



# Annual Report 2020-2021

---

# Contents.

4	<b>THE YEAR AT A GLANCE</b>
6	<b>ABOUT SONDER</b>
7	<b>OUR VALUES</b>
8	<b>CEO &amp; CHAIRMAN REPORT</b>
10	<b>BOARD DIRECTORS</b>
12	<b>SERVICE FOOTPRINT</b>
	<b>OUR SERVICES</b>
14	MENTAL HEALTH FOR ADULTS
16	MENTAL HEALTH FOR YOUNG PEOPLE
20	ALCOHOL & OTHER DRUGS
22	EMPLOYMENT SUPPORT
24	ABORIGINAL HEALTH
26	COMMUNITY HEALTH
28	GP & ALLIED HEALTH SUPPORT
30	RESEARCH & EVALUATION
31	WORKFORCE DEVELOPMENT
32	SONDER IT
34	<b>FINANCIAL PERFORMANCE</b>

## Acknowledgement of Country

Sonder acknowledges the Aboriginal and Torres Strait Islander peoples as the First Peoples of Australia. We recognise the cultural, spiritual, physical and emotional connection to their land. We pay respect to the Elders past, present and emerging.



The artwork by Jordan Lovegrove, a Ngarrindjeri man, shows Sonder's relationship with its Closing the Gap (CTG) teams and their contributions to improving access to culturally appropriate mainstream primary care services for Aboriginal and Torres Strait Islander people.

Sonder is represented by the large central meeting place while the four smaller meeting places represent the CTG teams. They are connected by pathways to demonstrate working together. The other smaller meeting places represent external service providers. The dot patterns throughout are the different people and communities helped by Sonder.



In 2020-21 we supported

**14,902**

South Australians to improve their wellbeing & live better lives



This was achieved through:

**301**

staff members



**30**

programs & services across South Australia



**174**

Volunteers



## Our impact

This has led to another year of great outcomes for Sonder

**Adult mental health**



**6,020**

people assisted through 12 services

**Youth services**



**5,510**

people assisted through 6 services

**Aboriginal health**



**1,572**

people assisted through 2 services

**Alcohol & other drugs**



**165**

people assisted through 3 services

**Employment support**



**395**

people assisted through 2 services

**Community health**



**1,240**

people assisted through 4 services

# About Sonder.

## We help people to improve their wellbeing and live better lives.

Sonder is an inclusive, not-for-profit organisation that has been providing better quality health and support services to the South Australian community since 1993.

We support thousands of people each year with mental health challenges, alcohol & drug use concerns, chronic disease management and employment.

Clients are able to access multiple services to address their needs from a range of centres located across SA.

Over the past 27 years, the organisation has earned a solid reputation for the delivery of high quality, evidence-based clinical psychological therapy

services and is now one of the leading providers of mental health services in the state.

Sonder supports children, young people and adults living with mental health concerns to improve their wellbeing and pursue a life with meaning, hope and purpose.

Additionally, Sonder is the lead agency for headspace Adelaide, Edinburgh North, Marion and Onkaparinga.

The headspace Centres act as a one-stop-shop for young people who need help with mental health, physical health, alcohol and other drugs or work and study support.

### Sonder

**n. the realisation that each random passerby is living a life as vivid and complex as your own.**



Sonder welcomes all people irrespective of ethnicity, lifestyle choice, faith, sexual orientation and gender identity.

# Our values.



## Respect

We demonstrate a deep commitment to respecting the individual needs, beliefs and heritage of all whose lives we touch.



## Honesty

We speak truth to power; and in every way we engage with the world within and outside, we strive for openness and transparency.



## Equity

We strive for a just, fair and inclusive society where we work alongside our clients to develop their potential to live lives of full citizenship.



## Fairness

We strive to create a workplace where the rights of all people are respected and valued.



## Trust

We strive to be honest and forthright in our dealings. We build trust in our clients, employees and stakeholders.

# CEO & Chairman report.



**Sageran Naidoo**  
CEO



**Rizwan Latif**  
Chairman

**The annual report for this financial year was supposed to have been a COVID-free zone – that was the unspoken bargain we made for enduring the initial outbreak in March 2020 – that we would ensure the impacts of the virus were contained and then we would have lives of normality.**

We now find ourselves approaching the end of 2021 and still we endure this seemingly unending pandemic. What then does a reflection of the passage of the 2020/2021 financial year under this interminable cloud reveal about Sonder and the world around us?

The truth is that unlike the previous financial year, where we were quite reactive to the impacts of the virus, this year we were on the front foot in fending off the impacts of the periodic lockdowns and changes to our operating environment.

This past year was for us an opportunity to rebuild the ties that

bind us to our staff and to focus on the wellbeing of our most vital asset – our incredible workforce.

Yes, Sonder is strongly client-focused but what we have done through enhancing the working from home arrangements and rebuilding some service and support systems, was to create an environment where our staff felt truly supported and they in turn selflessly continued their dedicated care to our clients.

The Annual Report tells this story vividly.

From an income perspective, we have again done well by diversifying our income streams and expanding the types of services we deliver. Regrettably, we are not able to show on our Balance Sheet the value of our most important assets and which has been the foundation of our growth and resilience – our diverse, passionate and innovative staff. This Annual Report is a record of their achievements.

There are a few stand-out additions to the Sonder suite of services. This year we launched the headspace Marion Centre, now an invaluable hub for youth mental health services in the inner south.

We also commenced the nascent Solasta service in Klemzig, our newest social enterprise and we completed the establishment of the Sonder Onkaparinga centre, the new home for our emerge and Closing the Gap teams in the south.

We completed the transformation of our Edinburgh North centre with the refurbishment of the Wellbeing Services Building and the establishment of the Community Services Building. Coupled with the still very new headspace Edinburgh North Centre, this site now has the look and feel of a dynamic and vibrant hub for our northern communities.

These massive changes to our infrastructure stem from our belief that should we want to deliver

services to a community, then we have to be in that community and in that regard we have set down firm roots in the respective regions where we now operate.

A key milestone in our ongoing pursuit of culturally safe and culturally appropriate services, we were pleased that the Sonder Reconciliation Action Plan was endorsed and implemented across the organisation.

We have seen consistent increases in the number of Aboriginal staff being employed at Sonder and a concurrent increase in the number of Aboriginal clients who access our services. We also supplemented our Closing the Gap program by adding 2 new programs that focused on early intervention in healthcare to address the needs of our communities before the onset of disease.

In keeping with the theme of early intervention, we have also taken practical steps to build the Sonder of tomorrow. New systems have begun to be introduced to manage the increase in the number of staff and the increase in the number of contracts.

Using enhanced performance management tools, we are striving to make informed decisions based on data retrieval and analysis – areas that have been lacking across Sonder for some time.

Many of these changes have been underpinned by the establishment of a new portfolio – Innovation & Excellence – as part of our ongoing commitment to provide safe and high quality care. To ensure we are always delivering services that are founded on only

the evidence-based modalities, we have increased too the scope of our research and evaluation capacities.

To address the now chronic challenge of workforce shortages, we have introduced a range of clinical workforce development strategies. These include increased students placements and more structured internships and pathways for clinical registrars. Together with our Sonder Parental Leave program and our existing Leadership Development and generous staff CPD Programs, we are striving to create new pathways into Sonder and the workplace culture to retain that workforce.

These are very expensive initiatives that have to be self-funded by Sonder and to have such an extensive array of opportunities, we are ever grateful to the Sonder IT team, our first social enterprise and which generates the income to enable us to fund our Values. Solasta, our psychological and therapy services social enterprise, is a key plank in this workforce development strategy.

The diversification of our services also bore fruit with Sonder expanding our mental health and alcohol and other drugs service footprint into regional South Australia and further into the southern metro. Of particular significance, and only to be fully implemented from the 21/22 FY, is our participation in the southern metro Toward Home Alliance. This will be our first foray into specialized homelessness services and despite initial teething pains, we are starting to see an incredible opportunity to partner with agencies whose Values align

with our own to serve a new cohort of clients.

A key achievement in this reporting period, following a long period of consultation, was the establishment of the Adelaide GP Council, the effective merger of the former northern and southern regional GP Councils. The advent of this metro-wide advocacy and consultative body, a sub-committee of the Sonder Board of Directors, has already resulted in stronger partnerships with the Local Health Networks and Adelaide PHN.

We are grateful to our funders and to the many stakeholders who have again supported us through a challenging year. The year ahead looks promising with increased COVID vaccination rates and the promise of more freedoms.

Perhaps the next annual report will indeed be COVID free.

Warm regards,

**Sageran Naidoo**, CEO

**Rizwan Latif**, Chairman

# Meet our board.

**Sonder's corporate governance and performance is the responsibility of our Board of Directors.**

The Board of Directors oversee the strategic directions of Sonder and sets the strategic vision for the agency. The Board also plays a vital role in monitoring the practice, financial and clinical performance of Sonder but delegates the responsibility for the day to day administration of the organisation to the CEO and the Executive Team.

Our Directors have a wide range of expertise, including experience in corporate governance, business and risk management, health service delivery, policy, planning, evaluation, health information and research. They volunteer their skills, experience and time to help improve the lives of South Australian community members.

## DR RIZWAN LATIF

Chairman  
**General Practitioner  
in Craigmore**

Dr Latif has extensive professional medical practice experience in the Sonder region for over 15 years.



Rizwan appears on various State Clinical Committees and is a Clinical Lecturer at Adelaide University and a Clinical Examiner with the Australian Medical Council. Rizwan is also on the Executive Committee for the Pakistan Medical Association and is the chair of Sonder's Adelaide GP Council.

## MR DANNY HAYDON

Vice Chairman  
**Principal, Health Division,  
Brentnalls Health**

Danny has been a business consultant to the medical and allied health industry since 2008. Danny's comprehensive experience in the health sector means he's committed to building viable medical and allied health practices so they can achieve their goals.



Danny is a Board Member (and Past President) of the Australian Association of Practice Management and Member of the Health Care Homes Implementation Advisory Group and was the Executive Officer at the Clare Medical Centre.

## DR RICHARD HEAH

Board Director  
**General Practitioner  
in Elizabeth**

Dr Heah has over 20 years of professional medical practice experience in the northern region of Adelaide. Richard is the Director of Corporate Health Group.



He has keen interest in Medical Education, involved as a mentor for IMG and as an RACGP Examiner. Richard is a participant on AHPRA and serves PESCI Tribunals.

Richard has extensive business and finance management experience and is a Graduate of the Australian Institute of Company of Directors.

## DR SUDHEER TALARI

Board Director  
**Medical Practitioner  
in Gawler**

Dr Talari has over 10 years of experience as a Medical Practitioner. He is the president of the Salisbury Elizabeth Medical Association and has acted as an examiner for MOCK exams for medical students, GPs and AMC candidates.



Sudheer has experience running workshops for International Medical Graduates for AMC Clinical and FRACGP OSCE exams.

## MR JOHN MANNING

Chair of Risk & Finance Sub  
Committee  
**Managing Director  
at Dewings Accounting**

John Manning is the managing director of Dewings, a boutique firm of Accountants and Business Advisers based in Adelaide. He has worked in accounting, IT and HR and has a rich background in business.



John is a regular speaker on a range of business issues with various organisations. He also holds a Masters of Divinity and has served as a Board Member for local and national not-for-profit boards. He is also an affiliate member of the Institute of Chartered Accountants and a Graduate of the Australian Institute of Company Directors.

## DR SEEMA JAIN

Board Director  
**General Practitioner  
in Elizabeth Grove**

Dr Jain is a Practice Principal with over 20 years experience working across hospitals in SA and interstate, with exposure across a wide range of sectors.



Seema has extensive experience working with Aboriginal & Torres Strait Islander health issues. Seema teaches medical students and supervises Medical Registrars.

## DR KALI HAYWARD

Board Director  
**General Practitioner  
in Elizabeth**

Dr Hayward is descended from the Warnman Peoples of Western Australia. She has been working as a GP for 10 years and practices at the Aboriginal Family Clinic in Noarlunga.



Kali is a Medical Educator and GP Registrar supervisor for GPEx.

She is the immediate past President of the Australian Indigenous Doctors' Association which is striving to encourage more Aboriginal and Torres Strait Islanders to pursue a career in medicine.

# We strengthened local communities across South Australia.

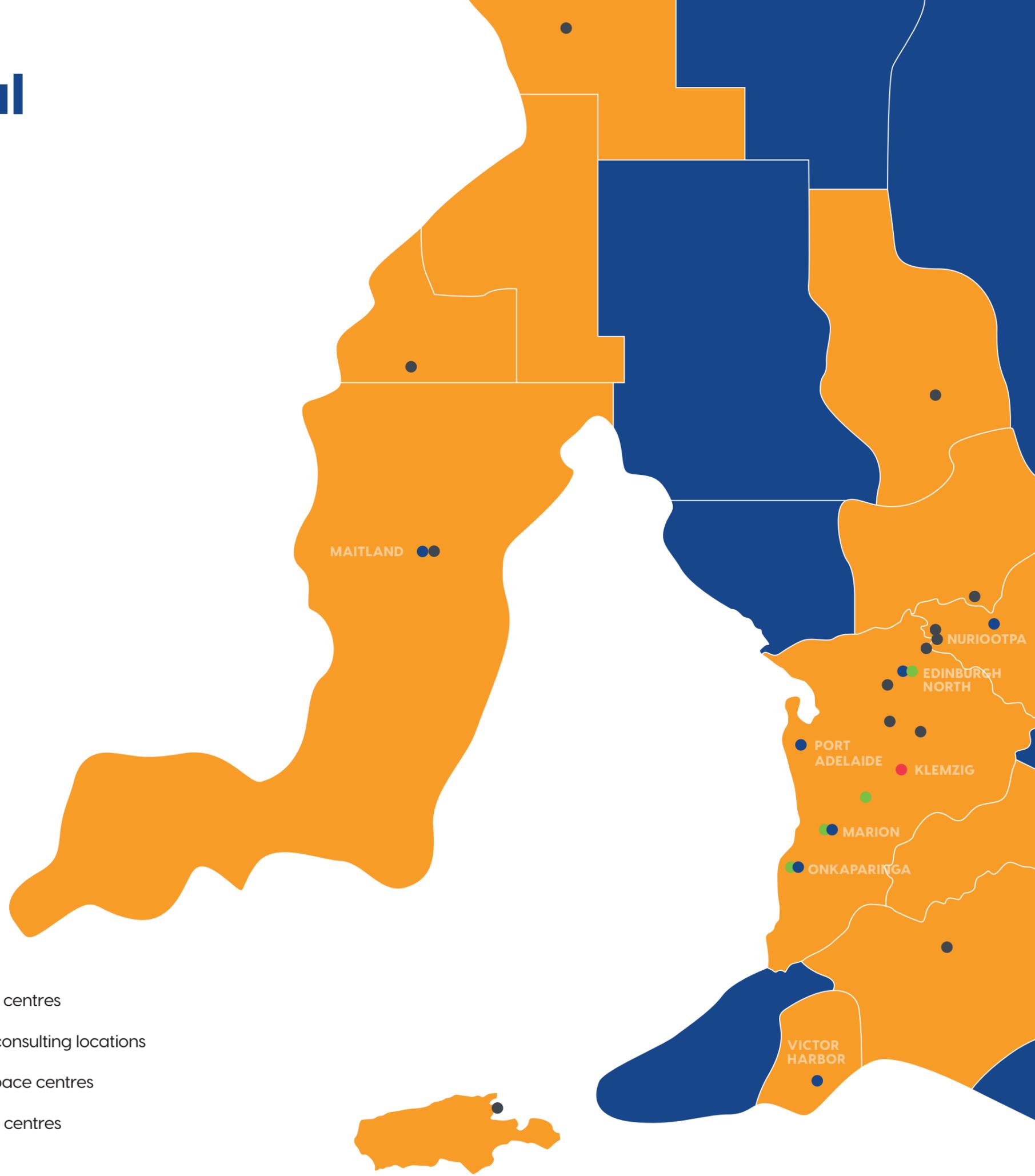
In the 2020-21 financial year, we expanded our service locations to support a broader range of clients to improve their health and wellbeing.

Our services for community members include:

-  MENTAL HEALTH COUNSELLING
-  ALCOHOL & OTHER DRUGS SERVICES
-  NUTRITION & EXERCISE
-  EMPLOYMENT SUPPORT
-  SUICIDE PREVENTION
-  ABORIGINAL HEALTH
-  CARE COORDINATION
-  CHRONIC DISEASE MANAGEMENT

We delivered **30** programs in **25** different locations across South Australia.

- Sonder centres
- Other consulting locations
- headspace centres
- Solasta centres



# Mental health services for adults.

**Our recovery-focused approach to mental health services supports individuals to improve their wellbeing and pursue a life with meaning, hope and purpose.**

**We provided over 40,000 services to 6,020 individuals experiencing mental health concerns in Adelaide's northern and western metropolitan regions, as well as Gawler-Barossa.**

Almost 70% of people who accessed mental health services showed an improvement in their wellbeing.

**Additional recruitment of 8 Peer Workers to our Walk-in After-Hours Mental Health Service** contributed to consistent availability of workers with lived experience of mental illness.

Our Walk-in After-Hours Mental Health Service provided 342 individuals with free, on-the-spot treatment, advice and support from trained mental health professionals, without the need for a formal referral.

Individuals who accessed the walk-in service had significant reductions in distress, regardless of whether peer support, clinical support or a combined service was provided.

**We piloted a new program to support older people struggling with the impacts of the COVID-19 pandemic.**

COVID & Your Wellbeing was a program provided by Mental Health Practitioners who worked with older Australians to overcome feelings of being overwhelmed, stressed or lonely due to the pandemic. Our practitioners helped clients to stay connected, cope with the new changes in their lives and look after their wellbeing.

Establishment of the program was supported by extensive networking and community consultation. Over 50 network meetings were held with stakeholders from local governments, senior clubs, Aboriginal and Torres Strait Islander community groups and community health services.

This led to the establishment of three service delivery co-locations within community centres, which were instrumental in facilitating referrals, improving ease of access for clients and supporting clients to re-engage with the community and reduce feelings of isolation.

**We developed a new client pathway, utilising the Choice and Partnership Approach (CAPA) model,** to maximise the effectiveness of practitioner skills and administration processes where possible, to ensure each step of the pathway adds value for our clients.

Our new pathway enables early face-to-face contact, family or support person involvement and client self-determination.

This systematic approach to service organisation and demand management puts clients at the very centre, enabling collaborative goal-setting for better client-worker engagement, reduced waiting times for appointments, and enables us to appropriately match clients to the right program and type of support.

“

I would totally recommend this service, it has changed my mind and life for the better. I am now reaching my goals and can manage my depression better without relying on medication.

”

SONDER CLIENT

## MENTAL HEALTH SNAPSHOT



**40,000**  
services  
provided



**6,020**  
people  
supported



**12**  
programs

# Mental health services for young people.

The increased demand for services across all our services has required the youth services team to continually strive for innovative and high quality solutions to address the unmet need. Changes to our models of care are still guided by our intent to provide effective and holistic care, centred on the needs of young people and their communities.

We supported 5,510 young people and provided over 68,900 services, translating to a 44% increase from the previous year.

## **Sonder continued to play a leading role in supporting the broader youth services sector.**

To promote discussion and prompt action, Sonder developed a series of free webinars for professionals. The webinar series featured key speakers such as Professor Patrick McGorry and was designed to build collaboration between primary and tertiary services across SA and provide an opportunity to learn collectively to meet current need.

**We remained committed to best practice service delivery and sustained partnerships with research institutions**, such as Flinders University and Orygen Specialist Program.

As part of the Cognitive Processing Therapy Project, staff received training and supervision support from Flinders University.

The initiative has led to the use of PTSD screening measures at intake assessments to help better identify a young person's trauma earlier on and to provide trauma therapy accordingly. The initiative has contributed to young people better recovering from PTSD, with improvements seen in little as 12 weeks.

## **New offices were opened at Christies Beach in August 2020, becoming the home of Sonder's emerge program in southern metropolitan Adelaide.**

Designed for young people with complex and severe mental illness, emerge acts as a 'step-up' service from headspace. The program provides young people with evidence-based therapy, care coordination, group work, and psychiatric assessments and review.

In the 2020/21 financial year, the emerge program experienced a 16.1% increase in service activity. There was also a 24% increase in the number of young people supported, with 55% of clients demonstrating improvements in outcomes.

The emerge program was invited to join Orygen's 'Youth Enhanced Services Implementation Lab' which provides intensive, tailored support to service providers in areas such as capacity building and quality improvement.

## **Sonder continued to provide youth-centric support to young people via its headspace centres in Adelaide, Edinburgh North and Onkaparinga.**

In March 2021, Sonder's headspace footprint grew, with a new centre opening in Marion. Funded by the Adelaide Primary Health Network, headspace Marion has already provided 1,480 services to 434 young people, averaging 100 referrals per month – a testament to the need for support in Adelaide's central-southern region.

Across the headspace Adelaide, Edinburgh North, Onkaparinga and Marion centres, we supported 3,966 young people and provided 14,796 services, a 21% increase from the previous year, with an average visit frequency across all centres of 3.7, consistent with the previous year.

We continued to innovatively implement effective demand management strategies across our four headspace centres.

Such initiatives include brief intervention clinics; 'check-in' phone contacts; the re-commencement of group programs; access to peer support including Aboriginal and Torres Strait Islander specific support; a move towards single session therapy; and the establishment of



## YOUTH MENTAL HEALTH SNAPSHOT



**68,900**  
services provided



**5,510**  
young people supported



**4**  
headspace centres

drop-in clinics. The strategies were developed to enhance service responsiveness and accessibility for young people.

On average, young people reduced their psychological distress from severe to moderate across all headspace centres. Similarly for psychosocial functioning, evidence shows a steady improvement for young people across all centres.

**The headspace Early Psychosis Program (hYEPP) continued to support young people experiencing, or at risk of developing, psychosis.**

Based on evidence developed by Orygen Specialist Program, hYEPP focuses on early intervention, and provides young people and their families with timely access to specialist support.

Over the past financial year, we focused on consolidating and strengthening the hYEPP workforce.

Improvements in staff recruitment and retention translated to tangible outcomes regarding the number of young people who are supported by the service at any one time.

A total of 561 young people accessed the hYEPP service, a 36% increase from the previous financial year, with 34,115 services delivered, translating to a 22% increase. On average 60% of young people who received a service at hYEPP indicated significant improvement in psychological distress.

**Our community engagement efforts continued to facilitate youth engagement in our services.** We coordinated a plethora of activities focused on mental health literacy training, fundraising, grant writing, and stakeholder and consortium management.

We delivered over 380 community engagement activities, ranging from short-film making to social media campaigns; LGBTIQ+ workshops; peer worker podcasts and promotional days including National headspace Day, Wear It Purple Day, the Push-Up challenge and much more!

Our reference groups enable us to ensure the voice of young people and their families remain at the centre of service design, delivery and evaluation.

Throughout the last year, membership across the Youth Reference Groups almost doubled to 58 members.

Our Youth Ambassadors program also recommenced, providing the opportunity for tertiary students to gain work experience, receive training, join a supportive network, and positively contribute to the headspace service.

As part of the program, a Youth Ambassador can elect to undergo training and provide a 'meet and greet' to young people who are accessing headspace for the very first time. The Youth Ambassador program currently has 42 volunteers, a 64% increase from the previous year.



“

Overall, I am a much happier person. I have learnt coping mechanisms that have helped me greatly in everyday life. I am much more confident within myself and in my relationships. I can determine what is good for my mental wellbeing and what is not and adjust my life to benefit my mental health.

”

HANNAH, SONDER CLIENT

# Alcohol & other drugs.

**The unique and innovative alcohol and other drugs (AOD) program, Northern Connect ceased on 30 June 2021, following the loss of funding.**

Northern Connect commenced in 2017, funded by Adelaide PHN, led by Sonder and supported by consortium members Life Without Barriers, Uniting Communities, and DASSA. The program provided an integrated system of care to people with co-occurring AOD and mental health concerns.

In the final year of Northern Connect, Sonder supported 99 individuals with 89% reporting reductions or cessation of their substance use and 71% reporting improved understanding and management of their substance use. A total of 82% of clients made improvements in their psychological health.

**Throughout its second year of operation, our In-Home**

**Withdrawal Service achieved life-changing outcomes and sector-wide expansions.**

The service supports people to safely withdraw from substance dependence at home with counselling, peer support and care coordination, provided before, during and after withdrawal.

In February 2021, the service delivery areas were expanded, enabling the team to support people living in Adelaide's central and eastern metropolitan areas, in addition to northern and western areas.

This also led to the strengthening of the service's lived experience workforce, with the number of Peer Support Workers doubled, leading to a richer and more meaningful delivery of our service.

The In-Home Withdrawal Service supported 66 people and facilitated 45 withdrawals. 89% of

clients reported improvements in their understanding and management of AOD, 74% reported improvements in their psychological health and 74% reported improvements in their physical health.

**In 2020-21, Country SA PHN supported Sonder to pilot a specialised program for people in the Gawler-Barossa region experiencing co-occurring, post-traumatic stress and substance use concerns.**

COPE clinicians worked with individuals to address the way their trauma symptoms and substance use interact.

Feedback from those who engaged in the program noted that it was the first opportunity they had been given to deal with both their trauma symptoms and their substance use within one service, and with the same clinician.

“

I honestly recommend Sonder, such a nice, friendly group of people that truly want to see their clients get better and to start living a better life. I'm now clean from cannabis use and any other substances. Their excitement for my improvement has enabled me to see that I can live a much healthier and happier life without drugs.

ADAM, SONDER CLIENT

”

## ALCOHOL & OTHER DRUGS SNAPSHOT



**5,386**

in-home withdrawal services provided



**165**

people supported



**3**

programs

# Employment support.

**Sonder provides employment support to young people and migrants and refugees. Our programs are based on an evidence-based model known as Individual Placement and Support which integrates vocational and wellbeing support.**

**Throughout the 2020/21 financial year, our headspace Edinburgh North centre supported 56 young people to achieve their employment and study goals.**

Employment Specialists worked to develop strong networks within the community in order to better understand local business's needs and working environment. This enabled our team to remain acutely aware of job opportunities and to be able to individually assess whether each workplace fits with the young person's own needs and interests.

Our team maintained 309 face-to-face contacts with local employers, resulting in 23 job placements and 6 educational starts.

Following an evaluation of the program which recognised the benefits of IPS, the Australian Government announced an expansion of the IPS program at a further 26 headspace sites, bringing the total number of sites to 50.

In addition to the headspace Edinburgh North centre, headspace Onkaparinga was selected for the expansion of the IPS program in the 2021/2022 financial year.

**Sonder also offers employment support to young people accessing headspace Adelaide's Early Psychosis program.**

In the past year, the team supported 64 young people engaged with the Early Psychosis program, providing 1,228 services.

The team achieved 29 job starts and 14 education starts with 300 employer contacts.

As part of the program, the team also provide Vocational Peer Support, whereby a Peer Worker connects with young people about their own lived experience of working and studying while managing their mental health to provide hope and share tips with young people in similar positions.

Our Peer Worker supported an additional 4 young people into jobs and 1 young person into study.

**Sonder continued to support disadvantaged migrants and refugees to overcome complex barriers to employment.**

Over the past year, Sonder's Employment Solutions program supported a total of 275 migrants and refugees into 233 job placements, providing 4,681 services whilst taking time to understand each individual's unique needs.

Our team worked to empower clients to adapt to the constantly evolving environment of the past year, whilst equipping them with the right skills and pathways to secure sustainable and meaningful employment.

In our commitment to supporting local businesses, we maintained over 2,080 contacts with local employers and businesses, ensuring we continued to recognise each organisation's needs so only the most suitable candidates were recommended for each role.

“

The headspace Employment program was tailored very specifically to myself, my needs and my level of skills. I felt listened to and constantly included in all conversations regarding my employment.

”

CHEYENNE, HEADSPACE EMPLOYMENT SUPPORT CLIENT

## EMPLOYMENT SUPPORT SNAPSHOT



**6,927**  
services  
provided



**395**  
people  
supported



**305**  
Job or education  
placements

# Aboriginal health.

Sonder provides culturally safe services to support Aboriginal and Torres Strait Islander people to live healthier lives.

Sonder's Closing the Gap Integrated Team Care (CTG ITC) program supports Aboriginal people living in metropolitan Adelaide as well as Gawler, Barossa, Yorke Peninsula and Mid-North in regional South Australia.

Care Coordinators work with clients to help them to better understand their chronic conditions and access culturally sensitive services that enable them to manage their health.

Outreach Workers provide practical assistance, supporting clients to attend appointments and offering advocacy and general follow-up through home visits.

In 2020/21, Sonder's CTG ITC program received 405 new referrals, an increase of 32% from the previous year and provided support to 1,449 Aboriginal people with a total of 36,199 services.

Through our 715 General Practice Support program, we supported 42 Aboriginal people to complete a 715 Aboriginal Health Check.

Our 715 General Practice Support team worked alongside partner general practices and their staff to increase their capacity to better understand and respond to the needs of Aboriginal patients.

We equipped practice staff with new skills to enable them to

provide culturally safe care and support more Aboriginal patients to complete a 715 Health Check.

To promote better engagement with Aboriginal patients, we designed a t-shirt give-away which acted as an incentive for Aboriginal patients.



715 GENERAL PRACTICE SUPPORT T-SHIRT INCENTIVE

## ABORIGINAL HEALTH SNAPSHOT



**36,322**  
services provided



**1,572**  
Aboriginal people supported



**42**  
715 Health Checks completed

“

The Closing the Gap program has been awesome! Having someone to attend appointments with me has been great. Just having that support when I need it has made me feel cared for.

”

ARIANNA, SONDER CLIENT



# Community health.

**We support people to make lifestyle changes to help prevent and manage chronic health conditions.**

**In second half of the 2020/21 financial year, we supported people living in regional SA to achieve their health goals through a new program, Healthy Habits.**

Commencing in January 2021, Healthy Habits provides support to people across regional communities including Gawler, Kadina, Clare, Port Pirie, Port Augusta and Port Lincoln.

The multi-faceted program provides assistance to people living with or at risk of chronic disease to engage in healthier habits.

Individuals receive one-on-one support from a Care Coordinator who works to connect them to group nutrition and exercise sessions to help them to achieve their health goals. The program also supports individual consults with allied health and wellbeing coaches.

In the past 6 months, 274 people were supported to make significant improvements in physical activity and nutrition behaviours through the delivery of 38 group programs, 242 individual allied health appointments and 84 wellbeing coaching appointments.

**Sonder's 8 week, group-based lifestyle modification program,**

**HEAL ceased providing services at the end of the 2020-21 financial year.**

Healthy Eating Activity and Lifestyle program (HEAL) supported people living in regional South Australia with or at risk of chronic disease to improve their nutrition and exercise related behaviours.

During the last financial year, 15 HEAL programs were delivered to 145 participants.

Since the program's commencement in 2018, 84 programs have been delivered to 735 participants.

HEAL programs were delivered across 11 different remote communities, including Freeling, Gawler, Nuriootpa, Burra, Balaklava Whyalla, Port Lincoln and Pinnaroo.

**We supported 50 Aboriginal and/or Torres Strait Islander people to access group fitness and nutrition classes through our new PACE program.**

Delivery of the Physical Activity and Community Engagement (PACE) program commenced in January 2021.

Developed through ongoing co-design with local community

members and other stakeholders, PACE has a strong focus on supporting the overall health and wellbeing of Aboriginal people.

In addition to exercise sessions, community members are supported to engage in healthier behaviours through recipes, workout videos and supportive text messages developed by the PACE team.

Between January and June 2021, 9 programs were delivered for a total of 50 individuals across Adelaide's northern, western and southern metropolitan region.

**Our Allied Health Solutions program supported 771 individuals living in the Southern York Peninsula and Lower North regions of regional SA to access allied health services to improve their chronic health conditions.**

Care Coordinators in Sonder's Allied Health Solutions program advocate for each client's needs, facilitate access to no-cost allied health services and arrange a team-based approach to support the client's care needs.

Throughout the 2020/21 financial year, a total of 4,152 services were provided by a growing and diverse team of allied health professionals.

“

The changes have been immense. The welcoming, happy, non-threatening staff have made me feel safe, wanted, successful and less anxious being around people.

”

CHARMAINE, SONDER CLIENT



## COMMUNITY HEALTH SNAPSHOT



**4,540**  
services provided



**1,240**  
people supported



**62**  
Group exercise & nutrition programs facilitated

# GP & allied health support.

## Sonder is an RACGP-accredited Quality Improvement (QI) & Continuing Professional Development (CPD) provider and facilitates education and networking opportunities for primary health care professionals

### We provide education events for GPs, Nurses and Allied Health Professionals, capturing a wide range of relevant and informative topics.

In order to better understand the education needs of the primary health care workforce, we invited professionals to take part in a survey at the start of the financial year to identify common knowledge gaps. We then arranged CPD which covered these topics.

Collaborating with Local Health Networks, Central Adelaide, Southern Adelaide and Northern Adelaide, we delivered education events on topics such as chronic conditions, women's health, dementia, irritable bowel disease and mental health.

During the 2020/21 financial year, Sonder delivered 46 CPD events which were attended by 814 primary healthcare workforce members, including 296 General Practitioners.

We also facilitated a new 'Journal Club' education series, designed to support health professionals to

improve their research literacy and learn new critical appraisal skills. Our first 'Journal Club' topic explored the latest literature on the prescription of opioids in general practice.

### We continued to facilitate supportive network opportunities for professionals to work together and develop effective primary health care.

Our Nurse Network meetings, hosted in the Northern, Central and Southern regions of Adelaide provide Nurses with the opportunity to network and upskill.

In the 2020/21 financial year, Sonder hosted a total of 12 Nurse Network meetings, covering informative and relevant topics impacting the primary nurse workforce.

Our Practice Managers Network Meetings provide an opportunity for Practice Managers in Adelaide's Northern, Central and Southern metropolitan regions to build the capacity and efficiency of their general practice.

In the 2020/21 financial year, we hosted 7 Practice Manager Network meetings.

We also continued to provide advocacy for Practice Owners across Adelaide. Our Practice Owners Network provides a forum for members to address common concerns or challenges experienced in general practice. These matters are then escalated to the relevant agencies or funding bodies.

In the 2020/2021 financial year, Sonder coordinated 3 network meetings, providing networking opportunities to over 25 Practice Owners per meeting.

**Sonder established the Adelaide GP Council (AGPC) last year** to provide an independent forum for GPs to discuss issues or concerns that affect the General Practices and their ability to provide effective care in our community.

The AGPC acts as a sub-committee of the Sonder Board as is able to action the advocacy and engagement issues raised by council members.

The AGPC provides position papers, advice and recommendations to the Sonder Board, the relevant Local Health Network or Adelaide PHN as required. The AGPC however, remains independent of these organisations.

Recognising that there are a multitude of GP advocacy bodies in the Adelaide region, Sonder seeks to create an environment of collegiality and openness that will encourage the further consolidation of the other GP advocacy bodies into this single entity.

AGPC meetings across the 2020/21 financial year were productive and hosted a range of speakers and decision-makers from across the health spectrum. Summaries of these meetings can be found on the Sonder website.

### Adelaide GP Council members (as at 30 June 2021) included:

- Dr Carolyn Roesler
- Dr Louis Skeklios
- Dr Stephen Salagaras
- Dr Helen Parry
- Dr Jai Krishnan
- Dr Kali Hayward
- Dr Kin Lau
- Dr Md Moniruzzaman
- Dr Oliver Frank
- Dr Radhika Dara
- Dr Richard Reed
- Dr Rizwan Latif
- Dr Sam Ghamrawi
- Dr Sarah Sibson
- Dr Timothy Chew



# Research & evaluation.

Sonder undertakes a wide range of research and evaluation initiatives to enhance our understanding of the needs of the people we support, and better advocate for positive change and continuous improvement.

## Key highlights

This year, Sonder produced several important evaluations, such as the evaluation of our **Healthy Habits** program, our **In-Home Withdrawal Service** and **Residential Wellbeing** program.

In addition, we completed follow-up evaluations of the highly successful **Employment Solutions** program for migrants and refugees and the **Healthy Eating Activity & Lifestyle** program.

**Results from our Client Experience Survey demonstrated a high level of satisfaction and accessibility with services received at Sonder.**

1,529 clients took the opportunity to provide feedback. Of these, 92% reported that they would recommend Sonder's services to family and friends. Additionally, 74% reported that they could not have afforded a similar service.

Our results were higher than the 85% benchmark for all questions except for wait times. Respect of cultural and religious beliefs (97%) and treated with respect

and dignity (95%) were the highest scoring domains of client experience.

Quality of care when accessing Telehealth services was also analysed. Of the 308 clients who provided feedback, most (80%) expressed that they had positive telehealth experiences when engaging with services at Sonder and that the mode of service delivery was suitable to their needs (67%).

However, the results also identified a number of opportunities to improve the delivery of Telehealth service to optimise client experience. These opportunities will be further explored throughout the next 12 months.

**We remained committed to both partnering and driving innovation and excellence through research.** This year, we worked to strengthen internal research capacity and collaborative relationships with researchers and academic.

We built future workforce capacity by providing 4 student placement opportunities for both Public Health and Health Promotion Students from the

University of Adelaide and University of South Australia.

We remained committed to our strong partnerships with University of Adelaide, UniSA and Flinders University, facilitating research funding opportunities and delivering research activities.

Our relationship with academics from SAHMRI, Orygen and University of Melbourne deepened over the year. This has involved leading, partnering and/or supporting over 10 projects throughout the last 12 months and led to a number of academic publications and presentations.

Evidence from these projects is used to inform service delivery improvements, and advocate to government to inform policy and drive funding opportunities to best support the needs of our community.

# Workforce development.

As an organisation with a strong focus on the future, Sonder continues to work innovatively to develop a highly skilled workforce, enabling the delivery of the highest quality services to our community.

In the past year, we implemented a range of initiatives designed to develop Sonder's workforce including student placements and a **Leadership and Management Practitioner Traineeships, Peer Worker Upskill** program, **Mental Health Clinical Internships, Graduate Mental Health** program and **Provisional Psychologists Supervision** program.

**Our Mental Health Clinical Internship provides a unique opportunity for postgraduate social work students to develop clinical skills in a supportive, clinical environment.** The program provides a combination of professional development, community engagement, clinical observations and supervised practice.

Interns are supervised in the use of evidence-based and recovery-

focused clinical interventions for a range of psychological difficulties.

Since the program's inception in 2014, 11 trainees have successfully completed the program, and 10 of these trainees are employed as Mental Health Clinicians at Sonder. Currently, there are 4 individuals enrolled in the internship program who are all at different stages of their internship.

**Sonder continued to offer student placements across a range of disciplines**, including Social Work, Masters in Cognitive Behavioural Therapy, and Clinical Psychology.

With a strong focus on the future, Sonder sees the provision of student placements as both a responsibility to the needs of the developing clinical workforce, and a benefit to the organisation in terms of engagement and future recruitment.

**2 Provisional Psychologists will gain full general registration as Psychologists next year**, after having the opportunity to complete their AHPRA Board-Approved Internships in the past year at Sonder.

Sonder also supported several Registered Psychologists to complete their Clinical Registrar training with specialist supervision leading to endorsement as Clinical Psychologists.

**Offering a variety of Continuing Professional Development (CPD) opportunities for staff ensures we foster an organisation culture of continued innovation and evidence-based practice.**

In the past year, Sonder provided CPD opportunities to 87% of staff, enabling them to access relevant professional and educational development.

“ The internship program provided a valuable opportunity for us to expand our clinical practice. The program equipped us with dynamic learning opportunities that has improved our confidence and flexibility to work with various client presentations. ”

SHERLYN YONG & CATHLEEN ZHANG  
Clinical Internship Graduates

# Sonder IT.

**Sonder IT is dedicated to assisting clients to establish, maintain and optimise the efficiency of the information technology and information management systems needed to build value for their business.**

Sonder operates social enterprises, such as Sonder IT that aim to be financially sustainable while providing social benefits to local communities.

The revenue generated from Sonder IT is re-invested back into Sonder. These small surpluses of income enable Sonder to continue to provide innovative services for clients that align with our values and social purpose, beyond allocated funding.

**In the 2020/21 financial year, Sonder IT supported the organisation's growth as well as the increased demand of IT support through external customers.**

Major projects were undertaken to ensure Sonder has robust and secure systems in place. We continued to develop in-house systems for our various programs and implemented innovative solution to streamline processes and create efficiencies.

Sonder IT continued to support internal staff working from home and embedded processes to enable rapid responses for issues related to working from home.

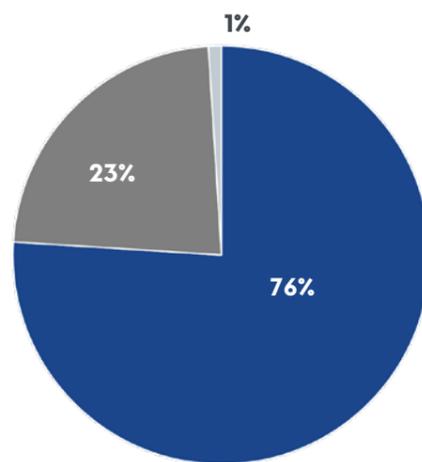
**As cyber security threats continue to increase across the world, Sonder IT has participated in the Australian Cyber Security Centre (ACSC) Partnership Program** which enables a wide range of Australian organisations to engage with the ACSC and fellow partners, drawing on collective understanding, experience, skills and capacity to lift cyber resilience across the Australian economy.

As an ACSC partner, Sonder is provided access to:

- Threat intelligence, news and advice to enhance situational awareness
- Collaboration opportunities
- Resilience-building activities (e.g. exercises, discussions, workshops)
- The Joint Cyber Security Centre network.

Sonder IT experienced a 22% growth in revenues and continued to deliver tailored solutions to our customers from various industries including medical practices, educational facilities and small business.

**CUSTOMER BASE PER INDUSTRY**



- Corporate Clients
- Medical Practices
- Schools

**CUSTOMER LOCATIONS**



# Financial performance.

## Sonder continued to experience growth in FY20/21 due to expansion of current programs and new programs commissioned during the year.

This has been demonstrated by an increase of 11% in Sonder's revenues from the last financial year.

Below are some of programs that were new or expanded in the 2020/21 financial year:

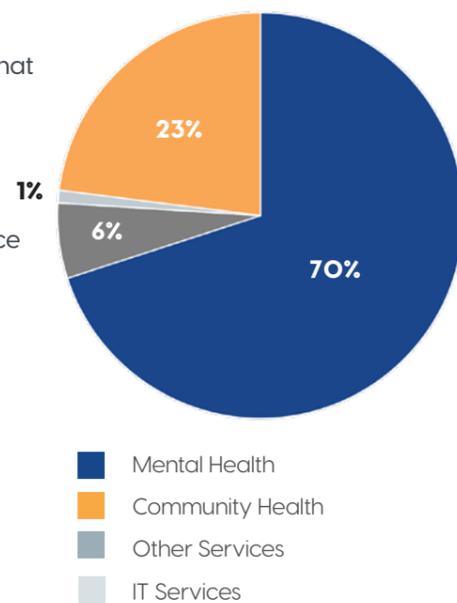
- headspace Marion
- In-Home Withdrawal Service
- Healthy Habits
- headspace Employment Support (Onkaparinga)
- COVID-19 & Your Wellbeing
- headspace Demand Management (Edinburgh North, Onkaparinga & Adelaide)
- Solasta

Total expenses for the financial year increased by 8.8% from the last financial year due to the increase in the number of programs delivered.

A large proportion of the total expenses incurred was direct service delivery costs, comprising 88% of the total expenses, mainly employment costs.

Sonder's occupancy related expenses also increased during the financial year due to the establishment of 2 additional offices and several co-located offices as a requirement to deliver new programs.

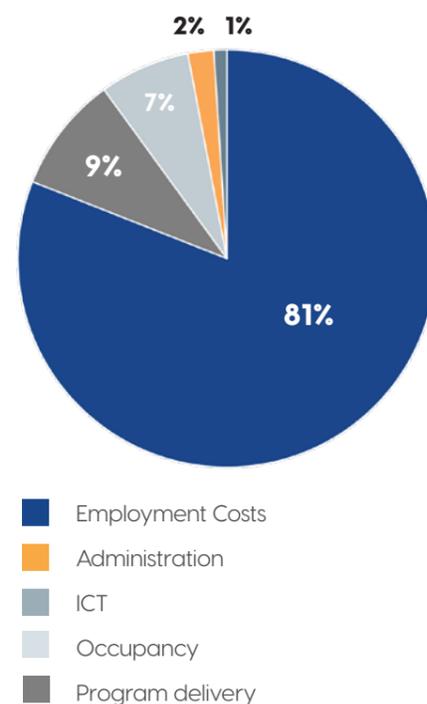
### REVENUE SOURCES PER PROGRAM TYPE



Sonder realised a surplus of \$1.1M from operations and a total comprehensive income of \$1.5M as at 30 June 2021.

Sonder also recorded an unrealised gain from investments and recorded revaluation reserves to reflect the introduction of AAB16 in FY20/21.

### USE OF FUNDS PER ACTIVITY



### Summary of financial report

The summary of the financial report provided here is an extract of, and has been derived from, Sonder's full financial report for FY20-21. This summary does not, and cannot be expected to provide a full understanding of the financial position of Sonder.

### DIRECTORS' REPORT

The Directors present this report on the company for the financial year ended 30 June 2021.

### DIRECTOR'S MEETINGS

Director	Director's Meetings Attended	Annual General Meeting	Risk & Finance Committee
Dr Richard Heah	10	1	-
Dr Rizwan Laif	10	1	5
Dr Seema Jain	9	1	-
Dr Sudheer Talari	10	1	-
Mr Daniel J Haydon	9	1	5
Mr John Manning	10	1	5
Dr Kali Haywood	8	1	-

### OPERATING RESULT

The total surplus from operations of the company for the financial year amounted to \$1,114,167

### SIGNIFICANT CHANGES IN THE STATE OF AFFAIRS

No significant changes in the company's state of affairs occurred during the financial year.

### PRINCIPAL ACTIVITIES

Sonder delivers high quality, evidence-based clinical psychological therapy services that are relevant to the complex needs of the local community. We deliver a range of mental health services across the age and diagnostic criteria. We also deliver innovative programs enabling improved access to early intervention health and wellness services both in metro and regional areas.

In FY2020/2021, Sonder delivered programs across metropolitan Adelaide and Country SA with seven main offices located in Edinburgh North, Port Adelaide, Nuriootpa, Christies Beach, Klemig, Marion and Adelaide. Sonder delivered on behalf of the Primary Health Networks clinical services across the age span and complexity of mental health concerns. In addition, Sonder delivered a range of integrated community health services, including health projects and

Aboriginal health programs both in the Metro and Country regions and the Commonwealth funded employment services for Refugees and Migrants and in-home withdrawal services. Sonder is also the lead agency for headspace Edinburgh North, headspace Onkaparinga, headspace Marion and headspace Adelaide centres as well as the headspace Early Psychosis program.

Furthermore, Sonder has also provided support to GPs and the community through education and training, health promotions and provision of IT support services through SonderIT.

### AFTER BALANCE DATE EVENTS

No matters or circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the operations of the company, the results of those operations, or the state of affairs of the company in subsequent financial years.

### DIRECTORS' BENEFITS

No director has received or has become entitled to receive, during or since the financial year, a benefit because of a contract made by the company or related body corporate with a director, a firm which a director is a member or an entity in which a director has a substantial financial interest.

This statement excludes a benefit included in the aggregate amount of emoluments received or due and receivable by directors shown in the company's accounts, or the fixed salary of a full-time employee of the company or related body corporate.

### INDEMNIFYING OFFICER OR AUDITOR

No indemnities have been given or agreed to be given or insurance premiums paid or agreed to be paid, during or since the end of the financial year, to any person who is or has been an officer or auditor of the company.

### PROCEEDINGS ON BEHALF OF COMPANY

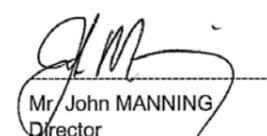
No person has applied for leave of Court to bring proceedings on behalf of the company or intervene in any proceedings to which the company is a party for the purpose of taking responsibility on behalf of the company for all or any part of those proceedings. The company was not a party to any such proceedings during the year.

### AUDITORS INDEPENDENCE DECLARATION

A copy of the auditor's independence declaration as required under section 307C of the Corporations Act 2001 has been included.

Signed in accordance with a resolution of the Board of Directors:

  
Dr Rizwan LATIF  
Chairman

  
Mr John MANNING  
Director

Dated 28 September 2021

# Statement of comprehensive income.

For the year ended 30 June 2021

	Note	2021 \$	2020 \$
Revenue	2	31,353,890	28,218,633
Employee benefits expense		(23,535,267)	(20,949,915)
Program delivery expenses		(3,023,327)	(3,263,621)
ICT expense		(450,700)	(541,042)
Occupancy expenses		(2,123,447)	(2,144,660)
Other expenses		(1,106,982)	(757,512)
<b>Total surplus from operations</b>		<b>1,114,167</b>	<b>561,883</b>
<b>Other Comprehensive Income</b>			
Unrealised Gain (loss) from Investments		575,070	120,250
Revaluation Reserve		(164,709)	796,485
<b>Total Comprehensive Income for the Year</b>		<b>1,524,528</b>	<b>1,478,618</b>

# Statement of financial position.

As at 30 June 2021

	Note	2021 \$	2020 \$
<b>ASSETS</b>			
<b>Current Assets</b>			
Cash assets	3	7,119,769	9,029,954
Receivables	4	356,413	538,374
Other	6	115,136	41,735
<b>Total Current Assets</b>		<b>7,591,318</b>	<b>9,610,063</b>
<b>Non-Current Assets</b>			
Property, Plant and Equipment	7	7,762,096	3,754,002
Financial Assets	5	5,388,144	3,298,085
<b>Total Non-Current Assets</b>		<b>13,150,240</b>	<b>7,052,087</b>
<b>Total Assets</b>		<b>20,741,557</b>	<b>16,662,150</b>
<b>LIABILITIES</b>			
<b>Current Liabilities</b>			
Trade & Accounts Payable	8	3,791,964	3,919,193
Financial Liabilities	9	698,288	968,011
Current Tax Liabilities	10	703,959	817,055
Provisions	11	1,860,779	1,344,223
Other Current Liabilities	12	1,396,882	1,767,789
<b>Total Current Liabilities</b>		<b>8,451,873</b>	<b>8,816,271</b>
<b>Non-Current Liabilities</b>			
Financial Liabilities	9	4,681,528	1,999,485
Provisions	11	1,027,645	790,411
<b>Total Non-Current Liabilities</b>		<b>5,709,173</b>	<b>2,789,896</b>
<b>Total Liabilities</b>		<b>14,161,046</b>	<b>11,606,167</b>
<b>Net Assets</b>		<b>6,580,511</b>	<b>5,055,983</b>
<b>EQUITY</b>			
Retained Earnings		5,161,499	4,047,332
Other Reserves		1,419,012	1,008,651
<b>Total Equity</b>		<b>6,580,511</b>	<b>5,055,983</b>

# Statement of changes in equity.

For the year ended 30 June 2021

	Retained earnings	Other Reserves	Total
<b>Balance at 01/07/2019</b>	3,485,449	91,916	3,577,365
<b>Comprehensive Income</b>			
Surplus from operations for the year	561,883		561,883
Other Comprehensive Income for the year		916,735	916,735
<b>Balance at 30/06/2020</b>	4,047,332	1,008,651	5,055,983
<b>Comprehensive Income</b>			
Surplus from operations for the year	1,114,167		1,114,167
Other Comprehensive Income for the Year		410,361	410,361
<b>Balance at 30/06/2021</b>	5,161,499	1,419,012	6,580,511

# Statement of cash flows.

For the year ended 30 June 2021

	2021 \$	2020 \$
<b>CASH FLOW FROM OPERATING ACTIVITIES</b>		
Receipts from customers	31,470,601	28,116,539
Payments to Suppliers and employees	(26,092,127)	(25,496,248)
Interest received	12,978	64,867
Interest & Other Costs of Finance	(211,732)	(144,871)
Dividends Received	52,272	20,118
Net cash provided by (used in) operating activities (note 2)	5,231,992	2,560,405
<b>CASH FLOW FROM INVESTING ACTIVITIES</b>		
<b>Payment for:</b>		
Investment Portfolio	(1,514,988)	(2,020,721)
Payments for property, plant and equipment	(5,628,803)	(905,673)
Net cash provided by (used in) investing activities	(7,143,792)	(2,926,394)
<b>CASH FLOW FROM FINANCING ACTIVITIES</b>		
Proceeds of borrowings	1,614	3,139
Net cash provided by (used in) financing activities	1,614	3,139
Net increase (decrease) in cash held	(1,910,185)	(362,851)
Cash at the beginning of the year	9,029,954	9,392,804
Cash at the end of the year (note 1)	7,119,769	9,029,954

# Statement of cash flows.

For the year ended 30 June 2021

## NOTE 1

### Reconciliation cash

For the purposes of the statement of cash flows, cash includes cash on hand and in banks and investments in money market instruments, net of outstanding bank overdrafts.

Cash at the end of the year as shown in the statement of cash flows is reconciled to the related items in the balance sheet as follows:

	2021	2020
	\$	\$
Cash at Bank	8,183	8,255
CBA Term Deposit Bank Guarantee	100,000	100,000
NAB Cheque	372,735	891,640
NAB Savings	2,480,245	4,276,329
NAB Staff Liability a/c	852,449	508,573
NAB Term Deposits	3,303,455	3,242,448
Petty Cash	2,703	2,708
	<b>7,119,769</b>	<b>9,092,954</b>

## NOTE 2

### Reconciliation of net cash provided by/used in operating activities to net profit

	2021	2020
	\$	\$
Operating profit (loss)	1,114,167	561,883
Depreciation	1,456,000	875,518

### Changes in assets and liabilities net of effects of purchases and disposals of controlled entities:

(Increase) decrease in trade and term debtors	181,961	(17,109)
(Increase) decrease in prepayments	(73,401)	(364)
Increase (decrease) in trade creditors and accruals	(906,718)	616,277
Increase (decrease) in other creditors	376,787	(830,936)
Increase (decrease) in lease liabilities	2,410,706	158,654
Increase (decrease) in employee entitlements	785,513	1,140,305
Increase (decrease) in sundry provisions	(113,022)	56,178
<b>Net cash provided by operating activities</b>	<b>5,231,992</b>	<b>2,560,405</b>

# Notes to the financial statements.

For the year ended 30 June 2021

## NOTE 1

### Statement of significant accounting policies

The financial report is a General-Purpose financial report that has been prepared in accordance with Accounting Standards and other authoritative pronouncements of the Australian Accounting Standards Board and the Corporations Act 2001.

The financial report covers Adelaide Northern Division of General Practice Ltd as an individual entity. Adelaide Northern Division of General Practice Ltd is a public company limited by guarantee, incorporated and domiciled in Australia.

The financial report of Adelaide Northern Division of General Practice Ltd as the controlled entity and Adelaide Northern Division of General Practice Ltd as an individual parent entity comply with all Australian equivalents to International Financial Reporting Standards (IFRS) in their entirety.

The following is a summary of the material accounting policies adopted by the economic entity in the preparation of the financial report. The accounting policies have been consistently applied, unless otherwise stated.

### A. BASIS OF PREPARATION

The accounting policies set out below have been consistently applied to all years presented unless stated otherwise.

The financial report has been prepared on an accruals basis and is based on historical costs modified by the revaluation of selected non-current assets, and financial assets and financial liabilities for which the fair value basis of accounting has been applied.

### New accounting standards adopted

No new accounting standards have been adopted during the year ended 30 June 2021.

### B. ACCOUNTING POLICIES

#### Income tax

The Association is exempt in accordance with the Terms of Section 50-5 of the Income Tax Assessment Act 1997 as amended.

#### Employee benefits

Provision is made for the liability for employee entitlements arising from services rendered by employees to balance date. Employee entitlements have been measured at the amount expected to be paid when the liability is settled.

## Provisions

Provision are recognised when Adelaide Northern Division of General Practice Ltd has a legal or constructive obligation, as a result of past events, for which it is probable that the outflow of economic benefit will result and that the outflow can be measured reliably.

### Cash and cash equivalents

Cash and Cash Equivalents includes cash on hand, deposits held at call with banks or financial institutions, other short term highly liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within short term borrowings in current liabilities on the balance sheet.

### Leases

Leases of fixed assets, where substantially all the risks and benefits incidental to the ownership of the asset, but not legal ownership, are transferred to Adelaide Northern Division of General Practice Ltd are classified as finance leases.

Finance leases are capitalised recording an asset and a liability equal to the present value of the minimum lease payments, including any guaranteed residual value. Lease payments are allocated between the reduction of the lease liability and the lease interest expense for the period.

Leased assets are depreciated on a straight-line basis over their estimated useful lives where it is likely that Adelaide Northern Division of General Practice Ltd will obtain ownership of the asset or over the term of the lease.

### Revenue

Revenue from the sale of goods is recognised upon the delivery of goods to customers. Interest revenue is recognised on a proportional basis taking in to account the interest rates applicable to the financial assets.

Revenue from the rendering of a service is recognised upon the delivery of the service to the customers. All revenue is stated net of the amount of goods and services tax (GST).

### Borrowing costs

Borrowing costs directly attributable to the acquisition, construction or production of assets that necessarily take a substantial period of time to prepare for their intended use or sale, are added to the cost of those assets, until such time as the assets are substantially ready for their intended use of sale. All other borrowing costs are recognised in income in the period in which they are incurred.

# Notes to the financial statements.

For the year ended 30 June 2021

## Goods and Service Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office. In these circumstances, the GST is recognised as part of the cost of acquisition of the asset or as part of an item of the expense. Receivables and payables in the balance sheet are shown inclusive of GST.

Cash flows are presented in the cash flow statement on a gross basis, except for the GST component of investing and financing activities, which are disclosed as operating cash flows.

## Comparative figures

Where required by Accounting Standards comparative figures have been adjusted to conform with changes in presentation for the current financial year.

## Property, plant and equipment

Each class of property, plant and equipment is carried at cost or fair value less, where applicable, any accumulated depreciation and impairment losses.

### a. Plant and equipment

Plant and equipment is measured on the cost basis less depreciation and impairment losses.

The carrying amount of plant and equipment is reviewed annually to ensure it is not in excess of the recoverable amount from those assets. The recoverable amount is assessed on the basis of the expected net cash flows that will be received from the asset's employment and subsequent disposal. The expected net cash flows have not been discounted to present values in determining the recoverable amounts.

### b. Depreciation

The depreciable amount of all fixed assets including buildings and capitalised leased assets, but excluding freehold land, is depreciated on a straight-line basis over their useful lives to Adelaide Northern Division of General Practice Ltd commencing from the time the asset is held ready for use.

The depreciation rates used for each class of depreciable asset are:

Class of assets	Depreciation rate
Computer equipment	25%
Office equipment	25%

## Right of Use Assets

A right-of-use asset is recognised at the commencement date of a lease. The right-of-use asset is measured at cost, which comprises the initial amount of the lease liability, adjusted for, as applicable, any lease payments made at or before the commencement date net on any lease incentives received, any initial direct costs incurred and, except where included in the cost of inventories, an estimate of costs expected to be incurred for dismantling and removing the underlying asset and restoring the site or asset.

Right-of-use assets are depreciated on a straight-line basis over the unexpired period of the lease or the estimated useful life of the asset, whichever is shorter. Where the company expects to obtain ownership of the leased asset at the end of the lease term, the depreciation is over its estimated useful life. Right-of-use assets are subject to impairment or adjustment for any remeasurement of lease liabilities.

The company has elected not to recognise a right-of-use asset and corresponding lease liability for short-term leases with terms of 12 months or less, and leases of low-value assets. Lease payments on these assets are expensed to profit or loss as incurred.

## Financial Instruments

### a. Recognition

Financial instruments are initially measured at cost on trade date, which includes transaction costs, when the related contractual rights or obligations exist. Subsequent to initial recognition these instruments are measured as set out below.

### b. Financial assets at fair value through profit and loss

A financial asset is classified in this category if acquired principally for the purpose of selling in the short term or if so designated by management and within the requirements of AASB139: Recognition and Measurement of Financial Instruments. Derivatives are also categorised as held for trading unless they are designated as hedges. Realised and unrealised gains and losses arising from changes in fair value of these assets are included in the income statement in the period in which they arise.

### c. Loans and receivables

Loans and receivables are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market are stated at amortised cost using the effective interest rate method. Similar instruments and option pricing models.

### d. Held-to-maturity investments

These investments have fixed maturities, and it is the company's intention to hold these investments to maturity. Any held-to-maturity investments are stated at amortised cost using the effective interest rate method.

### e. Available-for-sale financial assets

Available-for-sale financial assets include any financial assets not included in the above categories. Available-for-sale financial assets are reflected at fair value. Unrealised gains and losses arising from changes in fair value are taken directly to equity.

### f. Financial liabilities

Non-derivative financial liabilities are recognised at amortised cost, comprising original debt, less principal payments and amortisation.

### g. Fair value

Fair value is determined based on current bid prices for all quoted investments. Valuation techniques are applied to determine the fair value for all unlisted securities, including recent arm's length transactions, reference to similar instruments and option pricing models.

### h. Impairment

At each reporting date, the directors assess whether there is objective evidence that financial instrument has been impaired. In the case of available-for-sale financial instruments, a prolonged decline in value of the instrument is considered to determine whether an impairment has arisen. Impairment losses are recognised in the income statement.

# Notes to the financial statements.

For the year ended 30 June 2021

NOTE 2	2021	2020
Revenue and other income	\$	\$
<b>Revenue</b>		
Grant Funding Income	30,590,035	27,477,432
IT Services Income	305,206	250,424
Interest Income	12,978	64,867
Other Income	445,672	425,910
	<b>31,353,890</b>	<b>28,218,633</b>

NOTE 3	2021	2020
Cash assets		
<b>Bank accounts</b>		
Cash at bank	8,183	8,255
CBA term deposit bank guarantee	100,000	100,000
NAB cheque	372,735	891,640
NAB savings	2,480,245	4,276,329
NAB staff liability a/c	852,449	508,573
NAB term deposits	3,303,455	3,242,448
<b>Other cash items</b>		
Petty cash	2,703	2,708
	<b>7,119,769</b>	<b>9,029,954</b>

## Reconciliation of cash

Cash at the end of the financial year as shown in the statement of cash flows is reconciled to items in the statement of financial position as follows:

Cash	7,119,769	9,029,954
	<b>7,119,769</b>	<b>9,029,954</b>

NOTE 4	2021	2020
Receivables		
<b>Current</b>		
Trade debtors	356,413	538,374
	<b>356,413</b>	<b>538,374</b>

NOTE 5	2021	2020
Other financial assets	\$	\$
Investment portfolio	4,600,908	3,085,919
Unrealised gain from investments	787,236	212,166
	<b>5,388,144</b>	<b>3,298,085</b>

NOTE 6	2021	2020
Other current assets		
Prepayments	114,936	41,535
Other	200	200
	<b>115,136</b>	<b>41,735</b>

NOTE 7	2021	2020
Property, plant and equipment		
<b>Computer Equipment</b>		
At cost	582,556	365,267
Less: accumulated depreciation	(141,359)	(94,281)
<b>Office equipment</b>		
At cost	448,111	105,407
Less: accumulated depreciation	(92,985)	(26,847)
<b>Leasehold improvements</b>		
At cost	2,274,338	662,603
Less: accumulated depreciation	(287,177)	(67,533)
<b>Right-of-use assets</b>	4,978,613	2,809,386
	<b>7,762,096</b>	<b>3,754,002</b>

NOTE 8	2021	2020
Payables		
<b>Unsecured</b>		
Trade creditors	640,166	215,913
Other creditors	1,075,646	296,156
Committed funds	2,076,152	3,407,124
	<b>3,791,964</b>	<b>3,919,193</b>

# Notes to the financial statements.

For the year ended 30 June 2021

NOTE 9	2021	2020
<b>Financial liabilities</b>	\$	\$
<b>Current</b>		
Unsecured		
Credit cards	20,121	18,507
Lease liabilities	678,167	949,504
	<b>698,288</b>	<b>968,011</b>
<b>Non-Current</b>		
Unsecured		
Lease liabilities	4,681,528	1,999,485
	<b>4,681,528</b>	<b>1,999,485</b>

NOTE 10	2021	2020
<b>Tax liabilities</b>		
<b>Current</b>		
GST clearing	405,365	548,019
Amounts withheld from salary and wages	298,594	269,036
	<b>703,959</b>	<b>817,055</b>

NOTE 11	2021	2020
<b>Provisions</b>		
<b>Current</b>		
Employee entitlements*	1,860,779	1,344,223
	<b>1,860,779</b>	<b>1,344,223</b>
<b>Non-Current</b>		
Employee entitlements*	1,027,645	790,411
	<b>1,027,645</b>	<b>790,411</b>
* Aggregate employee entitlements liability	2,888,424	1,100,613

NOTE 12	2021	2020
<b>Other liabilities</b>	\$	\$
<b>Current</b>		
Grants in advance	1,396,882	1,767,789
	<b>1,396,882</b>	<b>1,767,789</b>

NOTE 13	2021	2020
<b>Auditors' remuneration</b>		
<b>Remuneration of the auditor of the company for:</b>		
Auditing or reviewing the financial report	11,000	10,000
Other services	-	-
	<b>11,000</b>	<b>10,000</b>

**NOTE 14**  
**Events subsequent to reporting date**

Since the end of the financial year there have been no events that would give rise to an adjustment to the accounts for the year ended 30 June 2021.

---

**Head office**

2 Peachey Rd, Edinburgh North SA 5113

**Website**

[sonder.net.au](http://sonder.net.au)

**Email**

[info@sonder.net.au](mailto:info@sonder.net.au)

