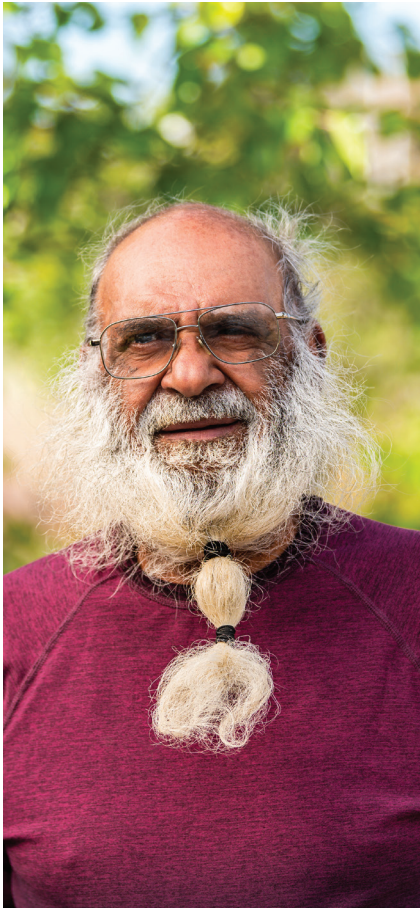




**Helping people to
improve their wellbeing
and live better lives.**

**Annual report
2022 - 2023**

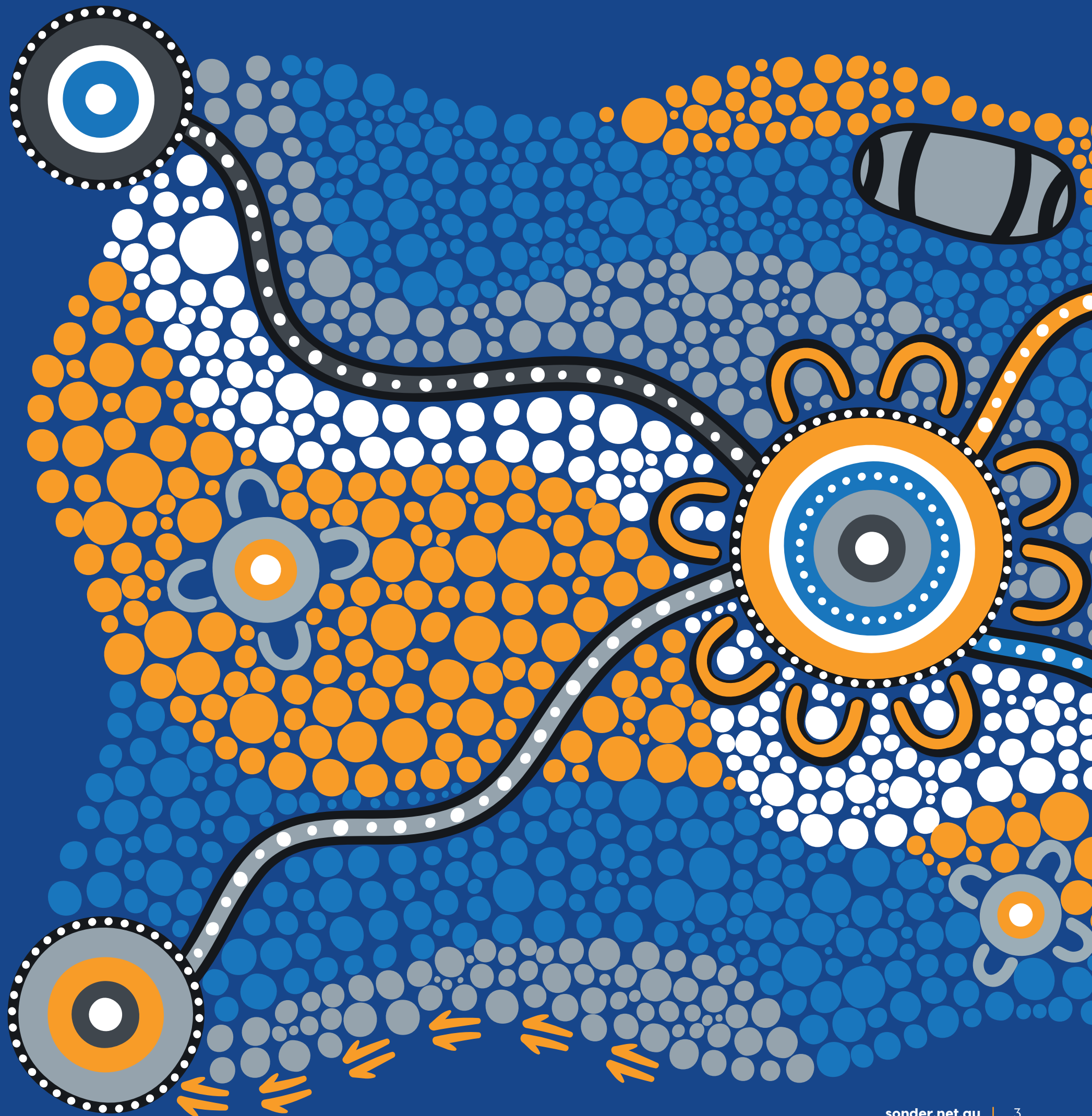


Acknowledgement of Country.

Sonder acknowledges Aboriginal and Torres Strait
Islander Peoples as the First Peoples of Australia.

We pay respect to them, their cultural and spiritual
heritage, and to Elders past, present, and emerging.

We acknowledge the ongoing impact of
intergenerational trauma that has occurred since
colonisation and commit to truth telling as we walk
alongside them towards reconciliation.



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What we do.

Sonder has been providing better quality health and support services to the South Australian community since 1993.

We support thousands of people each year to access multiple services that address their needs, delivered from a range of centres located throughout South Australia.

Our focus is on supporting individuals across seven key domains – mental health, homelessness, Aboriginal health, alcohol and/or other drugs, employment, community health and disability.

Our vision

Better Care, Better Health

Our purpose

To deliver high-quality, local healthcare and community services.

Our goal

We will be the leading organisation at delivering integrated primary care and community services to the most vulnerable people across South Australia.

Sonder welcomes people from all cultures, faiths, backgrounds, experiences, and celebrates all identities, genders, sexes, orientations and abilities.

We embrace diverse voices in our decision-making to ensure we deliver inclusive services.

Meet our Board of Directors.

Our Board of Directors set the strategic vision for the organisation and oversee the strategic directions. They also play a vital role in monitoring the practice, financial and clinical performance of the organisation.

Dr Rizwan Latif

Board Chair

General Practitioner in Craigmore

General Practitioner with over 20 years of extensive professional medical practice experience at Craigmore SA.

Holds pivotal roles on various State Clinical Committees, contributing significantly to medical education and regulation in Australia.

Rizwan is Senior Clinical Lecturer at Adelaide University and Clinical Examiner of Australian Medical council.

Rizwan is current Chairman of Adelaide GP council, and member of the Executive Committee of Pakistan Medical Association of SA.



Mr Danny Haydon

Board Vice Chair

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, Business Advisor at the Clare Medical Centre, Chair of Angaston Medical Centre Board and Board Member of Uni SA Health.



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 and Broken Hill. Richard is the Shareholder of Corporate Health Group. He has keen interest in Medical Education and Mentorship for GPs and IMG. Richard is a nominee of AHPRA Tribunals (SA).

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 is an experienced Medical Practitioner with over 12 years of expertise in the field. He possesses a particular interest in utilizing software to enhance patient care and outcomes, showing a commitment to innovation and technology in the medical field.

Dr Talari is a dedicated medical educator and actively conducts medical workshops for overseas trained doctors, medical students, and practicing General Practitioners (GPs). He is also involved as an examiner for MOCK exams for medical students, GPs, and Australian Medical Council (AMC) candidates.



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 at a number of firms and has rich background in business and how the various components of an organisation work together to achieve results.

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 a Graduate of the Australian Institute of Company Directors and is also an affiliate member of the Institute of Chartered Accountants.



Dr Kali Hayward

Board Director

General Practitioner in Noarlunga

Dr Hayward is descended from the Warnman Peoples of Western Australia. She has been working as a GP for over 13 years and is a Senior GP consultant at the Aboriginal Family Clinic in Noarlunga.

Dr Hayward is the National Clinical Lead of Aboriginal and Torres Strait Islander Health for RACGP, the Senior Medical Educator for JCTS and a GP Registrar Supervisor.

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



Dr Sian Goodson

Board Director

General Practitioner in Elizabeth

Dr Sian Goodson is originally from the UK, and has been a GP in the northern suburbs of Adelaide for over 10 years. Sian is the Director of Clinical Services SA & VIC at Better Medical and a GP at Family Health Medical Group. Sian's other roles include chair of the RACGP SA Faculty, Chair Women in General Practice Committee, SA and Board Director RACGP.



Professor Tracey Wade

Board Director

Director, Flinders University Insitute for Mental Health and Wellbeing

Tracey Wade is the Matthew Flinders Distinguished Professor of Psychology at Flinders University. She has worked as a clinician in mental health with a particular focus on eating disorders for 30 years.

Tracey is the director of the Flinders University Services for Eating Disorders (FUSED), the Flinders Institute for Mental Health and Wellbeing, and the Blackbird Research Initiative. She is a member of the National Eating Disorders Collaboration steering committee commissioned by the Federal Government to inform policy development in eating disorder prevention and treatment.



Message from the CEO.



Sageran Naidoo
Chief Executive Officer

As we celebrate three decades of dedicated service delivery at Sonder, it is with great pleasure that I present the 2022/23 Annual Report. The report reveals the challenges of a small agency delivering services on behalf of funders. The work of Sonder is guided by the contours of escalating costs associated with unfunded corporate services, and yet at the same time, expanding the range of services we deliver. This incongruence, our pursuit of excellence, and our drive to increase our impact is reflected in our financial reports, which reveal an operating deficit for the agency for the first time in over two decades.

In line with the goals outlined in our new Strategic Plan, our footprint continued to expand, with the opening of new locations in Christies Beach, Kadina and Marion. Whilst previous strategic planning sessions tended to be limited in scope, as Sonder moved towards an Executive Management-led model and a stronger oversight by the Board and its committees, it was timely to begin a planning process for the period 2022 – 2027 that allowed for a broader array of perspectives to be considered, as well as the development of a shared understanding of the roadmap towards our future.

At the macro level, our mission and vision have been solidified for the long-term. Sonder remains committed to paving the way for consumers to achieve “Better Care, Better Health”. By 2027, our overarching goal is to become the leading organisation at delivering integrated primary care and community services to the most vulnerable throughout South Australia. Our journey toward this goal will be steered by our unwavering values of Respect, Fairness, Equity, Honesty, and Trust.

“

By 2027, our overarching goal is to become the leading organisation at delivering integrated primary care and community services to the most vulnerable throughout South Australia. Our journey toward this goal will be steered by our unwavering values of Respect, Fairness, Equity, Honesty, and Trust.

Having addressed these fundamental aspects, we directed our attention toward defining who we are, whom we serve, where we operate, how we deliver services, and how we assess our impact. And so that physical expansion of our footprint was in keeping with this overarching agenda for the agency. Concurrently, we have diversified our suite of services, most notably with the launch of NDIS Plus – a range of health, therapy and wellbeing services aimed at supporting people living with disabilities. This significant investment represented a major step in our quest to building a service framework that ensures our clients only need to tell their stories once.

This year too, saw the bolstering of our lived experience workforce, driven by the implementation of our Lived Experience Standards and Guidelines Action Plan. These advancements in growing our lived experience competency are exemplified through our client outcomes data captured throughout the year, which demonstrated a 17% greater reduction in distress for clients supported by Peer Practitioners, and in the success of our peer-driven Safe Haven pilot project.

Our commitment to modernizing our systems continued with the introduction of a new finance system to our suite of cloud-based systems. This evolution allows us to accurately monitor real-time financial reporting, a task previously hindered by outdated systems and processes. Our aim is to leverage these new systems to rebuild the financial backbone of Sonder and to better predict the costs that we incur in our pursuit of excellence.

Unfortunately, we also experienced the loss of longstanding programs during the year. The

discontinuation of emerge, a program focused on complex youth mental health, resulted in the departure of highly skilled clinical staff, many of them disheartened by the vicissitudes of funding cycles. Similarly, we saw the discontinuation of adult mental health programs, including Living Well with Serious Illness – our flagship palliative care program and the Family Wellbeing program. In the 2023-24 financial year, we will launch new adult mental health services from hubs in Adelaide’s north and west, enhancing our offerings for vulnerable communities. In readiness for those services, our Port Adelaide site is undergoing redevelopment to accommodate the delivery of a multifaceted mental health & AOD hub. Similar development will occur in 2023 in Elizabeth.

Sonder’s Reconciliation Action Plan (RAP) Working Group continued to work tirelessly to bring our RAP to life and embed our Cultural Capability Framework into all aspects of our service delivery. Our 2023 Closing the Gap Day event, delivered in partnership with Nunkuwarrin Yunti and NALHN, marked another success, bringing together thousands of Aboriginal and/or Torres Strait Islander people to learn, heal and connect.

In conclusion I extend my heartfelt gratitude to the Board, Executive Management Team and the incredible staff across Sonder for their dedication and commitment to Sonder and the clients we support. As we reach the significant milestone of 30 years of service, we have taken substantial steps in this financial year to establish the resilience and service mix that will, we hope, sustain us for many more years to come.

Message from the Chair.



Rizwan Latif
Board Chair

I am deeply honored to present Sonder's 2022-23 Annual Report on this significant occasion, as we celebrate Sonder's 30th anniversary. The symbol of a 30th anniversary is the pearl – known for its resilience, the pearl mirrors the qualities that have enabled Sonder to endure while others in our field have faded into history.

Much like the tough enamel of mussels that produce pearls, the protective and strategic guidance provided by our successive Board Directors over the years has set Sonder apart. Their selfless and unwavering focus on the needs of the most vulnerable members of our community has enabled us to weather the storms of funding challenges, the vagaries of commissioning agencies, shifting landscapes and changes to our organisational identity. Although we have undergone four name changes in our three decades, the Sonder of today, a modern, community-focused service provider, is only seven years young.

To prepare for the next 30 years, our Board has undertaken several structural changes. In 2022, we changed our legal entity to ensure our name reflects our future, not our past and revitalised the composition of our Board to enable us to appoint directors whose skills and expertise align with the governance needs of a modern community services organisation. Over the next two years, we will reshape our constitution, refining our company's objectives and leaving behind a membership structure that is no longer relevant to the type of agency we are. These changes are intended to make us more resilient and position us as both an employer of choice and valuable partner – qualities we associate with the pearl.

“

The symbol of a 30th anniversary is the pearl – known for its resilience, the pearl mirrors the qualities that have enabled Sonder to endure while others in our field have faded into history.

To build the Sonder of the future, we have embarked on an extensive planning process, investing in ICT infrastructure to bolster our systems, and social enterprises to reduce our reliance on grant funding. As part of our strategic planning process, we held a series of honest conversations about our future. These strategic planning sessions have culminated in the development of our Strategic Plan, a roadmap that will guide us through to 2027. Achieving the ambitious goals outlined in this plan requires substantial resources. We are utilising our retained earnings to invest in this future and ask for your patience as we implement these strategies to shape a more resilient Sonder, one that can thrive for another 30 years.

Careful resourcing, strategic planning and the construction of the Sonder of tomorrow have been central to the Board's efforts in the 2022-23 financial year as we contended with increased oversight of clinical risk management processes, placed further emphasis on initiatives led by lived experience across both clinical and non-clinical services, and ensured that our NDIS services meet the highest standards of quality and safety.

I extend heartfelt gratitude to Dr Sudheer Talari for his remarkable contributions to Sonder's governance over so many years. This year, we welcomed Dr Sian Goodson to the Board, whom has already demonstrated valuable input and strong leadership. I am deeply grateful for the incredible collective effort of our Board of Directors as we navigate through this complex period.

This year, we established the Governance & Nominations Committee, alongside the Risk & Finance Committee. The Governance & Nominations Committee holds the responsibility of ensuring the highest standards of corporate governance and will also oversee our efforts in Aboriginal Cultural Capability – a key focus area for the organisation. We aim to embed Aboriginal Cultural safety throughout all areas of our business at the highest standards. To achieve this goal, our dedicated Cultural Advisor will report directly to the Governance & Nominations committee, monitoring our progress against both the Reconciliation Action Plan and Aboriginal Cultural Capability Framework.

The Annual Report and accompanying financial statements reflect a year of both rewards and challenges. We have diligently saved for a rainy day, and it seems that 2022-23 was indeed that rainy day. We have not just endured; we have grown our impact and stand on the brink of a more stable period. On behalf of the Board, I express my deep gratitude and appreciation to our incredible staff, contractors and volunteers who tirelessly contribute to the success of this organisation. Your unwavering dedication fuels our collective vision.

Snapshot.

In 2022-23, we supported

16,352

PEOPLE
in metropolitan, regional and remote communities across South Australia.

TYPES OF SUPPORT

16,352 individuals received support across seven key domains, through Sonder programs and services and those delivered in partnership with other organisations.



68%
MENTAL HEALTH

Recovery-focused mental health services that aim to support people to improve their wellbeing and pursue a life with meaning, hope and purpose.



15%
COMMUNITY HEALTH

Healthy lifestyle services to support people to prevent and manage chronic health conditions.



10%
ABORIGINAL HEALTH

Culturally-safe services to support Aboriginal and/or Torres Strait Islander people to manage chronic conditions and achieve better health outcomes.



4%
ALCOHOL AND/OR OTHER DRUGS

Targeted support to help people make long-lasting, positive changes to their use of alcohol and/or other drugs.



2%
EMPLOYMENT

Specialised support to help migrants, refugees and young people to overcome barriers to employment and study.



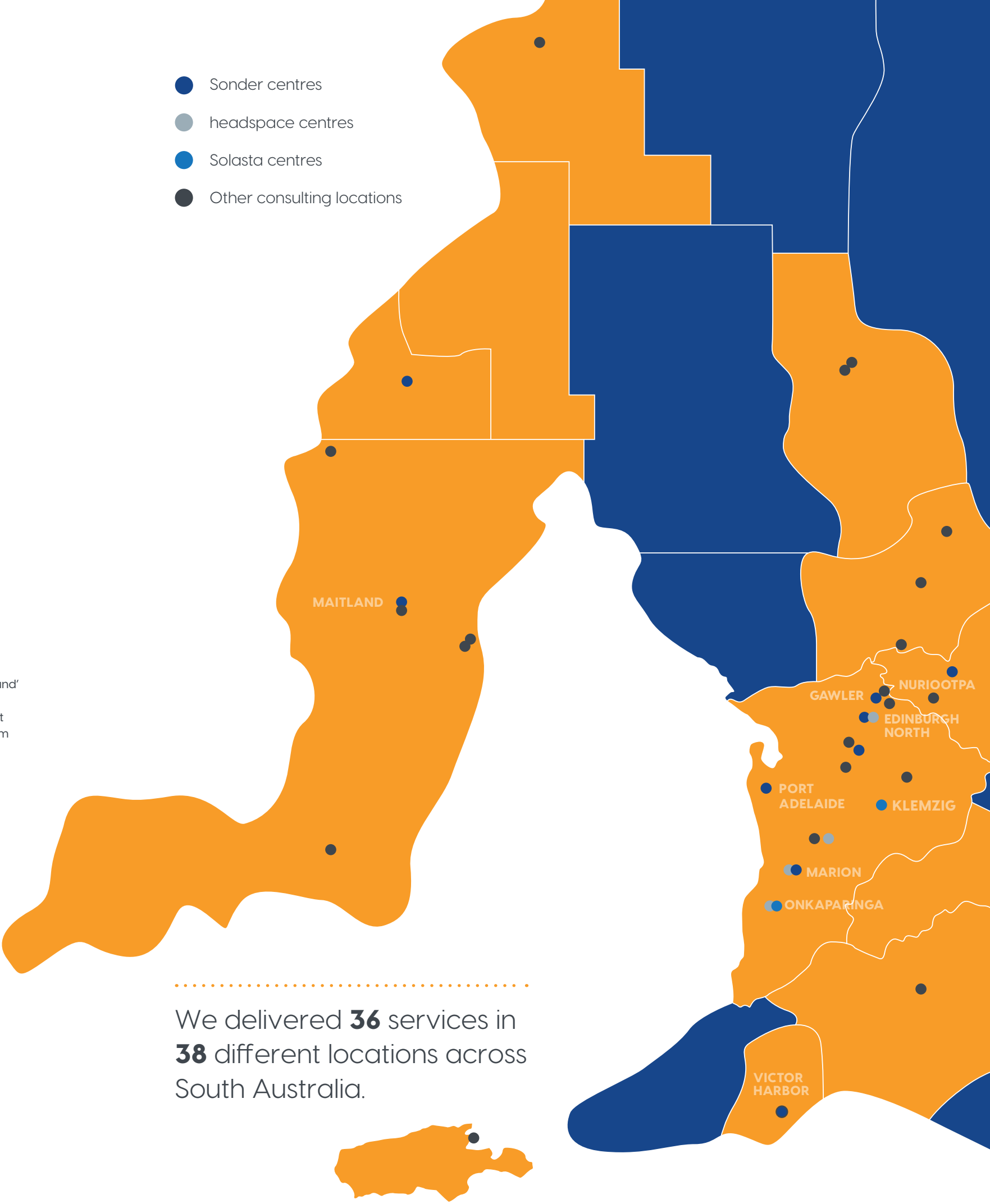
1%
DISABILITY

Health, wellbeing and therapy services to support NDIS participants to achieve their goals and live active and health lives.



1%
HOMELESSNESS

Outreach and 'wrap-around' services to prevent homelessness and support people to sustain long-term housing.



We delivered **36** services in **38** different locations across South Australia.

Mental health services for adults, children & families.

In the past year, our mental health services for adults, children and families have embarked on a dynamic journey marked by the establishment, transition, and conclusion of services that have collectively impacted the lives of 6,637 individuals.

Across Adelaide's northern and western metropolitan regions, as well as the Gawler-Barossa area, we have provided support through almost 28,000 occasions of service.

Exceeding national averages

Through an array of mental health programs, we have provided support to clients navigating a spectrum of mental health challenges, spanning from mild to severe. 91% of individuals who have accessed our services have shared positive feedback, emphasising that they felt safe, heard, and involved in their care. 70% reported improvements in their wellbeing across the domains of depression, anxiety, and stress. Notably, these outcomes outperform the national average for improvement in wellbeing by an impressive 9%.

Peer-driven effectiveness

Throughout 2022-23, our services provided by people with lived experience of mental illness continued to expand and strengthen. These peer-focused supports have consistently demonstrated their effectiveness, with clients reporting a 17% greater reduction in distress when compared to those supported solely by clinicians.



Celebrating a decade of impact

Regrettably, we had to bid farewell to four impactful and long-standing programs: Living Well with Serious Illness, Mother & Infant DBT and the northern Family and Perinatal Wellbeing programs.

Serving the Gawler-Barossa community for over a decade, our Living Well with Serious Illness program offered support to individuals and their families with life-limiting illness.

The program had a profound impact on the individuals that it engaged with, improving their self-confidence to engage in health decisions, ability to make preparations, capacity to make decisions and increasing the accessibility of essential help and support services.

“ I couldn't have done it without the program...we needed someone to come and help us work out what to do and how to make decisions. I needed someone to remind me that I could cope when I didn't feel like I could.

CLIENT, LIVING WELL WITH SERIOUS ILLNESS



Commitment to collaboration and integrated care

Our commitment to collaboration and integrated care led to a significant partnership with Barossa Hills Fleurieu Local Health Network's multidisciplinary perinatal team, providing psychological therapy services and collaborative care for families 'at risk'.

We also collaborated with the Gawler Health Service to facilitate improved access to mental health services for Aboriginal people with the establishment of an in-reach service at the Aboriginal Health Clinic.

Launching new services

We were delighted to introduce two new innovative services throughout the year, Safe Haven and Western Wellbeing Hub.

Drop-in mental health service, Safe Haven offers immediate support for individuals experiencing emotional distress. Delivered by Peer Practitioners with lived experience of mental health challenges and recovery, the service provides a safe space where individuals can feel heard and validated. Since opening in November 2022, Safe Haven has supported over 500 individuals and has prevented emergency department visits on almost 100 occasions.

The Western Wellbeing Hub, delivered in partnership with Baptist Care SA and Lutheran Care provides services focused on empowering people to achieve their



personal goals and equipping them with strategies that support the self-management of mental health symptoms.

Social impact with Solasta

We were delighted to expand our social enterprise, Solasta with the opening of a second centre in Christies Beach. Since the establishment of Solasta in Klemzig in 2021, Solasta has provided high-quality, individualised psychology, therapy, and assessment services to help children, young people and adults achieve their goals and shine their brightest.

As a social enterprise, Solasta reinvests profits back into Sonder, enabling Sonder to provide innovative services for clients that align with the organisation's social purpose, beyond allocated funding.

Throughout 2022-23, Solasta supported 1,217 individuals.



Mental health services for young people.

Managing increasing demand

Throughout 2022-23, young people continued to face unprecedented mental health challenges that underscored the need for accessible, youth friendly and comprehensive mental health services.

The events of the past years, including the global pandemic, social and economic disruptions, and the pressure of navigating an increasingly 'fast' and complex world, placed an immense burden on the mental wellbeing of the young people we supported. Isolation, uncertainty, academic or career-related stress, and concerns regarding climate change became

commonplace in our young people, contributing to heightened anxiety, depression, and feelings of loneliness.

The demand for mental health services by young people surged, combined with increases in complexity and acuity of presentations, prompting a resounding call to action for funders to prioritise and invest in the mental health of our young generation.

As a result of these changes, it became imperative that we continued to expand our youth mental health services, ensuring that they were accessible, stigma-free, and tailored to meet the unique needs of young people we supported during these challenging times.

Over the past year, we delivered more than 64,875 services to over 4,600 young people facing mental health challenges.

We focused on making services more accessible, reducing wait times, and expanding our supports with programs like the headspace Work and Study initiative. We worked to engage more effectively with Aboriginal and Torres Strait Islander community members, align

4,600
young people supported

our practices with the headspace model, and consulted with young people and their families in our efforts to innovatively adjust our care models whilst ensuring our services remain youth friendly, effective, and safe.

Advocating for young people

We continued to play a leading advocacy role in the youth services sector, promoting discussion and action focused on improving youth mental health. This included involvement in a panel discussion as part of Flinders University's Fearless Conversations.

We strengthened partnerships with key stakeholders including other non-government organisations, tertiary services, and research institutions, such as Flinders University, headspace National, and Orygen.

We continued to lead and develop the Multi-Agency Collaboration for Youth initiative in the northern region of Adelaide, with this occurring alongside the development of a similar initiative in the southern Adelaide region. Additionally, we partnered with the University of Adelaide to co-sponsor a PhD student to continue to examine innovative ways to meet demand for youth mental health services within our sector.

headspace centres

Throughout the year, we provided over 13,800 services to more than 2,400 young people across our headspace centres in Adelaide, Edinburgh North, Marion, and Onkaparinga.

We employed effective strategies to make our services more accessible and responsive for young people, such as adopting a single session therapy model, establishing drop-in and brief intervention clinics, check-in phone contacts, group programs, and peer support, as well as specialised support for Aboriginal and Torres Strait Islander young people with the introduction of yarning circles.

On average, young people we supported demonstrated a significant reduction in psychological distress, moving from severe to moderate levels across all four headspace centres. Additionally, evidence indicated a steady improvement in psychosocial functioning.

 **4**
headspace
centres

“

Since coming to headspace my life has improved so much. I have hope for the future, even though things can still be hard at times. I'm looking after myself and have changed jobs and I'm just feeling much happier overall.

CLIENT, HEADSPACE EDINBURGH NORTH

Reflecting on the impact of emerge

Through our emerge program, we continued to support young people facing complex and severe mental health challenges. Throughout the year, 450 young people were supported with over 12,600 occasions of evidence-based therapy, peer support, care coordination, group work, and psychiatric support. Significantly, over 80% of young people who accessed the program showed significant improvements in their wellbeing.

Whilst the emerge program concluded in June 2023, due to recommissioning by Adelaide PHN, it remains a program highly regarded by key stakeholders including headspace National, Orygen, and Local Health Networks, for being truly dedicated to providing young people-centred, evidence-based quality services.

Since its launch in 2018, we have delivered 66,500 services to more than 1,850 young individuals through emerge, including those dealing with eating disorders. Feedback from young people was overwhelmingly positive, with 85% stating that they would recommend our services to others. Our approach to care within emerge was comprehensive and well-integrated, ensuring that young people received support tailored to their unique needs and experienced smooth transitions between services. We are immensely proud of the impact the emerge program had on the lives of young people in our community.

Early psychosis support

We continued to support young people experiencing, or at risk of experiencing psychosis through our Early Psychosis program at headspace Adelaide. Built upon the foundations of evidence provided by Orygen, the program focuses on early intervention and provides young people and their families with timely access to specialist support.

In the past financial year, our efforts were channelled into consolidating and strengthening the headspace Early Psychosis program workforce. We continued with our successful early graduate program and supported two graduates from this initiative to join our workforce as clinicians. Additionally, with the inclusion of an Exercise Physiologist to our team, we were able to strengthen our physical health pathways to address metabolic syndrome in young people.

These improvements have translated into tangible outcomes, with over 680 young people accessing the service throughout the 2022-23 financial year. A total of 38,361 occasions of services were delivered, a 6% increase from the previous year and a testament to the program's relevance and impact.

Over 60% of young people who accessed the service demonstrated a significant reduction in psychological distress.

Raising mental health literacy and awareness

Over the past year, we continued to strive to empower young people, encourage help-seeking and foster positive change through our community engagement efforts.

Our headspace centres hosted over 500 diverse events ranging from thought-provoking stakeholder discussions and social connection groups to mental health workshops and online campaigns.

We attended a plethora of enriching events and activities that celebrate the power of unity and diversity including Aboriginal Power Cup, BPD Awareness Week, Comic Con, Festival of Now, IDAHOBIT, International Women's Day, International Youth Day, Men's Health Week, NAIDOC week, National Carers Week, National Reconciliation Week, National Volunteer Week, Nunga Tag, Pride Month, Refugee Week, R U Okay Day, Sexual Health Week, Trans Awareness Week, Walk for Suicide Prevention, Wear it Purple Day, headspace Work and Study Month, and World No Tobacco Day.

We also attended over 30 schools, universities, sports clubs, and community groups and delivered more than 40 engaging presentations within these settings, all aimed at enhancing mental health literacy and awareness.

These engagements serve as the cornerstone for dismantling the stigma that often shrouds youth mental health issues. By fostering greater understanding and empathy, we strive to break down barriers and open avenues for support.



Alcohol & other drugs services.

Throughout the 2022-23 financial year, we strived to demonstrate the effectiveness and impact of our unique alcohol and other drug (AOD) services.

Across our three AOD programs, AIM, In-Home Withdrawal Service and Partners Toward Wellbeing, we provided support to over 600 people through more than 3,000 occasions of service.

Presenting impactful findings

Karyn Hodson, Country Mental Health & AOD Clinical Lead and Trevor Burch, Peer Practitioner attended the Australia and New Zealand Addiction Conference to present AIM. This unique program supports people experiencing co-occurring addiction and mental health issues, a concern impacting three in four individuals receiving AOD services nationwide.

The evidence presented by Karyn and Trevor highlighted AIM's impact with 72% of clients demonstrating an improvement in psychological wellbeing and 75% reporting better management of their substance use.

Trevor's personal journey of substance use, mental health challenges and recovery, showcased in a poster presentation at the conference, demonstrated the pivotal role of lived experience workers in supporting the recovery journey of individuals struggling with addiction and mental health challenges.

3,000

occasions of service delivered

“ I can personally attest to the transformative power of Peer Practitioners. They have been my biggest allies and companions on my journey toward health and happiness. When I felt isolated and misunderstood, they offered me condolences, advice, and hope that someone had dealt with these issues before and had overcome them.

TREVOR BURCH, PEER PRACTITIONER

Delivering positive outcomes through In-Home Withdrawal Service

An evaluation of our In-Home Withdrawal Service yielded promising results. The service not only enabled most clients to reduce their substance use (89%) but also witnessed substantial improvements in overall wellbeing (65-94%). Furthermore, the evaluation demonstrated significant cost savings for tertiary services, totalling over \$2 million.

The positive feedback received for the service was attributed to its unique features, including home-based withdrawal settings, holistic care delivered by a dedicated and compassionate multidisciplinary team, effective communication, rapport-building, and seamless collaboration with GPs and external agencies.



600

individuals supported across 3 AOD programs

Recognised excellence

In collaboration with Mission Australia, we continued to deliver the Partners Toward Wellbeing program. This initiative focuses on supporting people to address the practical, physical, social, and emotional issues that often accompany living with both mental health and alcohol and/or other drug use concerns.

Our efforts in this program were acknowledged at Adelaide PHN's Annual Primary Health Care Awards, where Partners Toward Wellbeing received the prestigious 'Recognition in Primary Alcohol and Other Drugs Treatment Services' award.



“ Peer support is essential...peers experienced in dealing with withdrawal helps so much during the process as they can answer all the many questions I and my family had.

CLIENT, IN-HOME WITHDRAWAL SERVICE

89%

of In-Home Withdrawal Service clients reduced their substance use



Employment support.

Supporting migrants and refugees to overcome barriers

Throughout the 2022-23 financial year, Sonder continued to deliver Employment Solutions, a unique program designed to provide migrants and refugees with specialised support, enabling them to overcome complex psychosocial barriers and achieve educational and employment goals.

Unlike conventional employment services, the program offers long-term, personalised, and client-directed support, with a core focus on promoting mental wellbeing, skill development, and sustainable outcomes.

401

young people, migrants and refugees supported

The program's success is rooted in its multidisciplinary and diverse team, the maintenance of smaller caseloads, and an ability to leverage existing organisational expertise in the areas of mental health, community health, disability services and psychosocial supports.

In the past financial year, through the Employment Solutions program, we supported a total of 158 migrants and refugees into 76 job or education placements through 1,763 occasions of service.

Our ongoing relationships with over 3,000 employers, coupled with our achievement in providing 115 mental wellbeing appointments to over 50% of individuals who accessed our service, demonstrates the program's unique position in delivering tailored employment and vocational opportunities, along with the essential support for sustaining employment and maintaining good mental health.

In recognition of the program's impact on South Australia's migrant and refugee population, Sonder received prestigious recognition as a Highly Commended Finalist for the Community Sector Award at the South Australian Governor's Multicultural Awards.



Soloman's story

Solomon, originally from Ghana, faced homelessness, unemployment, and mental health issues after moving to Tasmania. Determined not to give up, he later relocated to Adelaide in search of a fresh start. Despite applying for countless jobs and receiving no response, he found hope in the Employment Solutions program.

Solomon connected with a Wellbeing Coach who offered culturally sensitive, trauma-informed support, helping him process his experiences and strengthen his resilience and mental health. In addition, the coach connected him to other community services.

With improved wellbeing, Solomon worked with a Career Coach to explore his interest in the mining industry. He earned certificates and received guidance on job applications and interviews. Today, he thrives as a trade assistant, earning praise for his strong work ethic. He continues to plan for the future, aspiring to buy a house and start a family.

Reflecting on his journey with the Employment Solutions program, Solomon explains **"This program is special because people like me that are stuck can come here and find someone that thoroughly listens and pays attention to their needs. I had lost the direction of my life, but now I feel the way I approach my life has positively changed. I hope this program continues forever."**

Solomon's journey demonstrates that, with the right support, individuals can overcome challenges and achieve their dreams.

140

job or education placements

Empowering young people to achieve work & study goals

Young people experiencing mental health challenges are significantly more likely to be disengaged from work or study. Our headspace Work & Study program at Onkaparinga, Edinburgh North and Adelaide helps young people to start a career, find employment, or develop their education. This support creates momentum, strengthens resilience, and builds confidence in young people taking their next steps in life. In the past financial year, this program supported 243 young people, providing over 2,341 occasions of service.

Our commitment to fostering meaningful relationships with employers and training providers resulted in 64 young people successfully transitioning into work or education placements.

Underpinning our commitment to service excellence is a strong emphasis on workforce development. To enhance the quality and consistency of our services, our staff were actively supported in acquiring micro-credentials focused on youth mental health and employment through Orygen's IPS Workforce Development Framework.

“

I have seen the benefits in all aspects of my life including my mental health, physical health, and overall wellbeing. I continue to receive ongoing support allowing me to feel secure in my employment as I know if there are any issues I can reach out to for guidance and assistance.

HANNAH, HEADSPACE WORK & STUDY CLIENT



Aboriginal health.

Sonder's Closing the Gap Integrated Team Care (CTG ITC) program supports Aboriginal people living with chronic health conditions in Adelaide and regional South Australia.

Care Coordinators in the program work with clients to help them to better understand and manage chronic health conditions, navigate the healthcare system and access culturally-appropriate services that enable them to self-manage their health.

Outreach Workers in the program provide practical assistance, supporting clients to attend appointments and offering advocacy and education through home visits. Working alongside Care Coordinators, the team

support clients to develop self-management skills to live healthier lives.

In the 2022-23 financial year, Sonder's CTG ITC program supported 1,551 Aboriginal people with a total of 46,476 occasions of service. Almost 50% of all clients supported demonstrated an improvement in wellbeing whilst 51% demonstrated an improvement in overall health state.

“

The team have gone above and beyond, showing me kindness and compassion during some of the most challenging moments of my life. I am forever grateful for their support and can confidently say it has made a significant difference in my journey towards healing.

WAYNE, CLOSING THE GAP ITC CLIENT

1,551

Aboriginal people supported through the CTG ITC program



Engaging with community at Closing the Gap Day

South Australia's biggest event dedicated to improving the lives of Aboriginal and Torres Strait Islander peoples, Closing the Gap Day was presented by Sonder and Nunkuwarrin Yunti on Thursday 16 March 2023.

Held at the Adelaide Showgrounds on Kurna Country, this annual and highly anticipated event encourages connections between Aboriginal and Torres Strait Islander community members and local services that can support their needs in health care, employment, aged care, disability and more.

Up to 3,000 people walked through the front doors, enjoying live performances, fun activities, and giveaways whilst learning about services that are available for them and their families from over 100 exhibitors.

3,000+

people attended 2023 Closing the Gap Day

Community health.

Cultivating healthier lifestyle habits

In the 2022-23 financial year, we supported 270 people living with or at risk of developing chronic health conditions to develop healthier lifestyle habits through our Healthy Habits program. Delivered across Gawler, Nuriootpa, Clare, Kadina, Port Pirie and Port Lincoln, the community-based program delivers tailored group and individual services which support improved health and wellbeing outcomes.

Throughout the year, we delivered a total of 32 group programs, including activities such as hydrotherapy, gym workouts, nutrition, and wellbeing education sessions, as well as targeted groups designed for women coping with breast cancer and mums and babies. In addition to the group programs, participants benefitted from 475 individual allied health sessions and 52 wellbeing coaching sessions.

Our program participants demonstrated positive changes in their health and wellbeing. 100% of participants reported improvements in their skills related to healthy eating and exercise. Furthermore, over 95% of participants found that the program catered to their unique health needs. Most impressively, more than 80% experienced substantial improvements in their self-reported levels of exercise, while 100% demonstrated improvements in strength and overall fitness after completing the group exercise programs.

Collaborating for better health outcomes

Sonder continued to work collaboratively with Flinders University to provide Kickstart Your Health, a six-week, group-based, exercise and nutrition program, delivered by university students.

A total of six rounds of the program were provided for 51 participants, facilitated by 30 students from a range of disciplines including nutrition, dietetics, exercise science, physiology, and occupational therapy.

93% of program participants demonstrated improvements in nutrition and exercise habits, including increased exercise frequency and duration, reduced sitting time and increased vegetable serves per day.



“
Healthy Habits has assisted in achieving one of my goals in maintaining/improving physical strength and general health. Socially, the interaction with other breast cancer survivors during the program has improved my motivation to continue attending the gym.

CLIENT, HEALTHY HABITS

Empowering Aboriginal young people through jiu-jitsu

Sonder continued to work collaboratively with First Nations Jiu Jitsu and M16 Fight & Fitness to deliver Brazilian jiu-jitsu sessions for Aboriginal and Torres Strait Islander young people.

Jiu Jitsu Academy is an inclusive and culturally safe 10-week program that aims to support the physical, social and emotional wellbeing of participants through movements.

Commencing in February 2023, 16 sessions have been delivered across two eight-week programs, each attended by up to 10 participants.



Bridging healthcare gaps: Improving management of chronic health conditions in regional South Australia

Our Integrated Primary Care program plays a pivotal role in supporting individuals living with chronic health conditions throughout regional South Australia. By facilitating access to a range of allied health services, including physiotherapists, dietitians, diabetes educators, exercise physiologists, and podiatrists, we empower individuals to take control of their health and enhance their overall wellbeing.

Adopting a teams-based approach, the program's dedicated Care Coordinator works in collaboration with each client's GP. Together, they champion the client's health needs and seek innovative ways to support clients to better manage chronic conditions and improve their wellbeing.

Throughout the 2022-23 financial year, a total of 1,849 clients were supported through the program through 9,343 occasions of service.

As part of our commitment to continual improvement, we reached a significant milestone by transitioning to the recording of performance-based outcome measures for clients in our Integrated Primary Care program. Notable improvements were observed in the management of chronic conditions. Clients dealing with obesity demonstrated weight reduction progress, those with arthritis experienced enhanced pain management, significantly improving their quality of life, whilst clients with diabetes reported lowered blood glucose levels, advancing their diabetes management.



Disability services.

At the beginning of the 2022-2023 financial year, Sonder embarked on a transformative journey by introducing a new range of comprehensive disability services for NDIS participants.

Bridging the gap between disability and health

NDIS Plus is designed to offer a personalised range of health, wellbeing, and therapy services to both young people and adults with NDIS plans. The services aim to empower individuals to live active and healthy lives by adopting a holistic approach that integrates NDIS services with other health care offerings, effectively bridging the gap between disability and health.

Sonder's NDIS Plus services encompass a range of specialised offerings, including:

- **Psychosocial Recovery Coaching:** Aimed at participants with psychosocial disability, Psychosocial Recovery Coaches empower

individuals to achieve their goals and better manage the complex challenges of day-to-day living through a recovery-orientated and strengths-based approach.

- **Counselling and Psychological Therapy:** Delivered by experienced and compassionate Mental Health Clinicians, this service is designed to equip individuals with techniques and skills to improve mental health, develop personal capacity, and break down any barriers they be may encountering in their pursuit of personal goals.
- **Dietetics and Exercise Physiology:** Our team of experienced Dietitians and Exercise Physiologists collaborate with participants to empower them with the knowledge and skills needed to achieve their specific health and wellbeing goals. This involves tailored exercise sessions and nutritional guidance, designed to meet their unique needs, as well as comprehensive assessments.



Jake's story

Jake had long struggled with complex psychosocial disabilities, leading to multiple hospital admissions. Engaging in everyday tasks, like visiting the local shopping centre or participating in vocational and recreational activities were challenging due to anxiety and a lack of motivation. In addition, Jake struggled to maintain a healthy and nutritious diet.

Upon receiving his first NDIS plan, Jake and his family explored suitable NDIS services. Jake's sister reached out to Sonder to enquire about the Psychosocial Recovery Coaching service through NDIS Plus.

At Sonder, Jake was connected with a Psychosocial Recovery Coach who worked with him to break down his goals into small, manageable steps. Jake's Recovery Coach also connected him with a peer mentor who shared his interests in Lego, football, soccer, pool, cooking, and video games, providing a solid foundation for their relationship. With support, Jake gained the confidence to engage in vocational and recreational activities that had long eluded him.

Jake's Recovery Coach also connected him with a Psychologist, who helped him to develop strategies to increase his motivation to participate in daily tasks. An Occupational Therapist was also brought into the picture to support Jake in achieving his goal of obtaining a driver's license.

Since engaging in Sonder's NDIS Plus services, both Jake and his family have witnessed a remarkable improvement in Jake's confidence, motivation, and determination to achieve his recovery goals.

“

Both our Psychosocial Recovery Coach and Sonder have been so wonderful to work with and have made a significant impact on my family member's life and have supported them immensely to progress and move forward. I cannot thank you enough for the work you are doing!”

ROXANNE, CLIENT'S FAMILY MEMBER, NDIS PLUS

A journey towards registration

Throughout the 2022-23 financial year, Sonder embarked on a comprehensive audit process as part of an application to become a registered NDIS provider. Sonder received an outstanding audit outcome, and eagerly awaits the receipt of our certificate of registration from the NDIS Quality & Safeguards Commission.

Empowering healthcare professionals to provide enhanced care to patients with disability

Understanding the significance of empowering GPs and Allied Health Professionals with the knowledge and tools to deliver enhanced care to patients living with disability, Sonder took the initiative to host an array of professional development events. Working in collaboration with National Disability Insurance Agency Co-Design and Engagement Branch and South Australian Council of Intellectual Disability, our first event focused on intellectual disability, health, and the NDIS. The team is committed to facilitating additional professional development opportunities in the future.

With a promising array of NDIS Plus services on the horizon, Sonder looks forward to playing a key role in improving the overall health and wellbeing of people living with a disability in South Australia.

Homelessness services.

Preventing and ending homelessness

Sonder supports people experiencing or at risk of experiencing homelessness through Toward Home, an alliance consisting of Lutheran Care, Baptist Care SA, Mission Australia, The Salvation Army, Aboriginal Family Support Services, Hutt St Centre, and Sonder.

Organisations in the alliance work together to support people living in the Adelaide CBD, the inner and outer southern metropolitan regions, and the Adelaide Hills. The services are designed to prevent, divert, and resolve homelessness, with the aim of shifting the focus of care from crisis management to early intervention. There is also a specific focus on supporting Aboriginal and Torres Strait Islander people in a culturally safe approach.

Individuals experiencing homelessness often face a range of complex challenges related to their health and wellbeing and experience barriers preventing them from accessing secure, safe and long-term housing.

As a proud member of the alliance, Sonder contributes by providing a comprehensive array of health and wellbeing services through a dedicated mobile team comprising Care Coordinators, Mental Health Practitioners, Nurses and Peer Practitioners.

223

clients supported

4,180

occasion of service provided

Throughout the 2022-23 financial year, Sonder supported a total of 223 individuals experiencing or at risk of experiencing homelessness, each requiring a multi-disciplinary, wrap-around approach to address their unique health needs and barriers. The team provided outreach support in Adelaide's CBD, Mount Barker, Holdfast Bay, and Onkaparinga, as well as in-home support once the individuals found secure housing.

77% of individuals supported experienced mental health concerns, while 23% reported having a disability. Throughout the year, the team provided 980 occasions of mental health support, almost 700 occasions of health or medical-related support and over 2,500 occasions of support involving advocacy, advice, and information. These numbers reflect the lives touched, the journeys restored, and the hope rekindled by our dedicated team's tireless efforts.



Research & evaluation.

In the 2022-23 financial year, Sonder focused on advancing research and evaluation initiatives. These efforts culminated in our inaugural Research Symposium and the development and strengthening of partnerships with both internal and external research entities and projects.

We actively engaged in research focused on improving the uptake of primary healthcare and better outcomes for individuals in the communities we serve. We also continued to undertake comprehensive service evaluation and build internal capacity to translate research evidence into high-impact quality improvement initiatives through our dedicated Research and Evidence Translation Committee.

The invaluable findings from our research and evaluation initiatives in the 2022-23 financial year have not only empowered us to advocate for change but have also led to tangible improvements in our policies and services. This, in turn, has allowed us to amplify our positive impact on the lives of the people we are privileged to serve.

Advancing evidence-based practices and healthcare excellence

In November 2022, we held our inaugural Research Symposium which united leading researchers in the field of primary and mental health care. This event showcased research and program evaluations that have translated into evidence-based practices and contributed to better health care.

The symposium attracted 32 attendees, who enjoyed presentations from a range of renowned thought leaders and research experts, including our keynote speaker, Professor Nicholas Procter.

Sonder also forged valuable partnerships with the University of South Australia to create a needs

assessment for self-management services for adults awaiting community-based mental health services. Published in BMC Public Health Journal, the study's outcomes prompted improvements to our supports provided to people on a waitlist, as well as a partnership with the University of Adelaide and University of South Australia to introduce an online self-help tool.

Enhancing client experience

Sonder has long been dedicated to measuring client experience, commencing our client experience survey in 2019. In the 2022-23 financial year, we adapted our approach to distributing the survey, transitioning to a worker-led distribution method in order to improve survey accessibility and timely responsiveness. This transition resulted in an increase in response rate to 29% amongst the 4,216 clients who were offered the survey during the 2022-23 financial year. Additionally, our data is now reported dynamically through PowerBI dashboards, providing real-time insights into our clients' outcomes.

Impressively, 94% of respondents reported a positive experience with Sonder and throughout the year, we continued to meet the minimum benchmark of 85% positive experience across all domains including continuity of care, informative, informed, involvement, meaningful, respect, safety, and support.

Several areas for improvement were also identified including wait times, appointment flexibility, transportation options, and disability access. Sonder has since engaged in various activities to better understand the needs of people on the wait list, made changes to various policies and initiated a dignified access audit across all Sonder locations to ensure an inclusive experience for all.



Enhancing outcomes through monitoring and evaluation

Sonder's commitment to providing the best possible outcomes within allocated budgets remained steadfast during the 2022-23 financial year. Our service monitoring and evaluation efforts continued to serve as the foundation for informed decision-making, accountability, and continuous improvement.

Throughout this period, we undertook comprehensive evaluations of various programs, including headspace brief Interventions and single-session therapy, the emerge program, and the Closing the Gap ITC program. Additionally, we conducted a lifespan evaluation of the In-Home Withdrawal Service, completed with a cost-benefit analysis. One noteworthy evaluation project in particular included an assessment of the impact of consumer reference groups on service delivery models at our headspace centres which uncovered ways in which we can improve the involvement of consumer reference groups throughout the organisation.

Nurturing future healthcare professionals

Sonder actively contributes to the development of the future workforce by offering training, education, and professional development opportunities. Our partnerships with academic institutions, such as the University of Adelaide, University of South Australia, and

Flinders University, have enabled us to provide student placements and internships, resulting in invaluable experiences for the next generation of healthcare professionals. This has resulted in placements for four students in the fields of Public Health Sciences, Health Promotion, Social Work and Psychology.

In addition to strengthening our connections within the sector, these placements have expanded our research and evaluation capabilities, broadened our outreach, and created potential employment opportunities for the students we have had the privilege to host.

We have also engaged with Research Assistants from various universities to support collaborative research projects, further demonstrating our commitment to advancing knowledge and healthcare excellence.

Looking ahead, our research and evaluation endeavors will continue to drive client-centered, effective, and efficient service delivery, inform policy decisions, and open doors to future funding opportunities.

Professional development for health professionals.

As an RACGP-accredited quality improvement and continuing professional development provider, Sonder facilitates professional development and networking opportunities for professionals working across the sectors of primary healthcare and community services.

With over 20 years of experience, Sonder empowers professionals to advance their careers and stay up-to-date with the latest medical advances and best practices, enabling them to provide high-quality care for their patients.

Professional development offerings

In the 2022-23 financial year, Sonder facilitated a broad range of professional development opportunities, for GPs, health professionals and staff at Sonder. The team presented a total of seven professional development events, a networking session for Practice Managers and a newly developed workshop, 'Responding to Alcohol and Other Drug (AOD) Use'.

Topics covered throughout the professional development events included cardiovascular health, lung cancer diagnosis and management, prostate cancer management and women's health, including breast cancer.

These professional development events were attended by 25 participants on average, with 50% of them delivered in a hybrid approach, making them accessible to attendees both either in-person and online.

9

professional development and networking events facilitated

Collaborating to expand our offerings

In a collaborative effort with Sonder's Aboriginal health team, the professional development and events team delivered a workshop on Aboriginal cultural sensitivity and respect for GPs and health professionals on the York Peninsula. Another session was delivered on the topic of intellectual disability, health, and the NDIS, in partnership with Sonder's disability services team.

In collaboration with Sonder's AOD team, a two-day workshop, 'Responding to AOD Use', was developed, aimed at supporting participants to improve their knowledge, skills, and confidence around supporting clients with alcohol and other drug use concerns. Facilitated by both an AOD Clinician and Peer Practitioner, the workshop offers a unique blend of clinical expertise and insights derived from lived experiences.

“

The training content and style really resonated with me, and provided important knowledge and skills I can use within my role, making me more confident to support someone experiencing AOD issues.

AOD WORKSHOP PARTICIPANT

Acknowledging our sponsors

Thank you to our valued sponsors for your support throughout the 2022-23 financial year, including AstraZeneca, Avant, Bayer, Benson Radiology, Brentnalls Country SA Primary Health Network, GenesisCare, Ipsen and MaynePharma.



Aboriginal Cultural Sensitivity & Respect Training



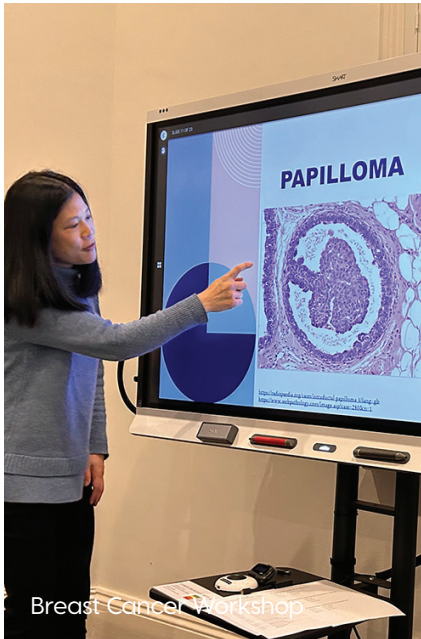
Responding to Alcohol and/or Other Drug Use



Breast Cancer: The Full Picture



Practice Manager Network



Breast Cancer Workshop



Intellectual Disability, Health and the NDIS



Lung Cancer Diagnosis and Management

Workforce development.

Throughout the 2022-23 financial year, Sonder facilitated an array of workforce development initiatives, showcasing our commitment to nurturing talent, fostering leadership, and supporting diverse learning experiences.

Investing in the workforce of tomorrow

At Sonder, we perceive the provision of student placements as not just an obligation to the developing clinical workforce, but as an opportunity to engage and cultivate future talent for our organisation.

Over the past year, we strengthened our partnership with Flinders University, offering 24 placements to Social Work students. These students actively engaged in a multitude of learning opportunities, making substantial contributions to our service delivery and various quality improvement projects. This year marks a record-breaking milestone, with each student successfully completing their placement and three students becoming valued members of Sonder's workforce, having secured positions following their placement.

The partnership has not only enriched our talent pool but has also allowed us to shape the course content in the field of social work. By aligning the curriculum with current industry standards, we are ensuring that these students graduate well-prepared for the workforce.

In addition, we have facilitated placements for Psychiatry students, aspiring GPs and postgraduate Psychology students from all three South Australian universities. Several of these Psychology students have secured positions in Sonder's workforce to complete their registrar training for endorsement as Clinical Psychologists or 6th Year Internships for General Registration. Our inaugural Psychology Internship Program has successfully set the foundation for expanded intern numbers in 2024.

Supporting our Aboriginal and Torres Strait Islander workforce

Consultation with Aboriginal and Torres Strait Islander communities, leaders, and our workforce, led to the introduction of the Aboriginal and Torres Strait Islander Education Grant. This initiative provides financial support to our Aboriginal staff pursuing studies, emphasising our commitment to diverse learning pathways.

Notably, two of our staff members achieved an Indigenous Health-Centred Diploma of Leadership and Management, and a further two achieved a Certificate IV Aboriginal and/or Torres Strait Islander Primary Care, symbolising not only their professional growth, but also the promotion of Indigenous leadership at Sonder.

Empowering our lived experience workforce

In a strategic response to the scarcity of skilled Peer Practitioners in the market, we launched the Peer Upskill program, designed to empower and upskill staff to obtain a Certificate IV in Mental Health Peer Work. Central to the initiative, Sonder covers the cost of certification, provides supervision training, and ensures participants have the resources and time they need to dedicate to their studies.

The program offers a well-structured pathway for our staff's growth, enabling them to progress through various stages, including supervisor, senior, and lead positions.

This initiative has yielded remarkable results, boasting an impressive 92% retention rate and an enhanced presence of peer workforce, now comprising 13% of our total workforce.

“

The exceptional supports I received in clinical supervisions and mental health trainings have been instrumental in not only enhancing my clinical knowledge and honing my practical skills but have also played a pivotal role in cultivating the self-assurance I needed to effectively support young persons and meet their diverse needs.

ALAN CHU, GRADUATE MENTAL HEALTH CLINICAN



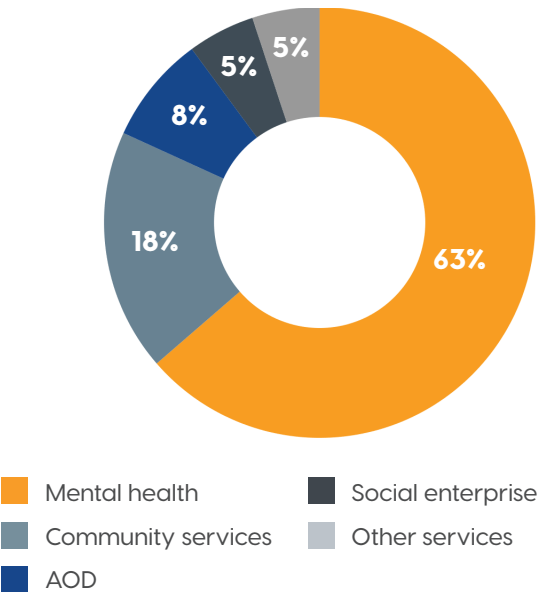
Financial performance.

Sonder's total revenues in 2022-23 of \$35 million exceeded budget by 8% which is an indication of its continued growth as it expands its services through more grant funding and fee for service through Solasta. There was also an increase in the market value of Sonder's investment portfolio resulting to unrealised gain compared to an unrealised loss in 2021-22.

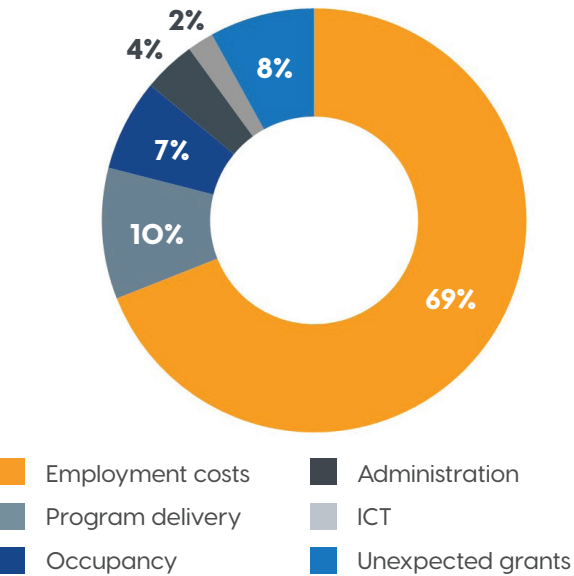
In 2022-23, Sonder made huge investments in systems reforms including ICT upgrades, new HR, payroll and finance system, migration to cloud computing and increasing back-end support due to Sonder's growth. Furthermore, Sonder also invested in expanding its fee-for-service programs through NDIS Plus, Sonder's disability services. Sonder also continued to support its staff with ongoing development and staff retention strategies. Total operating expenses for 2022-23 was \$40.7 million.

Sonder incurred a deficit of \$5 million of which \$3.2 million is from unexpended grants that will be carried forward to 2023-24, \$630k from Lease accounting recognition and \$90k expenses from revaluation reserve.

Revenue sources per program type



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 the financial year ended 30 June 2023. This summary does not, and cannot be expected to provide a full understanding of the financial position of Sonder. Our complete Financial Report can be accessed on our website.

DIRECTORS' REPORT

The Directors present this report on the company for the financial year ended 30 June 2023.

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 FY2022/2023, Sonder delivered programs across metropolitan Adelaide and Country SA with nine main offices located in Edinburgh North, Port Adelaide, Christies Beach, Klemzig, Marion, Adelaide, Nuriootpa, Willaston and Kadina.

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.

Sonder also delivered homelessness program in the Adelaide Metro South as a member of the Toward Home Alliance. During the FY, Sonder delivered fee for service psychological therapies through Solasta and disability services through NDIS Plus.

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 60-40 of the Australian Charities and Not-for profit Commission Act 2012 has been included.

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

Dr Rizwan LATIF
Chairman

Mr John MANNING
Director

Dated 3 October 2023

INDEPENDENT AUDITOR'S REPORT TO THE DIRECTORS OF SONDER CARE LIMITED

Opinion

We have audited the financial report of Sonder Care Limited ('the Company'), which comprises the statement of financial position as at 30 June 2023, the statement of profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the Directors' declaration.

In our opinion, the accompanying financial report of Sonder Care Limited, is in accordance with the Australian Charities and Not-for-profits Commission Act 2012; including:

- (i) giving a true and fair view of the Company's financial position as at 30 June 2023 and of its financial performance for the year then ended; and
- (ii) complying with Australian Accounting Standards and the Australian Charities and Not-forprofits Commission Regulations 2022.

Nexia Edwards Marshall
Chartered Accountants

Dated 3 October 2023



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