects that:

- Increased efficiency with new systems and workflows
- Improved communication via modern intranets
- Strengthened security through comprehensive reviews
- Enhanced governance with robust IT strategies

Each initiative delivered practical improvements – building stronger, safer and more connected organisations.

Pro Bono Impact Program



For more than 20 years of supporting purpose-driven organisations maximise their technology and telco, we noticed many not-for-profits couldn't afford the professional services needed to amplify their community impact.

Our pro bono Impact Program is structured into themed rounds. This year, we helped participants to:

- Identify substantial savings in the 'Telco Cost Reduction' round
- Select the right IT managed service provider to meet their changing technology needs, with the 'IT MSP Assessment' round
- Take control with our 'Cyber Security Resilience' round

PRO BONO IMPACT PROGRAM



\$803K

TOTAL VALUE
OF PROGRAM



202

PRO BONO
HOURS



3

IMPACT
ROUNDS



20

PROGRAM
RECIPIENTS



Partnering with Dog & Bone has been an incredibly positive experience. Their independent, thoughtful approach has given us clarity through each step of the MSP selection process.

Jodi Brown, CEO | Wheels of Wellness

12

CLIENT IMPACT IN PRO BONO VALUE



\$755K

TELCO COST REDUCTION ROUND

.... A customised telco cost analysis was created for participating NFPs, featuring benchmarking, telco cost comparison and cost reduction recommendations.



\$22K

IT MSP ASSESSMENT ROUND

.... Our independence is essential as we help clients review and refine their existing IT service provider relationships, or to bring in new ones.



\$17.5K

CYBERSEC RESILIENCE ROUND

.... We helped NFPs take charge of their security position with a self-assessment, customised report and webinar focusing on the risk and security challenges NFPs face.

FEATURED STORIES



Partnering with BSL to navigate a telco contract expiry & save \$500K

[Read more](#)



Strengthening IT support for critical services: Domestic violence organisation journey to a new MSP

[Read more](#)



Pro bono selection project for Wheels of Wellness

[Read more](#)

SOCIAL AND ENVIRONMENTAL

Lighting up possibility in the Solomon Islands



A few years back, we pledged \$30,000 to help the Taungangoto community on Bellona, one of the most remote islands in the Solomon Islands, gain access to solar power and satellite internet.

This year, the project made major strides, with pre-built solar systems shipped from Melbourne and en route to the island – ready for installation by our Founder, Dan McKinley.

Once live, the system will bring reliable power and connectivity to an entire school and surrounding community – unlocking new opportunities for learning, communication and growth.

Building health. Building hope in Vanuatu



In 2019, we funded building supplies for the Saika Aid Post on Gaua Island, Vanuatu – part of micro-charity Leftemap's mission to deliver healthcare where it's needed most.

After years of delays caused by Covid, grounded flights and remote logistics, the Leftemap team returned in May to continue work on this vital clinic.

Once complete, it will bring accessible, lifesaving care to locals – no more long journeys or risky crossings for basic treatment.

A FORCE FOR GOOD

As we re-certify our B Corp status for the fourth time, we reaffirm our commitment to sustainable and ethical business.

103.8

Our verified score

