



**Impact
Report**
2025



Acknowledgement of Country

Roundabout Canberra acknowledges the Ngunnawal people as the Traditional Custodians of the land on which we work and live, and we pay our respects to Elders past and present. We recognise the ongoing connection of Aboriginal and Torres Strait Islander people to Country, culture, and community, and we are committed to working in ways that are culturally safe, respectful, and guided by First Nations voices.

Message from the Board Chair

Roundabout Canberra holds a very special place in my heart.

I'm privileged to have been part of the Roundabout Canberra community since 2019, and this year to step into the role of Board Chair, following Amy Critchley, who has led the organisation since its founding in 2018.

This year has been one of significant growth and organisational maturity, strengthening both our impact and the foundations that support it. This progress has only been possible because of the strength and generosity of our community.

A key highlight this year was our move into an expanded social services space and subsequent warehouse refit. The new space is safer and more functional for volunteers, staff and partners, and has significantly enhanced our capacity to support the growing number of children and families in need. We were thrilled by the depth of community support at the opening, and it was a pleasure to share such a wonderful moment with so many.

We continue to ensure that the voices of First Nations families guide both the support we provide, as well as our broader impact in the community. This commitment is reflected in Community Connections, a stunning and powerful artwork created by LaToya Kennedy for Roundabout Canberra. This piece conveys deep meaning while also bringing great joy and connection. It is something we are immensely proud of.

In October, our Founder and CEO, Hannah, gave an inspired TEDx Talk about poverty, sharing how a circular economy model can restore dignity, reduce waste and help ensure that no child goes without. This highlighted the impact that material support can have on children and families experiencing poverty and disadvantage, emphasising the importance of our work at Roundabout Canberra. You can watch Hannah deliver her talk on [YouTube](#).

Hannah was also accepted into a leadership program with the Centre for Social Impact in late 2025, continuing into 2026. The program will help strengthen Roundabout Canberra's ability to build on our organisational success and drive meaningful systemic impact in the local community.

We are, as always, incredibly grateful to our supporters and corporate partners, and to the ACT Government. Without your significant contributions, we could not deliver safety and dignity to local families and children in need. Thank you.

Demand for our services continues to increase year on year, as does the cost of delivering them – never more so than in the current economic climate. We are constantly balancing core operations with the long-term sustainability of the organisation, and support from corporate partnerships is absolutely critical to our ongoing success.

Thank you to our social service partners. We remain in constant awe of everything you do. You continually reach above and beyond the perceived realms of possibility, delivering front line support to those most in need. It is an honour to play a small part of the difference you make every single day.

Finally, thank you to each and every member of our amazing volunteers, staff, Board and our donors, for your unwavering and ongoing commitment and contributions. Together, we have so much to be proud of, especially now after another year of growth.

I'm excited for the year ahead and I look forward to working with you all.

With gratitude,

Emma

Emma Reilly
Board Chair
Roundabout Canberra



Message from our CEO

As I reflect on 2025, I find myself thinking less about growth, and more about what sits underneath it. This year, we supported more children and families than ever before. Demand continued to rise, driven largely by cost-of-living pressures, housing instability, as well as family circumstances that are often complex and unseen.

Much of our impact is not always visible. It shows up as material deprivation – families going without the basic items they need for their children... a safe place for a baby to sleep... clean, well-fitting clothes... a lunch box... toiletries. These are simple things, but not having them has a real, significant, detrimental impact. It affects a child's sense of safety and belonging, and a parent's ability to feel confident and in control.

What we do is practical. We meet immediate needs. But we also see the flow-on effect that it has for families and for the social services supporting them.

While demand continued to grow, 2025 also marked a conscious decision to focus inward. As we've scaled our deliverable capabilities, it's become increasingly important to make sure we have the fundamentals right.

We spent time strengthening our team and building clearer structures and roles. We looked closely at how we support our volunteers – central to everything we do – and where we can continue to strengthen their experience.

We also made a deliberate shift to place a stronger focus on our supporters, recognising that our community is incredibly generous, and that we can do more to engage, communicate and show our appreciation.

Alongside this, we invested in our systems, processes and policies – all the work behind the scenes that allows us to operate well, maintain quality, as well as grow sustainably. While this isn't the most visible work, it is crucial. It's what allows us to continue delivering a service that is reliable and thoughtful, and trusted by the families and services who rely on us.

In 2026, demand will continue to grow. Our focus will be on meeting that need while strengthening organisational capabilities, including building more sustainable funding, improving how we engage our community, and continuing to refine how we deliver our service.

We are ambitious about what Roundabout Canberra can become, but we are equally focused on doing this well. None of this is done in isolation.

Thank you to our volunteers, including our volunteer Board, for the time, warmth, care and consistency you bring.

To our supporters and partners, without you our work would simply not be possible.

To our social service partners, thank you for the extraordinary work you do every day.

And to our team, you are a truly special group of individuals whose thought, compassion and commitment underpin everything we do. Thank you!

We are only as good as the people we are surrounded by, and we are incredibly fortunate to be part of a community that cares so deeply about children and families.

Hannah

Hannah Andrevski
Founder & CEO
Roundabout Canberra



At the core

At Roundabout Canberra, we believe that every local child should have the essentials they need to feel safe, warm and included.

We work to simple but powerful principles:

- every child deserves a safe start
- every family should be treated with dignity
- no good-quality item should go to waste.

What began as a small, community-driven effort has grown into an important local service, now helping thousands of families each year. It was – and still is – based on the simple notion of redistributing safe and quality baby and children’s items from those who no longer need them, to those who need them most.

With the support of our volunteers, donors and partners, we are reducing material deprivation, strengthening community connections, and contributing to a more circular economy.

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.

Community Connections

In 2025, Roundabout Canberra commissioned Ngunnawal and Wiradjuri artist, LaToya Kennedy (Kalari Art), who grew up on Ngunnawal Country, to create an artwork reflecting the work we do and the community we are part of.

Titled *Community Connections*, the digital painting represents the relationships between families, social services, volunteers and the broader community, and our role in ensuring every child has a safe start in life.

Below, LaToya shares the meaning behind the artwork.

“Community Connections has been created with a vision of telling a story about Roundabout Canberra’s commitment to providing families with high-quality, essential baby and children’s items through trusted local services; and our role in ensuring every child has a safe start to life and every family receives dignity and care. The artwork illustrates the strong connections and support pathways that Roundabout Canberra provides across Kamberri (Canberra), Cu-Um-bean (Queanbeyan) and some other areas of regional NSW. It highlights the positive impact Roundabout Canberra has on the daily lives of children and families.

Community Connections represents Roundabout Canberra’s values of community, dignity and environment and how they are carried forward with the support of volunteers, donors and partners. This artwork also represents equality, respect, trust and growth between staff, local support services and community volunteering on Ngunnawal Country.

The large meeting place in the middle represents Roundabout Canberra. Connection pathways linking to the smaller blue meeting places represent Roundabout Canberra’s trusted local services; and the smaller pink meeting places represent families in need of support.

The people symbols represent parents/guardians and children. The handprint, footprints and animal tracks represent people, culture and Country; and represent us on our journey keeping song, dance, and culture alive with a spiritual connection to our ancestors and The Dreaming.

‘Maliyan’, the wedge-tailed eagle, represents the totem of the local Ngunnawal people. Totem animals hold immense significance in Aboriginal culture as they represent Aboriginal identity, spirituality, kinship, and connection to the land; and they serve as guardians, protectors and guides, offering wisdom, strength, and guidance throughout life. This artwork demonstrates connections and unique relationships that Aboriginal and Torres Strait Islander people have with the Country and land; and respect for our traditions and culture.

- LaToya Kennedy

Djan yimaba (‘thank you’ in Ngunnawal language), LaToya, for this beautiful and meaningful artwork, produced for Roundabout Canberra. A copy of the piece can be found in the foyer of our Social Services building.



Board and Staff

Our Board



Emma Reilly
Board Chair
(from June 2025)



Amy Critchley
Board Chair
(to June 2025)



Amanda Tobler
Deputy Chair



Stephanie Crosby
Treasurer and
Non-Executive
Director



Lauren Phillips
Company Secretary
and Non-Executive
Director



Jean Giese
Non-Executive
Director



Caitrin Dunn
Non-Executive
Director



Scott Polsen
Non-Executive
Director

Our Staff



Hannah Andrevski
CEO and Founder



Miranda Phillips
General Manager



Lynsey Kelly
Fundraising
Manager



Melissa
Community
Engagement
Coordinator



Sally
Social Services
Coordinator



Elinor
Orders Assistant



Eliza
Orders Assistant



Laura
Volunteer
Coordinator



Caroline
Volunteer
Coordinator



Ellie
Corporate
Volunteer Assistant



Kerrie
Warehouse
Coordinator



Lysandra
Warehouse
Coordinator



Sarawee
Warehouse
Assistant



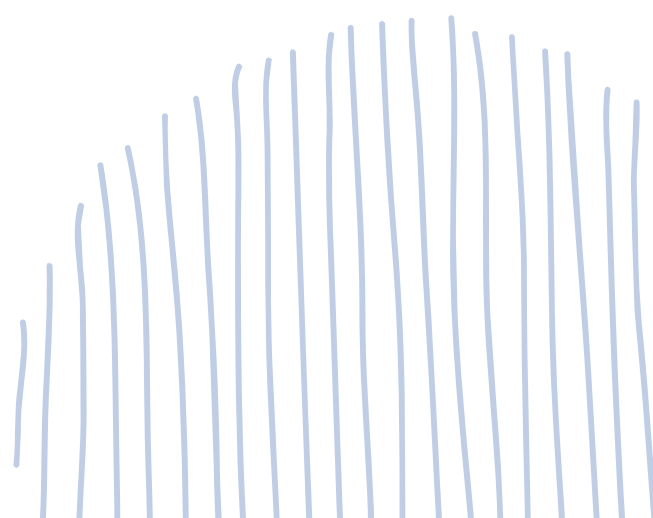
Bridie
Warehouse
Assistant



Emily
Administration
Assistant

Staff list as at 31.12.25.

Team equivalent to approximately 8 full-time roles (FTE).



"The relief of not having to think about, prepare or purchase items themselves is massive - it takes such a load off them, giving them a chance to enjoying moments with their baby without concern for not being able to provide for them." - Case worker



2025: a year of focus

Supporting more children than ever before

Demand for our service continued to grow, driven by cost-of-living pressures and housing instability across our region.

Making support easier to access

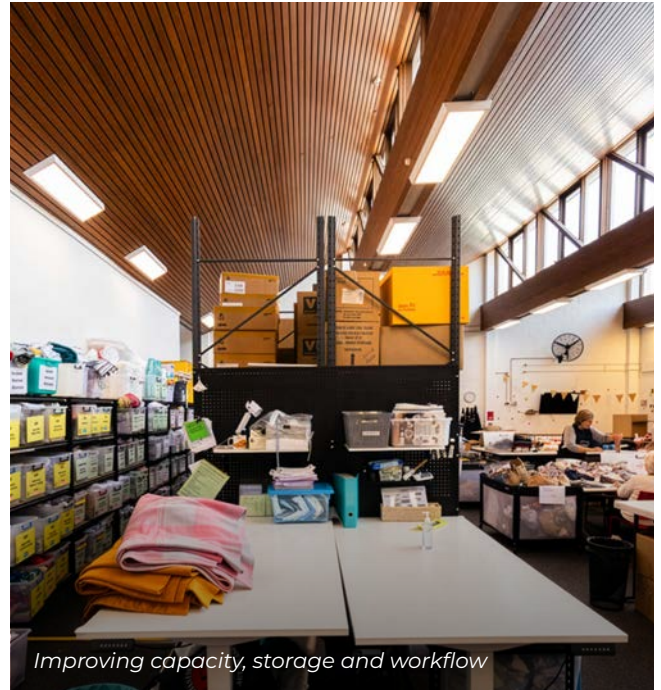
We introduced free delivery to all partner services, ensuring essential items reach families quickly and without added burden on frontline workers.

Expanding our capacity

Our new warehouse space increased storage, improved workflow, and strengthened our ability to respond to growing demand.

Strengthening our foundations

We invested in our people, systems and processes to ensure we can continue delivering a reliable, high-quality service as we continue to grow.



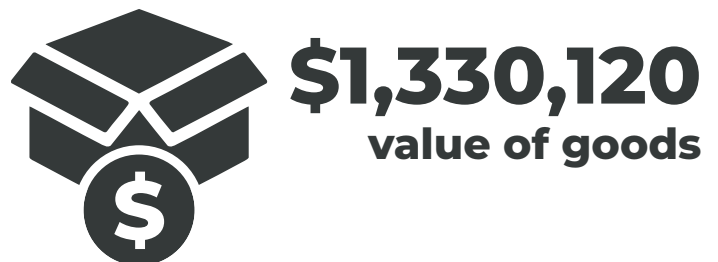
Improving capacity, storage and workflow



Credit: Arran McKenna

Our impact in numbers

Every item we can provide is a step towards stability and security, care and warmth, as well as a step towards a circular economy.



1,436
School packs

303
Safe sleep packs

1,162
Linen packs

554
Car seats

170
Highchairs

3,974
Clothes packs

798
Feeding items

1,234
Book packs

2,576
Toiletry packs

377
Prams

1,728
Nappy packs

396
Safety items

When it matters most

A social worker shared this story about the impact of Roundabout Canberra's support...

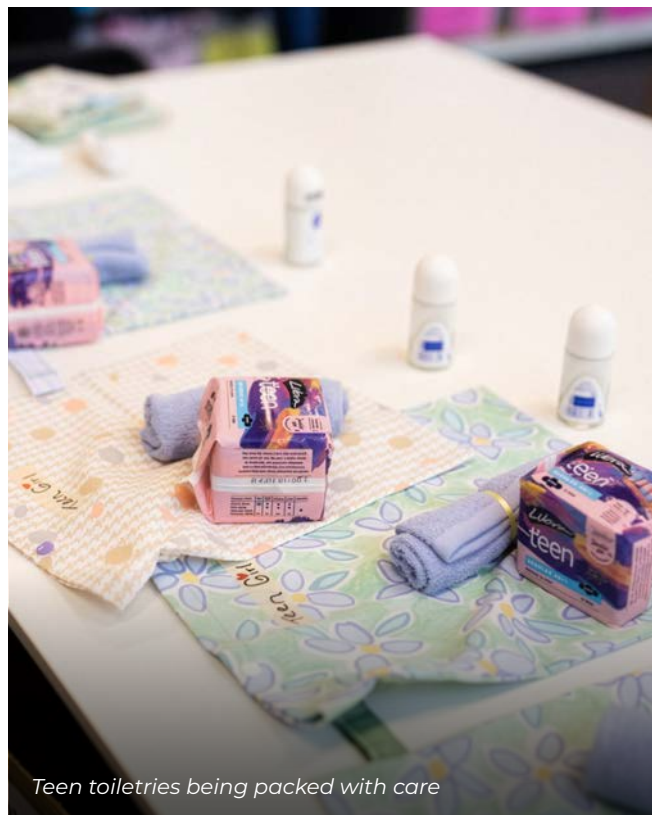
I received a request for an order for a 12-year-old girl who had needed to flee her family of origin overnight due to domestic violence being perpetrated by a guardian. That young girl left home with only the clothing on her back, not a thing else.

Roundabout was able to provide her with what she needed. Things as small as a toothbrush had an enormous impact on that young person.

The assistance from Roundabout meant she was able to be enrolled in high school immediately. Reengaging with education was extremely important for her to establish a sense of normalcy, a social foundation and a safe new start. Going to school with new clothes and a tailored teenage girl toiletry pack made her feel dignified and just that little bit more confident to face the change and the trauma she had.

I thank Roundabout Canberra for being there to fill the gap when things fell apart for this young girl.

- Social worker



Our direction to 2030

In early 2025, Roundabout Canberra worked with the Board to define a clear strategic direction through to 2030, helping ensure we continue to meet growing demand, while strengthening the foundations that support our work.

Focus areas:



Delivering the right support, at the right time

Ensuring families receive the essential items they need, when they need them.



Strengthening how we operate

Building the systems and processes that allow us to grow sustainably and respond to demand.



Growing sustainable funding

Strengthening and diversifying the support that makes our work possible.



Strengthening our voice and community reach

Building awareness, deepening community connection, and growing support through partnerships and engagement.

Powered by volunteers

Roundabout Canberra is powered by its volunteers. Every item sorted, cleaned and packed is made possible by their time and care.

Our volunteer model is flexible and community-focused, allowing people to contribute in a way that works for them. This has helped build a strong and connected volunteer community, where people not only give back, but also experience a sense of purpose and belonging.

In 2025, volunteers contributed 17,779 hours, enabling us to deliver essential items to thousands of children and families across our region.

That's equal to more than eight full-time staff across the year.

We asked 133 of our volunteers what motivated them to continue volunteering with Roundabout Canberra.

We found that those who had volunteered for more than six months had improved wellbeing and a real sense of community, providing the motivation for them to donate their time regularly.



17,779
volunteer
hours

One
extraordinary
contribution.



Roundabout Canberra is powered by extraordinary volunteers

Jennie's story

Growing up in a working-class area gave me an understanding of how hard life can be, and how people are trying their best. Sometimes people just need a little help.

Now that I'm retired, I love volunteering at Roundabout. I spend most of my time bringing prams back to life, making them look as good as new. I don't mind if it takes half a day or three days, I just want the family to feel like they have something new.

I've seen first-hand how impactful this work is. One day, a dad came in to donate a pram. It turned out his family had previously received support from Roundabout. The pram he was donating was one they had been given. He spoke about how much it meant to receive something that looked so good, like new, and wanted another family to feel that same joy.

I've found a beautiful community at Roundabout Canberra. The care people take in preparing each item is incredible, whether it's matching clothes or choosing the right book for a child. Everyone puts in that extra effort.

It's a non-judgemental space focused on helping families who need it. Times are hard for many people, and it feels good to be part of an organisation providing such thoughtful and dignified support.

"I don't mind if it takes half a day or three days, I just want the family to feel like they have something new."

– Jennie, volunteer



Volunteer Jennie is always happy to lend a hand

Partnering with purpose: Clayton Utz

Corporate partnerships play an important role in extending our reach and impact, particularly through hands-on volunteering.

Through volunteering, teams contribute directly to preparing essential items for families, while gaining a deeper understanding of the challenges facing our community.

Sasha Massey, from Clayton Utz, spoke on behalf of their Community Connect Team in the Canberra office.

“We are inspired by Roundabout’s dedication to supporting families... as well as by the care and attention they demonstrate when sorting through pre-loved goods to ensure this support is delivered effectively and meaningfully.

We also appreciate Roundabout’s focus on sustainability. Roundabout’s thoughtful model of

operation shows that it is possible to deliver impact to others whilst minimising the impact on the environment.

We value the opportunity to give back to the community through the corporate volunteering program.

As a firm, we value building relationships with organisations who are on the ground, delivering services that have a tangible impact on the local community.”

In 2025, we were grateful to formalise our partnership with Clayton Utz, with their support enabling us to expand our volunteer program.

Clayton Utz’s support has provided their staff with meaningful opportunities to contribute to Roundabout Canberra’s work first-hand, and connect directly with its impact.



Clayton Utz Canberra staff at a corporate volunteering session at Roundabout Canberra warehouse

Helping ease the pressure

Cost-of-living pressures continued to weigh heavily on families in 2025, with financial strain one of the most common reasons families sought support, as well as housing instability.

These challenges often leave parents and carers facing impossible choices – such as paying bills or providing essentials like food for their children. Single mothers and families experiencing domestic violence are particularly affected, as they were often also facing housing instability and social isolation.

The growing number of families struggling to meet even the basic needs highlights the critical role of Roundabout Canberra in easing pressure and providing timely material aid, helping ensure children have what they need to thrive.



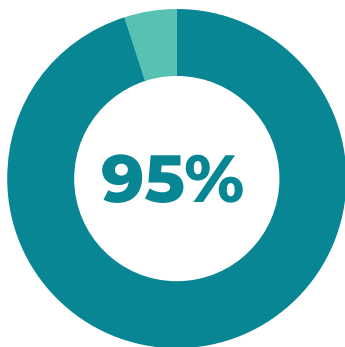
Supporting social services to focus on what matters most

Roundabout Canberra plays a vital role in supporting social and community services, providing simple, reliable and judgment-free access to essential items for the families they are working with.

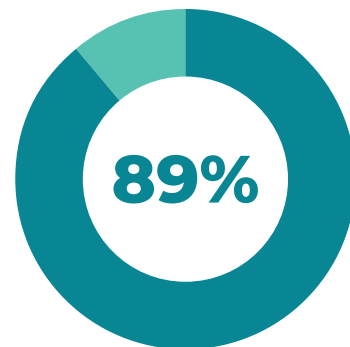
Our service is easy to use, free of charge, and designed to reduce administrative burdens, so the social services can focus on what they do best, providing holistic support to families experiencing vulnerabilities.

Roundabout Canberra works with more than 800 individual social and community sector workers from 130+ social service and community organisations in Canberra and surrounding regions. These organisations include public hospitals, child protection services, women's and domestic violence refuges, migrant and refugee support services, education support services, and many more.

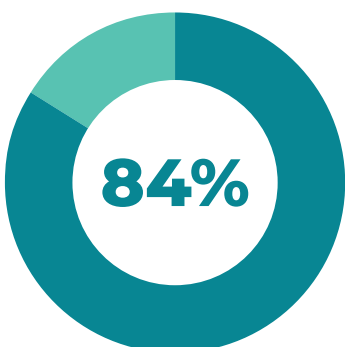
According to our 2025 State of Service Survey, social service providers say that:



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



Our service helps children and families feel safe and secure.



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



Roundabout reduces financial pressure faced by families.

This demonstrates how our trusted, streamlined model not only eases pressure on families, but also strengthens the capacity of social services across the region, ensuring support reaches those who need it most.

"Your support is so valuable for the vulnerable families we work with. Thank you. Don't stop doing what you are doing." - Case worker



Delivering support when it matters most

In late 2025, we introduced free delivery – via two vans generously funded by Benmax – to all partner services across the ACT.

This has made it significantly easier for social services to access essential items quickly, particularly for families in urgent or complex situations.

Delivered in partnership with LEAD Disability Services, the service also creates meaningful, supported employment opportunities for people with disability.

For team members like Seb, this work is more than a job. It provides structure, builds confidence and supports the development of practical, transferable skills, with positive impacts extending beyond the workplace.

By delivering directly to referring organisations, we reduce the operational pressure on frontline services and help ensure families receive material aid when and where it's required.

"The time it saved us and the relief for our clients was immense. We had a client in crisis that morning who we may not have been able to support otherwise. Having access to this service makes a real difference when families need help most."

– Social worker, Construction Charitable Works

"Seb, one of our participants, has been working with you for a few months now. Since doing this work, we – and his family – have seen a marked difference in the way he regulates himself, with improved behaviours and skills developing in other areas of his life."

– LEAD Disability Services



Seb (left) and Ry (right) setting out on a delivery run

A bigger space to support more families

A major milestone in 2025 was the expansion of our Holt headquarters, made possible through our partnership with the ACT Government.

The new Social Services Building has increased our storage capacity, improved workflow, and created a dedicated space for packing and collecting orders.

This expansion allows us to respond more effectively to growing demand, while maintaining the quality and reliability of our service.

Our relocation was gratefully supported by Shape Australia, whose team helped us move and set up the space, enabling us to be operational again quickly, and most importantly, without disruption to families.

The Social Services Building was officially opened in November 2025 by ACT Chief Minister Andrew Barr, alongside government and community partners.



CEO Hannah and ACT Chief Minister Andrew Barr cutting ribbon to officially open the Social Services Building



Aunty Serena Williams and Roundabout Canberra volunteer, Anne

A community coming together

Roundabout Canberra exists because of the generosity of our community, something we see in action every single day.

Whether through financial contributions, donations of essential goods, or hands-on support, every act of giving helps ensure children and families have what they need to thrive. It's this collective community effort – people giving what they can, when they can – that makes our work possible.

In 2025, this generosity was felt in countless ways. Thousands of community members donated high quality, pre-loved baby and children's items, transforming goods no longer needed into something meaningful for another family. From cots and prams to everyday essentials, these contributions not only meet practical needs but also provide care, dignity, and relief.

Every community fundraiser, whether in a workplace, school or community group, plays a meaningful role in extending our reach and ensuring more families receive the support they need.

Our partnerships further reflect the strength of this collective effort. We are deeply grateful to Goodies Junction, run by St Vincent de Paul Society, for their ongoing generosity and support. Their donation of Lego helps our annual Lego sale continue, transforming pre-loved items into vital funds that support children and families in our community.

Through this collective generosity from individuals, businesses and organisations, we can continue raising vital funds to support our work. Our impact is powered by a caring community that chooses to show up for each other.



Roundabout Canberra Great Lego Sale, 2025



Roundabout Canberra CEO, Hannah and Lucy Hohnen, CEO St Vincent de Paul Society Canberra/Goulburn

Corporate partner spotlight: Parbery Consulting

Parbery Consulting has been supporting Roundabout Canberra for more than six years, building a partnership that has grown alongside the organisation.

What began as a simple donation drive has developed into a broader relationship, with Parbery providing financial support, pro bono contributions and ongoing engagement through their team.

Their support plays an important role in strengthening the organisation behind the work, contributing to our volunteer program and helping ensure we can continue to deliver a consistent and reliable service for families.

“What stands out is how clearly Roundabout communicates the help they need – they make it simple and straightforward for corporate partners to show up,” said Kylie Burnett, Parbery Consulting’s Co-founder.

Parbery’s involvement reflects a shared commitment to supporting families in the local community, and the role that long-term partnerships play in sustaining and growing our impact.



The Parbery Consulting team at their corporate volunteering session

With gratitude

Our partners, supporters and friends all help bring our mission to life and extend our reach to families in need. For that we are deeply grateful – thank you.

Change Maker Partner



Corporate Partners and Supporters



MALLESONS



CLAYTON UTZ



Trusts and Foundations

- Ian & Shirley Norman Foundation
- Snow Foundation
- John James Foundation
- Hands Across Canberra
- Tall Foundation
- James N Kirby Foundation
- Australian Communities Foundation
- Social Impact Leadership Australia

Community Friends

- Gallagher
- Canberra Psychology Services
- Canberra Southern Cross Club
- Ginninderry
- Lendlease
- Giving Machines
- Street Smart

ACT Government

- Community Services Directorate
- Infrastructure

Commonwealth Government

- Department of Social Services

Support Partners and Friends

- SHAPE Australia
- Community Home Australia
- Share the Dignity
- The Nappy Collective
- Goodies Junction/St Vincent de Paul
- Remondis
- Storage King
- Canberra Lego User Group

Growing to meet the community need

In 2025, we raised \$1.2 million, enabling 5,401 children to receive support – a 20.1% increase on the previous year.

As demand has grown, so too has the organisation behind the work. We have expanded our team and strengthened our operations to ensure consistent delivery of a reliable, high-quality service to families across our region.

We continue to operate within a lean and thoughtful model, ensuring every dollar entrusted to us is directed back into supporting children and families in need.

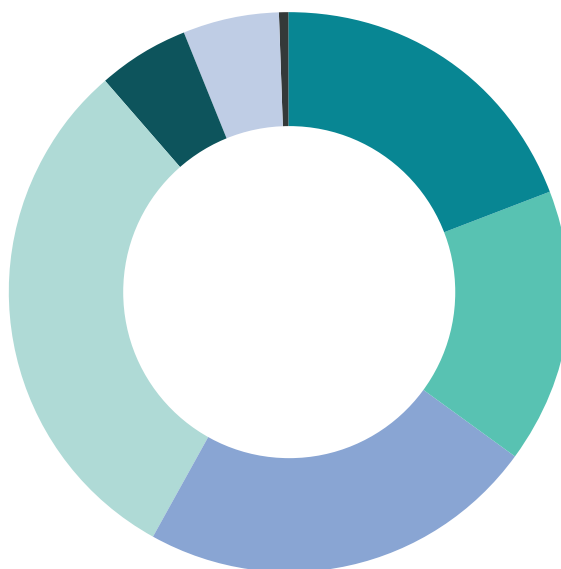
Expanding our circle of support

As Roundabout Canberra continues to grow, so too does the need for sustainable funding to support our work.

We are deeply grateful for the support of our community – from individual donors and community fundraisers to corporate partners and trusts and foundations. This collective support enables us not only to maintain our service, but to grow alongside the needs of local families.

Where our money comes from (income)

- ACT Government: \$241,613
 - Grants: \$201,124
 - Individual giving: \$289,571
 - Corporate support: \$383,862
 - Community fundraising: \$67,021
 - Roundabout Canberra events: \$69,132
 - Other: \$6,099
- Total \$1,258,422



Where your money goes (expenses)

- Staff and volunteer costs: 65%
- Operational costs: 26%
- Essential items for children and families: 9%



Looking ahead

Looking ahead, we know the need for our service will continue to grow.

Based on both historical trends and feedback from our social service partners, we will need to raise at least \$1.5 million in 2026 to meet increasing demand.

We are already seeing this need early in 2026, with a 28% increase in the number of children supported in the first quarter, alongside growing demand across key items.

Our focus is to ensure families can access support quickly and reliably as demand increases, while we strengthen the systems and processes that underpin our service.

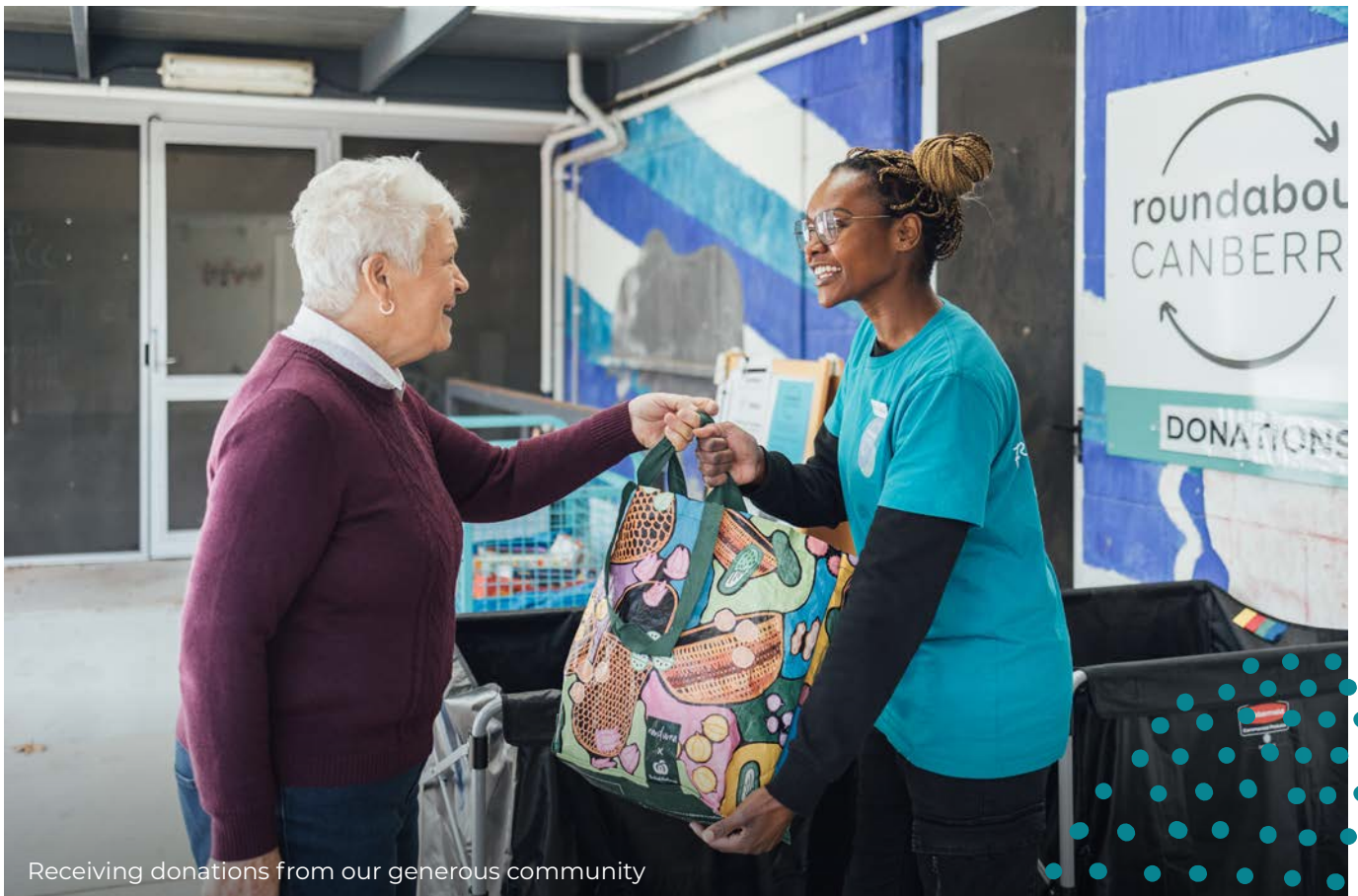
A key priority is strengthening our relationships with social services, ensuring we continue to understand where the need is greatest, and how we can respond effectively.

We will continue to build a more data-informed understanding of our service and its impact, to clearly demonstrate the difference this work makes.


We will also explore how Roundabout Canberra can play a greater role in supporting communities beyond the ACT, particularly in surrounding regions where demand is high.

Underpinning all of this is the focus on securing sustainable, long-term funding to ensure we continue meeting demand and deliver essential items to children and families who need them most.

We need your help to achieve it.



Receiving donations from our generous community



**Roundabout has saved lives.
People on the brink of despair...
Roundabout provides a bit of
hope for families and takes the
financial pressure off a little.**

**Thank you for all your beautiful
work.**

– Case worker





Roundabout Canberra

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Holt ACT 2615

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