



Global Consulting Group

We deeply empower those who do good to do better

Annual Impact Report 2021



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 **MONASH**
University



 **THE UNIVERSITY OF
MELBOURNE**

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Acknowledgement

We acknowledge the Traditional Owners of Country and the land on which we live and work throughout Australia. We recognise their continuing connection to land, waters and culture and pay our respects to Elders past, present and emerging.

1 A message from our CEO

Welcome to The Global Consulting Group's inaugural Annual Impact Report

This report summarises the social impact The Global Consulting Group (GCG) has made across the world in the 2021 calendar year.

As a for-purpose organisation, we believe it is critical for us to track, report and continuously improve our social impact, and this public report is a key mechanism for helping us achieve this.

Whether you're already part of GCG or are hearing about us for the first time, I hope this report can show you what happens when like-minded students, consulting professionals and community partners get behind our united purpose to deeply empower those who do good to do better. We hope this inspires you to support our mission, or find other avenues to improve the world in a way that resonates with you.

The importance of the not-for-profit (NFP) sector, as well as pro-bono services like the ones offered by GCG, has never been more apparent in recent years and especially so in 2021. Across our NFP clients, community demand for their essential products and services increased (sometimes to unprecedented levels). Simultaneously, COVID-19 hit the sector hard, with many reporting significant challenges relating to community access, funding, and service delivery.

In response, our 150+ current volunteers delivered 22,500+ hours of consulting services through 30 pro-bono projects in 2021, delivering an estimated \$300,000 of consulting services to our clients. GCG has created genuine change, with more than 70% of our clients reporting that they are likely to make an organisational change based on our recommendations.

As a fully volunteer organisation ourselves, GCG faced its own challenges and tests arising from the pandemic. However, we adapted our operations and ways of working to deliver more pro-bono consulting projects than we have ever delivered in a single year and effectively supported our NFP clients and the sector to thrive. Furthermore, we've remained focused throughout on making GCG a great place to volunteer despite reduced face-to-face interaction, with 98% of our volunteer consultants reporting they would recommend us to their peers.

GCG has impacted more than 200 organisations and 1000 volunteers across the world over our 13 year history. We've been fortunate to have attracted an amazing group of people and partners during our journey, and we're very grateful to everyone who has contributed to our organisation's impact over the years.

As we continue to look for ways to increase the depth and scale of our impact, I'm excited to see what we achieve together in the next year and beyond.



Shishir Pandit

Shishir Pandit

Group CEO and Board Chair

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GCG Board of Directors

Zoe Wong

Fabian Burmeister

Denise Tan

Ben Lin

Darren Peiris

Daniel Leighton

Sammy Moneer

2 Summary

Our impact in 2021

In 2021,
over **150**
volunteers . . .

98%

of volunteer consultants
would recommend
GCG to their peers

4 in 5

volunteers return for
a second project
with GCG

51%

of volunteers in GCG
leadership positions
identify as female

. . . delivered
22,500+ hours
of professional
consulting
work . . .

85%

of volunteers saw a significant
improvement in their consulting skills

21

professional advisors from 14 firms
ranging from traditional consulting
to engineering and academia

. . . resulting
in the successful
delivery of **30**
pro-bono consulting
projects of
purposeful not-for-
profit work.

88%

of our clients
would recommend
us to other NFPs

70%

of our clients will make
an organisational
change based on our
recommendations

\$275–325k¹

of **cumulative value** delivered to our clients

Since GCG's inception in 2009, we have delivered over **200 pro-bono projects** around the world, and created more than **1000 future leaders** through the GCG program. We believe **this is just the start.**

¹ Estimates based on feedback from clients through impact surveys in 2021

3 Our impact goals

Our vision and values

Our vision: **To deeply empower those who do good to do better**



The Global Consulting Group is a charity which provides pro-bono consulting services to other charities and not-for-profits.

We do this by connecting **university students** with **experienced professionals** who work together to solve business problems for **impactful organisations**.

We combine the **energy and passion** of today's youth with the **experience and wisdom** of our industry leaders to create real, tangible and meaningful change in society.



Set the standard



Be candid



Connect and share



Be different and better



Empower each other



Have fun on the journey



There's only one world

Our cumulative impact to date



1000+

people volunteered through GCG program



200+

completed projects



250k+

hours volunteered over 12 years



Winner New Work Order Award 2017

Foundation for Young Australians Unleashed Awards

How does GCG create social impact?

Our impact goals fall into three main categories

Creating change at our client organisations

GCG creates social impact by providing pro-bono consulting services that drive **organisational change**, allowing our clients to **improve their social impact**.



Developing future leaders

GCG creates social impact by developing **future leaders**. Our future leaders are GCG's student and professional volunteers who have the capabilities and desire to make an **impact on social issues** throughout their career.



Positively influencing the wider for-purpose sector

GCG creates social impact by leading through example and being an active presence in the greater sector and community. A key driver of our participation are events which bring diverse people and sectors together to promote **thought leadership, innovative ideas and challenge** conventional mindsets.



4 Our impact in 2021

Creating change at our client organisations

Our clients are the core of our work and it is through our service to them that we make our biggest contribution

Key highlights

88%

of our clients would recommend us to other organisations

70%

of our clients will make an organisational change based on our recommendations

\$10,000

on average, clients saved \$10,000 in consulting fees through our pro-bono engagements

Client testimonial

"GCG has enabled Beyond Zero Emissions to develop new service offerings that would not otherwise have been possible. GCG helped us to provide support to over 100 communities striving for zero carbon emissions, and to identify and address some pervasive challenges in the clean energy sector. BZE has thoroughly enjoyed working with GCG project teams over the last two years – they are always professional, analytical and committed to maintaining their reputation as trusted partners. I look forward to working with GCG again in the near future."



Christian Keel
Chief Operating Officer
Beyond Zero Emissions

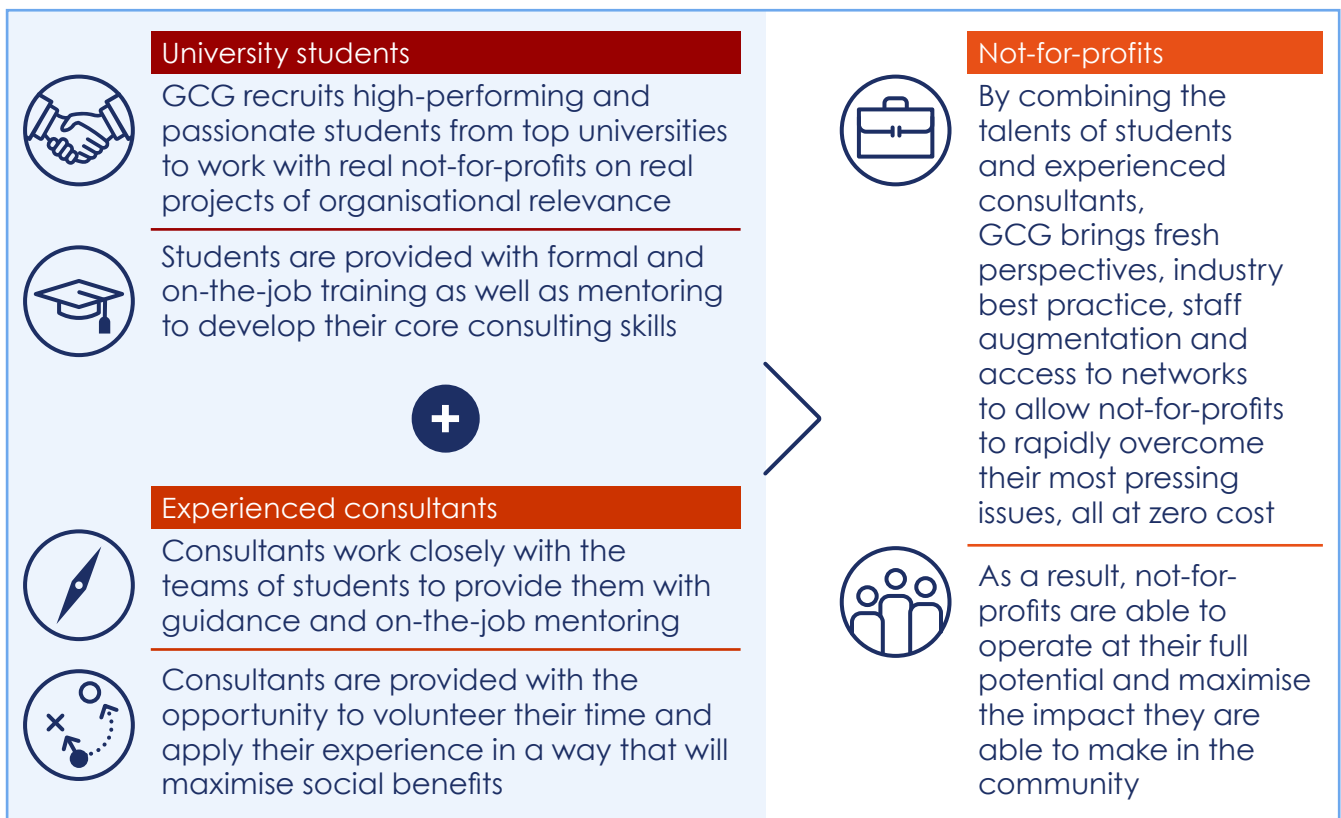
How we made an impact

GCG creates social impact by providing pro-bono consulting services that drive **organisational change**, allowing clients to **improve their social impact**.

This year, we delivered 30 projects in total. The key industries we worked in were: poverty, mental health, and environmental impact.

Our main types of services included operational optimisation, sponsorship funding and marketing.

Our model



Client project highlights

A selection of our work from the 2021 project cycle

Show Me The Way GCG University of New South Wales



showmetheway.
org.au

GCG team members
Project Manager
Allyana Trajano
Project Consultants
Joseph Jeon,
Shuhan Tan,
William Tan,
Lukia Huang,
Andrew Chua
Advisor
Angelina Sun

Project description

SMTW first engaged with GCG in the first half of 2021. SMTW provide custom-designed film workshops and mentoring to Indigenous and refugee students, encouraging them to showcase life experiences and achievements of inspiring local people from Aboriginal and refugee backgrounds. GCG volunteers were tasked to solve a key issue: how to quantitatively measure SMTW's social impact and translate those numbers into financial outcomes.

Project outcomes

The research instrument created by GCG is being used in SMTW grant applications, including Best of Business Telstra Awards. SMTW is now at the last stage of a 3 month process - Stage 3 for the category of Indigenous Excellence - and is a strong contender to be a finalist out of an initial 24,000 applications.

Arts Project Australia GCG University of Melbourne

ARTS PROJECT AUSTRALIA
artsproject.org.au

GCG team members
Project Manager
Daniel Sutanto
Project Consultants
James Cheung,
Jessica Fan,
Elizabeth Li,
Ashley Lau
Advisor
Tishan
Paranahewage

Project description

APA is a not-for-profit organisation that supports artists with intellectual disabilities. They run interactive programs with experienced staff artists, which aim to promote inclusivity and creativity among participants. During Victoria's lockdown, APA introduced a new online program called Satellite Arts which ran entirely on Zoom. GCG were asked to assess the outcomes of Satellite Arts, with the goal of providing a comprehensive analysis of the program's financial viability, marketing strategy and survivability going forward.

Project outcomes

We provided Arts a new financial model which was designed to be easy to use and understand. Using the model, the Arts Project Australia team could learn how each variable functions within their revenue and costs, and accurately see what figures they would need to reach their break-even and profit margin goals. GCG also conducted a survey of program participants to provide the organisation with updated demographic statistics.

Supporting + Empowering Women GCG Monash University

SEW SUPPORTING + EMPOWERING WOMEN
sewtanzania.com

GCG team members
Project Manager
Hashira
Weerawardana
Project Consultants
Emily Do,
Shafid Islam,
Ruchika Acharya,
Amar Kavar
Advisors
Stella Que,
Felicia Ormrod

Project description

SEW is an international not-for-profit that aims to empower women in Tanzania through the craft of textiles. Having hit roadblocks in selling their products through corporate channels in Australia and the UK, GCG's project team were tasked with devising new product options to be sold locally.

Project outcomes

The team constructed a thorough, criteria-based matrix to analyse the variety of potential product offerings, from tea towels to shopping bags and everything in between. Adopting a unique funnel-style structure they were able to narrow down the numerous offerings to two optimal choices, complete with product details and sales projections.

Developing future leaders

Our volunteer consultants make GCG's pro-bono work possible and we are dedicated to their development as purpose-driven future leaders.

Key highlights

95%

of volunteers had their expectations of GCG met or exceeded

73%

developed skills that could help them in their future jobs

72

average net promoter score across our three branches – an outstanding result

Volunteer testimonial

"The Global Consulting Group is an amazing opportunity to develop skills that are fundamental and transferable to situations you may find yourself in as you begin your career. Most importantly, it's a great way to create meaningful impact for not-for-profit organisations and meet passionate ambitious people along the journey!"



Sherine Abraham
Branch Operating Officer
University of Melbourne

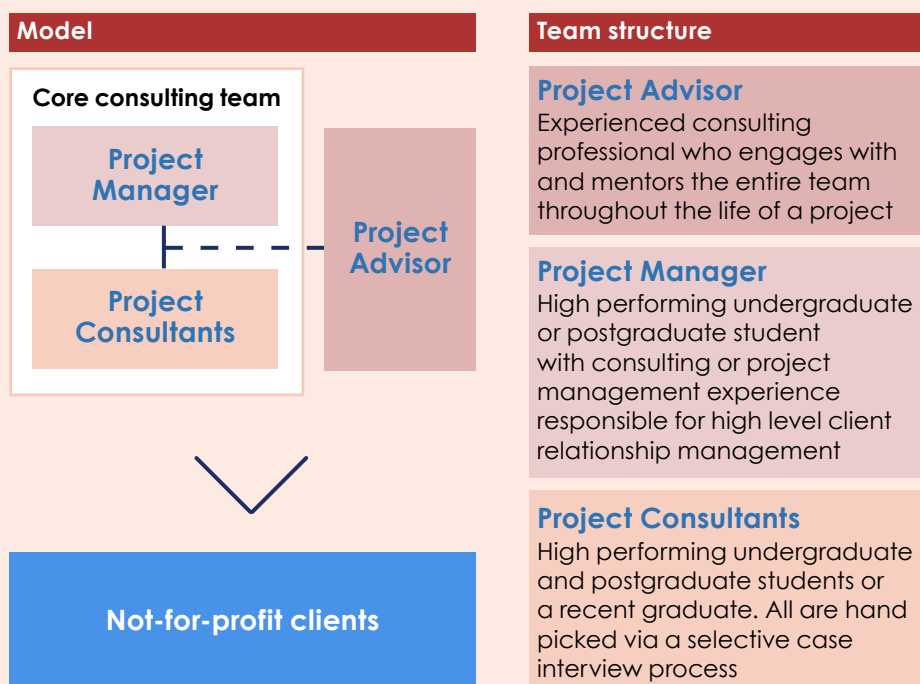
How we made an impact

GCG creates social impact by creating **future leaders** (students and advisors) who have the capabilities and desire to make an impact on social issues **throughout their career**.

We helped students develop key skills that are necessary to a **career in consulting** by fostering a **purpose-driven** approach to consulting and encouraging students to use their skills to make a **social impact**.

We provided a safe environment for students and professional consultants to **grow and develop** their skills while striving for a better society.

Our mentoring-led project structure



Leadership event highlights



Crack the Case Consulting Workshop

Partnering with top tier consulting firm Bain & Company, and hosted in collaboration with University of Melbourne's Computing and Commerce Association, the Crack the Case Consulting Workshop presented a unique way of connecting aspiring students with industry professionals. Through a 1-hour workshop, students were guided by real-world industry leaders through activities which showed how to best approach case interviews, and highlighted what interviewers look for from candidates.

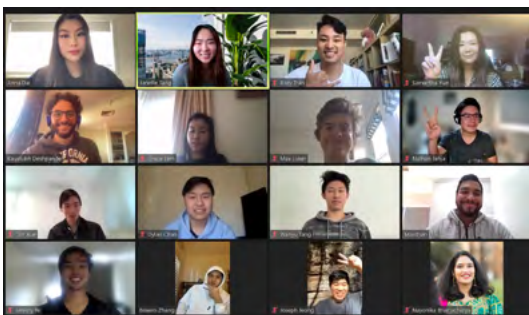


Networking Night

With nearly 100 people in attendance from all around Australia, the night was a huge success as members mingled and socialised from all three branches of GCG as well as our national HQ, Board of Directors and GCG alumni.

For many, it was their first time meeting those outside of their own branch and it was a clear exemplification of GCG's wide network. It provided an opportunity for volunteers from all different backgrounds and age groups to meet and forge new bonds that will last them throughout their professional careers.

The evening helped bring together the entire GCG family and was a much welcome respite from the many months of taxing COVID-19 challenges.



Project Manager Training

In addition to the compulsory training boot camp provided to all of GCG's consultants, the Project Manager Training aims to upskill participants in areas of leadership, project and stakeholder management, and communication. Uniquely, these workshops provide participants with a safe environment to ask questions and develop real-world hands-on skills in project management.

Project Manager Training ran twice in 2021, after each recruitment cycle. The sessions were led by GCG alumni working in the management consulting sector who wanted to share their knowledge with current volunteers, and all Project Managers from GCG's client engagements were invited to take part.

Influencing the direction of the for-purpose sector

Through engaging events and partnerships, GCG strives to promote the ideals of thought leadership, innovation and challenging the status quo in the for-purpose sector.

Key highlights

United Nations SDG case competition

Partnering with technology company Google and in collaboration with UNSW Business School, the United Nations SDG Case Competition is aimed at **developing greater awareness about world issues** and more **socially conscious students**. In 2021, an amazing **31 teams** and **115 students** participated in the event.

GCG ran **two workshops** for the case competition which introduced students to consulting's key frameworks and principles. During the competition, we also provided a mentoring session to help teams improve their research/analysis skills and guide their recommendations.

Spotlight on opportunities in NFPs virtual panel

The focus for this virtual panel was to showcase the variety of opportunities available for people to deliver social impact and how to get involved with NFPs.

GCG invited a diverse range of panellists, including consultants and representatives from major organisations such as Oaktree and BCG. Our panellists shared their personal motivation behind joining an NFP, key insights into their impact on the community, and how their experiences have been valuable to their career and studies.



How we made an impact

GCG created diversity of ideas and thought in our projects by bringing together advisers from non-consulting backgrounds, introducing them to the option of purpose-driven consulting work

We partnered with universities to increase social impact oriented training for staff

Our advisers and partners were sourced from a wide variety of consulting firms

Worked more closely with our university faculties to improve the student experience and shape how universities and students work together in new ways

Wider sector event highlights

Women in Leadership virtual panel event

UNSW GCG in collaboration with Women in Consulting held the inaugural Women in Leadership virtual panel event. The event covered multiple industries including consulting, finance, STEM and start-ups/business.

Students had the opportunity to learn more about topics such as:

- Panellists' career paths
- Misconceptions about their industry
- A day in their life
- Benefits of working in their industry
- How COVID-19 has affected the industry

The panel featured top professionals in their industries and the feedback received was very positive.

The panellists included:

Consulting

- Ellen Derrick – Managing Partner, Deloitte
- May Lam – Partner, EY



Finance

- Ankita Aurora – Manager of Financial Services Technology, EY
- Lasya Patelkhana – Manager, Westpac



Technology

- Chiara Longhi – Innovation Advisory Lead, Amazon Web Services
- Jessica Delfino – Customer Success/Service Delivery Manager, Box (previously of Microsoft)



Start-up

- Zoe Wong – Founder of Living Words



UNSW continues its effort to encourage female participation in its program and hopefully this event inspires more women to join GCG in the future.

Cappgemini Invent Case Competition

The Cappgemini Invent Case Competition was a competition involving all 3 GCG branches that tackled issues around environmental sustainability and emission targets of Cappgemini Invent.

The competition also included a:

- workshop on consulting frameworks and best practices.
- collaborative session with Cappgemini professionals where students bounced off ideas and refined their solutions based on the recommendations of the consultants.

A total of 45 teams registered for the competition comprising of 170+ students. The event was a great success with the winning team getting fast-tracked to Cappgemini Invent's Grad program as well as having an opportunity to get mentored by their Graduate Manager.



5 Get involved

We are grateful to our partner organisations – their ongoing support has allowed us to achieve incredible results this year



Support us to do more

GCG has completed over 200 projects to help empower not-for-profits and charities achieve their vision. But we want to help even more.

If you would like to support the work we do, please make a donation at donorbox.org/gcg.

You can also join us on our journey and support us through the following ways:



Become a GCG Adviser



Become a GCG client



Partner with GCG



Launch a branch



gcg.org.au



[@gcg_au](https://www.instagram.com/gcg_au)



facebook.com/GCG.UniMelb
facebook.com/GCGMonash
facebook.com/GCG.UNSW



linkedin.com/company/global-consulting-group-



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We deeply empower those who do good to do better



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