



## Case Study: Building Public Trust and Implementing Organisation-Wide Financial Accountability

---

**Carrie Reiners, Deputy CEO akt**

# akt Background



Growth in  
Income

Growth in Service  
Users

Growth in  
Footprint

Growth in Staff

# Communicating with Donors



## Gratitude Report

Annual publication for donors to show the impact of giving



## New Giving Circles

Launched with gratitude report and now reflect growing numbers of supporters



## Annual Survey and Consultation

Donors will provide input into akt's new five-year strategic plan

# Internal Processes & Systems



**Social Value Impact**



**Budget Impact Analysis**



**Regular Reporting**





Thank you and Questions

**Carrie Reiners, Deputy CEO akt**