




# Impact Report 2024



## **Acknowledgement of Country**

At Roundabout Canberra, we acknowledge the traditional custodians of the land we work and live on, the Ngunnawal people, and pay respects to Elders past and present. We are committed to playing a role in reconciliation, and to working with Aboriginal and Torres Strait Islander organisations in a culturally respectful way.

We recognise that we are still learning and growing in this space, and we remain committed to ongoing education and the delivery of culturally appropriate support.



**A family had been struggling financially to purchase baby items, between rent, cost of living and having petrol to go to work, [the] parents did not have any money for the essentials like a car seat, pram and clothes.**

**To have these items ensured baby's safety, and mother's health because she will be able to take the child out for walks. The family could not believe that there was an organisation so generous.**

**– Social worker**

# Guiding the journey, a message from our Chair

Dear Roundabout Canberra Community,

It has been another year of extraordinary impact, and I'm so proud to share this 2024 Impact Report with you.

Since Roundabout Canberra began, we have grown beyond what any of us could have imagined. Yet, at its core, our purpose remains the same – ensuring children and families in need have the essentials to thrive.

This year, demand remained at record highs, and thanks to your generosity, nearly 4,700 children received critical material support. We also rehomed 80 tonnes of goods, reducing waste while making a real difference in people's lives.

The dedication of our volunteers and leadership team has never been more evident. Our volunteers contributed nearly 17,000 hours, an extraordinary commitment that saw them recognised with the Volunteer Team Award at the Volunteering Awards, Canberra Region. And in a moment of immense pride for all of us, our Founder and CEO, Hannah Andrevski, was named the 2024 Canberra Citizen of the Year, a well-deserved recognition of her unwavering commitment to this community.

As we look ahead, we know the need for Roundabout's support will only continue to grow. With a strong foundation and an incredible community behind us, we are committed to expanding our reach, strengthening partnerships, and ensuring no child goes without.



Hannah Andrevski (centre), with Chief Minister Andrew Barr, surrounded by her family and Roundabout volunteers

Thank you for being part of this journey.

Your support, whether through donations, volunteering or simply spreading the word about what we do, makes all the difference.

Amy

**Amy Critchley**

Chair

Roundabout Canberra



"...we are committed to expanding our reach, strengthening partnerships, and ensuring no child goes without."



# Looking back, moving forward, a message from our CEO

Dear Roundabout Canberra Community,

When a mum fleeing domestic violence was able to create a safe home for her children with items we provided, we were reminded why our work matters. If she felt safe and secure, she knew her kids would feel safer and more secure.

Social workers tell us that meeting a family's material needs is often the first step in helping them more holistically. This not only addresses urgent gaps, but also allows families to focus on more complex issues such as supporting women to escape a violent relationship, helping families to find both short term and stable housing, and ensuring children can attend school. It also helps stretch limited incomes further, while upholding dignity.

Demand for our services stayed high all year rather than following seasonal peaks. At times we struggled to source enough baby items (cots, prams and car seats etc) to meet requests, and demand for consumables like formula, toiletries and nappies were at an all-time high. But thanks to you, we rehomed nearly 80 tonnes of goods, ensuring thousands of children had the basics they needed to maintain dignity and ease the pressure on families.

None of this would be possible without our incredible staff, donors and partners. Not least our award-winning team of volunteers, who collectively provided the equivalent resourcing of nearly nine full-time employees.

As we look ahead to 2025, we know there is so much more to do. Strengthening our partnerships, particularly with government, corporate supporters and philanthropic partners will be a key focus to ensure we continue meeting the increasing demand.

*"...demand for consumables  
were at an all-time high."*

Your generosity and dedication make this work possible, and together, we can ensure even more children and families receive the support they need in 2025.

Thank you for being such an important part of this journey.

*Hannah*

**Hannah Andrevski**  
Founder & CEO  
Roundabout Canberra



# Shared roads, shared purpose

Our dedicated team helps deliver life's essentials to those at the toughest crossroads.

The road is easier when you travel with the right people.

## Our People



**Hannah Andrevski**  
Founder and CEO



**Lynsey**  
Fundraising Manager



**Miranda**  
Social Services Manager



**Lynn**  
Volunteer and Corporate  
Coordinator



**Melissa**  
Operations and  
Community Engagement  
Coordinator



**Sally**  
Operations Coordinator



**Jes**  
Volunteer Coordinator



**Ellie**  
Corporate Volunteer  
Assistant



**Felicity**  
Session Leader  
(Volunteer)

## Our Board



**Amy Critchley**  
Board Chair



**Emma Reilly**  
Deputy Chair



**Lauren Phillips**  
Company Secretary and  
Non-Executive Director



**Stephanie Crosby**  
Treasurer and  
Non-Executive Director



**Caitrin Dunn**  
Non-Executive Director



**Jean Giese**  
Non-Executive Director



**Scott Polsen**  
Non-Executive Director

# What drives us

At Roundabout Canberra, our mission and values guide every decision we make and every action we take. They reflect who we are, what we stand for, and how we show up for the families and communities we support.

## Our Mission

To provide safe, high quality, essential baby and children's goods to families in need in the Canberra region.

## Our Values



### Community

We believe in the power of a connected, caring community.



### Dignity

We ensure families receive high-quality, thoughtfully packed items with respect.



### Environment

We prioritise sustainability by rehoming goods and reducing landfill.

**Whether it's treating every person with dignity, working collaboratively, or acting with integrity and care, our values are the compass that keeps us on the right path – no matter how challenging the road ahead.**

# A journey driven by community

Since 2018, Roundabout Canberra has been dedicated to ensuring that every child has the essentials they need to thrive. What started as a grassroots initiative has grown into a vital community service, supporting thousands of families each year by rehoming safe, high-quality baby and children's items to those in need.

At our core, we believe that every family deserves dignity.

That every child deserves a safe start in life.

That no good quality item should go to waste.

With the support of our volunteers, donors and partners, we are committed to reducing material deprivation, strengthening community connections, as well as promoting a circular economy.



*Members of the Roundabout Canberra staff team: Sally, Lynn, Hannah, Di and Lynsey.*



# A snapshot of roadworks

**2018**

Roundabout Canberra founded, supporting 360 children in the first year.

**2019**

Recruited first casual staff member after being solely run by volunteers.

**2020**

Continued to meet demand throughout COVID-19.  
Moved into new premises to reflect the growing scale of our work.

**2022**

Expanded our partnerships with services through an engagement project.  
Launched our corporate volunteer program.

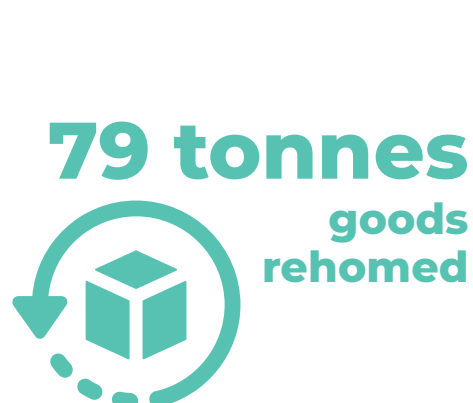
**2024**

Founder and CEO, Hannah Andrevski, received the Canberra Citizen of the Year Award for her work in establishing and operating Roundabout Canberra.  
Supported 4,640 children.  
Partnered with 140 social services.  
Rehomed 79 tonnes of goods.

# 2024: guided by care, driven by community

At Roundabout Canberra, our impact is measured not just in numbers, but in how lives are changed.

Every item we deliver represents more than just a pram, a cot, or clothing – it's a step towards a sense of dignity, stability, security, as well as hope.



# Most Distributed Items

This snapshot highlights the most commonly rehomed items. Additional categories bring the total to 17,628.

**1,088**  
School packs

**275**  
Safe sleep

**1,171**  
Linen packs

**543**  
Car seats

**138**  
Highchairs

**3,606**  
Clothes packs

**835**  
Feeding items

**1,078**  
Book packs

**2,463**  
Toiletry packs

**399**  
Prams

**1,598**  
Nappy packs

**320**  
Safety items



Roundabout Canberra warehouse.





# At the crossroads...

## Sarah's story of support and change

**Sarah is a devoted mother to her eight-year-old son.**

When their rental property was unexpectedly sold, the ground beneath them shifted. With affordable options few and far between, finding another place to live felt impossible. For months, they couch-surfed, moving from house to house, relying on the kindness of friends, often not knowing where they'd sleep next.

After a long and stressful search, Sarah finally secured a rental. It brought them the stability she had been longing for, but it came at a steep cost: \$550 a week left little for anything beyond survival.

Then came news that would change everything – Sarah was pregnant. While her pregnancy was unexpected, she was determined to give her baby the best start in life. But financial pressures, combined with her ongoing struggles with anxiety and depression, made the future feel uncertain.

With no safety net and nowhere else to turn, Sarah reached out for help. A social worker submitted a request to Roundabout Canberra – and that's where we stepped in.

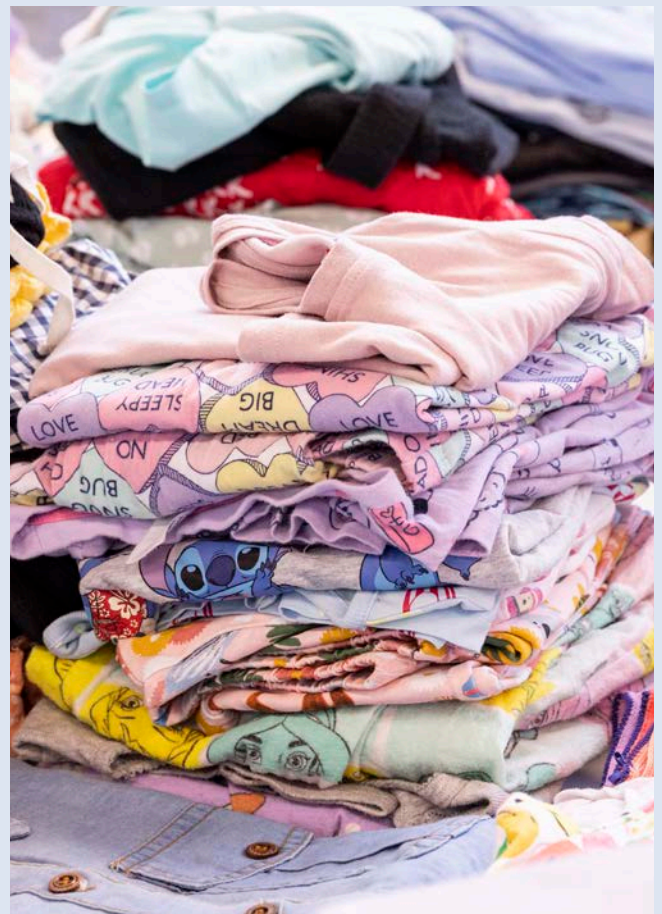
We were able to provide the essential baby items she needed – things that would have otherwise been out of reach. A pram, a car seat, warm clothing, nappies and other essentials helped ease the burden, allowing Sarah to focus on preparing for her baby rather than worrying about how she would afford it all.

*"The smile when a parent sees what has been donated is so heart warming."*

– Case worker

For Sarah, this support wasn't just about practical items – these items meant so much more. It was about knowing that she wasn't alone, that she was seen. With that helping hand, Sarah could finally take a breath. She could focus on preparing to welcome her baby with a little less stress and a little more confidence, feeling not just supported, but hopeful.

At Roundabout Canberra, we know that welcoming a baby should be a time of hope, not hardship. By rehoming quality pre-loved items, we help families like Sarah's feel supported, ensuring that every child has what they need for a safe and warm start in life.





# Powered by volunteers

Volunteers are the heart of our mission.

Roundabout Canberra simply couldn't operate without the unwavering dedication and passion of our incredible volunteers – they support every pack prepared and every item rehomed.

In 2024, our volunteers contributed nearly 17,000 hours to ensure families received high-quality, essential goods.

During the year their efforts were recognised when they were awarded the Volunteer Team Award at the Volunteering Awards, Canberra Region. This honour reflects their passion, commitment and generosity, and we couldn't be prouder.



**In 2024, our  
dedicated volunteers  
contributed nearly  
17,000 hours**



*Volunteering ACT CEO Jean Giese, Roundabout Canberra's Volunteer Anne, Volunteer Coordinator Lynn Bloomfield, Volunteer Sue, and Board Chair Amy Critchley with son, George.*



*Volunteer Toni sorting donations in the warehouse.*

# In Suzanne's lane... volunteering with heart and direction



I came to Roundabout looking for a way to give back to the community at a time in my life when I no longer needed to work full-time.

Although I run my own small business, I didn't have the same sense of purpose of working for the greater good which I had experienced when I was fully employed, and I knew there was a space in me which needed to be filled.

I spent some time researching local options and settled on Roundabout which offered exactly the kind of opportunity I was looking for. A local charity with a focus on an incredibly important part of our community, children and their carers.

It is vital that every child is given the best chance in life to grow and learn, and to just be children, without fear or worry. Whether it's a bulging school bag of necessities, clean bed linen, a warm pair of pjs, or an exciting collection of books, Roundabout works to meet these needs.

Roundabout has actually outdone my expectations in what it could achieve as an organisation.

While it has restored in me a sense of purpose, in addition it has done something else. Through it I have found a community. A network of people who not only work together to achieve common goals but who offer support and friendship. We encourage each other, compliment each other's achievements, and work together to problem solve. In some cases, this friendship has extended beyond the confines of Roundabout.

On the morning of each session, I wake up looking forward not only to coming in to see what new, satisfying task the day may bring, but also to catching up with the group as we work together, have a laugh, and share our stories – this community includes the wonderful staff.

I actually miss it when I go away and am not able to attend a session. I take the utmost care in the tasks I undertake, and it generates such a warm feeling each time I put together something to go to a child or parent in need.

I love telling people about Roundabout, and I feel a great sense of pride that I am a small part of such a wonderful organisation.

*"Roundabout has actually outdone my expectations in what it could achieve as an organisation."*

– Suzanne, volunteer



# Merging community and corporate

Alongside our regular volunteers, corporate volunteering has played an increasing role in expanding our reach and capacity.

Businesses and organisations across Canberra have embraced the opportunity to give back, sending teams to sort, clean and pack essential items for families. These sessions not only provide hands-on support, but also strengthen connections between workplaces and the local community.

For corporate teams, these sessions are a chance to do something practical and meaningful, to step out of their day jobs and contribute directly to families who need a hand. We often hear how much people value seeing the impact of their work, learning about the issues facing local families, and connecting with their colleagues in a different way.

Many teams go on to support us in other ways, through workplace giving, fundraising, or collecting essential items. These partnerships are a big part of how we keep up with growing demand, and they show what's possible when community and corporate come together.

*"It was such a meaningful experience for our team. A number of people commented on the incredible care and warmth shown by your staff and volunteers - the culture you've built is something really special."*

– Corporate volunteer



MTP Services staff attending a corporate volunteer session at the Roundabout warehouse.

# When the road gets rough... the need in our community

In 2024, cost-of-living pressures continued to weigh heavily on families, from financial hardship to housing instability.

These pressures forced many people to face agonising decisions, having to choose between paying rent, buying food, filling the car with petrol, or purchasing basic essentials for their children.

Financial strain was the most common reason families needed support, affecting 77% of those we helped. We heard from social workers about parents buying nappies on Afterpay, only to find themselves in financial crisis when repayments became unmanageable.

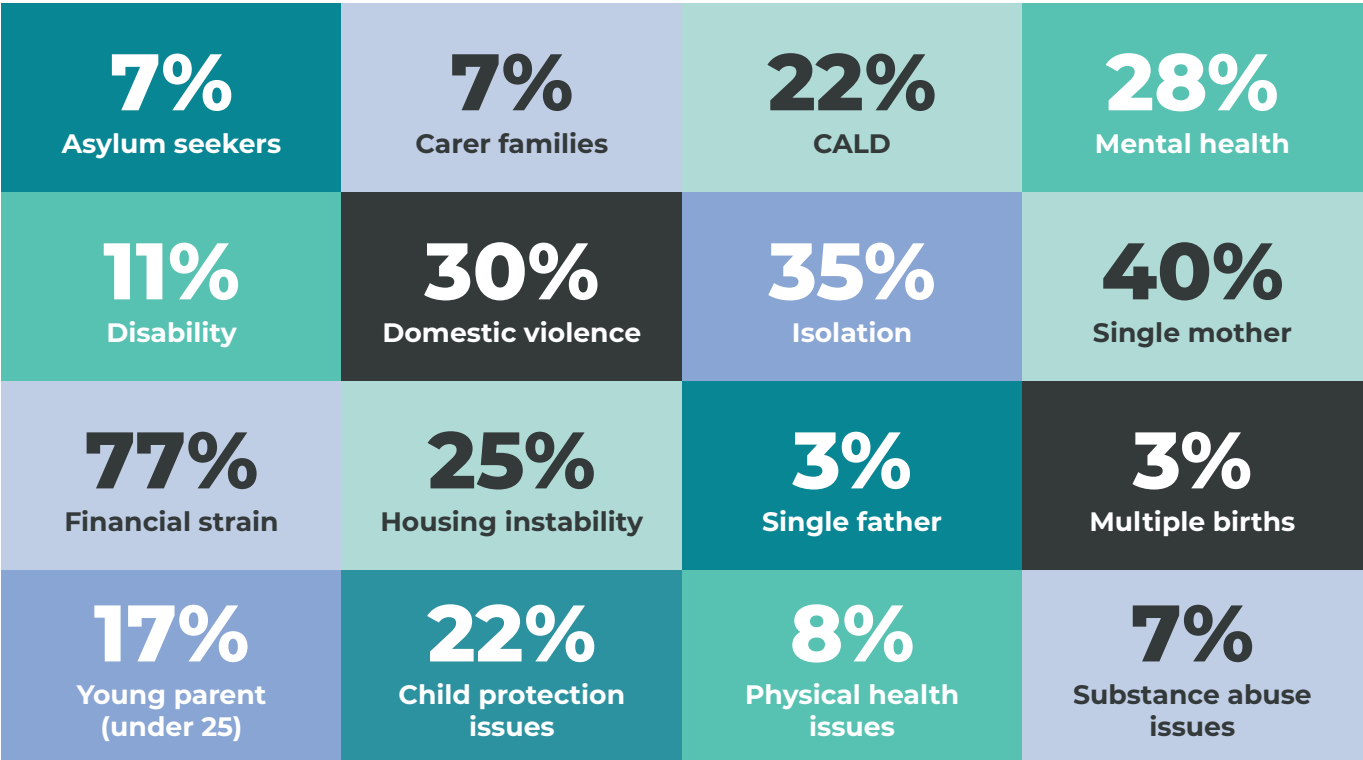
Single mothers and families experiencing domestic violence were particularly affected, often also facing housing instability and isolation.

*"Families are having to choose between rent, food, petrol, or nappies."*

– Case worker

## Causes of need

These figures highlight the causes behind the growing number of families struggling to afford even the basics, reinforcing the essential role of Roundabout Canberra in providing material aid when it's needed most.



*\*Note: families may face more than one 'cause of need', as such these figures do not add up to 100%.*

# Merging paths... supporting families through partnerships

Our crucial partnerships with social services ensure families get the essential items they need, while allowing services to focus on the broader support they provide.

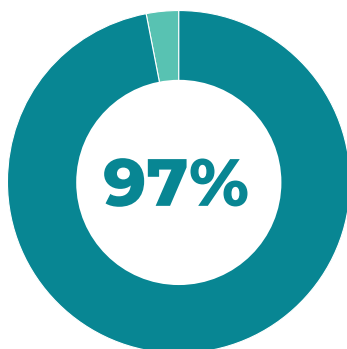
We work with a wide range of frontline services, including government and non-government family support programs – women’s refuges, migrant and refugee support programs and other community organisations – so families can receive material support from the trusted professionals who are already supporting them.

From our 2024 State of Service Survey, our impact is clear: social service providers overwhelmingly agree that Roundabout reduces financial pressure, eases stress and helps families feel more included in their community.

While the goods we provide don’t solve all challenges that families face, they do remove one pressure, and they also free up our social services partners so they can focus on the broader support that families need.

By working together, we’re making it easier for families to access help in a way that’s practical, dignified, and connected to the support systems already in place.

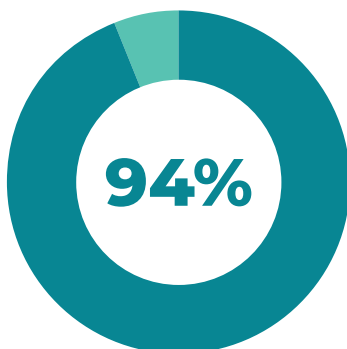
**According to our 2024 State of Service Survey, social service providers say that:**



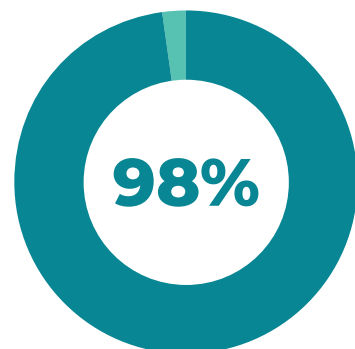
**Roundabout reduces stress, allowing families to focus on other concerns.**



**Our service helps children and families meet their basic material needs.**




**By providing essential goods, children and families feel more included in the community.**



**Roundabout reduce financial pressure faced by families.**





"So many times these families have been promised assistance that failed to deliver, but the fact that I can confidently say that they will receive what they have requested also makes this such an amazing service. So thank you for all that you do. The difference you are making is real."

– Case worker

# Support at every turn

Roundabout Canberra exists because of the generosity of our community.

Whether through financial contributions, donations of essential goods or hands-on support, every act of giving helps ensure children and families in need have what they need to thrive.

In 2024, we saw this generosity in action once again. Thousands of community members donated high quality, pre-loved baby and children's items, helping us provide cots, prams, clothing and other essentials to families facing hardship.

This year, we were thrilled to welcome Synergy Group as our Community Changemaker Partner, strengthening our ability to meet demand through vital support for our social services program.

We also acknowledge the incredible ongoing support of Benmax, MTP Services and Parbery, as well as valued contributions from Parker Coles Curtis, Capital Chemist and Gallagher.

Our partnerships extend beyond financial support. This year, our collaboration with Community Home Australia's Club Kalina created opportunities for older community members with dementia to engage in volunteer work, thereby increasing sense of self-worth and inclusion, as well as fostering social connection across generations.

Our partnership with Goodies Junction has meant we've been able to continue our much-loved annual Lego sale, with Goodies Junction donating all Lego received at their two facilities to Roundabout Canberra for the fundraiser sale.

Through this collective generosity – from individuals, businesses and organisations, we can continue making a meaningful difference.

Together, we are building a stronger, more connected Canberra.



*Club Kalina participants and staff dropping off donations.*







# Shining a light on Synergy Group

In 2024, we welcomed Synergy Group as our Community Changemaker Partner.

Synergy Group is an Australian-owned professional services firm, delivering strategic and operational support to government and community-focused organisations. With a strong presence in Canberra and a deep commitment to social impact, Synergy has partnered with Roundabout Canberra to help drive meaningful outcomes for children and families in need.

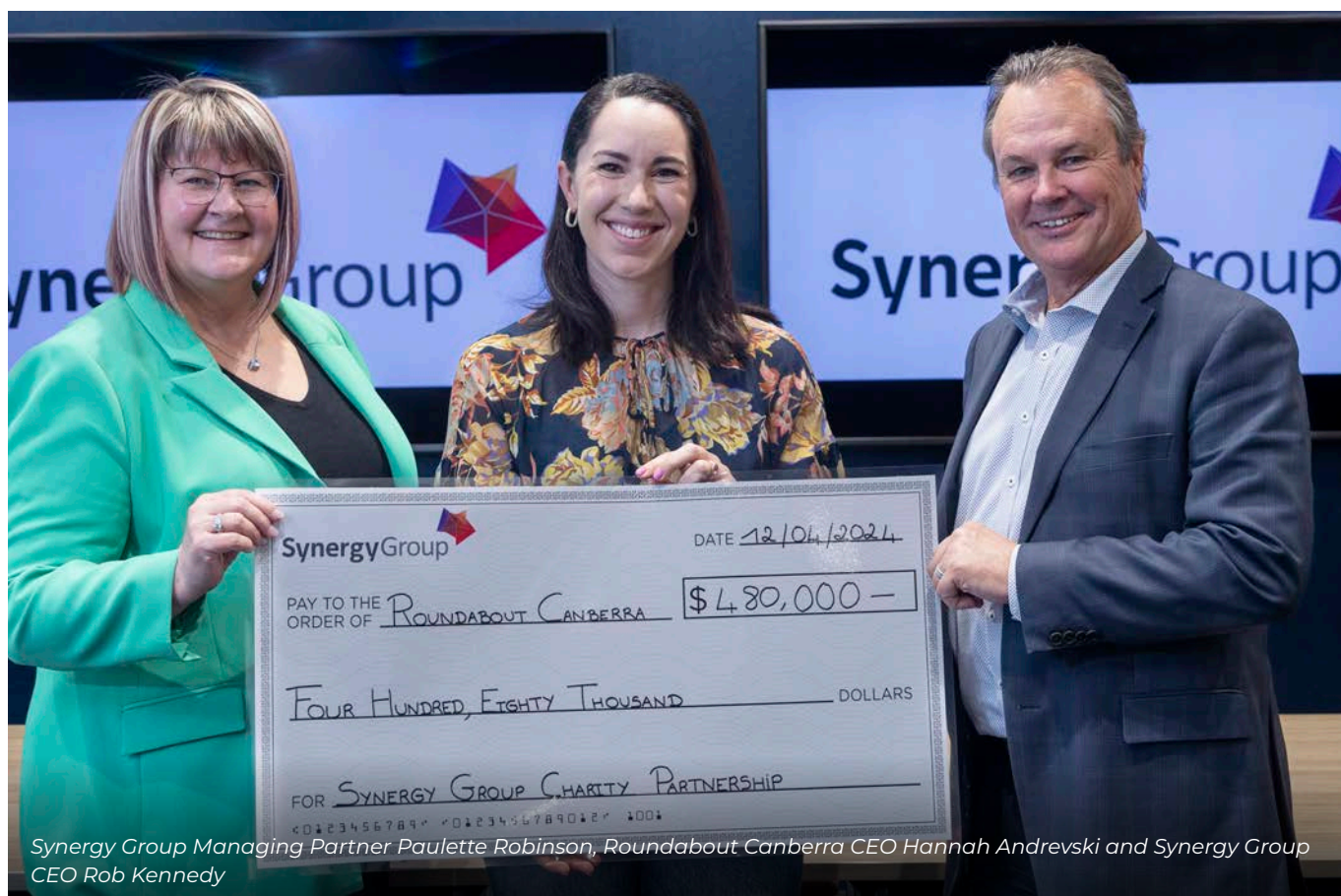
Their generous support enabled us to expand our social services program, ensuring we could meet the increasing demand for essential goods.

In addition to critical financial contributions, Synergy's involvement extended to hands-on corporate volunteering, donation drives, as well as support in spreading the word about the work we do.

As the Presenting Partner of Floriade 2024, Synergy Group also provided Roundabout Canberra a valuable opportunity to engage with the wider community. Through our presence at Floriade, we connected with thousands of Canberrans, raising awareness about our work and fostering new support networks.

Additionally, we were the grateful recipients of funds raised through the Great Bulb Dig, an initiative that provided further financial support to sustain and expand our impact.

To learn more about the great work of Synergy Group, visit [synergygroup.net.au](https://synergygroup.net.au).









# How your financial support drives change

Roundabout Canberra operates on a lean model, ensuring every dollar goes as far as possible in supporting families in need.

While our service is built on community generosity with mostly donated goods, ongoing financial support is critical to keep up with growing demand.

Our key expenses:

- Staff wages – supporting our small but dedicated team (equivalent to five full-time staff) who manage donations, logistics, volunteers and service coordination.
- Warehousing and operations – ensuring we can safely store, process and distribute goods.
- Volunteer support and training – equipping our team of 250+ volunteers to work efficiently.
- Purchasing essential items – covering spare parts for donated goods and buying new items when demand exceeds supply.

In 2024 we saw a significant increase in demand, with nearly 4,700 children receiving support, an increase of 11% on the previous year. But we saw a 15% increase in the number of goods rehomed, indicating that number of items going to each family has increased.

Meeting this need required a careful balance of funding sources, including generous contributions from individuals, businesses, community groups, philanthropic foundations and government.

We are particularly grateful for the support of our Community Changemaker Partner, Synergy Group, alongside our ongoing partners Benmax, MTP Services and Parbery, as well as valued contributions from Parker Coles Curtis, Capital Chemist and Gallagher.

We also acknowledge the vital role of Trusts and Foundations, such as the Ian & Shirley Norman Foundation, Snow Foundation, John James Foundation and Hands Across Canberra, whose support helps fill critical gaps, expand our impact and ensure families receive high-quality, essential items when they need them most.

While we are exceptionally proud of what we have achieved, securing sustainable, long-term funding remains an ongoing challenge.

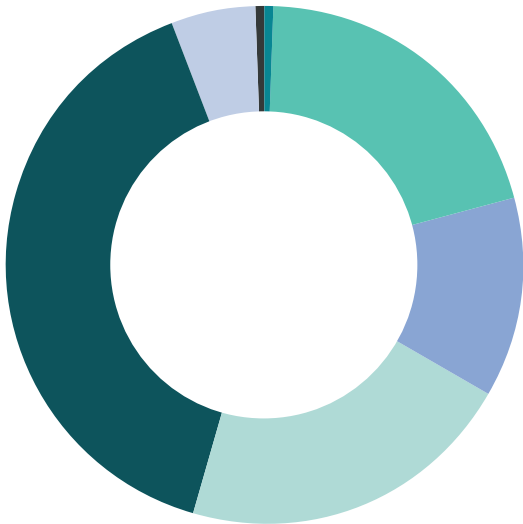
As we move into 2025, strengthening partnerships – particularly with government, corporate partners and philanthropic supporters – will be a key focus to ensure we can continue meeting the growing needs of our community.

The graphs below provide an overview of our income and expenditure in 2024, demonstrating our commitment to careful stewardship of the funds that are generously donated to us.

We take great care in managing resources efficiently, ensuring every contribution – whether financial or in-kind – translates into meaningful impact for families across the state.

### Where our money comes from (income)

Community fundraising:	\$5,663
ACT Govt:	\$193,184
Grants:	\$116,327
Individual donations:	\$201,284
Corporate:	\$373,946
Roundabout Canberra events:	\$51,172
Other:	\$3,342
Total \$944,918	

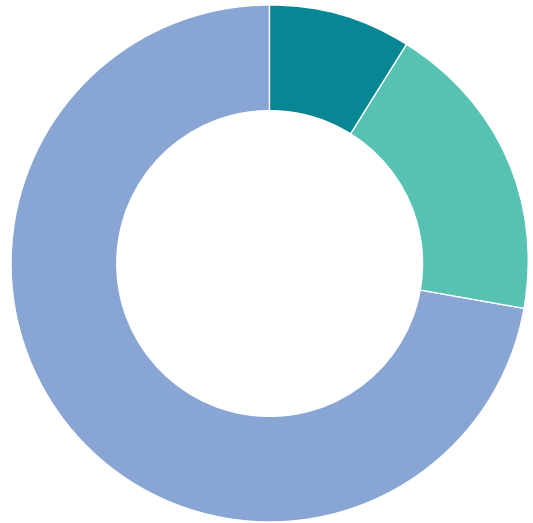


*"We take great care in managing resources efficiently."*

– Hannah, CEO

### Where your money goes (expenses)

Client goods:	9%
Operating costs:	19%
Staff and volunteer costs:	72%



### Understanding our costs

This year, staffing costs represent 72% of our total expenditure. While this may seem high at first glance, it's important to note that our small paid team supports the work of hundreds of volunteers, who contributed over 16,000 hours, valued at approximately \$867,938.

In addition, we rehomed more than \$1.2 million worth of donated goods. These costs are not included in our financial spend, but they are central to our impact.

Roundabout Canberra is a volunteer-powered organisation, and the paid staff are critical to ensuring the safety, quality, coordination and scale of our work. Investing in people allows us to deliver high-quality support to thousands of children each year, uphold dignity for families, and make the most of our generous community donations.

# Helping put us on the map

Our partners, supporters and friends all help put us on the map – extending our reach and strengthening our impact to support families in need.

Together we're driving real change, one partnership at a time.

## Corporate Partnerships



## Corporate Friends

- BMD Group
- Canberra Southern Cross Club
- Procure
- Capital Chemist
- Ginninderry
- Lendlease
- Lexmerca Lawyers
- South.Point

## ACT Government

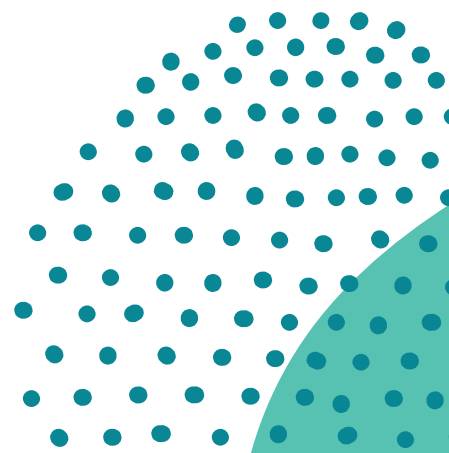
- Community Services Directorate

## Trusts & Foundations

- Ian & Shirley Norman Foundation
- Snow Foundation
- Hands Across Canberra
- James N Kirby Foundation
- John James Foundation
- Waratah Education Foundation

## Friends

- Community Home Australia
- Share the Dignity
- Street Smart





**It's always so bitter-sweet  
hearing stories from recipients...  
Bitter-sweet in that it's such a  
shame that there's a need for  
Roundabout's services in the  
first place, yet being so thankful  
that we can actually help.**

**– Supporter**





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